

Best Value Performance
indicators

Performance Plan

2007 - 2008

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This Performance Plan is also available on the Lambeth website at: www.lambeth.gov.uk/bvpp

Foreword

Although the Audit Commission last year described Lambeth as 'improving well', the council was awarded a one star rating. This is because of changes to the way the Commission assesses cultural services in what is referred to as the culture 'block' of performance indicators. While in most cases, the council is rated two star or above, a rule in the method of assessment means we have dropped to a one star rating overall.

We are very clear about what the council needs to do, and three priority outcomes were agreed at the beginning of 2006/07:

- delivering high quality services that focus on individuals needs and represent value for money
- tackling inequality and social exclusion
- engaging more closely with Lambeth's citizens so people's needs are listened to and acted upon.

These objectives are the focus for all services and project delivery.

We have adopted a new vision and mission statement this year, and we have agreed a new corporate plan for the Council. That plan, and the targets included in this Best Value Performance plan, will help us to deliver on our commitment to achieve a rating of 'excellent' by 2010.

Section 1 – Improving Lambeth

The council's most recent Comprehensive Performance Assessment (CPA) assessment was a one star rating but assessed as "improving well".

The CPA framework monitors every authority nationally against set criteria. The framework uses both inspections results and details of performance against national targets.

Lambeth's most recent result, although disappointing, did demonstrate sustained improvement and higher achievement in a number of key areas. In particular the Adults Social Care, Housing Benefits and Environment blocks all achieved higher score of a three rating (out of four). The main areas highlighted for improvement were culture and managing council housing.

The full version of Lambeth's CPA scorecards can be obtained on the internet at:

<http://cpa.audit-commission.gov.uk/STCCScorecard.aspx?TaxID=104598> .

Further information on CPA 2006 is available on the Audit Commission website at www.audit-commission.gov.uk

Corporate plan and community strategy

The council has recently launched its new corporate plan drawing together all our continuous improvement and transformational projects for the first time, organised by the themes of our Local Area Agreement, and including our partnership based work. The corporate plan brings together our planned activities, the financial implications and what outcomes will be delivered. This is underpinned by a comprehensive service planning database which now captures all the key activities and projects which are driving our improvements.

With the launch of the plan, Lambeth has a new mission

statement which reflects the Administration's three priority outcomes.

"We are here to serve our many and diverse communities, providing and commissioning excellent services for residents and customers. We have a responsibility to work with all our stakeholders to enable everyone in Lambeth to live healthy, happy lives".

We will:

- work in partnership to make Lambeth a great place in the heart of London
- Be ambitious for the borough. We will listen to and be engaged with citizens and business in providing the leadership and democratic accountability to shape places and ensure Lambeth plays its part in London
- Tackle inequality and social exclusion, as we narrow the gap between the haves and have-nots by generating a better quality of life for all
- Deliver and commission high quality, value for money services that continue to improve. No service will be less than two stars, as we aspire to excellence by 2010 and we will maintain tight financial controls to ensure improvement results from better managed services, not just more council spending

The corporate plan is available at www.lambeth.gov.uk/corporateplan

The council's community strategy is to be refreshed by April 2008 to reflect the changes within Lambeth, the priorities of our residents and partners.

The themes of the old strategy are included in this plan to show progress against them, but will be refreshed on the launch of the new Community Strategy.

Performance targets

In 2006 – 2007, overall performance has increased across the council, with 59 per cent of Best Value Performance Indicators (BVPIs) showing improvement on the previous year.

Most indicators show an improvement in performance, with 54 per cent of all BVPI's achieved their targets in 2006/07. The authority has progressed in many areas which are important to residents, including community safety and crime, road traffic accidents and housing benefits.

Children's educational achievement has improved across a wide variety of indicators. Performance at Key Stages 2 and 3 in English, Mathematics and ICT, and the number of young people achieving an A* to C grade at GCSE level were key areas of improvement. This improvement is ahead of the national trends and is faster than many other London boroughs.

Satisfaction with the council as a whole has increased slightly since 2003/04. Overall satisfaction in Lambeth has also improved relative to other London boroughs, improving two places from 28th to 26th in the ranking of all London councils.

The satisfaction survey shows that in 2006/07 people in Lambeth are increasingly satisfied with the performance of a number of services provided by the council when compared with 2003/04.

However, increases in the satisfaction with individual services have not yet been reflected in the overall satisfaction with the performance of the council. Lambeth is not alone in this respect and indeed has done better than many other councils. Nationally, over the same period, the average overall satisfaction fell by two percentage points from 53 per cent to 51 per cent.

This plan contains the targets the council has set itself against each indicator. The target is set to help ensure improvements can be achieved for each indicator based on Lambeth's progress to date. The council has a commitment to achieving at least a two star rating in each CPA service area which is reflected within the targets set for each BVPI. These targets have been set to prioritise improvements in our council homes management and cultural related services in order to deliver a minimum of an overall two star rating in the CPA framework by February 2008.

Section 2 - Performance indicators

Resident Satisfaction

Every three years we are required to survey how users of our services, view the way we deliver our services.

MORI was commissioned to carry out a survey on the council's behalf and the results are shown in the table below.

We believe these indicators will help us to improve our services as they will:

- Show us where we need to target improvement
- Compare improvement in performance with your perceptions
- Identify where we are serving people well
- Ensure that residents' opinions influence our decision making
- Review, justify and set local objectives and priorities
- Enhance partnership working, shared ownership and joint action.

The outcomes of the September 2006 Residents Satisfaction Surveys are (bold indicates an increase in performance) :

BVPI	Title	2006/07 (%)	2006/07 London councils ranking	2003/04 (%)	2003/04 London councils ranking
General household survey					
BV3	Overall satisfaction	45	26=	43	28=
BV4	Satisfaction with complaint handling	30	16=	21	33
BV89	Satisfaction with cleanliness of open spaces	67	13=	50	15=
BV90A	Satisfaction with waste collection	81	7=	68	24=
BV90B	Satisfaction with waste recycling (local facilities)	56	27=	48	23=
BV90C	Satisfaction with waste disposal (local tip)	67	21=	56	23=
BV103	Satisfaction with transport information	60	17=	47	25=
BV104	Satisfaction with bus services	69	16=	58	16=
BV119A	Satisfaction with sports and leisure facilities	38	31	40	23
BV119B	Satisfaction with libraries	57	33	48	31=
BV119C	Satisfaction with museums and galleries	32	12	32	13=
BV119D	Satisfaction with theatres and concert halls	31	19=	34	14=
BV119E	Satisfaction with parks and open spaces	76	12=	65	21=

Benefits survey					
BV80G	Satisfaction with the Benefit service	67	Not available	63	25 ¹
Planning survey					
BV111	Satisfaction with the service received from the Planning service	43	31	53	26 ²
Libraries survey					
BV118C	Satisfaction with the library overall (library service users)	81	30	79	28= ³
Housing survey					
BV74A	Satisfaction with the overall service provided by the landlord	62	24 ³	57	25 ⁴
BV75A	Satisfaction with opportunities for participation in management and decision-making	49	28 ³	47	25= ⁴

¹ Figure is a ranking out of the 29 London boroughs where data is available

² Figure is a ranking out of the 32 London boroughs where data is available

³ Figure is a ranking out of the 30 London boroughs where the council is a landlord

⁴ Figure is a ranking out of the 28 London boroughs where data is available

Best Value Performance Indicators

At the heart of Best Value is the statutory performance management framework. This provides for annual reporting by Best Value authorities of a set of national performance indicators and standards set by the government and specified by Order under section 4 of the 1999 Act. In specifying indicators and targets for local government the government has tried to ensure that they are a balanced set, reflecting the broad range of local services. The performance indicators are presented in eleven sections relating to the chapters in the statutory government guidance, 'Best Value Performance Indicators 2005/2006' and subsequent government updates. They include:

- Corporate health
- Education
- Health and social care
- Housing and related services
- Housing benefit and council tax benefit
- Environment
- Environmental health
- Transport
- Planning
- Culture and related services
- Community safety and well being

For each of the performance indicators the following data is included:

Lambeth performance

This is the actual performance for 2006/07 or estimates where this information is not yet available. All actual figures are subject to change as they have yet to be audited.

Targets

Targets are published for 2006/07 and wherever possible for three years ahead: 2007/08, 2008/09 and 2009/10.

Comparative performance

The England median performance for 2005/06 is included to provide an indication of Lambeth's performance against other authorities.

Comments

A brief commentary is provided for most of the indicators to highlight key performance issues.

Performance indicators deleted for 2007/08

In addition to the current set of performance indicators, the council is required to report performance against indicators set for 2006/07 but subsequently deleted for 2007/08. Nine indicators are either partially or fully deleted in 2007/08. There is no requirement to set targets for 2007/08 and beyond in respect of these indicators.

New performance indicators for 2007/08

No new indicators have been introduced for 2007/08.

Performance indicators amended for 2007/08

No indicators have been amended for 2007/08. Clarifications have been issued by the Audit Commission, but these do not change the definition or substance of the indicator.

Publication of audited performance

Following the statutory audit of performance for 2006/07, audited performance figures will be published in the autumn of 2007.

At this point, the council will seek to include audited outturns for those indicators where only estimates are currently available.

Corporate health

The intention of these performance indicators is to provide local people with a snapshot of the council as an institution and service provider. These indicators reflect the underlying capacity and performance of councils as both democratic or locally accountable institutions and bodies responsible for managing a significant share of public expenditure.

Performance in the area of Corporate Health has shown varying results, with 57 per cent of indicators increasing in performance and 43 per cent decreasing.

A noted improvement in performance is the achievement of Level 3 in the Equality Standards for Local Government, which puts Lambeth in the upper tier of authorities and meeting its set target for the year.

Lambeth Community Strategy theme: Delivering the strategy for our customers

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
BV 2a	Equality Standard for Local Government	2	2	3	3	4	4		<p>The council has achieved Level 3 of the Equality Standard for Local Government, a comprehensive and systematic equalities framework based on nationally-recognised good practice. A comprehensive equality strategy is a key requirement of the Equality Standard. The council's Equalities and Diversity Strategy 2005/2008 was agreed in July 2005. It is based on the principle that achieving best practice in equalities and diversity is fundamental to improving the quality of life in Lambeth, and sets three overarching objectives:</p> <ul style="list-style-type: none"> • Excellent differentiated service delivery • Outstanding community growth driven by the principle of diversity as an asset • Excellent people management and development.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
BV 2b	Duty to Promote Race Equality	63%	63%	68%	67%	71%	75%		<p>The council has made considerable efforts to mainstream its Race Equality Scheme into service planning and the development and implementation of policy.</p> <p>Guidelines to help departments embed equalities and diversity into service plans were produced, and an equality impact assessment (EQIA) was completed for all service plans for 2006/07. The council is using Equalities Impact Assessments to identify – and address – any potential for discrimination before new policies and services are introduced.</p> <p>The council's Equality Impact Assessment Panel reviewed the EQIA of service plans to ensure that equalities issues relevant to the business had been considered.</p>
BV 8	Percentage of invoices paid on time	93.43%	65.5%	76.5%	80%	90%	95%	95%	<p>Performance has improved by 11% over 2005/06, but is slightly below target for 2006/07. Performance has been improving throughout the year with monthly performance exceeding target on 5 occasions and peaking at 85% in December.</p> <p>One method of improving performance was the introduction of a league table highlighting the 10 best and worst business units in the council and the impact they have on our performance. This provided the opportunity to focus help and support to the areas negatively impacting the council the most; the impact of the 10 worst not meeting target was 10.36% in April 06, but has reduced to 4.52% in March 07.</p> <p>The method used to calculate BVPI 8 performance has been revised following the audit of 2005/06. The adjustments which were in place following reservation of this indicator were removed for 2005/06 and have been used to calculate 2006/07. The audit has not been carried out on 2006/07.</p>

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 9	Percentage of Council Tax collected	97.61%	93.10%	92.6%	93.66%	94.25%	95%	95%	The good working relationship with Capita continues to help improve the overall performance of the contract. Unfortunately, due to previously allowed adjustments no longer being available for use, the headline collection rate has gone down, but real collection has improved by just under 1%.
BV 10	Percentage of non-domestic rates collected	98.80%	98.33%	98.5%	98.5%	98.75%	99%	99.1%	Collection rate continues to improve year on year due to the efforts of both the contractors and the client team.
BV 11a	Top 5% earners: women	32%	39.86%	36.14%	40%	40%	42%	46.1%	Whilst Lambeth out performs the England Median, the council is outside upper quartile performance. Key Leadership and flexible working initiatives together with the gender equalities scheme are designed to support improvements in this area.
BV 11b	Top 5% earner: minority ethnic communities	1.50%	27.81%	24.50%	27.54%	28.1%	28.66%	29%	Lambeth continues to lead other authorities in attracting and retaining BME staff at senior levels. We will continue to target underrepresented groups in implementing developmental initiatives.
BV 11c	Top 5% earners: with a disability	2.28%	7.81%	7.89%	2.75%	8.28%	8.69%	9.12%	Targets reviewed in 2006/07 in light of comprehensive staff disability survey carried out at the end of 2005/06.
BV 12	Working days lost due to sickness absence	9.52 days	9.66 days	9.79 days	8.4 days	8.4 days	8.4 days	8.4 days	Targets are set to England top quartile. Work is underway to effectively manage attendance to ensure actual performance is in the top quartile.
BV 14	Percentage of early retirements	0.43%	0.77%	1.27%	0.39%	0.77%	0.69%	0.62%	High levels of reorganisation activity in 06-07 led to a small increase in early retirements with significant activity in this area potentially continuing to December 2007.
BV 15	Percentage of ill health retirements	0.23%	0.23%	0.15%	0.12%	0.12%	0.12%	0.12%	A consistent improvement over previous years, the work will continue to work towards the England top quartile target by 2008/09
BV 16a	Percentage of employees with a disability	2.73%	9.56%	7.38%	2.7%	8.16%	8.57%	9%	Targets reviewed in 2006/07 in light of comprehensive staff disability survey carried out at the end of 2005/06.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2005/06	2006/07	2007/08	2008/09	
BV 16b	Percentage of economically active disabled community population	N/A	12.12%	12.1%		Contextual information. No targets required			
BV 17a	Percentage of black and ethnic minority employees	1.8%	44.3%	46.34%	>= 38%	>= 38%	>= 38%	>= 38%	Given the high percentage of BME within the local population Lambeth is consistently above the England top quartile.
BV 17b	Percentage of economically active minority ethnic community population	N/A	16.5%	16.45%	Contextual information. No targets required				
BV 156	Buildings accessible to people with a disability	62.98%	24.73%	46.75%	35.5%	50%	57.5%	65%	An effective targeted programme of works on buildings has enabled the council to steadily improve accessibility for our customers. Targets are set to exceed London top quartile levels by 2009/10.

Education

The most significant education function of councils is support for school improvement. While each school is responsible for its own performance the authority provides a framework to support and challenge them.

The overall trend in Education is of improvement, with 72% per cent of indicators showing increases in performance since the previous year. There is a marked improvement in the Key Stage 2 and 3 performances in English and Mathematics and ICT, with results increasing at every level for all age groups.

Compared to national results, the majority of Lambeth's indicators fall below the median average value. This is contrasted by the large scale improvement across the division, with some indicators improving faster than any other authority in London, such as BVPI 181c, Key stage 3 Mathematics.

Overall since 2001 GCSE exam results for children gaining grades A* to C have improved by 18 per cent, twice the national average rate of improvement. This is reflected in our CPA assessment score of a 3 for Children and Young People being maintained.

Indicators are included to monitor the effectiveness of the authority in terms of the support and direct services provided.

Lambeth Community Strategy theme: Investing in children and young people

GCSE performance

[BV 38, 39,40,41]

The 2005-06 academic year proved to be another exciting and successful year for Lambeth, with improved results at key stages 2, 3 and 4. Achievement trends from 2001-2006 show an improvement at KS2 (level 4) of 10 per cent for English, and 4 per cent for mathematics. KS3 (level 5) improvement shows an increase in English of 19 per cent, mathematics 25 per cent and science 16 per cent since 2001. Improvement at GCSE A*-C is up 18 per cent and A*-G up 3 per cent. Both the Education Achievement Plan targets for Key Stage 3 mathematics and GCSE A*-C were exceeded.

The 2006 Key Stage 1 results were disappointing, although this was consistent with the national results which experienced a drop of between 1 per cent and 2 per cent in all three subjects. In Lambeth reading results dropped by 3 per cent following a high of 66 per cent in 2005. There was no movement in either writing or mathematics.

Following a year of little movement in 2005, the 2006 Key Stage 2 results were very positive, particularly when compared to national results. Lambeth saw an increase by 2 per cent to 78 per cent in English, meeting the Education Achievement Plan target. Mathematics results were up 2 per cent to 70 per cent and science was up 1 per cent to 83 per cent. There was little movement at national level with no change in English and increases of 1 per cent in mathematics and science. These results confirm that progress over time has been maintained, particularly in English which has had an increase of 10 per cent since 2001.

Key Stage 3 2006 results were extremely pleasing. Mathematics, science and ICT results all improved, some significantly, whilst English results were at the national average. Significant improvements were made at level 6+, particularly in mathematics where Lambeth's increase of 11 per cent was the highest in London.

Overall Key Stage 3 results have continued to improve with significantly upward trends in all subjects. Both the mathematics and English Education Achievement Plan targets were achieved. A 6 per cent improvement in mathematics at level 5+ was extremely pleasing and an 11 per cent improvement in mathematics at level 6+ (the highest of any London local authority) is to be celebrated. There were also very pleasing improvements in science with a 3 per cent improvement at level 5+ and 6 per cent improvement at level 6+. This compares very favourably with the national picture.

Following a 10 per cent increase in pupils attaining 5 A*-C GCSE grades in the previous two years, there was yet another increase of 2 per cent, bringing the total improvement since 2001 to a very pleasing 18 per cent, twice that of the national improvement.

Unfortunately the number of pupils achieving 5 A*-G dropped by 1 per cent which means that although Lambeth was in line with national 5 A*-G levels in 2005, we have now dipped 3 per cent below national levels.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 221a	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area	45%	13%	18.01%	60%	60%	60%		Our participation rates are still subject to under-reporting in the statutory sector. We have yet to report against the voluntary sector, but we will endeavour to do this, by arranging additional Electronic Youth System (eYS) training, specifically for the voluntary sector resources to increase the use of the eYS database and address the under-reporting issue within the statutory sector. (eYS is a relational database management system that records outcomes and accreditations for Youth Projects.)
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	17%	2%	0.75%	N/A New PI for 05/06				The target information has been acquired via the eYS database. The Service has recently used this database to collate information. Prior to this we have used inaccurate paper-based collation. In addition to this, the government targets are ambitious and have yet to be embedded into the Service Quality Assurance Framework systems. To this end the targets have not been met.
BV 38	GCSE Performance: A*-C grades	54.5%	53%	54.9%	53%	57%	61%	No Target set by DfES	See page 12, Education, for commentary.

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth		2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07		2006/07	2007/08	2008/09	2009/10	
BV 39	GCSE Performance: A*G grades, incl. Maths & English	89%	87.2%	86.9%	No Target set by DfES	No Target set by DfES	No Target set by DfES	No Target set by DfES	No Target set by DfES	
BV 40	KS2 Mathematics Performance	75%	68%	70.0%	78%	78%	78%	78%	No Target set by DfES	
BV 41	KS2 English Performance	78.7%	76%	78%	78%	79%	80%	80%	No Target set by DfES	
BV 43a	Statements of Special Educational Needs: excluding 'exceptions'	99.4%	100%	100%	92%	92%	92%	92%	92%	See 43b
BV 43b	Statements of Special Educational Needs: including 'exceptions'	85.9%	85.6%	67.28%	60%	60%	60%	TBC		This year's target is based on the results and figures of recent years. The last two years have been unprecedented in terms of outcomes. With the previous year's outcome at 24.54%, an action plan was drawn up involving a section wide drive to improve these figures. This led to an improvement in performance which has been maintained for the second year in succession.
BV 45	Absence in secondary schools	7.76%	7.5%	7.4%	6%	6%	6%	6%	No Target set by DfES	
BV 46	Absence in primary schools	5.57%	6.5%	6.4%	5%	4.6%	4.6%	4.6%	No Target set by DfES	
BV 181a	KS3 English Performance	74%	71%	72%	71%	74%	78%	78%	No Target set by DfES	See BV 38-41

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth		2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07		2006/07	2007/08	2008/09	2009/10	
BV 181b	KS3 Mathematics Performance	74%	65%	71%	70%	71%	74%	No Target set by DFES	See BV 38-41	
BV 181c	KS3 Science Performance	69%	59%	63%	68%	69%	74%	No Target set by DFES	See BV 38-41	
BV 181d	KS3 ICT Performance	69.21%	53%	67%	66%	70%	72%	No Target set by DFES	See BV 38-41	
BV 222a	Quality of Early Years and Childcare Leadership – Leaders	24%	64%	60.17%	N/A New PI for 05/06	70%	70%	70%	<p>This is the second year the information has been collected. Last year data collection was used as a baseline for the target setting.</p> <p>General notes on the future trends:</p> <p>It takes approximately one to three years to obtain an NVQ level 4 qualification. Next year an increase in the number of Leaders with level 4 qualification will be due to those leaders finishing courses they have already started prior April 2007. There will also be a variation due to the change of personnel i.e. newly appointed Leaders / Leaders leaving with NVQ level 4 equivalent qualification.</p>	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07					
BV 222b	Quality of Early Years and Childcare Leadership – Postgraduate Input	44%	74.47%	82%	N/A New PI for 05/06	84%	86%		This is the second time data on number of visits has been collected and delivered. The information collected and analysed will be used to strategically plan the training schedule for the next academic year 2007/2008. This will support the authority in identifying settings which need further visits in order that all settings receive a minimum of 2 support visits. 82.2% in 2006/07, compared to 74.47 % in 2005/06, of early years and childcare settings providing 'integrated care' had input from staff with graduate or postgraduate qualifications in teaching or child development. The Early Years and Sure Start Service went through a restructure in 2006/07. The restructure of the service contributed towards the increased capacity of support to settings. In the new structure, additional posts have been created, bringing the total number of staff to five. This contributed to the increase of settings being supported in 2006/07.
BV 194a	KS2 English Performance	26%	21%	33%	Target to be set by DFES	No Target set by DFES	No Target set by DFES	No Target set by DFES	See BV 38-41
BV 194b	KS2 Mathematics Performance	30%	25%	28%	Target to be set by DFES	No Target set by DFES	No Target set by DFES	No Target set by DFES	See BV 38-41

Health and social care – children

These indicators provide an indication of performance across the range of health and social care services provided for children.

Lambeth Community Strategy theme: Investing in children and young people

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 49	Stability of Placements for Looked After Children	12%	13.14%	15.4% (provisional)	13%	13%	12%	11%	There was a significant decrease in the number of Children Looked After in 2006/07 from 661 to below 600. This decrease in the denominator combined with a slight increase in the actual number of children with three or more placements has led to an increased percentage. Performance, however, remains in the top Performance Assessment Framework (PAF) banding 5.
BV 50	Educational Qualifications of Looked After Children	54%	41.9%	42.2% (provisional)	60%	65%	65%	65%	There has been continuity in performance between 2005/06 and 2006/07 with an outturn of 42%. The outturn was adversely affected by the continuation of a significant number of young people who did not sit their examinations for health reasons or other.
BV 161	Employment, Education and Training for Care Leavers as a proportion of young people in the population	0.77	1.02	0.84 (provisional)	0.9	0.9	0.9	0.9	The percentage of 19 year old care leavers engaged in employment, education or training has shown a slight downward trend for 2006/07. Reported performance, however, remains within the top PAF banding 5 and above the England median and Institute of Public Finance Comparator average.
BV 162	Reviews of Child Protection Cases	100%	100%	100% (provisional)	100%	100%	100%	100%	The proportion of children on the Child Protection Register (CPR) reviewed on time has remained at 100%, PAF band 5, for the third year running. Review timeframes are monitored closely and booked ahead of schedule to ensure they can be rescheduled within timescales should the need arise.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 163	Adoptions of Children Looked After	7.8%	6.8%	4.1% (provisional)	5.7%	6.0%	7.0%	8.0%	Performance has decreased from 2005/06 and has accordingly gone down a PAF Banding to 2. This decrease in performance can be seen in light of the reduction in the number of children in pre-adoptive placements at the beginning of the year (15 in April 2006 compared to 38 in April 2005) as well as the implementation of the Adoption and Children Act in December 2005 which led to greater delays in the court process. However, to add further context to this indicator, it should be noted that managers have focused on increasing the number of residence orders granted (18 for 2006/07) as this also provides children with permanency.
BV 197	Teenage Pregnancies	-11.6%	-1.5%	-6.6%	-15%	-15%	-15%	-15%	The latest provisional figures (for 2005) show that Lambeth's conception rate is 79.7 per 1000 (women aged 15-17), a decline of about 7% from the 2004 rate (85.2). This represents a fall from 357 to 319 conceptions. From the 1998 baseline this is a 6.6% decline and reaffirms Lambeth as the highest in England (Hartlepool being the second highest with 78 per 1000). However, a cautious welcome is indicated, as these figures are provisional but do represent the largest decrease seen since 1998. They will be updated and become final in February next year and as such may be re-adjusted. The Teenage Pregnancy and Parenthood Partnership Board oversee the implementation of the local evidence-based strategy. The TP Board is chaired by the Assistant Director for Youth and the Director of Public Health. The Executive Director for CYPs is the champion for TP. In addition to the main local implementation grant, Neighbourhood Renewal Funding has allowed the local strategy to develop further. Work includes improving TP related information collection and analysis, and the evaluation of services. A priority this year is increasing work around media and communications. Sex and Relationships Education is provided for young people both in and out of schools. Other tasks are training staff, offering training for parents to learn together and gain the confidence and skills to talk to their children about sex, sexuality and relationships. Finally work is underway to improve sexual health outreach services.

Health and social care - adults

These indicators provide an indication of performance across the range of social services functions relating to services for vulnerable adults and older people.

Performance in adults' health and social care has improved over the last year, with 83 per cent of indicators showing an improvement. Only one indicator, BVPI 54, older people helped to live at home, has decreased slightly in performance, however this indicator is still amongst the highest nationally.

This matches the trend in Lambeth's CPA assessment, where Lambeth was upgraded from a 2 rating to a 3 in February 2007.

Lambeth Community Strategy theme: Supporting healthy communities and vulnerable adults

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 53	Intensive Home Care for People Aged 65 or Over	12.64	20.82	21.37	23	22	23	23	The provision of intensive home care services helps many people to remain in their own homes rather than in residential homes. Lambeth's performance is following a national trend of increasing intensive home care packages and shifting the resource away from institutional care.
BV 54	Over 65s Helped to Live at Home	85.31	109.01	107.05	111	106	106	106	The final outturn for 06/07 is 107.5 per 1,000 population and this equates to 2,520 older people helped to live at home. Adult and Community Services remain committed to disinvesting in institutional based care and re-investing in community based provision. This will include increased extra care housing and care at home. We have revised our targets from 07/08 onwards as we are currently consulting on Eligibility Criteria thresholds. If following our consultation we move to critical needs, then there will potentially be less clients eligible for Adult and Community based services and this would affect the performance in this area.
BV 56	Items of Equipment Delivered Within 7 Working Days	87%	75%	80%	85%	85%	86%	87%	Recent contracting of the equipment delivery service had some initial difficulties, which have now been resolved. The recent restructuring of the OT service has seen the role of the 'Trusted Assessor' extended to all case co coordinator posts in order to ensure lower tariff aids and adaptations needs are dealt with more promptly.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 195	Acceptable Waiting Time for Assessment	80.2%	61.5%	77.8%	70%	85%	90%	90%	<p>Performance in assessments has improved by 26% this year. The key thresholds set by CSCI increased by 10% this year and measures were taken to ensure this threshold was met.</p> <ul style="list-style-type: none"> Daily checks carried out by service managers to ensure that tasks in the inboxes on Framework are completed and all new cases are allocated to workers. Enhancements to the Framework from April 2006 will result in workers being alerted to assessments that have not been completed and are approaching the 28 day deadline. Weekly reports going to all managers advising them of assessment timescales via a RAG status (Red, Amber & Green) The introduction of performance boards for front line managers with a focus on performance and PI outcomes. <p>Following these improvements we are projecting that performance can be increased further as managers have become accustomed to the new reporting mechanisms.</p>
BV 196	Acceptable Waiting Time for Care Packages	87.9%	90.1%	90.4%	92%	91%	92%	92%	<p>Performance improved slightly and Lambeth is well within the top PAF banding for this indicator. Client actions and preferences often result in delays that are beyond the control of the council and therefore it is unlikely that a figure of 100% will be achieved.</p>
BV 201	Direct Payments	76	86	112	90	130	150	160	<p>The purpose of direct payments is to give recipients control over their own life by providing an alternative to social care services provided by the local authority. Lambeth has steadily increased the numbers during 2006/07, and this continues to form one of the key priorities for the next year. CSCI thresholds will be raised in 07/08 and 08/09 and targets have been revised to ensure that we meet the new performance thresholds.</p>

Housing and related services

The set of housing indicators spans a wide range of council activities, from key council management areas to council action on the private sector stock. This recognises that the duty of Best Value will apply to strategic and enabling action on housing as well as to the landlord housing management role.

The majority of indicators in the Housing section have not achieved their target for 06/07, with 71 per cent of indicators failing to achieve target and 29 per cent achieving.

However, performance has increased in the majority of indicators with over 66 per cent of indicators improving in performance from the previous year, in particular in the areas of resident's satisfaction where every indicator has shown a rise in performance.

Overall performance has been affected by the introduction of the new housing management information system; however this should provide noticeable benefits in the next reporting period following implementation.

Lambeth Community Strategy theme: Better homes and sustainable communities

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
BV 63	Energy Efficiency - Average SAP Rating	67	64	65	65	66	67	68	SAP measures the energy efficiency of properties on a scale of 1-120; a higher number represents a more energy efficient home. Improved energy efficiency of our homes is important in terms of environmental sustainability and reducing resident's fuel costs. Performance has improved from last year to achieve the target of 65. It is expected that the overall energy efficiency of our dwellings will steadily increase over the next three years as the result of our major works programme and delivering decent homes. We will be undertaking a review of this as part of the refreshed stock condition survey this year.
BV 64	Number of private sector dwellings returned into occupation	76.5	192	180	185	197	202	207	Reducing the numbers of empty homes has many benefits to local residents. There is a very high demand for housing in the borough and maximising our supply is a key objective, moreover empty homes are sometimes an eyesore and can be squatted. To improve future performance, we are looking at other methods of bringing empty homes back into use, including maximising our use of advice, and using more empty property grants than in previous years. This indicator is also part of the Local Area Agreement, which means there will be an added focus on improving performance.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 66a	Rent collection and arrears recovery: rent collected	97.75%	89.40%	89.76%	91.5%	91%	94%	97%	This indicator measures how efficiently and effectively we collect our rent. An efficient rent collection service is important in ensuring that all potential rent due is collected, which can be used to improve the service we provide. In 2006/07, we fell short of our target of 91.5% due to problems with providing payment swipe cards for new and existing tenants in the last few months of the year. The introduction of the new integrated Housing IT system, Sx3 has also had an impact on our performance this year as the department adjusts to the new system. A target of 91.0% has been set for 2007/08. It is anticipated that the recent centralisation of our rent collection services to form the Central Income Team will have a positive impact on improving performance over the forthcoming year.
BV 66b	Rent collection and arrears recovery: 7 weeks arrears	5.96%	17.82%	14.42%	16.5%	17%	16%	15%	The percentage of our tenants more than seven weeks in arrears, the percentage of Notices Seeking Possession served and the percentage of our tenants evicted as a result of rent arrears all measure how efficiently and effectively we collect our rent. All three indicators were introduced in 2005/06 to accompany BV66a. A lower percentage for these indicators would suggest that a Local Authority has an effective rent collection service.
BV 66c	Rent collection and arrears recovery: NSPs	27.09%	31.7%	20.9%	20.5%	26%	24%	22%	It is expected that as performance for BV66a improves, this will also have a positive impact on performance for these indicators.
BV 66d	Rent collection and arrears recovery: evictions	0.38%	0.38%	0.39%	0.35%	0.35%	0.35%	0.35%	The tenant satisfaction survey asks a number of questions covering the range of services we provide, including satisfaction with the opportunity to participate and overall satisfaction. These are key indications of how users and partners judge our services. The results of the survey are also broken down by ethnicity enabling us to measure whether ethnic minority tenants are equally as satisfied as non-ethnic minority tenants.
BV 74a	Tenant Satisfaction with Landlord - all		57%	62%	67%	67%	72%	75%	
BV 74b	Tenant Satisfaction with Landlord - ethnic minority tenants		53%	59%	60.5%	65%	70%	75%	
BV 74c	Tenant Satisfaction with Landlord - non-ethnic minority tenants		61%	66%	67.5%	70%	73%	75%	
BV 75a	Satisfaction with participation opportunities - all		47%	49%	55%	60%	65%	70%	The results from the last tenant satisfaction survey show that there has been an improvement in the overall satisfaction with the services we are providing and that

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
BV 75b	Satisfaction with participation opportunities - ethnic minority tenants		45%	48%	55%	58%	64%	70%	tenants are more satisfied with their opportunities to participate in the management and decision making in relation to housing services. The Housing Division is working towards improving the rating it was awarded by the Audit Commission for the quality of services it provides from 1* to 2* (a good service), and it is anticipated that this will have a further positive affect on tenant satisfaction with the services provided.
BV 75c	Satisfaction with participation opportunities – non-ethnic minority tenants		49%	49%	55%	59%	65%	70%	Our Service Improvement Plan for 2007/08 has taken on board the results of the satisfaction survey and incorporated our tenants' views into the objectives for the year ahead. As part of the ALMO we expect the levels to increase significantly year on year to be compatible with other ALMOs within three to four years
BV 164	Commission for Racial Equality's code of practice in rented housing	N/A	Yes	Yes	Yes	Yes	Yes	Yes	This measures whether we follow the Commission for Racial Equality's code of practice for social landlords. We are required to follow a number of standards in meeting the code, which are important in ensuring fair access to social housing. These standards have been embedded within our working practices, procedures and policies.
BV 183a	Length of stay in temporary accommodation - B&B	2.98 weeks	2 weeks	0.6 weeks	3 weeks	2 weeks	2 weeks	1 week	Length of stay in temporary accommodation in Bed and Breakfast (B&B) and hostels measures how successful we are in reducing the use of these types of temporary accommodation. Since 2004 there has been a government focus not to use B&B accommodation for families, which we have been successful in meeting. A shorter length of stay represents good performance as we move towards the use of more appropriate accommodation.
BV 183b	Length of stay in temporary accommodation – Hostel	6.71 weeks	12 weeks	12.4 weeks	12 weeks	11 weeks	10 weeks	9 weeks	At 0.6 weeks (B&B) and 12.4 weeks (hostels), we have demonstrated a continual success in keeping length of stay in temporary accommodation to a minimum. We have achieved this by carefully monitoring all emergency placements for families into B&Bs and hostels to ensure that they are transferred into more suitable accommodation as quickly as possible.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 184a	Non-decent Local Authority Dwellings	30%	34%	32%	33%	29%	26%	20%	This indicator monitors our year-on-year improvement in the quality of our housing stock and is important in ensuring that all our tenants have homes that are warm and weather tight, with reasonably modern facilities meeting central government's 'Decent Homes' standard. We have improved on our performance since last year and reduced the number of our homes that are non-decent to 32%. In July 2006 we submitted a bid to government for an additional investment of £200million plus. This will be spent on meeting the Decent Homes Standard by carrying out improvements to our stock, including new windows, kitchens and bathrooms, roof repairs and safer homes with more door entry systems.
BV 184b	Non-decent Local Authority Dwellings - change	14%	6.4%	12.5%	15.3%	12.6%	10.2%	22.64%	
BV 202	Number of Rough Sleepers	2	7	9	7	6	5	5	This year, there was an increase in rough-sleepers contacted from 335 to 396. The Hostel Improvement Programme also reduced the availability of accommodation. To calculate the 2006/07 outturn the average of several count sheets received from St. Mungo's was used to provide a more accurate picture. Work is ongoing with various agencies to move rough sleepers into accommodation. These targets are estimates as they are set externally to the council and have not as yet been decided.
BV 203	Change in the number of Families in Temporary Accommodation	0%	21.3%	12.0%	-5%	-20%	-18%	-31.5%	This indicator is important in measuring how well we balance the housing we have available against the level of demand for it. It measures the percentage change in the average number of families placed in Temporary Accommodation (TA). A positive figure would represent an increase in the number of families in TA, while a negative figure would represent a decrease. Our homelessness prevention strategy prevented over 400 potentially homeless households from submitting a homelessness application during 2006/07. The re-organisation of Housing's Supply and Demand services in 2007 will deliver a more ambitious, efficient and effective prevention of homelessness services.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 212	Average time to re-let Local Authority housing	37 days	33 days	70 days	29 days	36 days	28 days	24 days	<p>Average re-let times refers to the number of days it takes us to re-let our homes from the point that one tenancy ends, to the time that a new tenancy begins. It is important that the time this takes is kept to a minimum due to the high demand on our homes and to maximise the amount of rent we collect.</p> <p>At the end of March 2007, we were re-letting our properties on an average of 70 days.</p> <p>Reducing the time taken to re-let our properties is a key priority for the department for 2007/08. A special voids project has been set up to address the reasons for poor performance. This includes centralising the management of voids to ensure a more consistent approach, and that efficient and effective working practices are embedded.</p> <p>A number of long term voids have been tackled towards the end of 2006/07 which has impacted on the average re-let time.</p> <p>A challenging target has been set for 2007/08 and it is expected that this focus on voids will result in a significant improvement in performance.</p>
BV 213	Housing Advice Service: Preventing Homelessness per 1,000 Households	2	2 cases per 1,000 households (equates to 284 cases total)	3	3	4	5	6	<p>This indicator seeks to measure how effective we are in preventing homelessness or the threat of homelessness through housing advice. As a Social Landlord we have a duty to ensure that advice and information about homelessness and prevention of homelessness are available free of charge.</p> <p>At the end of March 2006, we recorded 442 cases where housing advice intervention prevented homelessness, exceeding our target of 400. This is a considerable improvement from last year when we recorded 284 cases. This has been achieved through a number of measures, including the continuous success of the work carried out by Lettings First, by securing Supporting People funded accommodation for single vulnerable households, successful tenancy sustainment work with private and Registered Social Landlords for private sector tenants threatened with eviction, and successful intervention with families and young teenagers threatened with homelessness.</p> <p>Our emphasis on homelessness prevention will continue into future years as Supply and Demand Services deliver a more prevention focused service.</p> <p>Targets have been set for future years to ensure that we continue to improve our performance.</p>

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 214	Repeat Homelessness	1.9%	0.47%	0%	1%	1%	1%	1%	BV214 specifically looks at the number of households accepted as statutorily homeless who were previously accepted as statutorily homeless by the same Authority within the last two years. Low figures would be regarded as good performance. In 2006/07, zero households were accepted as homeless who had previously been accepted as homeless within the last two years. This is a significant improvement on performance from last year when six households were accepted.

Housing benefit and council tax benefit

The housing benefit and council tax benefit indicators target the key areas of performance, and reflect the national interest in the efficiency with which councils administer housing benefit and council tax benefit and the quality of the service they provide.

80 per cent of the targets in Housing Benefits have been achieved. Performance has also improved substantially across the section, with 50 per cent of indicators showing an improvement and none decreasing in performance.

It is worth highlighting the high rate of increase in performance in the areas dealing with Benefits claims, such as BVPI 78a, speed of processing a new claim, and BVPI 78b, speed in processing a change in circumstance. Both indicators have shown significant improvement over the course of the past 12 months, and this is reflected in the increase in the CPA score to a 3 rating in Housing Benefits, from a 2 rating from the previous year.

Lambeth Community Strategy theme: Delivering the strategy for our customers

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 76a	Housing Benefit Security - Number of claimants visited per 1000 caseload	256.98	186.98	167	210	210	210	210	210	The visiting team exceed the DWP target by 7.5%. This target has been replaced by a different scheme and the existence of this indicator for future years is uncertain.
BV 76b	Housing Benefit Security - Number of investigators per 1000 caseload	0.39	0.17	0.17	0.17	0.17	0.17	0.17	0.17	Despite an increase in the actual number of investigators (7.8 at the end of the year), the increase in caseload has generated no increase in outturn for this indicator
BV 76c	Housing Benefit Security - Number of investigations per 1000 caseload	42.57	38.57	18.18	12.9	12.9	12.9	12.9	12.9	Referrals are risk assessed to eliminate cases that are not suitable for investigation. This allows investigators to focus on cases that will result in a prosecution or sanction.
BV 76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload	5.72	2.16	1.89	1.6	1.6	1.6	1.6	1.6	The number of sanctions has increased from the previous year due to a small increase in staff numbers, combined with a significant increase in productivity per officer
BV 78a	Speed of processing new claim to HB/CTB	32 days	53.1 days	35.4 days	36 days	33 days	29 days	25 days	25 days	A combination of revised procedures and performance management has allowed us to substantially reduce the time taken to process new claims meaning that we have hit our target for the first time ever.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 78b	Speed of processing changes of circumstances to HB/CTB	13.5 days	25.3 days	18.7 days	20 days	15 days	8 days	7 days	A combination of revised procedures and performance management has allowed us to substantially reduce the time taken to process changes in circumstances meaning that we have hit our target for the first time ever.
BV 79a	Accuracy of HB/CTB claims	98.2%	90.40%	93.80%	98%	98%	98%	99%	Accuracy has improved significantly in recent years but remains an area that requires focused development as part of our journey to excellence.
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.	70.01%	55.71%	60.88%	58%	63%	65%	67%	The trend is in line with expectation which is an improvement on the previous year from 55.71% to 60.88%; with this in mind we have raised the target for 2007/2007 to 63%.
BV 79b ii	HB overpayments recovered 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.	32.75%	19.47%	20.25%	10%	13%	15%	15%	The 2006/2007 outturn is similar to that achieved last year in 2005/2006.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
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	6.37%	7.7%	13.24%	2%	1.5%	1.5%	1.5%	We were able to identify and write off un-recoverable debts more efficiently during the year. This then allows us to divert resources to collection of the other debts on the data base.

Environment

There are a range of Best Value indicators covering such areas as waste, transport, planning and environmental health and trading standards. The performance indicators across these service areas seek to reflect councils' role and responsibilities to their local communities and stakeholders in improving the quality of public space and the local environment.

The overall trend of performance is of an increase in the Environment section, with 50 per cent of indicators showing a year on year trend improvement since 2005/06. However, only 30 per cent of indicators have achieved their set target for the year, and performance against national results indicates that Lambeth is performing below the median average for the majority of its indicators.

Lambeth Community Strategy theme: Creating a cleaner and greener environment

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 82a i	Percentage household waste recycled	17.14%	18.96 %	20.31%	20%	21%	22%	24%	
BV 82b i	Percentage household waste composted	7.92%	3.19%	2.56%	3%	4%	5%	5%	
BV 82 ai & bi	Percentage of household waste recycled & composted	25.068%	22.15%	22.87%	23%	25%	27%	29%	
BV 82a ii	Tonnage of household waste recycled	9,350	17,764	19215	19565	20054	20815	23161	
BV 82b ii	Tonnage of household waste composted	4,793	2,988	2427	3727	4558	4731	4825	
BV 82c i	Percentage household waste used to recover other energy sources								Since Lambeth is not a Waste Disposal Authority it does not report performance or set targets with respect to this indicator.

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 82c ii	Tonnage of household waste used to recover other energy sources									Since Lambeth is not a Waste Disposal Authority it does not report performance or set targets with respect to this indicator.
BV 82d i	Percentage household waste landfilled									Since Lambeth is not a Waste Disposal Authority it does not report performance or set targets with respect to this indicator.
BV 82d ii	Tonnage of household waste landfilled									Since Lambeth is not a Waste Disposal Authority it does not report performance or set targets with respect to this indicator.
BV 84a	Household Waste Collection: kilograms	434 kg	349.41 kg	351.6 kg	347 kg	347 kg	340 kg	337.5kg		
BV 84b	Household Waste Collection: % change	-1.58%	-0.88%	0.63%	-1.31%	0	2.02%	0.74%		
BV 86	Cost of household waste collection per household	£45.63	£57.78	£61.48	£54.30	£55	£51	50.25		This is an estimate – final outturn will not be available until the RO forms are returned by CLG at the end of June.
BV 87	Cost of waste disposal per tonne municipal waste									Since Lambeth is not a Waste Disposal Authority it does not report performance or set targets with respect to this indicator.
BV 91a	Kerbside Collection of Recyclables: one recyclable	98.9%	97.3%	100%	100%	100%	100%	100%		Orange sacks, which provide co-mingled recycling facilities, are available to all Lambeth residents, either through direct drops by the council's contractor, Cleanaway, or by visiting their local library, parking shop, or a number of other council building, as detailed on the website.
BV 91b	Kerbside Collection of Recyclables: two recyclables	97.6%	97.3%	100%	100%	100%	100%	100%		

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 199a	Local street and environmental cleanliness – Litter & detritus	14%	17%	25%	22%	22%	20%	17%	The targets for this BVPI have been revised in line with the Local Area Agreement, which came into effect on 1 April 2007.
BV 199b	Local street and environmental cleanliness – Graffiti	2%	6%	6%	5%	5%	5%	5%	New legislation has provided a mechanism to deal with unsightly graffiti on private land and has enabled Lambeth to enter into a number of partnerships to proactively address the problem.
BV 199c	Local street and environmental cleanliness - Fly-posting	1%	2%	1%	2%	1%	1%	1%	Lambeth has always had a zero tolerance policy in relation to flyposting and has built up a formidable reputation amongst companies that fly-post. This has largely deterred flyposters, as reflected in the BVPI score of just 1%, above target for the year. The Cleaner Neighbourhoods Act now enables Lambeth to serve fixed penalties on the beneficiaries of flyposting, acting as a further deterrent.
BV 199d	Local street and environmental cleanliness - Fly-tipping	N/A	4	1	N/A	4	3	2	This BVPI is graded on a scale of 1-4, 1 being best. Lambeth currently scores a 1 as the number of incidents has decreased whilst the total number of enforcement actions has increased since 2005/06. The best-performing authorities will look to increase the number of enforcement actions while simultaneously decreasing number of incidents of flytipping. The target for 2007/08 has been set at 4 even though 1 was achieved in 2006/07. In an effort to tackle the problem associated with flytipping, Streetcare has increased its on street cohort. The additional staff will lead to an increase in flytips reported. However we are expecting this to stabilise and the score to improve steadily up to 2009/10.

Environmental health

Out of a total of 7 Best Value indicators, 43 per cent are showing an improvement from the previous years score and the remainder are at the same level, with no indicator decreasing in performance. Performance against the set targets is mixed, with 50 per cent of indicators meeting their set target. However, with the overall trend towards improvement in this section it is expected that more indicators will achieve their targets in the forthcoming year.

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth		2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07					
BV 166a	Environmental health checklist of best practice	93%	57.5%	60%	80%	100%	100%	100%	100%	<p>Environmental Health – There are two main obstacles in achieving the target for this year:</p> <ul style="list-style-type: none"> The lack of an adequate IT system which is not able to support an effective health and safety inspection programme, and Getting the right staffing levels against a backdrop of a national shortage of suitably qualified staff. However, performance has increased slightly due to improved compliance in Public Sector Housing. <p>A full service is carried out on reactive service requests and accidents.</p>
BV 166b	Trading standards checklist of best practice	100%	65%	65%	100%	100%	100%	100%	100%	<p>Trading Standards – It has not been possible to set up the educational programme this year due to an increased focus on enforcement, particularly on counterfeit goods and underage sales. However it is proposed to make this a key component of one officer's targets for the coming year and should enable a closing of the target gap by year end.</p>

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth	Lambeth	Target				
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10		
BV 216a	Remediation of Contaminated Land	N/A	4	4	N/A	N/A	N/A	N/A	Sites of potential concern will be dealt with as they arise	
BV 216b	Information on Contaminated Land	3%	100%	100%	100%	100%	100%	100%	Taking 2005/06 as a baseline, it is anticipated that any site which comes to our attention as being of potential concern will be further investigated without delay hence the target of 100%.	
BV 217	Pollution Control Improvements	94%	100%	100%	100%	100%	100%	100%	There are relatively few authorised processes and it is anticipated that all required improvements will be achieved on time.	
BV 218a	Abandoned Vehicles - Investigation	88.54%	67.14%	82.6%	85%	90%	90%	95%	Lambeth's performance has improved significantly since 2005/06, due to better contract monitoring and improved communications between Housing and Streetcare, who share responsibility for the collection of data for these BVPIs. Targets have been set which aim to sustain and improve performance further.	
BV 218b	Abandoned Vehicles - Removal	81.90%	26.79%	58.5%	50%	70%	75%	85%		

Transport

In Transport 76 per cent of indicators have met their targets and 70 per cent show an improvement over the previous year's results.

It should be noted that every indicator measuring road safety has improved and met its set target bar one in this reporting period, and that the majority are in the upper quartiles of performance compared to other London Boroughs.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 223	Condition of Principal Roads	13.60%	16.64%	15.98%	17%	16%	15%	14.5%	The funding for road maintenance comes from Transport for London based on the results of these surveys. Future performance is unpredictable as funding and therefore scope for improvement work are largely informed by previous year's performance – good performance may result in fewer funds to carry out works.
BV 224a	Condition of Non-Principal Roads	18.16%	17.48%	16.93%	17%	17%	17%	17%	The funding for improving carriageways and footways in the borough has largely been geared towards improving carriageways during the last few years. The focus is now going to shift towards improving footways condition, so targets for this indicator have been set to ensure current good performance is maintained, not to drive further improvement.
BV 224b	Condition of unclassified roads	15.56%	5.80%	11%	6.9%	10.5%	10%	9.5%	The 06/07 outturn is based on new methodology (in previous years only 25% of the network has been used as a sample for the calculation) which will lead to more stability between results year on year.
BV 99a i	Road accident casualties: KSI (Killed or Seriously Injured) all people	123	167	162	244	233	222	210	Lambeth Council has adopted the principles of the Mayor of London and the Government's road safety strategy in challenging casualty reduction targets. Lambeth's aim is to achieve the targets before 2010 and exceed these by 2010. The National road casualty reduction targets were set out in the government's road safety strategy "Tomorrow's Roads – Safer for everyone" in 2000. The targets for casualty reductions to be achieved by 2010 (compared to the 1994-98 averages) were:
BV 99a ii	Road accident casualties: KSI all people Change	-6.7%	-24.8%	-0.3%	-4.7%	-4.5%	-4.7%	-5.4%	<ul style="list-style-type: none"> • 40% reduction in killed and seriously injured (KSI) • 50% reduction in the number of children killed or seriously injured • 10% reduction in slight casualty rate
BV 99a iii	Road accident casualties: KSI all people 94-98 avg	-29.3%	-46.6%	-48.2%	-21.9%	-25.5%	-29.0%	-32.8%	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 99b i	Road accident casualties: KSI children	18	19	7	33	31	29	27	<p>Lambeth is performing well having already reduced the number of road casualties significantly since the 1994-1998 baseline by:</p> <ul style="list-style-type: none"> • 48.2% reduction in killed and seriously injured (KSI) • 84.4% reduction in number of children killed or seriously injured • 36.0% reduction in slight casualty rate. <p>There are numerous external drivers (such as modal shift associated with congestion charging and personal security concerns) which, combined with the fact that a relatively high proportion of our network is the responsibility of TfL, limit our ability to significantly influence casualty reductions and therefore we continue to report progress against the national/mayoral (2010) targets.</p>
BV 99b ii	Road accident casualties: KSI children	-4.1%	-9.5%	-63.2%	-5.7%	-6.1%	-6.5%	-6.9%	
BV 99b iii	Road accident casualties: KSI children	-43.5%	-57.8%	-84.4%	-26.7%	-31.1%	-35.6%	-40.0%	
BV 99c i	Road accident casualties: Slight injuries	1,056	1,248	1173	1,732	1,715	1,698	1682	<p>Performance is good and well above target for 2006/07. Forecasting the numbers of days of temporary traffic closures is difficult to predict accurately as it is largely dependant on the improvement works utilities companies choose to make to their infrastructure during the course of a year.</p>
BV 99c ii	Road accident casualties: Slight injuries	-2.2%	-17.9%	-6.0%	-0.9%	-1.0%	-1.0%	-0.9%	
BV 99c iii	Road accident casualties: Slight injuries	-11.5%	-31.9%	-36.0%	-5.4%	-6.4%	-7.3%	-8.2%	
BV 100	Temporary Road Closure	0.6 days	4.6 days	1.1	4.5	4	3.5	3	<p>Lambeth re-surveyed its crossings in line with the more robust audit testing methodology in Autumn 2006, which has resulted in a significantly lower outcome for 2006/07. A list of 'quick wins' has been identified based on the survey and a programme of works during 2007/08 will start to bring the outcome back up.</p>
BV 165	Pedestrian Crossings with Facilities for Disabled People	94.3%	96.6%	12.0%	100%	45%	50%	54%	

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 187	Condition of Surface Footway	23%	45%	50.20% on combined roads	42%	48%	47%	46%	This PI gives an indication of the % length of footway network that might require structural maintenance. Therefore a low figure for this PI indicates a good performance. Performance in 06/07 has decreased since 05/06 from 45% to 50% due to the higher proportion of principal roads which were surveyed this year. The prime source of funding for principal roads is provided by TFL and the bulk is spent on improving the carriageways with only a small amount spent on the footways affected by the carriageway works. The council does not necessarily prioritise its spend on footways which are covered by this indicator.
BV 215a	Rectification of Street Lighting Faults (non-DNO)	4.49	3.47	4.14	5	5	5	5	The 06/07 outturns are currently an estimate. Targets are set in line with the council's PFI scheme.
BV 215b	Rectification of Street Lighting Faults (DNO)	21.96	32.84	11.67	25	25	25	25	

Planning

The trend in performance for planning is one of improvement, with 88 per cent of indicators meeting their target and only one indicator, BVPI 109a speed in processing major planning applications, not achieving target. The majority of indicators are achieving above the national median level, and further improvements are expected

Lambeth Community Strategy theme: Encouraging enterprise, employment, skills and culture

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 106	New homes on previously developed land	81.5%	100%	100%	100%	100%	100%	100%	The Borough of Lambeth is entirely urban in character. Because of this developments on anything but previously developed land are extremely rare. This will not change in the short or long term.
BV 109a	Planning applications: Major applications	66.66%	55.70%	57.0%	DCLG 60% Local 62%	DCLG 60% Local 68.9%	DCLG 60% Local 75.9%	Local 80.0%	The overall percentage figure for the year has missed the government target of 60% by three points. This is largely due to the need to reduce the outstanding backlog of major cases that have been to committee and have been waiting for their respective 106 agreements to be signed and authorised. The work in progress to remove outdated major applications will help towards improving the overall percentage figure for 2007/08.
BV 109b	Planning applications: Minor applications	75.00%	74.40%	73.5%	DCLG 65% Local 70.2%	DCLG 65% Local 75.4%	DCLG 65% Local 80%	Local 85%	Target met and exceeded.
BV 109c	Planning applications: 'Other' applications	87.80%	88.43%	87.8%	DCLG 80% Local 84%	DCLG 80% Local 88%	DCLG 80% Local 88%	Local 90%	Target met and exceeded.
BV 200a	Plan Making - Development Plan	n/a	Yes	Yes	Yes	Yes	Yes	Yes	Local Development Scheme (LDS) submitted by end of March 2005 in accordance with required timescale. Government Office for London (GoL) did not require any changes to be made. Updated LDS submitted to GoL in December 2005.

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 200b	Plan Making - Milestones	n/a	Yes	No	Not applicable	Not applicable	Not applicable	Yes	Lambeth is preparing its Unitary Development Plan (UDP) under the previous or Old System, for which the milestone stages are:- 1. Consideration of Inspector's Report – March to May 2006. Milestone not met. Slippage due to change of Administration as a result of local election and the need for new Members to fully endorse the contents of the Replacement its Unitary Development Plan (RUDP) before proceeding. Also resolve issue how to proceed with the issue of house conversions. 2. Deposit of Proposed Modifications – June 2006. Milestone not met. For reason set out above. 3. Adoption – November 2006. Milestone not met. For reason set out above. Adoption now programmed for July 2007.
BV 200c	Plan Making – Monitoring Report	n/a	Yes	Yes	Yes	Yes	Yes	Yes	Annual Monitoring report submitted to Government Office for London by deadline of 31 st December 2006.
BV 204	Planning Appeals	30.5%	36.1%	61.46%	66%	70%	75%	75%	The Replacement Unitary Development Plan (RUDP) process is in its final stages and will be adopted in July 2007. Therefore all planning decisions and any subsequent appeals still rely heavily on the existing UDP which was adopted in 1998, and which in many cases does not reflect Government's current planning policy. The appeal performance is slightly below the target for the year. However, it is considered that the percentage will improve once the RUDP has been adopted.
BV 205	'Quality of Planning Services' Checklist	94%	94.4%	100%	100%	100%	100%	100%	Delivery of the product upgrade has been delayed beyond our control, prevented the consistent presentation of scanned images to the website; this cost a point on 205F as the system was down on the assessment day. Scanned images are now available and the target is now being met.

Culture and related services

The aim of the indicators is to ensure that there is a strategic framework for cultural services that are provided in a cost efficient way to the satisfaction of the whole community.

The authority has achieved its set targets for 06/07 in the areas of Culture and related services, with 100 per cent of targets being achieved, and all indicators either showing an improvement or remaining at the same level of service.

This is set against the backdrop of the CPA score of a 1 for Cultural Services, indicating an unsatisfactory level of service. However, extensive work has been done to address these weak areas which is reflected in the BVPI scores in this performance plan, and continuing measures are in place in order to achieve a score of 2 in the next round of CPA assessments.

Lambeth Community Strategy theme: Encouraging enterprise, employment, skills and culture

PI ref.	Description	Performance			Target				Comments
		England (median) 2005/06	Lambeth 2005/06	Lambeth 2006/07	2006/07	2007/08	2008/09	2009/10	
BV 170a	Visits to/usage of museums and galleries per 1000 population	382	N/A	N/A	N/A	N/A	N/A	N/A	Lambeth does not report on this indicator since it does not fall above the threshold for museum funding stipulated in the BVPI guidance published by the Audit Commission. Data is collected nonetheless in case this changes.
BV 170b	Visits to museums and galleries in person per 1000 population	247	N/A	N/A	N/A	N/A	N/A	N/A	
BV 170c	Visits to museums & galleries by pupils in organised groups	2,603	N/A	N/A	N/A	N/A	N/A	N/A	
BV 219a	Total number of conservation areas in the local authority area	N/A	60	60	60	60	60	60	There are 60 conservation areas and this number is not likely to change in the short term future.

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth		2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07						
BV 219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	10%	6.67%	15%	15%	31.7%	46.7%	61.7%	Following recent staff recruitment a programme of conservation area appraisals is being developed. These will follow the English Heritage guidance released in Feb 06. The future targets are based on the creation of ten new appraisals per year, taking into account the expiration of appraisals more than five years old, and reflecting the performance and experience of the first year in which the team has been fully staffed.	
BV 219c	Percentage of conservation areas with published management proposals	0%	0%	10%	8.33%	26.7%	43.3%	60%	Conservation area management plans are a new requirement under BVPI 219c and the guidance from English Heritage was released in Feb 06. All new appraisals will be accompanied by parallel management plans, thus targets increase inline with the number of appraisals.	
BV 220	Public Library Service Standards Checklist	N/A	1	2	2	2	3	3	This BVPI is calculated based on the outturns for the 10 Public Libraries Service Standards. In 2005/06 Lambeth passed 3 out of 10 standards, this has gone up to 5 out of 10 for 2006/07, thanks to significant improvements in the composite request supply times indicator, and improved satisfaction on the children's PLUS survey. The children's Plus survey is carried out every three years by Lambeth using approved CIFPA survey forms. The survey assesses the % of library users under 16 who view their library service as good, adequate or bad. The next survey will be carried out in September 2007. The full implementation of the Libraries Review recommendations in the current financial year should allow the service to improve on the standards reaching an outturn of 3 by 08/09. However, this is dependent upon the Library review recommendations being approved. These go to cabinet on the 9 th of July and require investment. The performance increase from 2 to 3 assumes the recommendations will be agreed.	

Community safety and well being

The police and local councils are required to report on a number of performance indicators, reflecting their shared responsibility under Crime and Disorder Reduction Partnerships. These indicators inform authorities of weaknesses in the service that need to be addressed. Local authorities are expected to develop local targets for their areas in liaison with their Crime and Disorder Reduction partners.

Lambeth continues to perform excellently in the areas of community safety, with 90 per cent of the indicators showing a year on year improvement since 2005/06.

In particular performance in the areas of crime (domestic burglaries, violent crime, vehicle crime and robberies) has increased ahead of the set target, and several areas have already achieved the set target for the next year, 2007/08, a year in advance due to high performance.

The number of racial incidents reported to the authority has also decreased by a large amount in the past year, due to a campaign of racial awareness being promoted by the Children's and Young People's department in schools reducing the amount of complaints from the Education system. The authority remains committed to achieving a 100 per cent rate of actions against racial incidents, which has been achieved this year.

Lambeth Community Strategy theme: Making safer communities

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2007/08	2008/09	2009/10	
BV 126	Domestic burglaries per 1000 household	8.9	22.4	21.8	22.44	21.8	No target set as this is set annually by the Police	No target set as this is set annually by the Police	Community safety performance has improved and the council has continued to work with partners to reduce crime and the fear of crime in the borough.
BV 127a	Violent Crime per 1000 population	17.0	46.9	43.6	45.46	42.8	No target set as this is set annually by the Police	No target set as this is set annually by the Police	In the financial year 2006/07 there has again been considerable reduction in all four BVPIs. The significant reductions achieved mean that further reductions against these targets will be very challenging for the Safer Lambeth Partnership.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
		2005/06	2005/06	2006/07	2006/07	2006/07	2006/07	2006/07	
BV 127b	Robberies per 1000 population	0.5	11.2	10.8	11.18	10.7	No target set as this is set annually by the Police	No target set as this is set annually by the Police	
BV 128	Vehicle crimes per 1000 population	9.7	17.2	15.6	16.02	15.0	No target set as this is set annually by the Police	No target set as this is set annually by the Police	
BV 174	Racial incidents per 100,000 population	N/A	106.3	68.38	74.59	52.22 - to be reviewed	36.55- to be reviewed		The number of racial incidents reported by the council has fallen significantly. This is due to a marked reduction in incidents reported by schools. Children and Young People's Service has been promoting racial equality and racial incident awareness in schools. The Council is actively seeking to increase the amount of incidents reported by service users and staff as they can often go unreported for various reasons. This approach is being taken so that action can be taken and the sources of incidents addressed where possible. The Council continues to take further action in 100% of reported cases and this remains the target going forward.
BV 175	Racial incidents with further action	100%	100%	100.00%	100.00%	100.00%	100.00%	100.00%	
BV 225	Actions against Domestic Violence	63.1%	72.7%	91.0%	100.00%	100.00%	100.00%	100.00%	BV225 replaces BV176, which dealt solely with the provision of domestic violence refuge places. Lambeth's first Domestic Violence Strategy, produced by statutory and voluntary sector organisations working together in Lambeth, came into operation in April 2006. For 2005/6 Lambeth met 10 out of 11 domestic violence good practice checklist criteria. Projects to meet and exceed the remaining criteria concerning a directory of DV services, home sanctuary and educational resources will continue during 2006.

PI ref.	Description	Performance				Target				Comments
		England (median)	Lambeth	Lambeth	Lambeth	2006/07	2007/08	2008/09	2009/10	
BV 226a	Advice and Guidance Services: Total Expenditure	N/A	£885,648	£892,433	£903,000	£997,319	£1,000,988	£1,101,111	<p>This includes the six advice network in Lambeth agencies, five other VCS agencies funded with ACS over the financial year and Community Funds allocation of £21,499 (05/06) and £11,000 (06/07) for one off projects within the said financial year.</p> <p>2007/2008, 2008/2009 and 2009/2010 : These figures are based on an assumed 2% uplift year on year for Advice Network groups; there have been some funding changes on some renewed ACS contracts, as one organisation is no longer funded, one has an increase in funding, two are same year on year and one with two project streams is cut 07/08 and 08/09 and same 09/10.</p> <p>BVPI 226c – total amount spent on advice & guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the authority to the public.</p> <p>Note the CLS Quality Mark is no longer being awarded / audited for the foreseeable future by the Legal Services Commission, so not able to progress targets in this area.</p>	
BV 226b	Advice and Guidance Services: CLS Quality Mark	N/A	84.76%	86.48%	85%	85.8%	85.7%	85.7%		
BV 226c	Advice and Guidance Services: Direct Provision	N/A	£648,761	£789,761	£660,000	£1,050,386	£1,133,053	£1,167,046		

Code of Practice on Workforce Matters

The purpose of the Transfer of Undertakings (Protection of Employment) Regulations 1981 ("TUPE"), and European Directive 77/187/EEC on Employees' Rights on Transfer of Undertakings (The Acquired Rights Directive - "ARD") is to preserve continuity of employment and to safeguard employment rights of all employees whose employment transfers to a new employer as a result of a relevant transfer.

The Code of Practice on Workforce Matters was introduced to reinforce these principles by ensuring that staff taken on by an undertaker following a TUPE transfer are provided with no less favourable same terms and conditions of employment as staff transferred to them when they took over the business.

The Council ensures that all individual contracts comply with Best Value requirements under the Local Government Act 1999, including workforce requirements in the Code and accompanying statutory guidance.

The position on contracts awarded in the last year is that, while there has been close to universal compliance in this area, there were a small number of contracts awarded where there had not been an explicit written requirement on Workforce Matters. The council has corrected the procurement process to ensure all appropriate clauses are now included at the point of tender and is working constructively with the two contractors where there were outstanding issues in order to achieve compliance in practice.

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Bengali

আপনার জন্য এই তথ্যের কাগজটির অনুবাদ করে দেওয়ার মত কোন বন্ধু বা আত্মীয়কে আপনি না পেলে, এই তথ্যের কাগজটির প্রধান বিষয়গুলির একটা সংক্ষিপ্তসার পাওয়ার জন্য দয়া করে নিচের ঠিকানায় চিঠি লিখবেন:

(দা পারফরমেন্স ইম্প্রুভমেন্ট)

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Twi

**SE WO NYA OBIA ANAA ADAMFO BIA A OBE BOA WOA A KYERE KYERE NO MUA, WO
BE NY A MBOA EFERE NKOROFOA YI HO. TWERO OMO EWO ADRESS A EWO NTWERE YI ASE.**

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Yoruba

**Tí o ko ba ní ọ̀rẹ̀ tàbí ẹ̀lẹ́yẹ̀ lẹ́tí tunmọ́ iwé àlàyé yí fún ọ̀ lè gba iwé kókó ohun tí a sọ sínú
ìwé nà. Jòwọ kọ̀iwé sí wa ní ilé iṣẹ́ yí:**

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Feedback form

We want to make sure that Lambeth's Performance Plan meets your needs as a resident of the borough. Please take the time to complete this short questionnaire and return it to us at the address below. Your views will help us to improve the Plan in future years.

Please tick one box for each question.

Did you find Lambeth's Performance Plan easy to understand?

Yes No

If you said 'No' please tell us why:

Do you think the Plan gave you useful information about the Council?

Yes No

Is there anything else you think should be included in the Plan?

Yes No

If you said 'Yes' please tell us why:

After reading the Plan, do you understand more about what the Council is doing to improve services?

Yes No

Please make any additional comments about the Plan below:

Please include your name and address if you would like a response:

Name:

Address:

Thank you for your views. Now please detach this form and send it to:

**Performance Improvement Manager
Quality, Performance and Research
Lambeth Council
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This Performance Plan is available in Lambeth libraries and at our information points. A summary of the Plan was sent to all households in the borough in March. You can also find the plan on the Lambeth website at

www.lambeth.gov.uk/bvpp

