

Cabinet – 16 July 2008

Best Value Performance Indicators – 2007/08 out-turn report

Portfolio: Councillor Mohammed Arif, Procurement, transformation and performance management

Service: Performance Management

Wards: All

Key decision: No

Forward plan: No

1. Summary of report

This report presents council performance under statutory Best Value Performance Indicators (BVPIs) for the 2007/08 reporting year. 64% of BVPIs achieved or exceeded their annual target for the year, which compares favourably against a figure of 60% from 06/07. Figures will be published on 30 June 2008 in line with our statutory requirement.

2. Recommendations

- 2.1 To note the final position regarding BVPI out-turn data for 2007/08.
- 2.2 To note the improvement in overall performance since 2006/07.

3. Background information

3.1 Target Analysis

119 statutory BVPIs were reported for the authority during 2007/08. There are 4 measures for which data out-turn has been delayed at the time this report was drafted. Of the 115 reported so far a total of 64% of BVPIs achieved or exceeded their annual target for the year. In comparison, 60% of all BVPIs met target at the end of the previous reporting year.

Performance against targets is summarised by directorate in table 1 below;

Table 1 – 2007/08 BVPI Performance Against Targets Summary

	Total BVPIs	Reported BVPIs	Red		Green	
			No	%	No	%
Corporate Services	20	20	8	40%	12	60%
Children & Young People	24	24	11	46%	13	54%
Neighbourhoods	56	52	15	29%	37	71%
Regeneration	9	9	1	11%	8	89%
Social Care & Inclusion	10	10	6	60%	4	40%
Total	119	115	41	36%	74	64%

3.2 Trend Analysis

Analysis has also been undertaken on the performance improvement trend of BVPIs against out-turn figures for 2006/07.

Of the 115 BVPIs reported 71% have either improved or retained optimum performance (i.e. 100% or zero instances), 4% have remained static, and 24% have deteriorated. The same comparison last year reported that 69% of comparable BVPIs improved or retained optimum performance between 2005/06 and 2006/07, 4% remained static and 27% deteriorated.

The trend breakdown this year is outlined by directorate in table 2 below.

Table 2 – 2007/08 BVPI Improvement Trend Summary

	Deterioration		Static		Improvement or at Optimum	
	No	%	No	%	No	%
Corporate Services	4	20%	1	5%	15	75%
Children & Young People	6	25%	1	4%	17	71%
Neighbourhoods	16	31%	3	6%	33	63%
Regeneration	2	22%	0	0%	7	78%
Social Care & Inclusion	0	0%	0	0%	10	100%
Total	28	24%	5	4%	82	71%

- 3.3 Every local authority has a statutory requirement to publish their BVPI performance annually. As a 3★ rated authority we are no longer required to publish a full Best Value Performance Plan. Under streamlined requirements for producing Best Value Performance Plans set out in ODPM circular 05/2006 published in April 2006, 4★ and 3★ rated authorities are required to publish out-turn performance over the past year on all BVPIs by 30 June as an addendum or annexe to the council's corporate plan. The addendum shown at **appendix A** complies with these requirements.

- 3.4 2007/08 was the last year of BVPIs. Along with all other sets of statutory indicators they were abolished from 1 April 2008 as part of the Government's new performance framework for local authorities. There is now a National Indicator Set (NIS) of 198 measures representing what Government believes should be the national priorities for local government, working alone or in partnership, over the next three years.

4. Resource considerations

4.1 Financial:

Although there are no direct financial implications from the production of BVPI performance data, financial decisions may need to be made based upon the content of this report.

4.2 Legal:

Every local authority has a statutory requirement to publish annual Best Value performance data under section 6 of the Local Government Act 1999 part 1. Best Value provides the statutory basis upon which councils plan, review and manage their performance in order to deliver continuous improvement in all services and to meet the needs and expectations of service users.

4.3 Staffing:

Although there are no direct staffing implications from the production of BVPI performance data, resource implication decisions may need to be made based upon the content of this report.

5. Citizen impact

The council's commitment to improving services impacts on all borough residents. This performance report publicly demonstrates one way in which the council seeks to ensure continuous service improvement. It is essential that this data is used to proactively improve performance, targeting effort and resources accordingly to improve outcomes.

6. Community safety

Several BVPIs relate to community safety issues and are reported under community safety and well being. These include measures around domestic burglaries, violent crime, vehicle crime, robberies and domestic crime.

7. Environmental impact

Several BVPIs relate to key environmental issues affecting the community and council and are reported under environment and environmental health. These include measures around waste, environmental health, transport and planning.

8. Performance and risk management issues

8.1 Risk:

Regular performance monitoring and reporting is used to proactively measure progress towards achieving targets throughout the year. BVPIs are monitored via the service plan review process, the corporate management team (CMT) and directorate performance boards. All appropriate action is taken to minimise the risk of services not achieving their targets or meeting Government performance standards within specified timeframes.

The implications of the above could have an onerous and far reaching effect on the council's ability to maintain its hard earned status of a 3★ organisation if the risks are not thoroughly managed. A majority of these issues are picked up in a number of risks adopted throughout the Strategic Risk Register (SRR) which are monitored via CMT and Directorate Performance Boards and performance action plans are developed for any targets that have a red (RAG) status.

8.2 Performance management:

Regular performance monitoring is a key part of the CIPPF. Our focus is to improve council performance to benefit residents and service users. The BVPI set includes PIs counted for Comprehensive Performance Assessment (CPA) purposes and improvement in these PIs contributes to an overall improvement in our CPA score and in the delivery of the wider excellence agenda.

In many areas throughout the organisation the BVPIs drive the CPA process, in particular within the Cultural, Housing and Environment sections. Failure to perform to an acceptable level will impact on the scores within these areas some of the consequences of which are detailed below:

These PIs have a direct link in the overall CPA score for the organisation and also into the council's Direction of Travel (DoT) statement. A fall in performance will have a significant effect on the council's ability to maintain and improve its current high scoring position.

The council's overall position could be reduced from a 3★ to a 2★ or even 1★ with the DoT reducing from improving well to adequately or below.

9. Equality implications

Several BVPIs monitor equality issues and are reported under corporate health, and community safety and wellbeing. These include measures to monitor the proportion of staff who are disabled; from minority ethnic backgrounds; and the proportion of senior posts occupied by women. The number of racial incidents, and how we handle those incidents, is also reported. Monitoring helps ensure that council services have a clear focus on equality and thereby improve quality in service delivery and employment matters.

10. Consultation

Accountable managers have provided the data for this report.

Background papers

- BVPI guidance 2007/08 – Audit Commission August 2007 <http://www.audit-commission.gov.uk/performance/guidance.asp>
- Walsall Council's Performance Data 2006/07
<http://www.walsall.gov.uk/performancedata0708.pdf>

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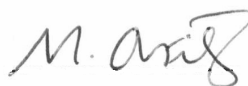
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Tim Johnson
Executive Director

7 July 2008



Councillor Mohammed Arif
Portfolio holder

7 July 2008

Performance Data

2007/08

Supplement to the Corporate Plan 2008/09



June 2008



Walsall Council

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Foreword

Our performance is important to us and we are proud to publish Walsall Council's performance data for 2007/08 which forms a supplement to the council's 2008/09 Corporate Plan.

The performance results confirm that 71% of statutory Best Value Performance Indicators (BVPIs) have either improved or maintained optimum performance compared against 120 results for 2006/07. Monitoring of performance takes place throughout the year to ensure we improve services for the people of Walsall. This level of sustained improvement contributes towards the new shared vision for the borough which aspires to make Walsall a great place to live, work and invest.

To support this document, the 2008/09 Corporate Plan provides specific detail on our key priorities and pledges for the coming year. It also details how we are working closely with a wide range of partners to support the Borough's Sustainable Community Strategy and deliver the priority outcomes agreed in the Local Area Agreement. Our Corporate Plan is available on our website at www.walsall.gov.uk/corporate_plan_vision_and_values.

Public bodies are accountable for their performance, and greater importance is being placed upon the performance data they use to improve service delivery and to meet public expectations. In order to make the right decisions an organisation must be able to rely upon the information it bases those decisions on. We pride ourselves on the accuracy of our performance data and the processes we use to collect, collate and report it. Our Data Quality Assurance Policy aims to ensure that there is a consistent framework of reporting accurate and timely data to inform robust decision making at all levels.

We would like to thank the councillors, staff and partners of Walsall Council and acknowledge that it is their continued efforts and hard work that has resulted in the improvements detailed in this publication.

We hope you find this performance data informative and useful. We welcome any comments you have on this publication or our performance in general, as we continue to strive to meet the needs, the priorities and the emerging issues for our borough and for local people. Please send any comments you have to performanceplan@walsall.gov.uk

Councillor John O'Hare

Leader of the Council

Paul Sheehan

Chief Executive

Securing Data Quality

In order to continually improve service delivery for the people of Walsall, it is essential that political and administrative leaders first know how effective the council is. Council leadership can only achieve this if it has up to date and accurate information on performance. Measuring performance and assessing it against desired outcomes, as well as against the performance of other authorities, is one of the main ways in which the effectiveness of the council is judged.

Sound decision making at every level is dependent upon good quality information. Integrating data quality into the council's Corporate Integrated Planning and Performance Framework (CIPPF) is an acknowledgement of the commitment required to manage data quality effectively. It is vital that the performance information used to inform, manage and plan activities is accurate, reliable and comparable, both over time and with different authorities/service providers.

The Audit Commission assesses the management arrangements for data quality for every local authority. This enables them to form a judgement on the adequacy of the arrangements organisations have in place to monitor the quality of performance information and reporting it provides to managers, members and the public.

We have continued to build upon the work we did with the Audit Commission to support the development of their approach to data quality. During 2007/08 we successfully improved our overall score to 3 (out of a possible 4) for our data quality arrangements. We will continue to work with our partners to achieve and sustain a high level of data quality in all that we do.

Data quality assurance involves identifying processes, applying standards, assessing performance and providing guidelines, templates and tools to enable and sustain improvement. Our data quality assurance policy aims to:

- Make Walsall Council a leading authority on the collection, recording, analysis and reporting of accurate, reliable and consistent performance data to inform the decision making process
- Provide council employees with a framework to ensure sufficient action is being taken to meet the data quality objectives set
- Meet external audit standards and requirements
- Make a significant impact on the council's path to excellence requirements in relation to data integrity and decision making progresses.

The policy will be reviewed this year and amended as necessary to reflect the increasing importance of sharing information between our partners to support the delivery of the new shared vision for the Borough, which aspires to make Walsall a great place to live, work and invest.

If you would like to find out more about the data quality assurance policy or would like to request a copy of the document please e-mail performanceplan@walsall.gov.uk

Walsall Council's performance figures

Effective use of performance data –
working to improve our services

Introduction

Best value legislation requires councils to make arrangements to secure continuous improvement in the way in which they exercise their functions. Every local authority has a statutory requirement to publish their Best Value Performance Indicator (BVPI) performance annually as prescribed under the Local Government Act 1999: part 1. This section provides a snap shot of how the council performed in the delivery of the full range of our services for local people during 2007/08.

The snap shot of BVPI performance contained within this document enables comparisons to be made against:

- Certain key targets and standards set by Government
- Performance levels achieved by Walsall Council last year
- Performance levels achieved by similar councils across England

The implementation of the National Indicator Set (NIS) from 1st April 2008, replaces the statutory duty to report BVPI's. This is therefore the last year that councils in England will report on these BVPI's and consequently, this publication does not include any future targets for any of the performance indicators detailed.

The information is based around the statutory BVPI's developed originally by the Communities and Local Government (CLG) department. Whole year figures for each of these BVPI's are included. Changes are often made to the set of statutory BVPI's each year, with some PI's deleted or revised, but this year there are no brand new PI's added. In the tabulated results set out in this section, some rows of information may appear incomplete; this is usually because the PI's in question have altered in some way, but in each case a written explanation has been included.

The council uses a combination of statutory indicators and other key milestones to enable the corporate management team (CMT) and cabinet to track progress towards the delivery of the council's vision. This focused basket of measures known as the Beacon Index is split into three sections covering key council priorities, the delivery of council pledges which are refreshed each year and corporate health targets and is presented quarterly to CMT and cabinet. Details of the council pledges made for the 2008/9 year can be found in the Corporate Plan, published in February, which is available on our website at www.walsall.gov.uk/36335_corporate_plan_08_09.pdf

The PI's set out in this supplement are divided into a set of seven groups, reflecting the sub-division of council functions and services adopted by the CLG in their sets of statutory BVPIs. These are:

- Corporate health;
- Education;
- Health and social care;
- Housing;
 - Homelessness
 - Housing benefit and council tax benefit
- Environment;
 - Waste and cleanliness
 - Transport
 - Environmental health
 - Planning
- Cultural and related services;
- Community safety and well being.

The preparation of this data is co-ordinated by a council wide performance improvement group, led and supported by officers from the corporate performance management team.

It should be noted that the set of PIs set out in this plan represent only a proportion of the performance data now collected, monitored and acted upon within the council. These include:

- Many other local PI's, included within service plans
- Monitoring of the implementation of key tasks, and priority issues agreed by the council corporately, at a service level, and in partnership with others
- Other statutory PI's, for instance those set by the Department for Health in its Performance Assessment Framework (PAF)
- A Shared Partnership Information Resource (SPIR), containing a broad range of indicators, BVPI's, local performance indicators (LPI's), Quality of Life PI's, that the Walsall Borough Strategic Partnership has developed in order to track the partnerships performance in implementing the community strategy.

National Indicator Set

This will be the last year councils in England will report on the Best Value performance indicators (BVPI's) due to the implementation of the National Indicator Set (NIS).

In October 2007, as part of the Comprehensive Spending Review (CSR) the Government announced a new single set of 198 national indicators for English local authorities and local authority partnerships. The new NIS came into force in April 2008 and will replace all other existing sets of indicators including Best Value Performance Indicators and Performance Assessment Framework indicators.

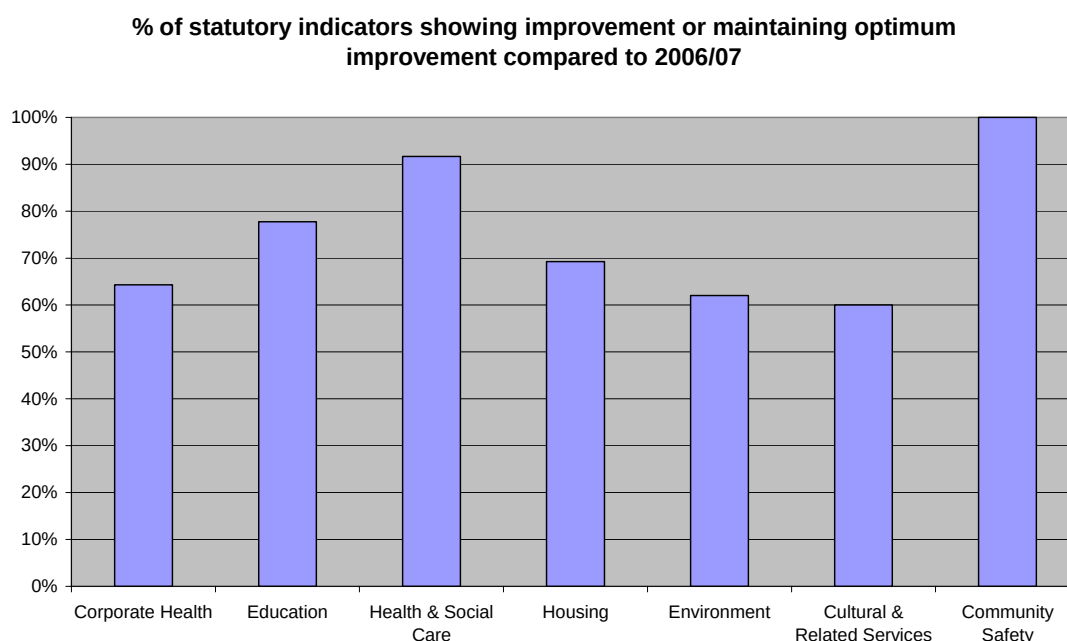
The new NIS will be the only measures on which central government will

performance manage outcomes delivered by local government working alone or in a partnership. This new local performance framework aims to reform the way which public services are delivered – in health, welfare, housing, employment, education, communities, economic development, policing, community safety, the environment and beyond.

Performance Trends from 2007/08

Analysis of the PI data shows that overall 71% of the council's PIs have either improved or maintained optimum performance when compared to 2006/07. This sustained level of performance displays our commitment to achieving continuous improvement in the way we work and deliver services to the people of Walsall.

Depicted graphically the results are shown below:



There is a vast amount of performance data presented in the following tables. Clearly the council will undertake further detailed analysis of this data to;

- Sustain improvement for those services which have improved compared to their 2006/07 position;
- Understand the reasons why some services have not improved in the same period and how these can be addressed to ensure improvement in the future;
- Identify where performance management has helped improve service delivery and ensure good practices are shared

Understanding the performance indicator tables

The information in the PI tables is set out as follows;

Corporate Health		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 9 (Beacon Index)	The percentage of council tax collected by the Authority in the year	96.70%	97.20%	96.90%	↑	96.87%	95.65%	98.48%	97.22%

Included in each section are relevant statutory PIs. The example shown above relates to a statutory corporate health indicator which displays the percentage of council tax collected by the authority during the financial year.

Our Performance – this section details Walsall's performance for each indicator. It shows the out-turn for 2006/07, the target set by the council for 2007/08 and the actual out-turn for 2007/08. The trend column symbol represents whether performance is improving when compared to the previous year.

↑ Indicates performance has improved

↔ Indicates performance has not altered

↓ Indicates declining performance

Optimum Indicates performance has been maintained at maximum level e.g. 100% or nil instances

Comparator Data – these four columns have been included to help show how Walsall compares against:

- top 25% of all metropolitan authorities for 2006/07
- metropolitan authority averages for 2006/07
- top 25% of all England authorities for 2006/07
- and all England averages for 2006/07, where figures are available

The comparator data shown i.e. 2006/07 figures are the most up to date summary data available nationally from the Audit Commission.

Commentary – where appropriate explanations are included for significant variations from the previous year's figure or from the target in the council's previous performance data supplement published in June 2007.

Corporate Health		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 2a (Beacon Index)	The level of the Equality Standard for local government to which the Authority conforms in respect of gender, race and disability	2	3	2	↔	Comparator Data not available			
BV 2b	The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	95%	100%	95%	↔	84%	76%	84%	70%
BV 8	Percentage of invoices for commercial goods and services paid by the authority within 30 days of receipt or within the agreed payment terms	90.90%	100.00%	89.94%	↓	95.00%	89.00%	97.00%	93.00%
BV 9 (Beacon Index)	The percentage of council tax collected by the Authority in the year	96.70%	97.20%	96.90%	↑	96.87%	95.65%	98.48%	97.22%
BV 10 (Beacon Index)	The percentage of national non-domestic rates collected in-year	98.50%	98.80%	99.00%	↑	98.90%	98.32%	99.30%	98.78%
BV 11a (Beacon Index)	Percentage of top-paid 5% of Local Authority staff who are women (excluding staff in schools)	40.15%	41.00%	38.50%	↓	47.14%	43.74%	43.56%	33.10%
BV 11b (Beacon Index)	The percentage of the top-paid 5% of Local Authority staff who are from an ethnic minority (excluding staff in schools)	9.12%	11.25%	12.21%	↑	5.20%	4.03%	4.53%	3.29%
BV 11c	Percentage of the top-paid 5% of staff who have a disability (excluding staff in schools)	5.11%	5.20%	5.63%	↑	4.75%	3.10%	5.49%	3.63%
BV 12 (Beacon Index)	The number of working days/shifts lost to the Local Authority due to sickness absence	14.53	12.50	11.16	↑	10.28	11.01	8.09	9.44
BV 14	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.61%	1.09%	1.20%	↓	0.46%	0.76%	0.18%	0.74%
BV 15	The percentage of Local Authority employees retiring on grounds of ill health as a percentage of the total workforce	0.21%	0.20%	0.16%	↑	0.19%	0.30%	0.00%	0.23%
BV 16a (Beacon Index)	The percentage of Local Authority employees with a disability	2.67%	3.00%	2.90%	↑	3.20%	2.67%	4.43%	3.55%

Corporate Health		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 16b	The percentage of the economically active population in the local authority area who have a disability	17.03%	n/a	17.03%	n/a			Comparator Data not available	
BV 17a (Beacon Index)	The percentage of Local Authority employees from ethnic minority communities	10.7%	10.5%	12.7%	↑	7.6%	5.9%	5.2%	5.2%
BV 156 (Beacon Index)	The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	83.67%	95.00%	95.60%	↑			Comparator Data not available	

Education		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 38	Percentage of 15 year old pupils in schools maintained by the Local Education Authority achieving 5 or more GCSEs at grades A*-C or equivalent	50.0%	51.0%	50.5%	↑	58.0%	55.0%	61.9%	57.0%
BV 39	Percentage of 15 year old pupils in schools maintained by the Local Education Authority achieving 5 or more GCSEs or equivalent at grades A*-G including English and Maths	81.8%	83.0%	84.0%	↑	89.7%	86.8%	91.5%	88.7%
BV 40	Percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 Mathematics test	74.0%	80.0%	75.0%	↑	78.0%	75.4%	78.0%	75.5%
BV 41	Percentage of pupils in schools maintained by the Local Education Authority achieving Level 4 or above in the Key Stage 2 English test	77.8%	81.0%	78.0%	↑	80.0%	77.9%	81.3%	79.0%

Education		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 43a	Percentage of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks excluding 'exceptions' under the Education (Special Educational Needs) (England) (Consolidation) Regulations 2001 and set out in Annex A of the SEN Code of Practice	87.5%	95.0%	98.7%	↑	100.0%	98.0%	100.0%	97.5%
BV 43b	Percentage of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks including 'exceptions' set out in the Education (Special Educational Needs) (England) (Consolidation) Regulations 2001 and reproduced in Annex A of the SEN Code of Practice	75.9%	80.0%	90.1%	↑	97.6%	85.1%	98.5%	86.5%
BV 45	Percentage of half days missed due to total absence in secondary schools maintained by the Local Education Authority	8.47%*	7.50%	8.18%	↑	7.67%	8.32%	7.40%	8.00%
*Previous figures for absence were calculated from information provided by schools to FORVUS and only takes into account pupils on roll. The information from FORVUS was used by LAs to set targets. For 2006/2007 the DCSF used information from school census returns which includes absence data from pupils who have left and are no longer on school roll. School census returns for 2006/7 outturn, if used would have shown absence at 8.47%									
BV 46	Percentage of half days missed due to total absence in primary schools maintained by the Local Education Authority	6.19%	5.88%	5.46%	↑	5.46%	5.86%	5.34%	5.81%
BV 181a	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 English	68.90%	77.00%	69.00%	↑	73.16%	68.7%	76.55%	72.13%
BV 181b	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 Mathematics	72.50%	75.00%	71.00%	↓	78.00%	73.82%	80.00%	76.11%
BV 181c	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 Science	68%*	74.00%	68.00%	↔	72.90%	67.93%	76.95%	71.07%
*The 2006/07 out-turn figure published last year was based on unvalidated data. DCSF validated figure is 68.00%									

Education		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 194a	The percentage of 11 year old pupils achieving level 5 in Key Stage 2: English	29%	27%	29%	↔	32%	30%	35%	31%
BV 194b	The percentage of 11 year old pupils achieving level 5 in Key Stage 2: Mathematics	28%	28%	27%	↓	34%	31%	35%	32%
BV 221a	Percentage of young people ages 13-19 gaining a recorded outcome compared to the percentage of young people who participate in youth work in the Local Authority area	86%	60%	87%	↑	63%	53%	63%	51%
BV 221b	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the Local Authority area	23%	30%	32%	↑	31%	24%	30%	22%
BV 222a	Percentage of leaders integrated early education and childcare settings funded or part-funded by the Local Authority with a qualification at Level 4 or above	68%	75%	74%	↑	47%	38%	42%	35%
BV 222b	Percentage of integrated early education and childcare settings funded or part-funded by the Local Authority which have input from staff with graduate or postgraduate training in teaching or child development	41%	50%	50%	↑	100%	72%	100%	64%

Health & Social Care		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV49 (PAF A2)	The percentage of Looked After Children at 31 March with three or more placements during the last financial year	10.60%	10.50%	9.50%	↑	Comparator Data not available			
BV 50 (PAF A2)	The percentage of young people leaving care aged 16 or over with at least one GCSE at Grade A* - G or a GNVQ	55%	60%	64%	↑	Comparator Data not available			

Health & Social Care		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 161 (PAF A4)	The ratio of 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 to the percentage of young people in the population who were engaged in education, training or employment at the age of 19	1.21*	1.00	1.00	↓	Comparator Data not available			
*2006/07 outturn previously published as unvalidated 1.07, validated data now puts figure as 1.21									
BV 162 (PAF C20)	The percentage of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year	100%	100%	100%	Optimum	Comparator Data not available			
BV 163 (PAF C23)	The number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children looked after at 31 March (excluding unaccompanied asylum seekers) who had been looked after for 6 months or more on that day	10.9%	11.1%	11.0%	↑	Comparator Data not available			
BV 53 (PAF C28)	Households receiving intensive home care per 1,000 population aged 65 or over	13.89	16.00	14.60	↑	Comparator Data not available			
BV 54 (PAF C32)	Older people helped to live at home per 1,000 population aged 65 or over	63.86	80.0	68.8	↑	Comparator Data not available			
BV 56	Percentage of items of equipment delivered and adaptations made within 7 working days	85%	90%	86%	↑	Comparator Data not available			
BV 195	For new older clients (that is over 65 years of age), the average of (i) the percentage where the time from first contact to beginning of assessment is less than or equal to 48 hours (that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days)	70.9%	90.0%	88.1%	↑	Comparator Data not available			
BV 196	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to four weeks	83.3%	95.0%	91.1%	↑	Comparator Data not available			

Health & Social Care		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)	87	138.5	104	↑	Comparator Data not available			
BV 197	Percentage change in the number of conceptions amongst 15 - 17 year olds	-14.1%	-41.3%	-20.6%	↑	-18.20%	-9.92%	-18.73%	-11.21%

Housing		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 64	The number of non-local authority-owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	112	450	763	↑	201	254	95	89
BV 183b	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	0 .00 weeks	0 weeks	0 weeks	Optimum	0 weeks	3.78 weeks	0 weeks	9.93 weeks
BV 202	The number of people sleeping rough on a single night within the area of the authority	0	0	0	Optimum	1	4	0	3
BV 213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.	3	4	5	↑	5	3	5	5
Housing Benefit and Council Tax Benefit									
BV 76b	The number of fraud investigators employed by the local authority, per 1,000 caseload	0.19	0.19	0.19	↔	Comparator Data not available			
BV 76c	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the local authority per year, per 1,000 caseload	27.00	26.00	21.00	↓	Comparator Data not available			
BV 76d	The number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the local authority area	3.60	4.00	3.80	↑	Comparator Data not available			

Housing		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 78a (Beacon Index)	The average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the local authority, for which the date of decision is within the financial year being reported	73.6 days	36 days	27.1 days	↑	25.8 days	34 days	24.5 days	30.8 days
BV 78b	The average processing time taken for all written notifications to the local authority of changes to a claimant's circumstance that require a new decision on behalf of the authority	26.5 days	9 days	14.2 days	↑	10.4 days	16.1 days	7.8 days	12.6 days
BV 79a	The percentage of cases within a random sample for which the authority's calculation of Housing and Council Tax Benefit (HB/CTB) is found to be correct	98.60%	98.40%	98.40%	↓	99.20%	98.24%	99.20%	97.73%
BV 79b(i)	The amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	64.76%*	65.00%	80.70%	↑	85.61%	74.76%	80.61%	72.89%
*The out-turn for BVPI 79b(i) for 2006/07 was incorrectly published at 67.76%. 64.76% is the correct out-turn for 2006/07									
BV 79b(ii)	HB overpayments recovered during the period as percentage of the total amount of HB overpayments debt outstanding at the start of the period plus amount of HB overpayments identified during the period	31.18%	25.00%	27.49%	↓	37.92%	32.21%	38.38%	33.21%
BV 79b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period.	4.05%	3.50%	2.07%	↑	Comparator Data not available			

Environment		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
Waste & Cleanliness									
BV 82a(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	14.17%	15.14%	17.47%	↑	15.35%	13.66%	22.88%	19.59%
BV 82a(ii)	Total tonnage of household waste arisings which have been sent by Authority for recycling	17,759.42	18,873.00	21,020.38	↑	21,371.09	19,085.08	16,862.25	18,865.37
BV 82b(i)	The percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	12.20%	13%	13.62%	↑	10.76%	8.81%	15.53%	10.91%
BV 82b(ii)	The tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	15,291.92	16,342.00	16,378.62	↑	14,365.77	11,571.77	10,795.86	11,072.42
BV 82c (i)	Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	10.67%	12.00%	29.82%	↑	55.66%	21.14%	11.66%	12.57%
BV 82c (ii)	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	13,372.01	15,000	35,878.26	↑	75,207.17	39,971.10	25,480.64	23,210.27
BV 82d (i)	Percentage of household waste arisings that has been landfilled	62.83%	59.75%	38.91%	↑	21.08%	55.99%	55.63%	57.98%
BV 82d (ii)	The tonnage of household waste arisings that has been landfilled	78,775.95	74,443	46,809.36	↑	50,271.35	85,637.17	49,145.76	122,913.32
BV 84a	Number of kilograms of household waste collected per head of the population	494.5kg	493Kg	474.61Kg	↑	428.8 Kg	460.5 Kg	395 kg	441.3 Kg
BV 84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of the population	-2.62%	0.01	-4.40%	↑	-2.38%	-0.29%	-1.78%	0.33%
BV 86	Cost of waste collection per household	£49.22	£51.69	£56.42	↓	£38.50	£46.44	£42.04	£50.89
BV 87	Cost of waste disposal per tonne for municipal waste	£37.24	£47.08	£37.25	↓	£36.91	£41.98	£40.45	£48.44
BV 91a	Percentage of households resident in the authority's area served by kerbside collection of recyclables	97.4%	97.5%	99.0%	↑	100.0%	94.3%	100.0%	95.9%
BV 91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	97.4%	97.5%	99.0%	↑	97.6%	86.4%	100.0%	93.3%

Environment		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 199a	The proportion of relevant land and highways (expressed as a %) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	13.0%	12.5%	16.0%	↓	11.1%	15%	7.0%	13.0%
BV 199b	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of graffiti are visible	5%	4.5%	7%	↓	2%	6%	1%	4%
BV 199c	The proportion of relevant land and highways (expressed as a %) from which unacceptable levels of fly posting are visible	0%	1%	1%	↓	0%	1%	0%	1%
Transport									
BV 99a(i)	Number of people killed or seriously injured in road traffic collisions	74	136	97	↓	79	140	77	209
BV 99a(ii)	Percentage change in the number of people killed or seriously injured in road traffic collisions since the previous year	-23.7%	-4.3%	31.1%	↓	-13.9%	-3.2%	-14.0%	-4.3%
BV 99a(iii)	Percentage change in the number of people killed or seriously injured in road traffic collisions since the 1994/98 average	-60.1%	-26.7%	-47.6%	↓	-36.1%	-26.8%	-44.0%	-31.1%
BV 99b(i)	Number of children (aged under 16 years) killed or seriously injured in road traffic collisions	21	28	20	↑	14	24	10	22
BV 99b(ii)	Percentage change in the number of children (aged under 16 years) killed or seriously injured in road traffic collisions since the previous year	-12.5%	-5.9%	-4.8%	↑	-13.5%	3.4%	-31.6%	2.3%
BV99b(iii)	Percentage change in the number of children killed or seriously injured in road traffic collisions since the 1994/98 average	-50.0%	-33.30%	-52.4%	↑	-52.6%	-39.9%	-60.6%	-46.7%
BV 99c(i)	Number of people slightly injured in road traffic collisions	907	999	939	↓	848	1362	654	1582
BV 99c(ii)	Percentage change in the number of people slightly injured in road traffic collisions since the previous year	4.5%	-0.9%	-6.0%	↓	-8.6%	-3.2%	-1.0%	-3.5%
BV 99c(iii)	Percentage change in the number of people slightly injured in road traffic collisions since the 1994/98 average	-15.2%	-6.7%	-12.2%	↓	-23.8%	-11.9%	-24.8%	-13.4%

Environment		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 100	Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road	0.1	0.2	0.2	↓	0.1	1.2	0.1	1.1
BV 165	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area	94.2%	95.0%	78.5%	↓	97.9%	74.3%	99.9%	79.7%
BV 178a (Beacon Index)	The percentage of the total length of rights of way in the Local Authority area, that are easy to use by the general public	67.8%	67%	77.3%	↑	83.7%	68.5%	90.7	76.3
BV 178b	Use the CSS/Countryside Agency methodology for BV 178? (Yes/No)	Yes	Yes	Yes	Optimum	Comparator Data not available			
BV 187	Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered	17%	17%	33%	↓	17%	24%	17%	27%
BV 215a	The average number of days taken to repair a street lighting fault; which is under the control of the Local Authority	2.24 days	4.5 days	2.54 days	↓	3.51 days	5.84 days	3.07 days	5.20 days
BV 215b	The average number of days taken to repair a street lighting fault; where response time is under the control of a DNO	24.73 days	25 days	34.11 days	↓	13.64 days	30.86 days	14.83 days	36.96 days
BV 223	Percentage of the Local Authority principal road network where structural maintenance should be considered	11%	11%	4%	↑	9.0%	12.0%	6.0%	10.0%
BV 224a	Percentage of the non-principal classified road network where maintenance should be considered	12%	12%	5%	↑	13.00%	15.00%	9.00%	14.00%
BV 224b	Percentage of the unclassified road network where structural maintenance should be considered	21%	21%	17%	↑	10.00%	14.00%	10.00%	15.00%
Environment & Environmental Health									
BV 166a	Score against a checklist of best practice for environmental health	100%	100%	100%	optimum	100.0%	98.2%	100.0%	93.8%
BV 166b	Score against a checklist of best practice for trading standards	100%	100%	100%	optimum	100.0%	99.8%	100.0%	97.9%
BV 216a	Number of 'sites of potential concern' within the Local Authority area, with respect to land contamination	1253	target not set	1329	n/a	Comparator Data not available			

Environment		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 216b	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all sites of potential concern	5%	6.0%	5%	↔	7%	9%	10%	12%
BV 217	Percentage of pollution control improvements to existing installations completed on time	95%	90%	97%	↑	100%	88%	100%	92%
BV 218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	90.29%	93.00%	98.51%	↑	99.34%	86.59%	98.55%	87.39%
BV 218b	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	82.18%	93.00%	88.16%	↑	98.38%	87.27%	97.87%	82.93%
Planning									
BV 106	Percentage of new homes built on previously developed land	100.00%	91.00%	99.34%	↓	96.98%	89.85%	96.92%	78.72%
BV 109a	Percentage of major applications determined within 13 weeks	71.95%	72.00%	72.34%	↑	77.70%	70.67%	80.65%	71.54%
BV 109b	Percentage of minor applications determined within 8 weeks	81.60%	82.00%	87.86%	↑	82.23%	77.21%	83.38%	76.89%
BV 109c	Percentage of 'other' applications determined within 8 weeks	91.57%	92.00%	94.54%	↑	92.19%	88.38%	92.46%	88.15%
BV 200a	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3 year rolling programme?	Yes	Yes	Yes	Optimum	Comparator Data not available			
BV 200b	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	Yes	Optimum	Comparator Data not available			
BV 204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	31.9%	30.0%	43.8%	↓	28.2%	32.8%	25.6%	32.0%
BV 205	The Local Authority's score against a 'quality of planning services' checklist	100.0%	100.0%	100.0%	Optimum	100.0%	96.7%	100.0%	93.3%

Cultural & Related Services		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 170a	The number of visits to/usages of local authority funded or part-funded museums per 1,000 population	1,592	1,694	2,074	↑	1,921	1,386	1,067	1,844
BV 170b	The number of those visits to local authority funded or part-funded museums that were in person per 1,000 population	618	625	895	↑	989	706	620	656
BV 170c	The number of pupils visiting museums and galleries in organised school groups	12,532	13,318	12,009	↓	21,805	14,963	8,866	7,202
BV 219b	Percentage of conservation areas in the local authority area with an up to date character appraisal	33.33%	55.56%*	55.56%	↑	86.93%	40.73%	43.63%	30.09%
*Target for 2007/08 was incorrectly published as 55% last year due to incorrect number of decimal places being recorded									
BV 220	Compliance Against the Public Library Service Standards	4	4	3	↓	Comparator Data not available			

Community Safety			Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average	
BV 126	Domestic burglaries per year, per 1,000 households in the Local Authority area	14.0	13.3	13.6	↑	12.4	16.4	5.8	10.4	
BV 127a	Violent crime per year, per 1000 population in the Local Authority area	22.9	21.7	21.9	↑	17.8	22.3	13.1	19.2	
BV 127b	Robberies per year, per 1,000 population	1.8	1.7	1.7	↑	0.7	2.0	0.3	1.2	
BV 128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	14.6	13.8	12.6	↑	13.3	16.2	7.0	11.0	
BV 174	The number of racial incidents reported to the Local Authority, and subsequently recorded, per 100,000 population	87.58	90.74	66.40	↑	Comparator Data not available				
BV 175	The percentage of racial incidents reported to the Local Authority that resulted in further action	100.00%	100.00%	100.00%	Optimum	100.00%	99.04%	100.00%	96.69%	
BV 225	The percentage of 'yes' responses the Local Authority can give to the 11 Actions Against Domestic Violence questions	81.8%	90.9%*	90.9%	↑	Comparator Data not available				
*Target for 2007/08 was incorrectly published as 91.0% last year. The correct target for 2007/08 was 90.9%										

Community Safety		Our Performance				Comparator Data			
PI Ref	PI Description	2006-07 Out-turn	2007-08 Target	2007-08 Out-turn	Trend	2006-07 Metropolitan Authority Top Quartile	2006-07 Metropolitan Authority Average	2006/07 All England Top Quartile	2006/07 All England Average
BV 226a	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£1,015,424	£754,022	£486,733	n/a			Comparator Data not available	
BV 226b	Percentage of monies spent on advice and guidance services provision which was given to organisations holding the CLS Quality Mark at 'General Help' levels and above.	38.73%	38.73%	60.07%	↑			Comparator Data not available	
BV 226c	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.	£2,735,066	£2,817,117	£2,476,723	n/a			Comparator Data not available	

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