

BEST VALUE PERFORMANCE INDICATORS QUARTERLY MONITORING STATEMENT - 3RD QR 2003/04 (Oct-Dec 03)

		2002/3 Outturn	Quartile London	2003/4 Target	2003/4 Outturn 1st Qr	2003/4 Outturn 2nd Qr	2003/4 Outturn 3rd Qr	2003/4 Outturn 4th Qr	Target (see notes below)	Trend (see notes below)	Exception report/Comments
PI No.	CORPORATE HEALTH										
1a	Does the authority have a Community Strategy, developed in collaboration with the local strategic partnership, for improving the economic, social and environmental well being in a way that is sustainable?	No	N/A	No	No	No					
1b	By when (mm.yy) will a full review of the community strategy be completed? If such a review was scheduled for this year, was it completed on time?	-	N/A	-	-	-					
1c	Has the authority reported progress towards implementing the community strategy to the wider community this year? If no, by when (mm.yy) will this be undertaken?	-	N/A	-	-	-					
1d	By when (mm.yy) does the authority plan to have such a strategy in place? Are the partnership arrangements in place to support the production of the strategy?	1-May-04	N/A	1-May-04	1-May-04	1-May-04					
2a	The level (if any) of the Equality Standard for Local Government to which the authority conforms.	1	[2]	2							
2b	The duty to promote race equality: checklist score		N/A	60%							
8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority.	84.00%	[2]	88.00%		71.00%	79.37%		↓	↑	The accounts payable was upgraded in June 2003 which has had an impact on the speed of data input. In order to maintain target for processing invoices and avoiding delays in payment, the planned additional data input to monitor receipt of invoices for payment and advising departments of their performance in processing invoices for payment has not been done. As previously reported, the implementation of e.procurement system and rollout of purchase cards during 2004/2005 will enable 100% target achievement.
9	Percentage of Council Tax collected.	97.20%	[1]	98.00%	35.08%	64.18%	89.20%			↑	Collection is in line with expected results for 2003/2004. Please note that the Quarterly figures are cumulative; the key results will be those shown at Quarter 4.
10	The percentage of non-domestic rates due for the financial year which were received by the authority.	99.20%	[1]	99.25%	41.01%	73.94%	92.23%			↑	
11a	The percentage of top 5% of earners that are women.	35.30%	[3]	37.50%		32.70%			↓		The figure is calculated at 1/2 and full year. The senior management restructuring has to date resulted in a reduction in women in Senior Posts
11b	The percentage of top 5% of earners from black and minority ethnic communities.	5.30%	[4]	7.50%		7.00%			↓		The figure is calculated at 1/2 and full year. The senior management restructuring has to date resulted in an increase in BEM in Senior Posts which if continued will result in us achieving our full year target

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12	The number of working days/shifts lost due to sickness absence.	9.98	[2]	9.50	2.58	4.51	7.35				The figure is cumulative and can only be compared to the target at the end of the fourth quarter, however the projected outturn is now below target although an improvement on the previous year.
14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	0.12%	[1]	0.45%		0.23%			↑		The actual numbers are so small that minor variations result in disproportionate variances
15	The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	0.47%	[3]	0.35%		0.14%			↑		The actual numbers are so small that minor variations result in disproportionate variances
16	The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the authority area:										
	a) Staff with disabilities	2.40%	[2]	3.00%		3.00%			↔		The figure is calculated at 1/2 and full year. The target had been achieved at 1/2 year.
	b) Working age (18-65) people with disabilities	11.10%	N/A			11.10%			-	-	
17	The percentage of local authority employees from minority ethnic communities compared with the percentage of economically active minority ethnic community population in the authority area:										
	a) Staff from ethnic minorities	27.40%	[3]	30.00%		28.20%					The figure is calculated at 1/2 and full year. The 1/2 figure demonstrated an improvement towards the full year target
	b) Working age (18-65) people from ethnic minorities	42.70%	N/A			42.70%			-	-	
156	The percentage of authority buildings open to the public which all public areas are suitable for and accessible to disabled people.	11.00%	[3]	18.00%							
157	The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery.	35.50%	[4]	41.60%		31.90%	33.20%		↓	↑	The figure for the Outturn 3rd quarter is higher than the 2nd quarter is but lower than the 2002/3 outturn. We changed our methodology to use the IdEA's ESD Toolkit and are currently employing an external consultant to produce our current score and to develop an action plan for increasing the score in future quarters. We expect to slightly exceed the 2003/4 target by the end of the year by concentrating on information transactions as we move into the APLAWS framework.

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EDUCATION											
34b	Percentage of secondary schools with 25% or more of their places unfilled.	0.00%	[1]	0.00%	-	-	-				Not available quarterly but annual estimate to be provided.
38	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*-C or equivalent.	59.10%	[1]	61.00%	-	-	-	57.70%	↓	n/a	This figure embargoed until 15/1/04. Final figures will be published on 15/1/04. Although this represents a shortfall on target, Harrow's value added figure shows that this year group of pupils made considerably higher than average progress from Key Stage 3.
39	Percentage of 15 year old pupils in schools maintained by the local education authority achieving five GCSEs or equivalent at grades A* to G including English and Maths.	91.20%	[1]	94.00%	-	-	-	90.20%	↔	n/a	provisional figure
40	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	79.60%	[1]	81.00%	-	-	-	76.70%	↓	n/a	Outturn is as published by DfES; further research is needed to establish reasons for shortfall. Exception report to be provided at end of year
41	Percentage of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	80.80%	[1]	83.00%	-	-	-	82.10%	↔	n/a	Outturn is as published by DfES
43a	Percentage of statements of special educational need issued by the authority in a financial year and prepared with 18 weeks excluding those affected by 'exceptions to the rule' under the SEN Code of Practice.	85.70%	[4]	100%		100%	100.00%		↔	↔	
43b	Percentage of statements of special educational need issued by the authority in a financial year and prepared with 18 weeks including those affected by 'exceptions to the rule' under the SEN Code of Practice.	15.90%	[4]	43%		21.40%	31.30%		↓	↑	On track to reach target by year end
45	Percentage of half days missed due to total absence in secondary schools maintained by the local education authority.	8.10%	[1]	8.00%	-	-	-	7.70%	↔	n/a	This figure embargoed until 15 January final data not published until 15 January 2004
46	Percentage of half days missed due to total absence in primary schools maintained by the local education authority.	6.20%	[1]	6.10%	-	-	-	5.90%	↔	n/a	Outturn is as published by DfES
48	Percentage of schools maintained by the local education authority - subject to special measures.	0.00%	[1]	0.00%	0.00%	0.00%	0.00%		↔	↔	

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181	Percentage of 14-year old pupils in schools maintained by the local education authority achieving Level 5 or above in the Key Stage 3 test in:										
	a) English	75%	[1]	73%	-	-	-	71%	↔	n/a	outturn as published by DfES
	b) Mathematics	73%	[1]	73%	-	-	-	75%	↔	n/a	outturn as published by DfES
	c) Science	72%	[1]	70%	-	-	-	72%	↔	n/a	outturn as published by DfES
	d) ICT Assessment		N/A	70%	-	-	-	76%	↑	n/a	Exception
194	The percentage of pupils achieving level 5 or above in Key Stage 2.										
	a) English.			34%				32.80%	↔	n/a	Outturn is as published by DfES
	b) Maths.			36%				36.20%	↔	n/a	Outturn is as published by DfES
SOCIAL SERVICES											
49	Stability of placements of children looked after by the authority by reference to the percentage of children looked after on 31st March in any year with three or more placements during the year.	3.10%	[1]	11%	4.40%	6.70%	3.96%		↓	↓	The value for the third quarter is provisional. Further investigation of source data is being undertaken.
	Percentage of items of equipment costing less than £1,000 delivered within three weeks.	95.20%	[2]								discontinued
56	Percentage of items of equipment delivered within 7 working days.	(amended ind.)	N/A	96.10%	73.90%	64.70%				↓	Some of the source data has been returned because of omissions. The data so far, for the months of November and December 2003, indicate substantial reduction in performance, therefore, the result for the quarter will not be calculated until outstanding data is received. Comment from the manager of the equipment service is that they had an increase in requests for the month of November, which caused a backlog situation. Staff holidays during December, have compounded this.
58	Percentage of people receiving a statement of their needs and how they will be met.	76.50%	[4]	94.00%	-	70.00%	82.25%		↓	↑	The data excludes data from the Mental Health teams, which has in the past has depressed the result. Performance improvement plan to be introduced during dinal quarter, may have some impact.
162	The percentage of child protection cases which should have been reviewed during the year that were reviewed.	100.00%	[1]	100.00%	100.00%	100.00%	100.00%		↔	↔	

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163	The number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March that had been looked after for 6 months or more.	5.00%	[2]	7.30%	1.50%	2.80%	2.40%		↓	↓	Exception
195	Percentage of new older clients where waiting time for assessment was acceptable.			65%							
HOUSING											
62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	1.00%	[4]	1.50%	0.25%	0.90%	1.38%		↓	↑	This is an annually calculated indicator which fluctuates over short periods of time depending on when works are completed in relation to grant aided activity and enforcement action. The trend shows significant improvement and the target will be achieved but outturn is likely to be below top 25th percentile. Additional enforcement staff have been provided for in the draft budget which will significantly increase activity.
63	Energy Efficiency - the average SAP rating of local authority owned dwellings.	54.00	[3]	55.00	56.00	56.00	56.00		↔	↔	No improvement data input as contractors still on site. Will be reported at year end.
64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority.	104	[2]	120	32 + additional 16	27 + additional 41	25 + additional 70 finders fee		↓	↑	The BVPI64 guidelines have been amended and revised in conjunction with the ODPM to clarify what can and cannot be included in local authorities reporting of successes on BVPI64. These new guidelines include the following statement: Each nomination to private landlords eg rent deposits where there is no formal nomination right (thus LA has to actively promote/support each new letting). This is not any kind of a new direction for these guidelines, but merely clarifying the matter for local authorities to ensure there is some level of consistency shown nationwide on the reporting of these figures as at the current time there are wide discrepancies across local authorities. As a result the amended figures provided now include every Finders Fee acquisition in LBH as opposed to solely those which had been empty for 6 months. Local indicators will continue to monitor the work of the Empty Homes Strategy on long term empty properties.
66a	Local authority rent collection and arrears: proportion of rent collected.	96.79%	[1]	98.50%	84.49%	88.14%	90.61%		↓	↑	The target for the year is 98.5%, however the qtr 3 fig of 90.61% includes arrears of current tenants and those former tenants transferring with the year. The actual proportion of rent collected excluding these arrears is 95.79%.
164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment?	Yes	[1]	Yes	Yes	Yes	Yes		↔	↔	

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183	The average length of stay in (i) bed and breakfast accommodation and (ii) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks)										This indicator actually measures historical performance over which we have no control. Representations have been made to the OPDM Homelessness Directorate that this indicator does not measure current performance due to the time households spend in second stage accommodation in London Boroughs. For London Boroughs the indicator is actually measuring how long households were in B&B and hostels as long as 5/6 years ago.
	i) bed and breakfast accommodation	16	[2]	16	20	16.8	15.9		↔	↑	
	ii) hostel accommodation	18	[2]	17	37	21.4	11.8		↑	↑	
184a	The proportion of local authority homes which were non-decent at 1 April 2003.	49%	[2]	52%	52%	52%	52%		↔	↔	
185	Percentage of responsive (but not emergency) repairs during 2003/2004, for which the authority both made and kept an appointment.	0%	[4]	0%	0%	0%	0%		↔	↔	
HOUSING BENEFIT AND COUNCIL TAX BENEFIT											
76	Housing Benefit Security.	Yes	[1]								
78a	a) The number of claimants visited, per 1,000 caseload.			206.62	44.92	37	12.21		↓	↓	All major visits targeted and completed in third quarter, however, due to changes in legislation visiting requirements have altered significantly
	b) The number of fraud investigators employed, per 1,000 caseload.			0.23	0.23	0.31	0.29		↑	↑	Have made sound improvements in this area due to assistance from BFI and PEAT Team
	c) The number of fraud investigations, per 1,000 caseload.			59.57	21	6.15	6.71		↓	↑	have cleared a significant backlog of work in this area. Performance for Q4 should reflect the considerable effort in this area of this quarter
	d) The number of prosecutions and sanctions, per 1,000 caseload.			16.00	0	0	0.14		↓	↑	The activity in this area has increased sharply in the last quarter and Harrow achieved the first sanctions of 2003, which will continue to grow into the fourth quarter
78b	Speed of processing: Average time for processing new claims (days)	86.56	[4]	61.20	92.94	97.38	86.76		↓	↑	New Claims received since August 18th Harrow are processed within 3 days and the backlog of claims has been significantly reduced. Performance has improved this quarter and we expect further improvement in quarter 4
78b	Speed of processing: Average time for processing notifications of changes of circumstances (days)	18.70	[3]	13.20	21.76	23.71	23.85		↓	↓	The priority since September has been to target the core elements of Housing Benefit processing and not to concentrate on items of work not associated with putting and keeping claims in payment. The benefits of this will be reflected in fourth quarter, however urgent circs are processed within 3 days
78c	Speed of processing: Percentage of renewal claims processed on time.	45.45%	[4]	77.86%	28.50%	28.40%	42.22%		↓	↑	Performance in this quarter has improved by 14% and further improvement is expected in the fourth quarter, as the number of renewals outstanding is negligible

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79a	Accuracy of processing: Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post-decision.	93.80%	[4]	98.00%	97.60%	98.70%	97.68%		↔	↓	
79b	Accuracy of processing: The percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in the year.	39.07%	[2]	33.00%	12.20%	18.58%	24.52%		n/a	↑	O/P Recovery on target and expect to meet target for the year in the fourth quarter
ENVIRONMENT											
82a	Percentage of the total tonnage of household waste arisings which have been recycled.	9.40%	[2]	16.00%	9.50%	9.80%	10.00%		↓	↑	2003/4 target quoted is incorrect. 16% refers to the combined total of 82a) and b).
82b	Percentage of the total tonnage of household waste arisings which have been sent for composting.	0.00%	[4]	4.00%	2.50%	3.00%	3.00%		↓	↔	2003/4 target quoted is incorrect. 16% refers to the combined Second organic round will be introduced in March and this should provide the <u>installed</u> capacity to meet the statutory target. The final outturn will however be below the target.
82d	Percentage of the total tonnage of household waste arisings which have been landfilled.	90.60%	[4]	84.00%	88.00%	87.20%	87.00%		↔	↑	
TRANSPORT											
99	Road safety - number of road accident casualties per 100,000 population in these categories:										
	a) Pedestrians										
	Killed/Seriously Injured	19.23	[2]	5.88	3.31	5.67	3.78		↑	↑	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	Slight Injuries	50.96	[1]	35.71	6.62	10.39	12.29		↑	↓	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	b) Pedal cyclists										
	Killed/Seriously Injured	2.88	[1]	3.11	0.00	0.00	1.42		↑	↓	Better than expected accident reduction achieved in 2003
	Slight Injuries	16.83	[1]	11.30	0.95	2.83	6.62		↑	↓	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	c) Two-wheeled motor vehicle users										
	Killed/Seriously Injured	5.29	[1]	5.80	0.95	2.36	1.89		↑	↑	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	Slight Injuries	28.85	[1]	25.36	4.25	2.83	3.31		↑	↓	Better than expected accident reduction achieved in 2003

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	d) Car users										
	Killed/Seriously Injured	18.75	[1]	18.74	2.84	2.36	2.36		↑	↔	Better than expected accident reduction achieved in 2003
	Slight Injuries	217.31	[2]	180.38	42.06	48.20	52.46		↑	↓	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	e) Other vehicle users										
	Killed/Seriously Injured	4.33	[2]	1.33	0.47	0.00	0.48		↑	↓	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
	Slight Injuries	20.19	[1]	11.77	4.25	4.72	4.73		↑	↔	Target for 2003 was set against the exceptionally low accident rates achieved in 2002
100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by road works per km of traffic sensitive road.	1.43	[4]	1.50	0.125	0.753	0.414		↑	↑	Exception
165	The percentage of pedestrian crossings with facilities for disabled people.	100%	[1]	100%	100%	100%	100%		↔	↔	
178	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public.	90.90%	[1]	95.00%	90.90%	90.90%	95.00%		↔	↑	
PLANNING											
107	Planning cost per head of population (<i>shown cumulatively</i>)	12.51	[3]	13.71	2.90	6.50	10.74				Exception
109	Percentage of planning applications determined in line with the Government's new development control targets to determine:-										
	a) 60% of major applications in 13 weeks;	32%	[3]	50%	17.00%	43.00%	68.75%		↑	↑	Exception
	b) 65% of minor applications in 8 weeks; and	38%	[4]	50%	35.00%	32.00%	49.54%		↔	↑	
	c) 80% of other applications in 8 weeks.	63%	[3]	75%	75.00%	82.00%	80.00%		↑	↓	Exception
179	The percentage of standard searches carried out in 10 working days.	99.90%	[3]	100%	99.03%	99.50%	99.85%		↔	↑	
188	The number of decisions delegated to officers as a percentage of all decisions.	85.00%	[4]	90%	87.00%	86.00%	88.00%		↔	↑	
200	Plan making: a) Do you have a development plan (or alterations to it) that has been adopted in the last 5 years and the end date of which has not expired?			Yes			No		↓	n/a	

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	b) If 'No' are there proposals on deposit for an alteration or replacement, with a published timetable for adopting those alterations or the replacement plan within three years?			Yes			Yes		↔	n/a	
ENVIRONMENTAL HEALTH & TRADING STANDARDS											
166	Score against a checklist of enforcement best practice for environmental health/trading standards:-										
	a) Environmental Health	85%	[3]	90%	90.00%	90.00%	90.00%		↔	↔	The Target of 90% will be achieved by year end retaining the indicator within the top 25th percentile The indicator is currently open to consultation and may be discontinued from the end of period 2 in 2004/05. A response has been provided to the consultation objecting to the proposals. The lead response is being provided by the GLA and LACORS, who it is believed will also be objecting to the revision of the indicator. A final decision is not expected until the end of this financial year.
	b) Trading Standards	90%	[1]	100%	90.00%	90.00%	90.00%		↓	↔	The Target of 100% should be achieved by year end retaining the indicator within the top 25th percentile. The indicator is currently open to consultation and is very likely to be discontinued from the end of period 2 in 2004/05 with a new indicator based on the National Enforcement Framework for Trading Standards. A final decision will not be made before the end of this financial year.
CULTURAL & RELATED SERVICES											
117	The number of physical visits per 1,000 population to public library premises.	6,771	[2]	6,700	-	-	-	7,078	↑	n/a	
170a	The number of visits to/usages of museums per 1,000 population.	165	[2]	165	*	*	73.60		↓	n/a	Figures now being collected by ACH are on a different basis to last year
170b	The number of those visits that were in person per 1,000 population.	165	[2]	165	*	*	70.90		↓	n/a	Exception
170c	The number of pupils visiting museums and galleries in organised school groups (this does not include visits by sixth form colleges or adult education institutions).	389	N/A	432		517	717		↑	↑	Exception


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COMMUNITY SAFETY											
126a	Domestic burglaries per 1,000 households	23.80	[3]	23.44	22.29	22.39	26.19		↓	↓	+ 11.73% increase. The third quarter burglary figures show a significant increase that can be attributable to seasonal trend. Burglary figures usually increase significantly in the lead up to Christmas caused by darker evenings, Diwali celebrations and increased number of consumer goods in people's homes. Significant resources are being invested by the Council and Police in burglary reduction, including over £50,000 in the Safer homes project providing free security to older and more vulnerable residents.
127	Violent crimes per 1,000 population, broken down to show:										
	a) Violent offences committed by a stranger per 1,000 population.	9.14	[1]	9.14	8.42	8.81	8.19		↑	↑	-10.59% reduction probably attributable to increased Town Centre Security, CCTV in the Bus Station and additional robbery patrols, introduction of Police Community Support Officers funded by the PSA for Robbery
	b) Violent offences committed in a public place per 1,000 population.	11.07	[1]	11.07	10.58	10.50	9.40		↑	↑	-15.08% reduction probably attributable to increased Town Centre Security, CCTV in the Bus Station and additional robbery patrols, introduction of Police Community Support Officers and PSA agreement objectives
	c) Violent offences committed in connection with licensed premises per 1,000 population.	not available	-	not available							
	d) Violent offences committed under the influence per 1,000 population.	not available	-	not available							
	e) Robberies per 1,000 population	2.95	[1]	2.65	2.78	2.61	2.46		↑	↑	-7.16% reduction probably attributable to increased Town Centre Security, CCTV in the Bus Station and additional robbery patrols, introduction of Police Community Support Officers and PSA agreement objectives
128a	Vehicle crimes per 1,000 population	14.95	[1]	12.71	14.7	12.59	13.11		↔	↓	
176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0.30	[3]	0.48	0.48	0.48	0.48		↔	↔	
COMMUNITY LEGAL SERVICES											
177	Percentage of authority expenditure (whether in-house or external) on legal and advice services which is spent on services that have been awarded the Quality Mark and meet legal needs identified in the Community Legal Service Partnership strategic plan.	20.00%	[4]	25.00%	25.00%	25.00%	25.00%	-	↔	↔	

BEST VALUE PERFORMANCE INDICATORS QUARTERLY MONITORING STATEMENT - 3RD QR 2003/04 (Oct-Dec 03)

		2002/3 Outturn	Quartile London	2003/4 Target	2003/4 Outturn 1st Qr	2003/4 Outturn 2nd Qr	2003/4 Outturn 3rd Qr	2003/4 Outturn 4th Qr	Target (see notes below)	Trend (see notes below)	Exception report/Comments
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Notes on Table Format

The BVPIs highlighted  were used in the 2003 CPA model for unitary authorities.



The BVPIs highlighted  are CPA model indicators identified for particular attention from our external auditors.

The table shows Harrow's quarterly performance outturn data for 2003/04 and compares it with the target set in the 2003/04 BVPP.


The column headed '**Quartile London**' shows Harrow's ranking when compared with all London boroughs. A ranking of 1 means Harrow was in the top quartile (top 25%). Conversely, a quartile ranking of 4 means Harrow was in the bottom quartile. Quartiles are based on 2002/03 data published by the Audit Commission.

In the last two columns headed '**Target**' and '**Trend**' Harrow's actual 2003/04 quarterly outturn data will be analysed.

There are three 'arrow signs' used to give a quick view of Harrow's position.

In the '**target**' column, a green upward pointing arrow  indicates the quarterly performance outturn for 2003/04 was better than the target set for the year, or a quarterly representation of it, plus tolerance. The red downward arrow , on the other hand, indicates that the 2003/04 quarterly performance outturn was not as targeted.

In the '**trend**' column, a green arrow pointing upwards indicates an 'improving' trend across Quarters. Conversely, a red downward arrow, a potentially declining situation.

The occasional use of a yellow horizontal arrow  indicates no upward or downward trend when used in the 'trend' column. For the 'target' column, it indicates that the actual data was spot on target, or within tolerance. Tolerance is the variance from target which is allowable before an exception report is required - normally +/- 5%.

BEST VALUE PERFORMANCE INDICATORS 2003/04 THAT CANNOT BE REPORTED QUARTERLY					
PI No.		2002/3 Outturn	Quartile London	2003/4 Target	Comments
CORPORATE HEALTH					
3	The percentage of citizens satisfied with the overall service provided.		N/A	60%	Survey to be conducted 2003/04. The previous survey was in 2000/01.
4	The percentage of complainants satisfied with the handling of their complaint.		N/A	35%	As BV3
180 a (i)	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole (electricity).	111.00%	[2]	109.00%	New Indicator for 2002/2003.
180 a (ii)	The energy consumption/m2 of local authority operational property, compared with comparable buildings in the UK as a whole (fossil fuels).	184.00%	[4]	182.00%	New Indicator for 2002/2003.
180b (02/ 03)	Average lamp circuit wattage compared with average consumption/wattage by local authorities in the UK.	333.00	[1]		New Indicator for 2002/2003.
180b (03/ 04)	Average lamp circuit energy consumption for street lights, compared with the UK national average.				Amended Indicator for 2003/2004.
EDUCATION					
33	Youth Service expenditure per head of population in the Youth Service target age range.	52.97	[4]	54.29	Targets for 2004/5 and 2005/6 reflect a planned increase in expenditure of £300k in each year, as earmarked in the Medium Term Budgets Strategy, to bring Harrow closer to national standards.
34a	Percentage of primary schools with 25% or more of their places unfilled.	12.50%	[4]	12.50%	
44	Number of pupils permanently excluded during the year from all schools maintained by the local education authority per 1000 pupils at all maintained schools.	2.40	[4]	2.28	Amended definition 2002/03 - this indicator now covers all absence rather than unauthorised absence only.
159	The percentage of permanently excluded pupils provided with alternative tuition of:				
	a) 5 hours or less;	42%	[1]	25%	As BV38. (Amended Indicator for 2002/2003.)
	b) 6-12 hours	14%	[1]	10%	As BV38. (Amended Indicator for 2002/2003.)
	c) 13-19 hours	2%	[4]	10%	As BV38. (Amended Indicator for 2002/2003.)
	d) 20 hours or more.	42%	[3]	55%	As BV38. (Amended Indicator for 2002/2003.)
192	Quality of teaching for early years and childcare services. This replaces the Early Years Indicators (BV30) and under 5's expenditure (BV36a) which have now been deleted.				New Indicator for 2003/2004.
	a) Average days access to relevant training and development per practitioner delivering Foundation Stage education; and			4.00	As BV38. New Indicator for 2002/2003.
	b) Average number of QTS teachers per 10 non-maintained settings.			1.10	As BV38. New Indicator for 2002/2003.
193	How the authority's Schools Budget compares with its Schools Funding Assessment.			101.69%	As BV38. New Indicator for 2002/2003.
	a) Schools Budget as a percentage of the Schools Funding Assessment.				
	b) Increase in Schools Budget on the previous year as a percentage of the increase in Schools Funding Assessment on the previous year.			99.80%	As BV38. New Indicator for 2002/2003.
SOCIAL SERVICES					
50	Educational qualifications of children looked after (interface indicator with education services) by reference to the percentage of young people leaving care aged 16 or over with at least 1 GCSE at grades A*-G, or General National Vocational Qualification (GNVQ).	37.50%	[2]	75%	
51	Costs of services for children looked after by the authority by reference to the gross weekly expenditure per looked-after child in foster care or in a children's home (£)	708.00	[2]	743.00	Amended Indicator for 2002/2003.
52	Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and older people (£)	531.00	[2]	567.00	Amended Indicator for 2002/2003.
53	Intensive home care per 1,000 population aged 65 or over.	13.50	[3]	16.00	Amended Indicator for 2002/2003.
54	Older people helped to live at home per 1,000 population aged 65 or over	70.00	[4]	80.00	Amended Indicator for 2002/2003.
161	The percentage of those young people who were looked after on 1 April in their 17th year (aged 16) who were engaged in education, training or employment at the age of 19.	62.10%	[2]	75.00%	
196	Percentage of new older clients where waiting time for provision of care packages was acceptable.		N/A	65%	
HOUSING					
74	Satisfaction of tenants of council housing with the overall service provided by their landlord (survey conducted in 2000/01)				Amended Indicator for 2002/2003.

BEST VALUE PERFORMANCE INDICATORS 2003/04 THAT CANNOT BE REPORTED QUARTERLY					
PI No.		2002/3 Outturn	Quartile London	2003/4 Target	Comments
75	(i) overall satisfaction - all tenants	80% (survey in 2000)	[1]	85%	
	(ii) black and minority ethnic	74% (survey in 2000)	[1]	85%	
	(iii) non-black and minority ethnic tenants.	81% (survey in 2000)	[1]	85%	
	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord (survey to be conducted in 2003/04)				
184b	(i) overall satisfaction - all tenants			70%	
	(ii) black and minority ethnic			70%	
	(iii) non-black and minority ethnic tenants.			70%	
	The percentage change in proportion of non-decent local authority homes between 1 April 2003 and 1 April 2004.	-6.00%	[1]	0%	As BV38. New Indicator for 2002/2003.
HOUSING BENEFIT AND COUNCIL TAX BENEFIT					
80	Overall satisfaction with the service.				Survey to be conducted in 2003/04. Previous survey was in 2000/01.
	a) Contact/access facilities at the benefit office.			73%	
	b) Service in the office.			71%	
	c) Telephone service.			50%	
	d) Staff in the benefit office.			75%	
	e) Clarity of forms and leaflets.			64%	
	f) Time taken for a decision.			58%	
	g) Overall satisfaction.			65%	
ENVIRONMENT					
199	The proportion of relevant land and highways as defined under EPA 1990 Part IV section 86 (expressed as a percentage) that is assessed as having combined deposits of litter and detritus (eg, sand, silt and other debris) across four categories of cleanliness (Clean, Light, Significant, Heavy).				New indicator 2003/04
	a) Clean			20.00%	
	b) Light			60.00%	
	c) Significant			18.00%	
	d) Heavy			2.00%	
84	Number of kilograms of household waste collected per head.	457.00	[2]	460.00	
86	Cost of waste collection per household (£)	46.03	[4]	51.79	
89	The percentage of people satisfied with the cleanliness standard in their area.			80.00%	Next survey due 2003/04. Previous was 2000/01.
90	The percentage of people satisfied with -				as BV 89
	a) household waste collection.			80%	
	b) waste recycling			80%	
	c) waste disposal			80%	
91	Percentage of population resident in the authority's area served by a kerbside collection of recyclables.	89.00%	[1]	89.00%	Amended Indicator for 2002/2003. Target 2002/03 was based on earlier definition which included drop-off sites.
TRANSPORT					
96	Condition of principal roads - percentage with negative residual life	9.49%	[3]	8.00%	Amended Indicator for 2002/2003.
97	Condition of non-principal roads - percentage with negative residual life				
	a) Classified non-principal roads.	9.40%	[1]	9.00%	
	b) Unclassified non-principal roads.	16.80%	[2]	15.00%	
186	Roads not needing major repair				

BEST VALUE PERFORMANCE INDICATORS 2003/04 THAT CANNOT BE REPORTED QUARTERLY					
PI No.		2002/3 Outturn	Quartile London	2003/4 Target	Comments
187a	a) Principal road network where major structural treatment is not considered necessary.	42.880	[3]	42.880	New Indicator for 2002/2003. The outturn 2002/03 and forward targets have been calculated in a different way from the original target 2002/03, owing to updated guidance since issued.
	b) Non-principal road network where major structural treatment is not considered necessary.	231.900	[2]	231.900	As BV186a. New Indicator for 2002/2003.
	Condition of surface footway.	29.86%	[2]	30.00%	New Indicator for 2002/2003.
PLANNING					
106	Percentage of new homes built on previously developed land.	100%	[1]	100%	
CULTURAL & RELATED SERVICES					
114	The adoption by the authority of a Local Cultural Strategy (score against checklist)	100%	[1]	100%	
118	The percentage of library users who found the book/information they wanted or reserved it and were satisfied with that outcome.				Survey to be conducted in 2003/04. Previous survey was in 2000/01
	a) Users - found a book to borrow.			67%	
	b) Users - found the information they were looking for.			62%	
119	c) Users - satisfied with the library overall.			83%	Survey to be conducted in 2003/04. Previous survey was in 2000/01
	The percentage of residents satisfied with the Local Authority Cultural services				
	a) Sports and leisure facilities			45%	
	b) Libraries			65%	
	c) Museums			35%	
	d) Arts activities and venues			35%	
	e) Parks and open spaces.			65%	
COMMUNITY SAFETY					
174	The number of racial incidents recorded by the authority per 100,000 population.	61.06	[2]	61.00	
175	The percentage of racial incidents that resulted in further action.	66.14%	[4]	70.00%	