

Best Value Performance  
Indicators

# Performance Plan

2008-2009

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This Performance Plan is also available on the Lambeth website at: [www.lambeth.gov.uk/bvpp](http://www.lambeth.gov.uk/bvpp)

## Forward

This year the Audit Commission gave Lambeth its best Comprehensive Performance Assessment (CPA) to date, awarding the council a three star rating and describing it as “improving strongly”. This is the highest assessment the Audit Commission can give of a council’s improvement rate, and reflects the energy and drive of Lambeth to deliver better services for its residents. Noticeably, we have achieved our best ever assessment of our handling of finances and resources, demonstrating good value for money for the residents of Lambeth. This increase from one to three stars makes Lambeth the most improved authority in London for 2007/08 for CPA.

We have launched our new corporate plan for Lambeth that will build on this success, and we remain committed to our goal of achieving a rating of ‘excellent’ by 2010.

We remain committed to the priority outcomes agreed at the beginning of 2006/07 that have led to this increase in performance:

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

# Section 1 – Improving Lambeth

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The council's most recent CPA assessment was a three star rating out of a maximum of 4, with a direction of travel assessed as "improving strongly".

The CPA framework monitors every authority nationally against set criteria across 7 key areas, from a variety of information sources, including inspections of performance against national targets.

Lambeth's most recent result is extremely encouraging, and reflects the improvements Lambeth has made since 2006/07. The Audit Commission rated us as among the ten most rapidly improving councils nationally. In particular we were praised for our environmental services and children's services which have improved ahead of target. We have also exceeded our targets for reducing crime. Overall, as a council we have demonstrated good value for money, which is the first time under the CPA scoring system that Lambeth's financial handling has been assessed as good.

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

<http://www.audit-commission.gov.uk/cpa/authority.asp?CategoryID=ENGLISH^576^LOCAL-VIEW^AUTHORITIES^104598>

Further information on CPA 2007 is available on the Audit Commission website at [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)

## Corporate plan

The council has recently launched its new corporate plan for 2008-2011, which will allow us to drive forward our pace of improvement and achieve our long-term ambitions for Lambeth and its residents.

The corporate plan sets out six corporate priorities based on the concerns of our residents and partners:

- A safer Lambeth with strong communities
- Respect for our environment
- More opportunities for children and young people
- Better housing and flourishing local economies
- Developing personalised care services
- Serving our customers well

Our work is driven by our three promises as outlined by the administration. Our promise is that in delivering all of our services we will be:

- delivering quality and value for money
- tackling inequality and social exclusion
- engaging our residents

The corporate plan is available at [www.lambeth.gov.uk](http://www.lambeth.gov.uk)

## Performance targets

Overall performance is increasing across the council, with 64% of Best Value Performance Indicators (BVPs) showing an improvement on the previous year (50% were improving last year), 9% already at maximum performance and a further 6% at the same performance level from the previous year, with only 21% showing a decrease in performance.

Most indicators show an improvement in performance, with 53% of all BVPs achieved their set target in 2007/08, compared to 57% in 2006/07 and a further 9% maintaining 100% performance. The authority has progressed in many key areas of importance to residents, including Community Safety and Crime, Housing Benefits, Planning and Waste Collection & Recycling.

Children's educational achievement has improved across a wide variety of indicators. Performance at Key stages 2 and 3 in Mathematics, Science and ICT, and the number of young people achieving an A\* to C grade at GCSE level were key areas of improvement. Like the previous year, these increases are ahead of national trends and reflect the ongoing efforts that have been made for children in Lambeth, which have seen significant improvements in all educational attainments since 2002.

There has not been another round of Best Value satisfaction surveys, as these are only done every three years. Therefore satisfaction results remain the same as the previous year.

This plan contains the targets the council has set itself against each indicator. The target is set so that annual improvements can be achieved within the context of the indicator. We have achieved last years target of obtaining a 2 in every CPA service area, and continue to strive towards better performance and a CPA star rating of a 4. We have set our targets accordingly, to deliver constant improvement and better performance for Lambeth.

## Best Value Performance Indicators (BVPI)

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 2007/2008' and subsequent government updates.

- 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 2007/08 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 2007/08 and where appropriate for three years ahead: 2008/09, 2009/10 and 2010/11. Note that as the BVPI indicator set has been formally removed by the Audit Commission, as part of the transition to the Comprehensive Area Assessment regime and the new National Indicator set, in April 2008, we have not included targets for indicators which have no equivalent indicator in the new set or are not part of our corporate plan themes.

## Comparative performance

The England median performance for 2006/07 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.

## 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 2007/08, audited performance figures will be published in autumn 2008.

At this point, the Council will seek to include audited results 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 encouraging results, with 66% of indicators increasing in performance and 33% decreasing. This is an increase in performance from 2006/07, where only 57% were improving.

These indicators help deliver our corporate plan theme: *Serving our customers well*

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 2a	Equality Standard for Local Government	2	3	3	3	4	n/a	n/a	
BV 2b	Duty to Promote Race Equality	74%	68%	68%	71%	79%	n/a	n/a	
BV 8	Percentage of invoices paid on time	94.50%	76.5%	80.86%	90%	90%	92%	95%	There will be more focus on overdue invoices held in the system, this will impact performance whilst this work is being carried out, but performance should increase once the number of overdue invoices has decreased and time can be spent on current invoices.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 9	Percentage of Council Tax collected	97.67%	92.6%	93.4%	93.8%	94%	94.25%	94.5%	Collection continues to improve year on year and further measures are planned for 2008/09 to ensure that improvements continue and targets are met.
BV 10	Percentage of non-domestic rates collected	98.97%	98.5%	98.6%	98.8%	99%	99%	99%	The collection rate continues to improve and has increased year on year for the past eleven years. Targets have been set in line with the England Median and are expected to be achieved.
BV 11a	Top 5% earners: women	33.33%	36.14%	39.81%	40%	42%	46.1%	TBC	Interim result – subject to non-payroll school returns
BV 11b	Top 5% earner: minority ethnic communities	1.41%	24.50%	23.51%	28.1%	28.66%	29%	TBC	Interim result – subject to non-payroll school returns
BV 11c	Top 5% earners: with a disability	2.69%	7.89%	4.65%	8.28%	8.69%	9.12%	TBC	Interim result – subject to non-payroll school returns
BV 12	Working days lost due to sickness absence	9.31 days	9.79 days	10.02 days	8.4 days	8.4 days	8.4 days	8.4 days	Interim result – subject to non-payroll school returns
BV 14	Percentage of early retirements	0.52%	1.27%	1.23%	0.77%	0.69%	0.62%	TBC	Interim result – subject to disability survey
BV 15	Percentage of ill health retirements	0.18%	0.15%	0.07%	0.12%	0.12%	0.12%	TBC	Interim result – subject to disability survey

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 16a	Percentage of employees with a disability	3.01%	7.38%	6.04%	8.16%	8.57%	9%	TBC	Interim result – subject to non-payroll school returns
BV 16b	Percentage of economically active disabled community population	13.0%	12.1%	12.1%	Contextual information. No targets required				
BV 17a	Percentage of black and ethnic minority employees	2.1%	46.34%	48.04%	>= 38%	>= 38%	>= 38%	>= 38%	Interim result – subject to non-payroll school returns
BV 17b	Percentage of economically active minority ethnic community population	2.4%	16.45%	16.45%	Contextual information. No targets required				
BV 156	Buildings accessible to people with a disability	73.36%	46.75%	48.68	50%	57.5%	60%	n/a	Our performance has improved from 46.75% in 2006/07 to 48.68% in 2007/08 due to our continuing programme to make offices compliant and our accommodation strategy which will result in future years in some non compliant offices being closed. We are committed to making as many buildings as possible fully compliant and have already started planning future works to be funded from revenue and capital budgets

## 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 55 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 Science 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.

These indicators help deliver our corporate plan theme: **More Opportunities for Children and Young People**

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

The 2006-07 academic year proved to be another exciting and successful year for Lambeth, with improved results at key stages 1, 2 and 4. Many congratulations are due to all school staff and pupils for the hard work and personal successes that are demonstrated by these results. Headline figures show Key Stage 1 reading up 2%, no change in writing and mathematics up 1%; Key Stage 2 mathematics results are up 1%, science up 2% and no change in English; Key Stage 3 results are down 3% in English and up 1% in both mathematics and science; Key Stage 4 results are up another 1% to 56% 5A\*-C grades which represent the tenth year of successive improvement at GCSE.

The 2007 Key Stage 1 results were pleasing, following a rather disappointing year in 2006. Reading and mathematics showed an improvement of 2% and 1% respectively while there was no change in writing. This compares favourably with the national picture which saw no change in reading, a drop of 1% in writing and an improvement of 1% in mathematics.

The 2007 Key Stage 2 results were positive, particularly in relation to the national results. Lambeth saw an increase of 1% to 71% in mathematics while science was up 2% to 85%. English unfortunately saw a drop of 1%, however these results still confirm that progress over time has been maintained, particularly in English which has had an increase of 9% since 2002.

Key Stage 3 2007 results were mixed. Mathematics and science results both improved by one percentage point, whilst English results dropped by 3% in comparison to a national increase of 1%. Overall Key Stage 3 results have continued to improve with significantly upward trends in all subjects over time. Since 2002 English has improved by 11%, mathematics by 17% and science by 9%. The 2007 EAP mathematics target was exceeded. Following a very successful year in 2006, level 6+ results were disappointing with English down 9% and mathematics and science down 3% each.

2007 Key Stage 4: Following a 7% increase in pupils attaining 5A\*-C in the previous two years, there was yet another increase of 1%, bringing the total improvement since 2002 to a very pleasing 16%, 6% more than the national improvement of 10%. Unfortunately the number of pupils achieving 1A\*-G dropped by 1% which means that Lambeth has now dipped 1% below national levels

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 221a	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people participating in youth work	51.3%	18.01%	92%	60%	60%	n/a	n/a	Last year the performance software (called EYS) was not installed properly and therefore has not been able to fully capture youth service performance, thus under reporting performance. Youth Service staff are currently implementing a wide range of management information system actions in regards to performance, data inputting and practice issues. Performance data is therefore based on existing hard copy evidence as well as EYS data. Staff are in the process of retraining to ensure full data compliance as the data merger last year required additional data tasks for staff. Previous data returns did not include voluntary sector or Positive Activities for Young People (PAYP) interventions and this has been included. Under reporting has been a significant issue for the service in previous years which is the main reason for our increasing performance.
BV 221b	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people participating in youth work	19.0%	0.75%	51%	60%	60%	n/a	n/a	
BV 38	GCSE Performance: A*-C grades	56.4%	54.9%	56%	57%	61%	61%	n/a	See page 12, Education, for commentary.
BV 39	GCSE Performance: A*-G grades, incl. Maths & English	89.3%	86.9%	88.1%	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	75.3%	70.0%	71.0%	78%	78%	79%	n/a	
BV 41	KS2 English Performance	79.1%	78%	77%	79%	80%	81%	n/a	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 43a	Statements of Special Educational Needs: excluding 'exceptions'	100%	100%	100%	92%	92%	92%	n/a	As the out-turn for 2007/08 is the same as the previous financial year it has been decided to keep the target the same
BV 43b	Statements of Special Educational Needs: including 'exceptions'	91.4%	67.28%	73.1%	60%	60%	n/a	n/a	<p>Next year's target (2008/09) is based on the results and figures of recent years, and the national average according to DCSF.</p> <p>Last year (2006/07) saw a significant drop in out-turn compared to the previous two years – this was due to events that could not be avoided such as high staff turnover, recruitment freezes (making it impossible to fill key roles permanently), and the difficulties faced by outside agencies involved in the process in providing our team with essential reports on time.</p> <p>However, this year (2007/08) we have managed to fill key roles, and there has also been an improvement in the delivery of reports from outside agencies. This has led to a significant increase in performance.</p>
BV 45	Absence in secondary schools	7.9%	7.4%	7.5%	6%	6%	n/a	n/a	
BV 46	Absence in primary schools	5.8%	6.4%	5.8%	4.6%	4.6%	n/a	n/a	
BV 181a	KS3 English Performance	72%	72%	69%	74%	78%	79%	n/a	See page 12, Education, for commentary.
BV 181b	KS3 Mathematics Performance	76.75%	71%	72%	71%	74%	76%	n/a	See page 12, Education, for commentary.
BV 181c	KS3 Science Performance	70.59%	63%	64%	69%	74%	76%	n/a	See page 12, Education, for commentary.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 181d	KS3 ICT Performance	69.2%	67%	72%	70%	72%	74%	n/a	See page 12, Education, for commentary.
BV 222a	Quality of Early Years and Childcare Leadership – Leaders	34.8%	60.17%	59.57%	70%	70%	70%	n/a	<p>The variance between the result for 2007/08 and the target for 2007/08 is mainly accounted for by the following factors:</p> <ul style="list-style-type: none"> <li>• Some settings have appointed new leaders with qualification below NVQ level 4.</li> <li>• Some leaders are still working towards the qualification and will complete during the next BVPI monitoring period.</li> <li>• The number of settings offering 'integrated care' has decreased compared to 2006/07.</li> </ul> <p>Community Children's Service has no control over the recruitment of leaders for these settings. On the positive side, we anticipate a steady increase in the number of qualified leaders as settings receive the Graduate Leader Fund and it begins to impact on retention and qualification levels. However, the Graduate Leader Fund uses a different definition of leader.</p>

## Health and social care – children

These indicators provide an indication of performance across the range of health and social care services provided for children. All 6 indicators are either improving on performance or are already at the maximum possible performance for this section. 50% of indicators are achieving their set target, and of the 50% that are not all are within 10% of the target.

These indicators help deliver our corporate plan theme: **More Opportunities for Children and Young People**

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 49	Stability of Placements for Looked After Children	12.2%	15.4%	13.4%	13%	12%	11%	n/a	<p>End of year performance was 13.4% in 2007/2008 against a target of 13%. Performance improved by 2.4% when compared to 2006/2007. Performance is in the top national banding indicator of PAF Band (0-16%). This is a key threshold indicator and performance of greater than 20% would limit the CPA limit “serving people well” judgment to some. In achieving this social care managers put in place a number of action plans including:</p> <ul style="list-style-type: none"> <li>a) Disruption meetings must be held before a child moves from one placement to another</li> <li>b) All placement moves must be agreed by Assistant Directors</li> <li>c) Support packages must be put in place to support foster carers as and when needed to reduce the likelihood of placement disruptions</li> <li>d) Employment of a dedicated mental health worker to support foster carers by working with them on behavioural issues.</li> <li>e) Ongoing monitoring at performance surgery on a monthly basis</li> </ul>

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 50	Educational Qualifications of Looked After Children	56.0%	42.2%	61.8%	65%	65%	65%	n/a	<p>End of year performance was 61.8% in 2007/2008 against a target of 65%. Performance improved by a remarkable 19.6% when compared to 2006/2007. Performance improved as a result of measures put in place by managers. These include the following –</p> <p>a) Intensive monitoring of cases of children in care by senior managers within children's social care.</p> <p>b) Joint working with schools in ensuring that personal education plans and support are put in place to support children looked after.</p> <p>c) Provision of addition support such as tuition and homework clubs to children looked after.</p>
BV 161	Employment, Education and Training for Care Leavers as a ration of young people in the population	N/A	0.84	0.9	0.9	0.9	0.9	n/a	
BV 162	Reviews of Child Protection Cases	100%	100%	100%	100%	100%	100%	n/a	<p>End of year performance was 100% in 2007/2008 against a target of 100%. Performance is in the top banding – PAF Band 5. This is a key threshold indicator and a performance of less than 92.5% would limit the CPA "serving people well" judgement to "some".</p>

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 163	Adoptions of Children Looked After	8.0%	4.1%	6.1%	6.0%	7.0%	8.0%	n/a	<p>The number of looked after children adopted during the year as a percentage of the number of children looked after at 31<sup>st</sup> March (excluding unaccompanied asylum seekers) who had been looked after for 6 months.</p> <p>This is a key threshold indicator and a performance of less than 3% would limit the CPA "serving people well" judgement to "some". Performance in 2007/2008 was 6%. This is a remarkable improvement of 2% from the previous year. Performance improved as a result of measures put in place by managers. These include the following –</p> <p>a) Intensive monitoring of cases of children in care by senior managers within children's social care.</p> <p>b) Ongoing permanency tracking meetings and ongoing review of cases where adoption is the care plan</p> <p>c) Implementation of a recruitment strategy for adopters</p> <p>d) Creation of specialist and dedicated team within the adoption team for hard to place children</p>
BV 197	Teenage Pregnancies	-11.0%	-6.6%	-8.4%	-19.1%	-30%	To be agreed through LAA refresh	To be agreed through LAA refresh	<p>The conception rate has reduced by 8.4% from the 1998 baseline (same level of reduction as that against the 2005 rate), however we remain the highest rate in the country. The next highest is Southwark at 74.2. Resources to support the teenage pregnancy strategy have increased significantly over the last few years to strengthen delivery, partnership working, strategic leadership and ownership as well as mainstreaming and improve our understanding of needs and risk. This coupled with our analysis of the trends to date suggest we are on course to achieve a 20 - 30% reduction by the end of 2008.</p>

## 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 53, intensive home care for people aged 65 or over, has decreased very slightly in performance. This indicator is still amongst the highest nationally.

These indicators help deliver our corporate plan theme: **Developing personalised care services**

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 53	Intensive Home Care for People Aged 65 or Over	13.30	21.37	21	22	22	22	22	The number of households receiving intensive home care packages has decreased slightly during 2007/08. However performance is still strong and remains in the top performance band for this indicator.
BV 54	Over 65s Helped to Live at Home	85.74	107.05	109	109	109	109	109	Performance in 2007/08 has exceeded the target set demonstrating that Lambeth continue to provide a wide range of community-based services to enable service users to remain independent in their own home.
BV 56	Items of Equipment Delivered Within 7 Working Days	90.10%	80%	84%	85%	90%	90%	90%	Lambeth has improved the delivery timescales for equipment and minor adaptations during 2007/08 and missed the target by only 1%. Performance has been closely monitored at monthly performance boards and it is anticipated that regular audits of the information should result in further improvement during 2008/09.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 195	Acceptable Waiting Time for Assessment	85.0%	77.8%	98%	85%	90%	90%	90%	Lambeth has made exceptional progress in improving their waiting times for assessments for older people. Performance in 2007/08 has exceeded the target and places us in the top quartile for the London comparator group. This performance indicator will be changing next year to include all ages and will measure just the 28 day component. Adults & Community Services continues to provide monitoring reports for managers for them to successfully track their assessments, this tool has resulted in significant improvements to performance in all service areas.
BV 196	Acceptable Waiting Time for Care Packages	90.0%	90.4%	94%	91%	92%	92%	n/a	Lambeth continues to make progress in improving their waiting times for care packages. Performance has exceeded the target and this has resulted in us moving up to the top quartile for the London comparator group.
BV 201	Direct Payments	97	112	127	150	225	375	n/a	Lambeth increased the number of service users in receipt of direct payments during 2007/08 but the challenging target of 150 per 100,000 was not achieved. Additional resources have been allocated in 2008/09, including a divisional director for personalising services. It is anticipated that this will drive forward the necessary changes required to significantly increase the numbers.

## 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.

This year's performance remained the same as 2006/07, with 42% of indicators achieving target. This is s below our aim for the service, and we recognise that Housing Services remains a top priority for Lambeth with the introduction of the Arms Length Management Organisation (ALMO). 50% of indicators have improved in performance over last year, and we remain committed to achieving 75% improvement over the course of the next year.

These indicators help deliver our corporate plan theme: **Better housing and flourishing local economies**

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 63	Energy Efficiency - Average SAP Rating	68	65	66	66	67	68	n/a	The 2007/08 target has been met, demonstrating an improvement since 2006/7. Meeting target on this indicator is due to our commitment to ensuring all dwellings have good levels of insulation, by double glazing and roof insulation where applicable. A robust cavity wall insulation programme is currently being carried out which will significantly improve the SAP rating of each affected dwelling.
BV 64	Number of private sector dwellings returned into occupation	35	197	222	197	250	275	300	The 2007/08 target has been exceeded. This is partly due to re-clarification of the definition which brought in a number of properties returned to use under the Councils Rent Deposit Scheme.  Work is ongoing to set up effective partnering arrangements with a Registered Social Landlord (RSL) for implementation of Empty Dwelling Management Orders, along with a scheme for managing those properties returned to use with grant assistance. This will enable future targets to be met.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 66a	Rent collection and arrears recovery: rent collected	97.86%	90.08%	90.25%	91%	92%	96%	97%	An Income Operations Manager (IOM) has been appointed and is reviewing the structure of the Central Income Team to ensure that the team is making the best use of available resources. The IOM is drafting an Income Action Plan that will detail all options available to maximise income collection and reduce the debt to ensure that the BV66a target for 2008/9 is achieved.
BV 66b	Rent collection and arrears recovery: 7 weeks arrears	5.47%	14.42%	18.78%	▼ 17%	▼ 16%	▼ 15%	▼ 14%	Rent collection remains the highest priority for the housing service. We have stabilised the growth in current tenants arrears in 2007/08 with an improved collection rate of 98.9% but the number in higher level arrears (over 7 weeks) have increased. Increased action over the next two years will see a reduction in BV66b but meanwhile legal actions will remain above average (BV66c).
BV 66c	Rent collection and arrears recovery: NSPs	24.70%	20.9%	23.12%	▼ 26%	▼ 24%	▼ 22%	▼ 20%	
BV 66d	Rent collection and arrears recovery: evictions	0.31%	0.39%	0.55%	▼ 0.35%	▼ 0.35%	▼ 0.35%	▼ 0.35%	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 183b	Length of stay in temporary accommodation – Hostel	6.87 weeks	12.4 weeks	11 weeks	▼ 11 weeks	▼ 10 weeks	▼ 9 weeks	n/a	<p>07/08 performance has met target, and places Lambeth in the 2<sup>nd</sup> in London. The length of stay for families in hostels is closely monitored, and families are transferred out of hostels as soon as vacancies in self-contained accommodation become available. Lambeth has over three hundred hostel units available for use as 'first stage' accommodation for homeless households.</p> <p>Future targets will be met by maximising prevention of homelessness (BV213) so that homeless applications and demand for temporary accommodation continue to reduce, and by continuing to secure a supply of self-contained accommodation for families with children/pregnant women so that use of shared hostel accommodation is kept to a minimum.</p>
BV 184a	Non-decent Local Authority Dwellings	26%	32%	34%	▼ 29%	▼ 29%	▼ 26%	▼ 22%	<p>A very large number dwellings failed decency at the beginning of this financial year due to ailing building elements and components. These are continually being targeted through major capital works programmes. The 2007/08 target took into account some expected housing stock transfers which subsequently received a 'No' vote from tenants and were therefore cancelled.</p>
BV 184b	Non-decent Local Authority Dwellings - change	16.0%	12.5%	4.6%	12.6%	10.4%	10.2%	16.7%	<p>Major capital investment work commenced on site in the latter half of 2007/08 in 2008/09 inducing works to replace windows, roofs and structural repairs let through the London Housing Consortium bulk purchase arrangements. Completion of these works on site will ensure a significant reduction in the level of non-decency in 08/09.</p>

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 202	Number of Rough Sleepers	2	9	11	▼ 6	▼ 10	▼ 9	n/a	<p>Although the original target for 07/08 for this indicator was not achieved, Communities and Local Government have advised that the target for Lambeth for this indicator should be 15.</p> <p>The increase in rough sleepers in 2007/08 has been partly due to an increase in Eastern European nationals with no recourse to public funds, and entrenched rough sleepers, many of whom due to their support needs are in and out of temporary accommodation.</p> <p>To achieve future targets, the Lambeth Street Population Outreach Team (SPOT) will continue identifying rough sleepers, and assessing and referring them into suitable accommodation and services. In the final quarter of 2007/08, SPOT worked with over 170 people reported to be sleeping rough.</p> <p>In addition to this work, the SPOT Team also works with the wider street population. These are individuals who are not rough sleeping but who are spending a significant proportion of their time on the streets because they are either insecurely housed or are having difficulties coping with their tenancies. This will help prevent people from falling out of their accommodation and having to resort to sleeping rough.</p>

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 212	Average time to re-let Local Authority housing	35 days	70 days	40 days	▼ 36 days	▼ 35 days	▼ 28 days	▼ 23 days	<p>Although the 2007/08 target has not been achieved, there has been a significant improvement since 2006/07 and performance is now approaching the median average for England.</p> <p>Weekly monitoring meetings are held at each area office. These meetings are attended by voids officers and repairs contractors and are chaired by the North Lambeth Area Manager. These have helped identify and resolve issues and have improved the average re-let time.</p> <p>To achieve future targets, detailed monitoring reports are being developed by Lambeth's Technology Division to enable improvements to the way voids are managed.</p>
BV 213	Housing Advice Service: Preventing Homelessness per 1,000 Households	3	3	5	4	5	6	n/a	<p>Performance in 2007/08 exceeded target, and places Lambeth in the top quartile in England and the 2<sup>nd</sup> quartile in London. Performance improvement has partly been achieved through new partnership working with colleagues in Revenues and Benefits, preventing homelessness through disbursements from the Discretionary Housing Payments fund.</p> <p>Introducing the newly agreed cheque payment service for Lettings First, and local access to the Homeless Prevention Fund will enable sustained performance improvement.</p>

## 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.

Of the 5 indicators that measure performance, 100% have improved in performance since the previous year, and 5 of the 6 have achieved their target for the year. This continues the excellent improvements Lambeth has made to its Benefits service over the previous 3 years, and marks us as one of the most rapidly improving councils in this area, and in the top levels of performance for London.

These indicators help deliver our corporate plan theme: *Serving our customers well*

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 76b	Housing Benefit Security - Number of investigators per 1000 caseload	0.31	0.17	0.19	0.17	0.19	0.19	0.19	The number of investigators exceeded target as fixed term contractors have been used to cover posts rather than relying on agency staff. This level of staffing is expected to continue.
BV 76c	Housing Benefit Security - Number of investigations per 1000 caseload	36.95	18.18	11.62	12.9	12.9	12.9	12.9	A risk assessment is applied to all referrals in order to eliminate / reduce cases that will not result in sanction or prosecution. This results in investigations being more effectively targeted.
BV 76d	Housing Benefit Security - Number of prosecutions and sanctions per 1000 caseload	4.58	1.89	2.28	2.92	2.92	2.92	2.92	The number of FTE investigators was increased in 2007 to enable us to achieve the number of sanctions required to increase our CPA score. This approach will continue going forward.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 78a	Speed of processing new claim to HB/CTB	28.8 days	35.4 days	27.2 Days	▼ 30 days	▼ 27 days	▼ 25 days	18	BV78 a& b are now part of NI 181 and a target will be set accordingly. Improvement in performance will be achieved through targeted interventions and QA checks. Working processes and procedures will be regularly reviewed and updated.
BV 78b	Speed of processing changes of circumstances to HB/CTB	11.0 days	18.7 days	11.7 Days	▼ 15 days	▼ 9 days	▼ 8 days	5	BV78 a& b are now part of NI 181 and the target will be set accordingly. Improvement in performance will be achieved through targeted interventions and QA checks. Working processes and procedures will be regularly reviewed and updated.
BV 79a	Accuracy of HB/CTB claims	98.40%	93.80%	97%	98%	99%	99%	99%	Despite poor 1 <sup>st</sup> quarter performance, improvements later in the year ensured that performance was only 1% behind target. The improvements experienced throughout 2007 resulted in the target being achieved in the last quarter. Management intends to maintain this high level of performance.
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.	71.38%	60.88%	76.28%	63%	78%	78.5%	79%	A high collection rate and the impact of a successful strategy of reducing newly created debts has resulted in improving performance. This approach is to continue allowing more challenging targets to be set.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
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.	32.09%	20.25%	20.41	11%	22%	24%	25%	Performance exceeded target in 2007/08 and improved on the 2006/07 position. Targets were previously set in line with the expectation that recovery would reduce due to changes in recovery methods. As this did not happen, tighter and more realistic targets have been set for 2008/09.
BV 79b iii	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	4.89%	13.24%	6.74%	▼ 2%	▼ 18%	▼ 15%	▼ 13%	Performance exceeded target in 2007/08 and improved on the 2006/07 position. Tighter and more realistic targets have been set for 2008/09 as part of the strategy to review and write off uncollectible historical debts

## 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 75 per cent of indicators showing a year on year trend improvement since 2006/07 or already being at the maximum possible result. 58% of indicators have achieved their target this year, which is a large improvement from the 30% result achieved in 2006/07.

These indicators help deliver our Corporate Plan Theme: Respect for the environment

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 82a i	Percentage household waste recycled	19.09%	20.31%	22.54	21%	22%	24%	n/a	Our overall performance at recycling has increased by 9.84% overall. This has been achieved by focussing our efforts on hard to reach communities that normally do not have access to high quality recycling facilities, such as high density housing. We also focussed our efforts more on standard recycling, rather than composting, during 2007/08 to match this strategy and to reflect the overall borough environment.  We have adopted a waste action framework that will promote the waste management services, and will help improve both the quality of services and accessibility to them.
BV 82b i	Percentage household waste composted	10.36%	2.56%	2.58	4%	5%	5%	n/a	
BV 82 ai & bi	Percentage of household waste recycled & composted	29.45%	22.87%	25.12	25%	27%	29%	n/a	
BV 82a ii	Tonnage of household waste recycled	10.263	19215	21817	20054	20815	23161	n/a	
BV 82b ii	Tonnage of household waste composted	5991	2427	2494	4558	4731	4825	n/a	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
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.							
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	430.2 kg	351.6 kg	355.8kg	▼ 347 kg	▼ 348 kg	▼ 348kg	n/a	We have seen an increase in waste per head of 4.24kg. We have worked to highlight the services we offer to householders for waste disposal, and this plus our activities around commercial waste disposal have resulted in this growth. Overall the authority has seen a reduction in the tonnage of municipal waste it has collected, and a move from commercial to household waste.
BV 84b	Household Waste Collection: % change	0.30%	0.63%	1.19%	0	2.02%	0.74%	n/a	
BV 86	Cost of household waste collection per household	£48.23	£61.48	n/a	▼ £55	▼ £51	▼ £50.25	n/a	Awaiting guidance on methodology from the Audit Commission

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
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	99.80%	100%	100%	100%	100%	100%	100%	The authority's waste management services are available to all households in the Borough. As services change, as new households come on stream, it is the aim of the authority to ensure that its services are accessible to all.
BV 91b	Kerbside Collection of Recyclables: two recyclables	99.27%	100%	100%	100%	100%	100%	100%	
BV 199a	Local street and environmental cleanliness – Litter & detritus	11.6%	25%	18.7%	▼ 22%	n/a	n/a	n/a	The contract mobilisation and implementation has now been fully completed. The performance achieved in 2007/08 exceeded our expectations in the first year of the contract. Ongoing work with out contractor to provide continuous improvement is under way to achieve the aspirations of the authority in the future.  Targets for BV199a cannot be set as the new national indicator NI 195 splits litter and detritus into separate categories. The targets for the litter element are as follows: 08/09= 11%, 09/10 = 9%, 10/11= 8%. Targets for detritus as follows: 08/09= 18%, 09/10 = 16%, 10/11=15%.
BV 199b	Local street and environmental cleanliness – Graffiti	2.00%	6%	6%	▼ 5%	▼ 5%	▼ 4%	▼ 3.5%	The removal of graffiti remains challenging. Resources within our Community Safety team are developing a strategy and working with our removal team and partners to reduce and prevent graffiti being undertaken and take appropriate action against perpetrators.
BV 199c	Local street and environmental cleanliness - Fly-posting	0%	1%	1.5%	▼ 1%	0%	0%	0%	The no tolerance approach to fly-posting has paid significant dividends. The resources allocated to monitoring, removing and enforcing this activity have produced excellent results in deterring the established fly-posting operators from targeting the borough.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 199d	Local street and environmental cleanliness - Fly-tipping	3	1	4	4	3	2	1	<p>The drop to 4 (poor) was expected due to an increase in the on street monitoring cohort who proactively identified and investigated more flytips. Lambeth currently operate a clear all service. We empty 12 cage vehicles to proactively monitor streets and known hotspots to remove flytips without them becoming a problem for our residents. Those proactively identified by the contractor are not recorded as individual incidents.</p> <p>Additionally to this the on-street monitoring cohort was increased in 2007/08 from 4 to 12 staff. The increase in staff and focus on addressing fly tipped waste led to more fly tips being reported.</p> <p>Due to both reasons above figures show there has been an increase in the number of incidents occurring.</p>

## Environmental health

Out of a total of 6 Best Value indicators, none have decreased in performance since the previous year and 2 have improved. Whilst we have not achieved the targets set for Trading Standards, we have noticeably improved our performance in the inspection and removal of abandoned vehicles, two key performance indicators for our residents and our corporate plan theme of "Respect for the environment".

These indicators help deliver our corporate plan theme: **Respect for the environment**

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 166a	Environmental health checklist of best practice	93.9%	60%	60%	100%	100%	100%	n/a	The main gap is in the health and safety enforcement area where there are no current members of staff in post. Recruitment is now underway and this should enable a closing of this gap during 2008/9. The IT system is now fully functional and the available data is being set up to enable an inspection programme to be run during 2008/9. Both of these measures will have a significant effect on the 2008/09 result when completed.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 166b	Trading standards checklist of best practice	100%	65%	65%	100%	100%	100%	n/a	<p>It has not been possible to set up the educational programme this year due to an increased focus on enforcement, particularly on counterfeit goods, underage sales and establishing a new pilot "No Cold Calling Zones". Tobacco control awareness work, particularly focused on schools and tobacco retailers is programmed for 2008/09 and should enable a score to be added to this indicator at year's end.</p> <p>Resources will not be directed at improving this indicator given the revised focus of the government on the new national indicators; however committed programmes will continue to achieve service improvements.</p>
BV 216a	Remediation of Contaminated Land	N/A	4	4	N/A				Sites of potential concern will be dealt with as they arise
BV 216b	Information on Contaminated Land	4%	100%	100%	100%	100%	100%	n/a	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%. Our current performance places us as one of the highest performing authorities in this area in England.
BV 217	Pollution Control Improvements	100%	100%	100%	100%	100%	100%	n/a	There are relatively few authorised processes and it is anticipated that all required improvements will be achieved on time.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 218a	Abandoned Vehicles - Investigation	92.46%	82.6%	87.46%	90%	90%	95%	n/a	The integrated environmental quality monitoring team are now fully recruited to and the waste and cleansing contract has been successfully implemented with service standards returning to normal. The focus of the team has now changed to improving performance and environmental quality and we expect to see abandoned vehicle inspection rates improve in 2008/09.
BV 218b	Abandoned Vehicles – Removal	90.44%	58.5%	75.57%	70%	75%	75%	n/a	There has been an improvement in the percentage of vehicles removed within timescale in 2007/08 and this can be attributed to the implementation of a dedicated service manager and a new contract signed with our contractors APCOA in November 2007. Following a tendering process Lambeth intends to change the contractor responsible for the removal of abandoned vehicles. We have set the target for 2008/09 with this in mind and intend to achieve continuous to improvement throughout the life of the new contract.

## Transport

In Transport 88 per cent of indicators have met their targets and 76 per cent show an improvement over the previous year's results. This shows a continued high performance in the area of transport, in particular around road safety.

These indicators help deliver our corporate plan theme: Respect for our environment

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 223	Condition of Principal Roads	8.48%	16.64%	12%	▼ 16%	▼ 16%	n/a	n/a	The substantial change in performance is a phenomenon experienced by most London boroughs as the methodology of surveying and rules and parameters for analysing the results are still being refined. There is some concern among London boroughs that this is not the most accurate way of surveying roads as the machinery used operates most efficiently when the vehicle is in constant motion – congested areas or roads with kerbside parking prevent an accurate reading from being taken.
BV 224a	Condition of Non-Principal Roads	13.34%	16.93%	5%	▼ 17%	n/a	n/a	n/a	TTS/SCANNER survey methodology was used for 2007/08 and is not comparable with DVI/CVI survey methodology used prior to 2007/08. Following Audit Commission guidance, targets are to be set on basis of 2006/07 baseline and benchmarking against other London boroughs when this information is released in late 2008.
BV 224b	Condition of unclassified roads	15.56%	11%	14%	▼ 10.5%	▼ 10%	▼ 9.5%	n/a	It is anticipated that with the continued funding made available for planned maintenance a larger proportion of the unclassified roads can be improved in the coming years and so provide an improved performance. Targets are calculated by running projections that take into account the lengths of unclassified roads strengthened or planned for strengthening since last surveyed. The Public Service Agreement stretch target is designed to enhance performance over and above a natural rate of improvement by providing a pump priming grant to aid the delivery of the target.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 99a i	Road accident casualties: KSI (Killed or Seriously Injured) all people	221.25	162	195	▼ 233	▼ 222	▼ 210	n/a	<p>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:</p> <ul style="list-style-type: none"> <li>• 40% reduction in killed and seriously injured (KSI)</li> <li>• 50% reduction in the number of children killed or seriously injured</li> <li>• 10% reduction in slight casualty rate</li> </ul> <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"> <li>• 42% reduction in killed and seriously injured (KSI)</li> <li>• 68% reduction in number of children killed or seriously injured</li> <li>• 49% reduction in slight casualty rate.</li> </ul> <p>There are numerous external drivers (such as the introduction of 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 99a ii	Road accident casualties: KSI all people Change	-4.0%	-0.3%	20.4%	▼ -4.5%	▼ -4.7%	▼ -5.4%	n/a	
BV 99a iii	Road accident casualties: KSI all people 94-98 avg	-32.80%	-48.2%	-37.6%	▼ -25.5%	▼ -29.0%	▼ -32.8%	n/a	
BV 99b i	Road accident casualties: KSI children	16	7	20	▼ 31	▼ 29	▼ 27	n/a	
BV 99b ii	Road accident casualties: KSI children	-9.0%	-63.2%	185.7%	▼ -6.1%	▼ -6.5%	▼ -6.9%	n/a	
BV 99b iii	Road accident casualties: KSI children	-47.6%	-84.4%	-55.6%	▼ -31.1%	▼ -35.6%	▼ -40.0%	n/a	
BV 99c i	Road accident casualties: Slight injuries	1,022	1173	1648	▼ 1,715	▼ 1,698	▼ 1682	n/a	
BV 99c ii	Road accident casualties: Slight injuries	-3.9%	-6.0%	40.5%	▼ -1.0%	▼ -1.0%	▼ -0.9%	n/a	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 99c iii	Road accident casualties: Slight injuries	-15.2%	-36.0%	-10%	▼ -6.4%	▼ -7.3%	▼ -8.2%	n/a	
BV 100	Temporary Road Closure	0.53 days	1.1 days	0.95	▼ 4	▼ 4.2	n/a	n/a	The 2008/09 target is for the duration of traffic controls based on current and estimated budgets for road improvement works for future years, which are made by TfL. Forecasting the numbers of days of temporary traffic closures cannot be accurately predicted as these are dependent on funding, job prioritisation, as well as the methods of working and traffic management arrangements adopted by the contractor.
BV 165	Pedestrian Crossings with Facilities for Disabled People	94.7%	12.0%	69.4%	69.4%	69.4%	69.4%	n/a	The improvement in performance is due to the commissioning of a comprehensive survey of the boroughs crossings and improvements made to the upstand heights of a number of crossings, following the issues highlighted during the Audit Commission's data quality assessment in 2007. The 2006/07 result did not include TfL crossings which are now included in the 2007/08 result.
BV 187	Condition of Surface Footway	22%	50.20% on combined roads	36%	▼ 48%	▼ 41%	n/a	n/a	2007/08 surveys were based on an updated category 1, 1a and 2 footway hierarchy list. Both principal and non-principal road footway network were surveyed this year.
BV 215a	Rectification of Street Lighting Faults (non-DNO)	4.33	4.14	1.5	▼ 5	▼ 5	▼ 5	▼ 5	Performance has improved from 2006/07 (2.6) with the contractors continuing to meet their obligation to fix all street lighting faults within 5 working days
BV 215b	Rectification of Street Lighting Faults (DNO)	24.44	11.67	15.37	▼ 25	▼ 25	▼ 25	▼ 25	The council has no direct control over the response time of the distribution network operator (in Lambeth's case EDF)

# Planning

The majority of indicators in Planning have met their targets (88%). No indicators have decreased in performance over the course of 2007/08, which demonstrates the commitment to excellence Lambeth is attaining for its planning service. In particular, it is worth noting the large increase in performance for the speed of processing planning applications, and the significant improvement in the turn around speed for major planning applications over 2006/07, placing us above the top threshold for CPA scoring for this indicator.

These indicators help deliver our corporate plan theme: Better housing and a flourishing economy

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 106	New homes on previously developed land	84.53%	100%	100%	100%	100%	100%	100%	Performance is expected to remain at 100% as Lambeth contains very little undeveloped land. The exceptions are parks and other open spaces which are strongly protected by planning policies.
BV 109a	Planning applications: Major applications	73.17%	57.0%	75.47%	CLG 60% Local 68.9%	CLG 60% Local 76%	CLG not set yet Local 80.0%	CLG not set yet Local 80.0%	In 2007/08, Lambeth exceeded target and achieved above the median average for England for this indicator.  Performance improvement has been the result of a substantial reduction in the backlog of 'out of time' major applications during the 2006/07 year, together with a continued emphasis on the project management approach adopted for all major applications received since February 2006.  Weekly management meetings have been set up with all development control team leaders in order to set and discuss targets and objectives, and monitor progress. Also, major applications are being recorded and monitored from pre-application stage.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 109b	Planning applications: Minor applications	77.00%	73.5%	82.35%	CLG 65% Local 75.4%	CLG 65% Local 83%	CLG not set yet Local 85%	CLG not set yet Local 87%	In 2007/08, Lambeth exceeded target and achieved above the median average for England for this indicator. Improvement has been due to successful performance management of all three BVPI 109 indicators.
BV 109c	Planning applications: 'Other' applications	88.96%	87.8%	90.47%	CLG 80% Local 88%	CLG 80% Local 91%	CLG not set yet Local 92%	CLG not set yet Local 92%	In 2007/08, Lambeth exceeded target and achieved above the median average for England for this indicator. Improvement has been due to successful performance management of all three BVPI 109 indicators.
BV 200a	Plan Making - Development Plan	n/a	Yes	Yes	Yes	Yes	Yes	n/a	The Local Development Scheme (LDS) was submitted to Government Office for London (GOL) on 18th Dec 2007 and cleared by GOL on 15th Jan 2008.
BV 200b	Plan Making - Milestones	n/a	No	Yes	Yes	Yes	Yes	n/a	Work on the Local Development Framework core strategy is proceeding as per the LDS timetable. An additional 4-week consultation period was carried out in February-March 2008 on issues raised.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 204	Planning Appeals	31.3%	61.46%	39.5%	30%	25%	25%	n/a	Performance missed target in 2007/08, and placed Lambeth in the 3 <sup>rd</sup> quartile in London. To enable future targets to be achieved, the Head of Development Control will continue to intervene with all applications that are recommended for refusal. Officers will also continue to monitor the decisions of the Planning Inspectorate in order to determine where the areas of concern are. It is clear from the analysis undertaken over the last few months that many of the overturned refusals have been based on the interpretation of good design, the height, scale and bulk of extensions and the affect of such proposals on the urban environment.
BV 205	'Quality of Planning Services' Checklist	94%	100%	100%	100%	100%	100%	n/a	Lambeth has again met all the criteria on the 'Quality of Planning Services' checklist in 2007/08.

## 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.

There are only two indicators for Cultural services. We have increased our performance in one, and remained at the same level as 2006/07 for the other. This is set against the backdrop of the CPA score of a 2 for Cultural Services, an improvement over last years score of a 1 and a mark of our improved service delivery,

These indicators help deliver our corporate plan theme: Better housing and a flourishing economy

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 170a	Visits to/usage of museums and galleries per 1000 population	545	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	280	N/A	N/A	N/A	N/A	N/A	N/A	
BV 170c	Visits to museums & galleries by pupils in organised groups	3,337	N/A	N/A	N/A	N/A	N/A	N/A	

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 219b	Percentage of conservation areas in the local authority area with an up-to-date character appraisal	20%	15%	15%	31.7%	46.7%	61.7%	n/a	Prioritisation issues have meant that the target for 2007/08 was not achieved. However, an action plan has been put into place to resolve these issues in 2008/09, and ensure that we have enough qualified assessors to meet this target.
BV 220	Public Library Service Standards Checklist	3	2	3	2	3	3	n/a	Result not ready until all PLSS data is signed off. Provisional result is 3.

## 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 2006/07.

In particular performance in the areas of crime (violent crime, vehicle crime and robberies) has increased ahead of the set target, with domestic burglary's showing a slight decrease in performance.

These indicators help deliver our corporate plan theme: **A safer Lambeth with stronger communities**

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 126	Domestic burglaries per 1000 household	8.7	21.8	22.1	▼ 21.8	No target – see text.	No target – see text.	No target – see text.	Residential burglary saw an increase (in relation to crime count) in 2007/08 compared to 2006/07. There was an increase of 2.3% which saw figures rise from 2774 to 2837. However for the last five years we have seen continued reductions each year. There are no targets set for 2008/09 onwards as these indicators and targets are provided by Lambeth police, and there are new, different non BVPI indicators being monitored under the new national indicator set,
BV 127a	Violent Crime per 1000 population	17.0	43.6	38.6	▼ 42.8	No target – see text.	No target – see text.	No target – see text.	Violent crime (as per this BVPI definition) decreased by -10.4% (in relation to crime count) in 2007/08 compared to 2006/7 therefore the target was exceeded for 2007/08. There are no targets set for 2008/09 onwards as these indicators and targets are provided by Lambeth police, and there are new, different non BVPI indicators being monitored under the new national indicator set,

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth	Target				
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 127b	Robberies per 1000 population	0.6	10.8	8.9	▼ 10.7	No target – see text.	No target – see text.	No target – see text.	Robbery of both personal and business property decreased (in relation to crime count) in 2007/08 compared to 2006/07. There was a decrease of -16.6% which saw figures decline from 2911 to 2428. Because of this reduction this has seen Lambeth compare favourably against the original 2007/8 target set.
BV 128	Vehicle crimes per 1000 population	9.6	15.6	14.0	▼ 15.0	No target – see text.	No target – see text.	No target – see text.	Vehicle crime (including theft of and theft from) decreased by -8.8% (in relation to crime count) in 2007/08 compared to 2006/07 which in turn meant that the target was exceeded.
BV 174	Racial incidents per 100,000 population	5.10	68.38	50.37	52.22	36.55	As above	As above	Awaiting survey results from schools
BV 175	Racial incidents with further action	100%	100%	100%	100.00%	100.00%	100%	100%	
BV 225	Actions against Domestic Violence	72.7%	91.0%	100%	100.00%	100.00%	100.00%	n/a	
BV 226a	Advice and Guidance Services: Total Expenditure	£161,643	£892,433	£945,152	£997,319	£1,000,988	£1,101,111	n/a	We have increased funding to quality marked organisations working in partnership with the Council on welfare rights take-up campaign.

PI ref.	Description	Performance			Target				Comments
		England (median)	Lambeth	Lambeth					
		2006/07	2006/07	2007/08	2007/08	2008/09	2009/10	2010/11	
BV 226b	Advice and Guidance Services: CLS Quality Mark	82.50%	86.48%	87.38%	85.8%	85.7%	85.7%	n/a	We have increased staff delivering welfare benefits advice directly to the public in the Adults and Community Services department, and a reorganisation in Housing aims to increase staff delivering housing advice with a focus on homelessness prevention.
BV 226c	Advice and Guidance Services: Direct Provision	£317,513	£789,761	£1,035,580	£1,050,386	£1,133,053	£1,167,046	n/a	

# 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 there has been universal compliance in this area. The council's procurement process ensures all appropriate clauses are now included at the point of tender and we work constructively with existing contractors where there were outstanding issues relating to compliance in practice.

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# Translations and other formats

If you are not able to get a friend or relative to translate this document for you, you can obtain a summary of the main points of this document in large print, Braille or on audiotape, or in another language listed below. Please contact:

Performance Improvement Manager  
Policy, Equalities & Performance Division  
Lambeth Town Hall, Brixton Hill  
London SW2 1RW

Email: [performance@lambeth.gov.uk](mailto:performance@lambeth.gov.uk)

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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 পার্ফরমেন্স ইউনিট)

Performance Improvement Manager  
Policy, Equalities & Performance Division  
Lambeth Town Hall, Brixton Hill  
London SW2 1RW

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## Cantonese

如你找不到朋友或親屬來幫助你翻譯這文件，你可要求一份這文件的中文擇要。請致函到：

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Lambeth Town Hall, Brixton Hill  
London SW2 1RW

Email: [performance@lambeth.gov.uk](mailto:performance@lambeth.gov.uk)

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## French

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Lambeth Town Hall, Brixton Hill

London SW2 1RW

Email: [performance@lambeth.gov.uk](mailto:performance@lambeth.gov.uk)

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Lambeth Town Hall, Brixton Hill  
London SW2 1RW

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Lambeth Town Hall, Brixton Hill  
London SW2 1RW

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### **Twi**

**SE WO NYA OBI A 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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London SW2 1RW

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### **Yoruba**

**Tí o ko ba ní òrẹ̀ tàbí ẹ̀bi làti tunmọ̀ iwé àlàyé yí fún ọ̀o lè gba iwé kókó ohun tí a sọ sínú  
ìwé nà. Jòwọ̀ kọ̀iwé si wa ní ilé iṣẹ́ yí:**

Performance Improvement Manager  
Policy, Equalities & Performance Division  
Lambeth Town Hall, Brixton Hill  
London SW2 1RW

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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:

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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:

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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:

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

Name:

Address:

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

Performance Improvement Manager  
Quality, Performance and Research  
Lambeth Council  
FREEPOST LON17407  
London SW2 1BR

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

<http://www.lambeth.gov.uk/Services/CouncilDemocracy/ImprovingLambeth/BestValuePerformancePlan0506.htm>

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