

APPENDIX A

BVPI OUTTURNS FOR 2007/08

Key to symbols

PERFORMANCE AGAINST TARGETS	
↑	Higher is better
↓	Lower is better
G	Performance has achieved annual target
A	Performance has improved over last year but did not achieve this year's target
R	Performance has not improved year on year
N/A	No target or non applicable to Croydon

LEAD OFFICER	
CEO	Chief Executive Officer
EDRCS	Executive Director of Resources & Customer Services
EDCYPL	Executive Director of Children, Young People & Learners
EDASH	Executive Director of Adult Services & Housing
EDCS	Executive Director of Community Services
EDPRC	Executive Director of Planning, Regeneration & Conservation

CORPORATE HEALTH									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
2	<i>Equalities</i>								
2a	Equality Standard for Local Government	↑	4	4	3	R	Steve O'Connell	CEO	As a result of a thorough review undertaken by the Council's Internal Audit Team additional work to strengthen our performance management procedures has been identified which has led to a revised outturn for 2007/08. The new equalities and cohesion team and the Corporate Equalities and Cohesion Board are in the process of revising its delivery plan to ensure the Council's progress to level four of the Equality Standard is built on the strongest foundations.
2b	Duty to promote race equality	↑	84%	89%	94.7%	G	Steve O'Connell	CEO	200708 outturn highlights the Council's improving direction of travel which is primarily due to the development of a new Race Equality Scheme which is set in the context of the Council's priorities. The Council's corporate equalities and cohesion board has adopted a rigorous approach to implementation requiring key officers from each department to monitor and report progress.
3	Overall satisfaction with the Council	↑	42%	N/A	N/A	N/A	Gavin Barwell	EDRCS	3 year assessment: 06/07 last one
4	Satisfaction with complaints handling	↑	31%	N/A	N/A	N/A	Gavin Barwell	EDRCS	3 year assessment: 06/07 last one
8	Percentage of invoices paid on time	↑	94.70%	100%	92.8%	R	Gavin Barwell	EDRCS	Although there was a reduction in the outturn, system improvements generated more accurate figures for this indicator.
9	Percentage of Council Tax collected	↑	94.73%	96.3%	95.84%	A	Gavin Barwell	EDRCS	An increase of 1% in collection on the previous year is a significant improvement and comes on the back of similar improvements in the previous year. Improvements have been achieved through quicker and more accurate billing and recovery actions. Also through additional information on-line and further facilities for payment including additional Direct Debit dates.
10	Percentage of non domestic rates collected	↑	97.93%	99.0%	98.45%	A	Gavin Barwell	EDRCS	An increase of over 0.5% follows significant increases in the previous year. This is the highest collection rate ever achieved in Croydon but continues to remain outside top quartile performance. Whilst the monies collected are purely passed to government and so have no financial impact on the Borough, officers are currently looking at how further improvements can be made during 2008/9.
11	<i>Top 5% of earners</i>								
11a	:Women	↑	42.99%	48%	55.08%	G	Gavin Barwell	CEO	We have actively recruited to permanent positions within CYPL, Adult Social Services and Community Services. These 1st and 2nd tier positions (Heads of Service) have been predominately women which given the range denominator for this BVPI has given a rise of 12.09% in out turn year on year (2006/7 verses 2007/8).
11b	:minority ethnic minority communities	↑	20.00%	22%	23.03%	G	Gavin Barwell	CEO	The accuracy level remains high. Ethnicity is required information upon recruitment
11c	:with a disability	↑	8.96%	8%	7.07%	R	Gavin Barwell	CEO	Two components affect this BVPI: 1) the workforce "churn" (Hires and leavers) and 2) Self disclosure.

CORPORATE HEALTH									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
12	Working days lost due to sickness absence	↓	7.7 days	7 days	8.13 days	R	Gavin Barwell	CEO	Data collection and data quality has improved this year with a significant improvement in the provision of sickness data from non-payroll schools. 100% of non-payroll schools provided sickness data and this produced the 1.89 days reduction on the 2006/07 position. It should be noted that the out turn excluding non-payroll schools would have been 6.74 days.
14	Percentage of early retirements	↓	0.44%	0.5%	0.40%	G	Gavin Barwell	CEO	Numerator information provided by Pensions Administration
15	Ill-health retirements as a percentage of the workforce	↓	0.00%	0.2%	0.08%	G	Gavin Barwell	CEO	Numerator information provided by Pensions Administration
16	<i>Percentage of employees with disability</i>								
16a	Percentage of employees with a disability	↑	4.90%	12.0%	6.61%	A	Gavin Barwell	CEO	Two components affect this BVPI: 1) the workforce "churn" (Hires and leavers) and 2) Self disclosure.
16b	Percentage of economically active people	↑	11.80%		11.80%	G	Gavin Barwell	CEO	
17	<i>Ethnic minority representation in the workforce</i>							CEO	
17a	Council employees	↑	28.0%	30%	30.9%	G	Gavin Barwell	CEO	The accuracy level remains high. Ethnicity is required information in recruitment processes.
156	Buildings accessible to people with a disability	↑	73.00%	80%	76.39%	A	Gavin Barwell	EDRCS	At present most public buildings which are assessed for this particular performance indicator are accessible to all disabled people. However, it will not be possible to achieve 100 % compliance of BV156 in every building as long as the current definition stands (the Audit Commission is due to redefine the definition as it is considered well out of date). Hence the 3.39% increase achieved should be regarded as significant.

EDUCATION									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
38	Percentage of 15 year olds with five or more GCSEs grades A* to C	↑	56.7%	59.0%	58.8%	A	Maria Gatland	EDCYPL	Some improvement in the headline indicators but there is some concern over the variability in schools. There is significant variability and a number of Croydon schools are receiving support.
39	Percentage of 15 year olds with five or more GCSEs grades A* to G inc English & Maths	↑	93.1%	93.4%	92.2%	R	Maria Gatland	EDCYPL	Although there has been a slight decline, there is significant variability and a number of Croydon schools are receiving support.
40	Percentage of pupils achieving Level 4 or above in KS 2 Maths test	↑	75.0%	83.0%	75.0%	R	Maria Gatland	EDCYPL	Although the level of attainment has been maintained, there is disappointment that an improvement has not been made.
41	Percentage of pupils achieving Level 4 or above in KS 2 English test	↑	81.0%	84.0%	81.0%	R	Maria Gatland	EDCYPL	Although the level of attainment has been maintained, there is disappointment that an improvement has not been made.
43	<i>Percentage of statements of special educational need prepared within 18 weeks</i>							EDCYPL	
43a	Excluding those affected by the 'exception' rule	↑	97.3%	100.0%	98.0%	A	Maria Gatland	EDCYPL	Targets have not been achieved due to long term staff sickness.
43b	Including those affected by the 'exception' rule'	↑	81.5%	87.0%	82.0%	A	Maria Gatland	EDCYPL	Targets have not been achieved due to long term staff sickness.
45	Percentage of half-days missed due to authorised/unauthorised absences in Council maintained secondary schools	↑	8.60%	8.00%	8.1%	G	Maria Gatland	EDCYPL	There has been intensive support for schools designated as 'persistent absence'. These schools have shown some improvement over the last 4 half terms. We are hopeful this improvement will be maintained. We will also continue to approve our ability to monitor attendance data at school. This has recently been affected by an ongoing issue regarding e-mailed data being blocked from the system. This is being investigated with Capita and CapGemini.
46	Percentage of half-days missed due to authorised/unauthorised absences in Council maintained primary schools	↑	5.90%	6.30%	5.9%	A	Maria Gatland	EDCYPL	Although the focus of support has been on secondary schools, the council continues to work with primary schools to imbed good habits of attendance and punctuality
181	<i>Percentage of 14 year olds in schools maintained by the Council achieving Level 5 or above in Key Stage 3 tests in:</i>							EDCYPL	
181a	English	↑	73.00%	78.00%	75.0%	A	Maria Gatland	EDCYPL	Following steady improvement in standards at key stage 3, in English, Maths, Science and ICT, performance in all subjects is above the London average, however concerns exist over variability in schools.
181b	Mathematics	↑	74.00%	76.00%	76.0%	G	Maria Gatland	EDCYPL	As 181a
181c	Science	↑	69.00%	72.00%	70.0%	A	Maria Gatland	EDCYPL	As 181a

EDUCATION									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
181d	ICT assessment	↑	71.40%	73.00%	71.9%	A	Maria Gatland	EDCYPL	As 181a
194	<i>Percentage of pupils achieving Level 5 or above in the Key Stage 2 tests in:</i>							EDCYPL	
194a	English	↑	32%	33%	32.0%	R	Maria Gatland	EDCYPL	While there has been steady progress for the boys, progress for girls has reached a plateau over the past 12 months.
194b	Mathematics	↑	32%	38%	31.0%	R	Maria Gatland	EDCYPL	There have been some areas of improvement in mathematics with an increase in boys performance. Unfortunately this has not been sustained across all areas.
221	<i>Outcomes from youth work. Percentage of young people aged 13-19 involved in youth work gaining:</i>							EDCYPL	
221a	Recorded outcomes	↑	42%	45%	43%	A	Maria Gatland	EDCYPL	The Accredited Outcomes are lower than the target figure this year because the appointment of an Accreditation Officer was expected to be achieved in 2007 but was actually only appointed in May 2008. Her role is to identify awarding bodies and to ensure that young people have access to suitable awards and designing appropriate local awards ensure that young people are credited with their learning. The awarding bodies have a complex and slow accreditation process. Work is taking place to produce realistic targets for the number of Accredited outcomes that can be achieved from the YS contact group as the accredited outcomes are a percentage of the YS contacts a year on year increase is not appropriate.
221b	Accredited outcomes	↑	13%	27%	11%	R	Maria Gatland	EDCYPL	The YS is working on the production of realistic targets for each youth work programme/project to ensure that the Accredited Outcome target can be met in the future.
222	<i>Quality of Early Years and Childcare Leadership</i>							EDCYPL	
222a	Leaders	↑	32%	35%	39%	G	Maria Gatland	EDCYPL	There has been an increase in level 4 leaders, because staff which have been supported by the Transformation Fund have completed their courses
222b	Postgraduate input	↑	16%	19%	20%	G	Maria Gatland	EDCYPL	

HOUSING									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
63	Energy efficiency of Housing Stock	↑	76	76.5	78.7	G	Dudley Mead	EDASH	This figure puts Croydon in the top quartile nationally (based on 2006/07 returns)
64	Number of private sector vacant dwellings returned into occupation	↑	604	300	584	G	Dudley Mead	EDASH	Target exceeded. As per last year a large number of properties were let through the Sponsored Tenancy Scheme
66	<i>Rent collection and arrears recovery</i>							EDASH	
66a	Percentage of rent collected	↑	98.63%	98.20%	98.36%	G	Dudley Mead	EDASH	This figure puts Croydon in the top quartile nationally (based on 2006/07 returns)
66b	Rent collection and arrears recovery: tenants in arrears	↑	5.06%	4.50%	4.77%	A	Dudley Mead	EDASH	This indicator shows the number of tenants with more than 7 weeks rent arrears
66c	Rent collection and arrears recovery; possessions sought	↑	42.50%	44.00%	43.40%	G	Dudley Mead	EDASH	This is the percentage of all tenants who are in arrears (not just those with 7 weeks arrears) who have had a Notice Seeking Possession served on them.
66d	Rent collection and arrears recovery; Evictions	↑	0.45%	0.44%	0.44%	G	Dudley Mead	EDASH	The number of council tenants evicted for non payment of rent remains low.
74	<i>Satisfaction with overall service</i>							EDASH	
74a	Total	↑	74%	N/A	74%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
74b	BME Groups	↑	72%	N/A	72%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
74c	Non-BME Groups	↑	75%	N/A	75%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
75	<i>Satisfaction with opportunities for participation</i>							EDASH	
75a	Total	↑	53%	N/A	53%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
75b	BME Groups	↑	51%	N/A	51%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
75c	Non-BME Groups	↑	53%	N/A	53%	N/A	Dudley Mead	EDASH	Survey carried out in 2006. Next survey not due until 2008/09
183	<i>Average length of stay in temporary accommodation</i>							EDASH	

HOUSING									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
183b	Hostel accommodation	↓	0	0	0	N/A	Dudley Mead	EDASH	There are no hostels used by Croydon
184	<i>Non decent Local Authority Dwellings</i>							EDASH	
184a	Non decent Local Authority Dwellings	↓	17%	15%	15%	G	Dudley Mead	EDASH	This is the number of non decent homes at the start of the year - 1st April 2007. As of 1st April 2008 - 89.5% of Council Homes met the decent homes standard.
184b	Percentage change	↑	12.0%	20%	30.6%	G	Dudley Mead	EDASH	On 1st April 2007 15% of homes were non-decent. As of 31st March 2008 there were 10.5% non- decent. This is a 30% change.
202	Number of people sleeping rough on a single night within the area of the local authority	↓	9	Under 10	6	G	Dudley Mead	EDASH	Information gathered by safer neighbourhood teams and local agencies working with rough sleepers.
212	Average re-let time	↓	39	32	28	G	Dudley Mead	EDASH	The process of tracking Voids (empty council properties) simultaneously with the Repairs teams and the Allocations team, has been successful in reducing our re-let time.
213	Housing Advice Service: Preventing Homelessness	↑	7 per 1000	7 per 1000	6 per 1000 (0.6%)	R	Dudley Mead	EDASH	This indicator measures the number of preventions by households in the borough (per 1000 households) . It does NOT measure the number of preventions by the number of housing advice cases dealt with by the council.

SOCIAL SERVICES

PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
49	Stability of placements for looked after children	N/A	10.8%	9%	11.2%	G	Maria Gatland	EDCYPL	This performance is considered satisfactory
50	Educational qualifications of looked after children	↑	52%	60%	50%	R	Maria Gatland	EDCYPL	Although the outturn this year is down on that for last year, it should be noted that the varying numbers of young people taking exams in each year have the effect of distorting a year on year comparison. The recent Joint Area Review (JAR) commented favourably on the results achieved by children in care in Croydon, noting that they are higher than in equivalent London boroughs.
53	Number of households (aged 65 or over) receiving intensive home care per 1,000 population (aged 65 or over) - PAF C28	↑	17.7	17.5	16.08	R	Margaret Mead	EDASH	We remain in best band. The changes this year have reflected the position whereby traditional home care services have been replaced in part by other alternative services like Telecare. Also, by reorganising care packages, some people who were receiving intensive home care services are now getting a mixture of services that includes domiciliary care.
54	Older people aged 65 or above helped to live at home per 1,000 population (who are aged 65 or over) - PAF C32	↑	86.01	88	86.85	A	Margaret Mead	EDASH	We were just short of our target. The effects of the Transformation Project have meant that although performance in 2007/08 improved on 2006/07, the tight definition of this performance indicator means that the more than 4,000 older people supported by occupational therapy and given simple advice and items of equipment cannot be counted. Also we are unable to count the more than 5,000 people who have been supported through visits to the POPP bus. These services are both cost effective and highly valued by the public.
56	Percentage of items of equipment delivered within 7 working days - PAF D54	↑	98%	98%	99%	G	Margaret Mead	EDASH	We have exceeded our performance target and remain in the best band
161	Employment, Education and training for care leavers	↑	1	1	1.15	G	Maria Gatland	EDCYPL	This work is supported by the leaving care team. The recent joint area review commented favourably on their work and cited this as a major strength
162	Percentage of child protection cases which were reviewed at the right time - PAF C20	↑	100%	100%	100.0%	G	Maria Gatland	EDCYPL	This work was cited as a major strength within the department by the joint area review. The system of managing case conferences and planning for children on the protection register was described as 'robust'.
163	Number of looked after children adopted during the year as a percentage of the number of children looked after at 31 March 2005 - PAF C23	↑	7.5%	6.5%	5.6%	R	Maria Gatland	EDCYPL	The previous years figure was above average and may have had a knock-on effect for this year as not many children are left in adoptive placements to become adopted the following year. Overall population numbers are reasonably small, leading to fluctuations in percentages.
195	Acceptable waiting time for assessment PAF D55	↑	87%	90%	90.90%	G	Margaret Mead	EDASH	We moved up to best band this year and exceeded our target.
196	Acceptable Waiting Time for Care Packages - PAF D56	↑	92%	92%	92.40%	G	Margaret Mead	EDASH	We exceeded our target and remain in best band.

SOCIAL SERVICES									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
197	Change in the number of conceptions to females aged under 18, resident in an area, per 1,000 females aged 15-17 resident in the area, compared with the baseline year of 1998	↓	-8.00%	-24.2%	-4.0%	R	Maria Gatland	EDCYPL	The publication of the 2006 teenage pregnancy data (the most recent period for which data is available) has recorded a small increase (56.7 per 1000 from 56.1 per 1000 in 2005) in the overall rate of teenage pregnancy in Croydon. The existing strategy has been externally assessed and is considered to be generally good and providing examples of good practice in some instances. There are, however, some areas where the need for improvement has been identified and will be addressed in 2008/09 together with other new service developments that have arisen out of a more detailed analysis of the data now available about the circumstances of individual young women who become pregnant in Croydon
201	Adults & Older People receiving Direct Payments - PAF C51	↑	100	151	110	A	Margaret Mead	EDASH	The out-turn is against an ambitious target - set in a year where significant change was being introduced. Despite this we were able to improve our performance compared to the previous year. We have taken steps to improve performance : A new "champion" specialist has been appointed . We are working in partnership with the new provider and have improved our procedures in an effort to make them more user friendly for the public , whilst maintaining financial probity. A major programme has started which will develop approaches to self-directed support which includes developing individual budgets and encouraging take-up of direct payments.

BENEFITS									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
76	<i>Housing Benefit Security</i>								
76b	Housing Benefit and Council Tax security - investigators	N/A	0.22	0.22	0.19 per 1000	R	Gavin Barwell	EDRCS	Although the council did not meet the target for number of investigators, last year's performance was exceeded in terms of financial sanctions and savings.
76c	Housing Benefit and Council Tax security - investigations	N/A	41.40	26.00	17.03 per 1000	R	Gavin Barwell	EDRCS	The outturn figure shows a reduction from last year but this is as a result of improvements in the way we have focused the work and better targeting based on an intelligence led approach. This is reflected in the performance reported under BVPI 76d
76d	Housing Benefit and Council Tax security - prosecutions and sanctions	N/A	3.16	3.60	3.71 per 1000	G	Gavin Barwell	EDRCS	This demonstrates that the team are consistently achieving or exceeding their targets despite the downturn in BVPI 76b
78	<i>Speed of processing:</i>								
78a	change of circumstances for Housing and Council Tax Benefit claims	↓	27.5	24	20.32 days	G	Gavin Barwell	EDRCS	These performance levels are the best ever achieved in Croydon and positions the Council as one of the best performing services in London and the country. Customer improvements continue with further on-line services planned to add to the current on-line calculator, claim form and customer account information. A significant achievement for the vulnerable residents of our community
78b	Average number of days for processing notifications of changes of circumstance	↓	9.5	10	8.29 days	G	Gavin Barwell	EDRCS	Further significant improvements have been achieved as quality assurance and staff skills have been further developed. This in conjunction with staff becoming more familiar with new IT systems and a drive on customer satisfaction which has seen more information gathered earlier in the process, improving our services.
79	<i>Accuracy of processing claims</i>								

BENEFITS									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
79a	Accuracy of processing Housing Benefit and Council Tax claims	↑	99%	99%	99.79%	G	Gavin Barwell	EDRCS	The accuracy level remains high. Further work has been undertaken specifically in customer care to ensure the service continues to improve.
79b	<i>Percentage of housing benefits overpayments recovered</i>								
79b (i)	Percentage of recoverable overpayments recovered (HB)	↑	54.86%	80.00%	76.51%	A	Gavin Barwell	EDRCS	In 200607 we migrated to a new IT system for Benefits and the close down period coupled with loss of recovery due to IT issues meant that overall recovery in 200607 was not as high as the previous year. Therefore performance compared with 200607 was not as high as expected. In 200708 the IT issues had been resolved and we have also gained a better understanding of the Northgate system reports and what they are actually reporting.
79b (ii)	Percentage of recoverable overpayments recovered (HB)	↑	18.61%	24.00%	22.82%	A	Gavin Barwell	EDRCS	Work continues to collect a large sum of older debt. With the new IT systems now up and running we are able to do this more effectively and more appropriately targeted.
79b (iii)	Percentage of recoverable overpayments recovered (HB)	N/A	4.84%	3.00%	10.09%	G	Gavin Barwell	EDRCS	The BVPI for this measure was considerably lower in 200607 due to the migration of our IT system. Write-offs were not as high priority as ensuring the live data was accurate – live data took top priority. In 200708 the figures for both systems had been verified so actioning write-offs resumed.

ENVIRONMENT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
199	<i>Local street and environmental cleanliness</i>								
199a	litter & detritus	↓	14%	17.5%	2.2%	G	Phil Thomas	EDCS	An excellent result. A robust cleansing regime has been put in place that covers additional inspections, additional street washing and chewing gum removal.
199b	graffiti	↓	2%	4%	0%	G	Phil Thomas	EDCS	An excellent result. Known graffiti hotspots are targeted; system in place to ensure that 100% offensive graffiti removed within 24 hours of reporting; Streetscene works with Safer Neighbourhood teams and NEOs on reporting of graffiti.
199c	Fly-posting visible from relevant land and highways	↓	0%	2%	0%	G	Phil Thomas	EDCS	Fly-posting is dealt with in the same way as graffiti(above).
199d	fly-tipping.	↓	1	2	4	R	Phil Thomas	EDCS	The North of the borough has experienced a dramatic rise in fly-tipping. Perpetrators appear to be those involved in house clearance - stop and search exercises are undertaken and these will continue, as will checking of fly-tipped bags to identify evidence of who may have deposited them. .
82	<i>Household waste management</i>								
82a (i)	recycling %	↑	14.63%	15.00%	14.84%	A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
82a (ii)	recycling tonnes	↑	20,433	N/A	15,132	N/A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results. No performance against target indicator here because no targets can be set for tonnages
82b (i)	composting %	↑	5.48%	8%	7.52%	A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
82b (ii)	composting tonnes	↑	7,652	N/A	7,673.04	N/A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results. No performance against target indicator here because no targets can be set for tonnages

ENVIRONMENT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
82c (i)	energy recovery %	↑	0.15%	0.15%	0.16%	G	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
82c (ii)	energy recovery tonnes	↑	203	N/A	168.13	N/A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results. No performance against target indicator here because no targets can be set for tonnages
82d (i)	Land filled %	↓	79.74%	76.85%	77.38%	G	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
82d (ii)	land filled	↓	111,342	N/A	78,917.36	N/A	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results. No performance against target indicator here because no targets can be set for tonnages
84	<i>Household waste collection</i>								
84a	Kilograms per head	↓	403	380	297.6	G	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
84b	percentage change	↓	-2%	-5%			Phil Thomas	EDCS	Cannot calculate until final outturn known
86	Cost of household waste collection	↓	£42.41	£48.45	£52.30	R	Phil Thomas	EDCS	Increase in costs is mainly due to expansion of kerbside collection services across the borough. This is in line with our statutory duty to reduce landfill
87	Municipal Waste Disposal Costs	↓	£57.47	£65.00			Phil Thomas	EDCS	It is not yet known whether the target for this indicator will be achieved
91	<i>Kerbside collection of recyclables</i>								
91a	one recyclable	↑	84%	90%	84.9%	G	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.

ENVIRONMENT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
91b	two recyclables	↑	84%	90%	84.9%	G	Phil Thomas	EDCS	Final reconciliation of waste data is being completed and will be available by the end of June. Current performance is based on 3 rd quarter results, and indicates that targets will be met.
166	<i>Environmental health checklist of best practice</i>								
166a	Environmental health checklist of best practice	↑	90%	100%	100%	G	Steve O'Connell	EDCS	Benchmarking has been undertaken with other local authorities throughout 200708.
166b	Trading standards checklist of best practice	↑	100%	100%	100%	G	Steve O'Connell	EDCS	Trading Standards has maintained a high standard of regulatory work.
216	<i>Identification and information on contaminated land</i>								
216a	Remediation of contaminated land	N/A	5,937	5,871	5,872	G	Steve O'Connell	EDCS	A good result - surveys undertaken have resulted in more sites being removed from the Contaminated Land list.
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'	↑	1.23% (73 sites)	2.24%	2.26% (133 Sites)	G	Steve O'Connell	EDCS	Whilst waiting for guidance from central government on remediation of contaminated land, Specialist Pollution team was able to focus on less contentious sites, which were quicker to survey. This led to an increase in the number investigated
217	Pollution control improvements	↑	100%	At least 90%	100%	G	Steve O'Connell	EDCS	All scheduled pollution control improvements were completed to timescale.
218	<i>Abandoned vehicles</i>								
218a	Percentage of abandoned vehicles investigated within 24 hours of notification	↑	56.23%	68%	82.58%	G	Phil Thomas	EDCS	Improvements were made to the abandoned vehicles database and reports obtained more frequently - which helped to improve performance.
218b	Percentage of abandoned vehicles removed within 24 hours	↑	70%	82%	90.67%	G	Phil Thomas	EDCS	Improvements for BV218a directly improved the outturn for this PI.

TRANSPORT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
99	<i>Road Accident Casualties</i>								
99a	i. Number of people killed or seriously injured (KSI) in road traffic collisions	↓	158	149	149	G	Phil Thomas	EDPRC	In 2006 Croydon was one of nine London Boroughs to achieve a reduction in KSI casualties over the previous year. This said Croydon is still below the London average when comparing the 1994-98 average against the 2006 figure.
99a	ii. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year	↓	1.3%	-6%	-5.7%	G	Phil Thomas	EDPRC	See above
99a	iii. Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	↓	-36.0%	-40.0%	-39.7%	G	Phil Thomas	EDPRC	See above
99b	i. Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	↓	13	17	17	G	Phil Thomas	EDPRC	The increase in the number of children killed or seriously injured in road traffic collisions in 2006 (outturn 2007/08) cannot be explained but generally across London the figure was up for the first time since 1998. This said the 2010 regional target of a 60% reduction is still likely to be achieved.
99b	ii. Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year	↓	-32.0%	31%	31%	G	Phil Thomas	EDPRC	See above
99b	iii. Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 1994-98 average	↓	-69%	-58%	-59.5%	G	Phil Thomas	EDPRC	See above

TRANSPORT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
99c	i. Number of people slightly injured in road traffic collisions	↓	1254	1247	1064	G	Phil Thomas	EDPRC	The reduction in the number of people slightly injured in road traffic collisions in 2006 (outturn 2007/08) cannot be explained but generally across London there was a decrease of 8%.
99c	ii. Percentage change in the number of people slightly injured in road traffic collisions since the previous year	N/A	1%	-2%	-15.2%	G	Phil Thomas	EDPRC	See above
99c	iii. Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average	↓	-23%	-25%	-34.8%	G	Phil Thomas	EDPRC	See above
100	Number of days of temporary traffic controls/road closure per kilometre of traffic sensitive roads	↓	0	0	0	G	Phil Thomas	EDPRC	It is departmental policy that temporary controls/road closures are completed in less than a day on traffic sensitive roads.
165	Percentage of pedestrian crossings with facilities for disabled people	↑	85%	90%	11%	R	Phil Thomas	EDPRC	Following setting of 07/08 targets the Audit Commission undertook an audit and failed most junctions. As a result a complete survey of all junctions in the borough, including TfLs', was undertaken in line with Audit Commission requirements and the Outturn confirmed at 11%.
178	Footpaths easy to use	↑	94%	90%	82.7%	R	Phil Thomas	EDCS	The outturn is based on a small sample of footpaths which can cause fluctuation in year-on-year results.
187	Condition of footway services	↓	10%	8%	6%	G	Phil Thomas	EDCS	Footway maintenance has helped performance.
215	<i>Rectification of street lighting faults</i>								
215a	Average number of days to repair fault (Council control)	↓	2.03 days	2.03 days	2.03 days	G	Phil Thomas	EDCS	Performance has been maintained from last year.
215b	Average number of days to repair fault (Distribution Network Operator control)	↓	26.54 days	27 days	35.31 days	R	Phil Thomas	EDCS	Street lights are a lower priority for the DNO after hospitals, schools, other public buildings and homes. Response times are subject to fluctuation.

TRANSPORT									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
223	Condition of principal roads	↓	12%	12%	7%	G	Phil Thomas	EDCS	TfL funded the resurfacing of nine sections of principal road, and this helped to improve performance.
224	<i>Condition of roads</i>								
224a	Condition of non-principal classified roads	↓	13%	12%	5%	G	Phil Thomas	EDCS	A programme of re-surfacing work has improved performance.
224b	Condition of unclassified roads	↓	12%	13%	13%	G	Phil Thomas	EDCS	A programme of re-surfacing work has helped to maintain performance.

PLANNING									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
106	New homes on previously developed land	↑	100%	95%	100%	G	Jason Perry	EDPRC	All completions were on previously developed land
109	<i>Planning applications:</i>								
109a	Major Applications determined in 13 weeks	↑	69%	79%	67%	R	Jason Perry	EDPRC	Whilst the annual figure of 66.96% for this category is comfortably above the Government's national target of 60% of applications determined within 13 weeks, it is adrift of the challenging local target of 79% which was based on a record breaking 06/07 figure. Croydon has a large proportion of major applications compared to most London Boroughs. The majority of these that can be approved require the completion of a legal agreement, these agreements can be complex involving matters such as affordable housing and financial contributions towards health provision and other issues. Officers in Planning, Legal and Housing have been examining ways in which this process can be streamlined.
109b	Minor Applications determined in 8 weeks	↑	84%	87%	80%	R	Jason Perry	EDPRC	The annual figure of 79.8% is substantially above the government's target of 65% of applications determined within 8 weeks but short of the local target of 87%. Performance in this category has slipped a little compared to the figure for 2006/07. This is mainly due to the sharp rise in the number of planning appeals that officers in Planning Control have had to process this year.
109c	Other Applications	↑	93%	93%	91%	R	Jason Perry	EDPRC	The annual figure of 90.6% is substantially above the Government target of 80% applications to be determined within 8 weeks and probably sufficient to place Croydon within the upper quartile of London Boroughs for this category. However the figure is still lower than that achieved last year upon which the local target was based (93%). Staff turnover and deflection of resources on to the high volume of appeals would be the main reason for this.
200	<i>Plan making:</i>								

PLANNING									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
200a	Plan making development plan	N/A	YES	YES	YES	G	Jason Perry	EDPRC	The current UDP (Croydon Plan) can be used until July 2009. However it will not be fully replaced by then by new Plans in the LDF. Therefore it will be necessary to seek in January 2009, the permission of the Secretary of State to save some or all of the UDP policies for a specified period until they can be replaced by the LDF
200b	Plan making milestones	N/A	YES	YES	NO	A	Jason Perry	EDPRC	During 2007/08, preparation of DPDs and SPDs failed to achieve some of the key milestones in the LDS extant at the start of the year. Therefore we failed to achieve the target of this BVPI. A new LDS has now been agreed with a new LDD programme and new more achievable timetables. Provide sufficient resources etc. are dedicated to LDF work, it should be possible to achieve this target in future years.
204	Planning Appeals allowed	↓	33%	25%	33.12%	R	Jason Perry	EDPRC	The annual figure for appeals allowed against this Council's decisions is some 3% higher than that reported last year but still represents a favourable figure compared to many comparable planning authorities and in general is reflective of sound decision taking on applications by officers and the Planning Committee. The figure is significantly adrift of the target of 25% allowed which is close to the best ever figures achieved. It should be noted that the volume of appeals have effectively doubled in the last 12 months.
205	Quality of service checklist	↑	94%	100%	94.4%	A	Jason Perry	EDPRC	Development is required in one area of the criteria relating to specialist advice.

CULTURE & LIBRARIES										
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments	
170	<i>Visits to and Use of Museums and Galleries</i>									
170a	all visits	↑	368	275	289	G	Steve Hollands	EDCS	The way in which web visits were collected was changed in line with Audit Commission guidance which led to changes in the target for 07/08	
170b	visits in person	↑	137	202	243	G	Steve Hollands	EDCS	The Museum of Croydon provided a full and popular events programme.	
170c	school groups	↑	2,860	4,486	4,839	G	Steve Hollands	EDCS	Increased training and awareness of local teachers combined with an improved and sustained marketing and booking system has led to an increase in performance.	
219	<i>Preserving the special character of conservation areas: character appraisals</i>		Note: BVPIs 219 a & c were deleted for 2007/08							
219b	Preserving the special character of conservation areas: character appraisals	↑	16.67%	33.33%	38.46%	G	Jason Perry	EDPRC	During 2007/08 Character Appraisals and Management Plans were approved as Supplementary Planning Documents for a further three areas (South Norwood, Webb Estate and Upper Woodcote Village) giving a borough percentage of 38.46%	
220	Composite library indicator. 'Compliance' against the Public Library Service Standard is assessed on:	↑	2	2	1	R	Steve Hollands	EDCS	Croydon currently meets the Public Library Service Standards (PLSS) for ICT in libraries and the Time taken to satisfy requested items. Areas where the PLSS is not met include the number of households within 1 mile of a library, opening hours and visits. Croydon's large population negatively affects its results - for instance actual visits to Croydon libraries are comparatively high (over 2.1 million in 2007/08).	

COMMUNITY SAFETY AND WELL-BEING									
PI ref	PI Description	Good Perf	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance against target RAG	Lead Member	Lead Officer	Comments
126	Domestic Burglaries per 1,000 households	↓	14.9 PER 1000 pop Detection rate 13.9%	13.32 per 1000 pop	15.7	R	Steve O'Connell	EDCS	Domestic burglaries have risen slightly during 2007/08, in line with trends across London.
127	<i>Crime</i>								
127a	Violent crime per 1,000 population	↓	26 per 1000 pop Detection rates 28.27%	28.5 per 1000 pop	24.9 per 1000 of pop. Detection rate 21.6%	G	Steve O'Connell	EDCS	A 10% reduction has been achieved in violent crime compared to the previous year
127b	Robberies per 1000 population	↓	5.3	4.04 per 1000 pop	4.9	A	Steve O'Connell	EDCS	Croydon has a high proportion of young offenders and victims. 13% reduction in the number of youth victims of recorded personal robbery offences. 14% increase in number of youths accused of offences. Increased Police activity around stop and searches has been seen to tackle the carrying of weapons and criminal damage, which has inevitably led to an increase in the numbers of people being arrested and entering the Youth Justice System.
128	Vehicle crime per 1000 population	↓	12.2	10.38 per 1000 pop	11.4	A	Steve O'Connell	EDCS	Reduction in number of motor vehicles thefts compared to last year, but performance on thefts from motor vehicles proving more challenging. This will be a point of focus for the Safer Croydon Partnership Executive group
174	Number of racial incidents recorded by the Council per 100,000 population	N/A	29	30	31	G	Steve O'Connell	EDCS	The Council's performance demonstrates an increased confidence among local residents to report incidents.
175	Percentage of racial incidents that resulted in further action	↑	100%	100%	100%	G	Steve O'Connell	EDCS	The Council's performance has remained consistent throughout the year.

225	Actions against domestic violence	↑	92%	100%	100%	G	Steve O'Connell	EDCS	Our performance in relation to the targets/performance measure for BVPI 225 has reached 100% this year. I understand that we are the first London Borough (perhaps even UK area) to achieve this, which highlights the excellent partnership working and innovation we are able, as a Borough, to demonstrate. The increase from 92% from last year to 100% this year is due to confirmation from Croydon's Housing Department that we have met the target set in relation to demonstrating a reduction in victims of domestic violence housing applicants reporting as homeless.
226	<i>Advice and guidance services</i>								
226a	Advice and guidance services - total spend £	N/A	1,343	1,410	1,379	A	Steve O'Connell	CEO	Level of expenditure has remained constant overall but some less effective services no longer funded and new services provided.
226b	Advice & Guidance Services - CLS Quality Mark	↑	85%	85%	80.06%	R	Steve O'Connell	CEO	This indicator is no longer relevant as the Legal Services Commission no longer accredits or audits the Quality Mark at anything less than specialist level.
226c	Advice & Guidance Services - direct provision	N/A	832	857	821	R	Steve O'Connell	CEO	The level of service has remained relatively constant. Variation is due to changes in costs and income.