

## APPENDIX 1

### LOCAL PUBLIC SERVICE AGREEMENT BETWEEN WESTMINSTER CITY COUNCIL AND THE GOVERNMENT

#### Introduction

1. Westminster City Council and the Government have made this Local Public Service Agreement (Local PSA) with the intention of further improving the services to local people that Westminster City Council provides. This agreement covers the three financial years 2003-04 to 2005-06, period June 2003 to April 2006. This date to be confirmed
2. The agreement records the present intentions of the Council and the Government. It is entered into by both in good faith, but it is expressly recognised that neither can fetter the future discretion of the Council or of Ministers and Parliament. The agreement is therefore not intended to create legal relations. Subject to that, the following points are agreed.

#### The Intentions of Westminster City Council

3. Westminster City Council will use its best endeavours to achieve more demanding performance targets than those it would be expected to achieve in the absence of this Local Public Service Agreement. These enhanced targets are specified in Schedule 1 to this agreement.

#### The Intentions of the Government

4. The intentions of the Government set out in this agreement are subject to the outcome of any statutory consultations and any necessary approval of the Treasury and Parliament.
5. The Government will implement the changes to statutory and administrative requirements set out in Schedule 2 to this agreement, subject to confirmation of the legal and operational feasibility of the changes described and to Parliamentary approval of any necessary legislation. The Government will also undertake the discussions with the Council described in Schedule 2.
6. It is recognised by Westminster City Council that, on further investigation, it may be necessary to modify the detail of the changes set out in Schedule 2 in ways that seek so far as possible, to give substantially the same extent of benefit to the Council. It is recognised by the Government that, if a change set out in Schedule 2 proves infeasible, it will use its best endeavours to provide an alternative that corresponds as closely as possible and has, so far as possible, substantially the same effect.
7. The Government will pay Westminster City Council a grant of **£931,691** in **2003-04** in support of the expenditures described in Schedule 3 to this agreement. The conditions attached to this "pump-priming" grant are also set out in Schedule 3.
8. The Government will pay a performance reward grant to Westminster City Council, as set out in Schedule 4 to this agreement, if it achieves all the enhanced targets ("performance target with Local PSA") specified in Schedule 1. Schedule 4 also sets out the grant it intends to pay if the Council secures a substantial improvement in performance that falls short of the target. The Schedule also stipulates the intended timing of payments of the grant. Westminster City Council undertakes to provide audited

information confirming the extent of improvement in their performance relative to the Local PSA performance targets set out in Schedule 1, as a precondition for the determination and payment of the performance reward grant.

Date of Agreement: [date signed]

**For Westminster City Council**

**For Her Majesty's Government**

.....  
Cllr Simon Milton  
Leader of the Council

.....  
[name] MP  
Minister of State, Office of the Deputy Prime  
Minister

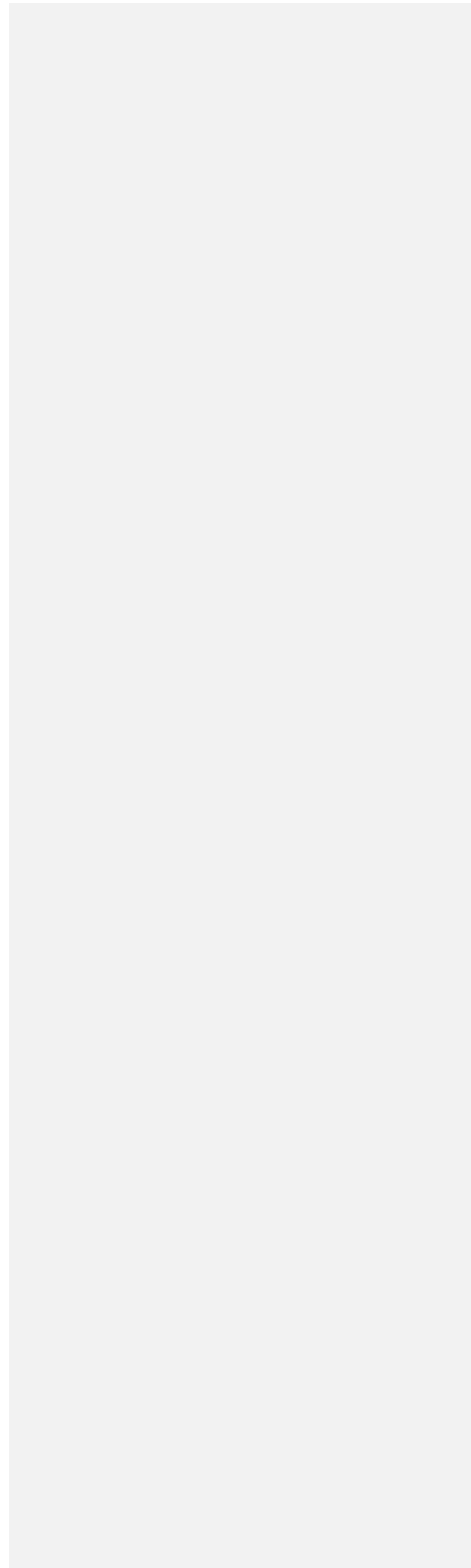
.....  
Peter Rogers  
Chief Executive

.....  
[name] MP  
Chief Secretary to Her Majesty's Treasury

The above ministers sign on behalf of their colleagues listed below [8] :

[name] MP, Secretary of State for [title]

etc



## APPENDIX 1

### SCHEDULE 1: PERFORMANCE TARGETS

#### Summary table

Target	Heading
1	Electronic Government – Increase the proportion of service requests satisfied at the first point of contact
2	Improve life chances for care leavers
3	Reduce unauthorised absence from schools and improve attendance overall
4	Reduce dumping of waste
5	Reduce fly posting
6	Improve performance at Key Stage 3
7	To increase local employment rates among under 25s
8	Reduce domestic burglary
9	Reduce youth re-offending
10	Deliver improvements in cost effectiveness
11	Reduce congestion by minimising disruption caused by statutory undertakers' streetworks in the City of Westminster
12	Develop and improve outcomes for young people through Informal Awards Scheme

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Policy Manager

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## TARGET 1

**Electronic Government – Increase the proportion of service requests satisfied at the first point of contact**

### **Indicator(s) by which performance will be measured**

We propose to break the target down into two performance measures:

1. *customer satisfaction when contacting the Council*
2. *enquiries resolved at the first point of contact*

***We will measure customer satisfaction through our annual City Survey. This is an annual survey of Westminster residents and involves face to face interviews with 1,000 people drawn from a representative sample.***

*On the question of enquiries resolved at the first point of contact we propose to include an additional question in the City Survey 2003. The City Survey is due to commence in September. We will agree the final wording with ODPM by the end of August but it will be along the lines of,*

***“Were you able to get the service or information you wanted with one visit or call to the Council”***

### **Current performance**

- 56% of customers were satisfied with the final outcome of their enquiry (*City Survey 2002*)
- We do not have current performance for enquiries resolved at the first point of contact. This will be established through the next City Survey in September 2003.

### **Performance at the end of the period of the Local PSA**

#### **Performance expected without the Local PSA**

- 54% of customers satisfied with the final outcome of their enquiry (based on national trend data from MORI)
- Without the LPSA target we project that the level of enquiries resolved at the first point of contact will remain at the current level.

#### **Performance target with the Local PSA**

- We project that satisfaction with the final outcome of enquiries will increase to 64%.
- We project that the **proportion** of enquiries **not resolved** at the first point of contact will decrease by 16% by 2006.

### **Enhancement in performance with the Local PSA**

- We project a 10% increase in satisfaction with the final outcome of enquiries.

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- We will calculate the actual enhancement in enquiries resolved at the first point of contact once the baseline figure has been set through the City Survey (based on the figure above).

### **Government commitments in this agreement that support the achievement of this target**

1. To keep the City Council informed of development of the Government Secure Extranet (GSX) and to consider the City Council for any pilot projects around authentication.

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**Status:** **AGREED**

## TARGET 2

### Improve outcomes for care leavers up to the age of 21 by:

- improving level of sustained Council contact with care leavers;
- improving the number of care leavers with a recognised educational qualification;
- improving levels of suitable housing; and
- improving the number of care leavers engaged in education, training and employment.

### Indicator(s) by which performance will be measured

Three of the four indicators use definitions from the OC3 statutory return, only they relate to young people aged 21 rather than 19. In line with the Children (Leaving Care) Act, young people looked after for less than 13 weeks will be excluded from all indicators. Otherwise, the indicators apply to all those who were looked after on 1<sup>st</sup> April in their 17<sup>th</sup> year under any legal status other than V1 (respite). For all indicators "around their 21<sup>st</sup> birthday" means within 3 months before or one month after the 21<sup>st</sup> birthday (cf OC3 statutory return).

- PI 1: the proportion of care leavers still in touch with the local authority on or around their 21<sup>st</sup> birthday (cf Item 7, OC3 statutory return)
- PI 2: the proportion of care leavers with a recognised educational qualification on or around their 21<sup>st</sup> birthday
- PI 3: proportion of care leavers in suitable accommodation on or around their 21<sup>st</sup> birthday (cf Item 9, OC3 statutory return)
- PI 4: the proportion of care leavers involved in education, training and employment on or around their 21<sup>st</sup> birthday (cf BVPI 161 / PAF A4 and Item 8, OC3 statutory return)

### Indicators will be weighted, as follows:

- PI 1: 15%
- PI 2: 30%
- PI 3: 10%
- PI 4: 45%

### Current performance

The following is based on projected performance for the 31 care leavers turning 21 during 2002-03 (the cohort have not all yet reached the age of 21).

- PI 1: 65% of care leavers are still in touch with the Council at age 21
- PI 2: 45% of care leavers have a recognised educational qualification at age 21
- PI 3: 77% of care leavers are in suitable housing at age 21
- PI 4: 42% of care leavers are involved in education, training and employment at age 21

### Performance at the end of the period of the Local PSA

#### Performance expected without the Local PSA

The following is based on performance for the 33 care leavers turning 21 during 2005-06.

- PI 1: 80% of care leavers will still be in touch with the Council at age 21
- PI 2: 50% of care leavers will have a recognised educational qualification at age 21
- PI 3: 80% of care leavers will be in suitable accommodation at age 21
- PI 4: 50% of care leavers will be involved in education, training or employment at age 21

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### Performance target with the Local PSA

The following is based on performance for the 33 care leavers turning 21 during 2005-06.

- PI 1: 90% of care leavers will still be in touch with the Council at age 21
- PI 2: 65% of care leavers will have a recognised educational qualification at age 21
- PI 3: 85% of care leavers will be in suitable accommodation at age 21
- PI 4: 70% of care leavers will be involved in education, training or employment at age 21

### Enhancement in performance with the Local PSA

- PI 1: 10%
- PI 2: 15%
- PI 3: 5%
- PI 4: 20%

### Interim performance target

	2004-05 (%)
PI 1 (contact)	80
PI 2 (qualifications)	55
PI 4 (ETE)	50

### ~~Government commitments in this agreement that support the achievement of this target~~

- ~~1. The Government to enable flexibilities within the benefits system to enable care leavers who attend short courses, training schemes or work experience schemes approved by the Westminster Accommodation & Leaving Care Team to continue to be eligible for Job Seekers Allowance and Housing Benefit. (In line with existing precedent applicable to LSC-approved courses)~~

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**Status:** ~~level of stretch agreed AGREED with Benefits F&F still under negotiation with DWP~~

### TARGET 3

**Reduce unauthorised absence, maintain that level and improve attendance overall.**

#### Indicators by which performance will be measured

- i) Overall absence in secondary schools
- ii) Overall absence in primary schools
- iii) Unauthorised absence in secondary schools (BV 46 - Percentage of half days missed due to unauthorised absence in secondary schools maintained by the local education authority but excluding special schools.
- iv) Unauthorised absence in primary schools (BV 45 - Percentage of half days missed due to unauthorised absence in primary schools maintained by the local education authority but excluding special schools.

Targets will be assessed against national DfES attendance tables expected to be published autumn 2006 relating to academic year 2005/2006.

#### Current performance (2001/02)

- i) Overall absence in secondary schools – 9.4%
- ii) Overall absence in primary schools – 6.6%
- iii) Unauthorised absence in secondary schools – 1.8%
- iv) Unauthorised absence in primary schools – 0.8%

#### Performance at the end of the period of the Local PSA (academic year 2005/06)

##### Performance expected without the Local PSA

- i) 7.4%
- ii) 4.9%
- iii) 1.1%
- iv) 0.4%

##### Performance target with the Local PSA

- i) 6.9%
- ii) 4.25%
- iii) 0.99%
- iv) 0.36%

##### Enhancement in performance with the Local PSA

- i) 0.5 percentage point improvement
- ii) 0.65 percentage point improvement
- iii) 0.11 percentage point improvement
- iv) 0.04 percentage point improvement

#### Interim performance target (academic year 2004/05)

- i) 7.3%
- ii) 4.7%
- iii) 1.0%
- iv) 0.38%

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### **Government commitments in this agreement that support the achievement of this target**

1. The Government to allow Westminster Education Welfare Officers to work across local authority boundaries in neighbouring boroughs to enable them to work with non-resident pupils in Westminster schools.

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**Status: AGREED**

#### TARGET 4

**Reduce occurrence of dumped waste across Westminster by 19%, from an expected 23,918 to 19,374 per annum, by end of 2005-06**

#### **Indicator(s) by which performance will be measured**

The recorded number of occurrences of dumped waste

#### **Current performance**

There were 26,576 recorded occurrences of dumped waste in Westminster in 2001-02.

#### **Performance at the end of the period of the Local PSA**

##### **Performance expected without the Local PSA**

23,918 occurrences (a reduction of 10% from 2001-02)

##### **Performance target with the Local PSA**

19,374 occurrences in 2005-06

##### **Enhancement in performance with the Local PSA**

4,544 fewer recorded occurrences of dumped waste (hence 19% reduction from current expected performance)

#### **Interim performance target**

22,362 occurrences in 2004-05.

#### **Government commitments in this agreement that support the achievement of this target**

1. The Department for Environment, Food and Rural Affairs will establish arrangements which will allow for receipts arising from Fixed Penalty Notices for dog fouling and littering offences issued under the Dogs (Fouling of Land) Act 1996 and the Environmental Protection Act 1990, surrendered by Westminster City Council to the Secretary of State, to be repaid to the Authority for use in relation to approved categories of initiatives to further improve street cleanliness in Westminster.

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**Status:** **AGREED**

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### TARGET 5

**Increase rate at which flyposting is removed so that 90% is removed within 10 days of being reported**

**Indicator(s) by which performance will be measured**

% of all identified sites cleared within 10 days

**Current performance (average for the period January 2002 – April 2003)**

50% of all flyposting is removed with 10 days

**Performance at the end of the period of the Local PSA (June 2006)**

**Performance expected without the Local PSA**

70% removed within 10 days

**Performance target with the Local PSA**

90% removed within 10 days

**Enhancement in performance with the Local PSA**

20% more removed within 10 days

**Interim performance target for 2004-05**

70% removed within 10 days

**Government commitments in this agreement that support the achievement of this target**

1. Government will give Westminster City Council power to levy fixed penalty fines for fly posting offences.
2. Government will grant the City Council the power to retain income from fixed penalty fines.
3. Government commits to including in its current review of enforcement a review of the level of fines available for fly posting offences, with a view to increasing the maximum level to reflect the total value of the advertisement to its beneficiary.

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**Status:        AGREED**

## TARGET 6

### Raise standards at Key Stage 3 in maths, English, science and ICT in targeted schools in Westminster

#### Indicator(s) by which performance will be measured

Aggregate performance of schools listed below against:

BVPI 181a (No. of pupils attaining level 5 or above in English at KS3)

BVPI 181b (No. of pupils attaining level 5 or above in maths at KS3)

BVPI 181c (No. of pupils attaining level 5 or above in science at KS3)

PI (Local) (No of pupils attaining level 5 or above in ICT at KS3)

Schools included are:

North Westminster Community School

Pimlico School

St Augustine's C of E High School

St George RC School

Quinin Kynaston School (science only)

#### Current performance (2002)

English 45%

Maths 46%

Science 45%

ICT

#### Performance at the end of the period of the Local PSA (summer 2006) – academic year 2005-06

##### Performance expected without the Local PSA

English 64%

Maths 63%

Science 62%

ICT 60%

##### Performance target with the Local PSA

English 66%

Maths 65%

Science 63%

ICT 61%

##### Enhancement in performance with the Local PSA

English 2%

Maths 2%

Science 1%

ICT 1%

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**Status:** **AGREED**

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### TARGET 7

#### Improve employment outcomes for disadvantaged young people

The target will be achieved by providing a comprehensive programme that will guarantee a job interview upon the successful completion of a structured apprenticeship scheme. This is a new initiative, and work has not been undertaken with this group in the past. Although the employment of local labour is encouraged in Westminster City Council's contracts, it is unlikely that the Council's contractors would produce a structured programme that would specifically target Westminster's most disadvantaged residents or offer ongoing support throughout the apprenticeship period and a guaranteed opportunity of sustainable employment.

#### Indicator by which performance will be measured

The number of Modern Apprenticeships successfully completed by disadvantaged workless young people age 16-25 as part of the Learning and Skills Council's Modern Apprenticeship scheme. Disadvantaged in this context means someone with one or more of the following characteristics

- Lives in one of our most deprived areas [as defined in the Westminster Neighbourhood Renewal Strategy]
- Involved in crime or anti-social behaviour
- Youth Offending Team client, or on YOT diversionary programmes
- Current or history of contact with alcohol or substance misuse agencies
- Teenage and/or lone parent
- Homeless, history of homelessness or at risk of homelessness.
- Family lives/lived in Bed and Breakfast or other temporary housing
- Low educational attainment
- History of non-attendance at school
- History of exclusion from school
- From a workless household
- History of parental abuse and / or neglect
- Experience of domestic violence
- Alcohol or other substance misuse by parents or other family members
- Parental or sibling criminal convictions
- Mental health difficulties
- Learning disability
- Long term physical illness
- Physical disability
- Cares for another family member
- Black & minority ethnic background
- Refugee status
- English as a second language
- Parents with English as a second language, or no English language skills
- Looked after as a child or care leaver
- 16-17 year olds who qualify for exceptional hardship payments
- history of failure in other employment / training programmes

#### Current performance

None: this is a new initiative

#### Performance at the end of the period of the Local PSA (June 2006)

##### Performance expected without the Local PSA

0

##### Performance target with the Local PSA

30

**Enhancement in performance with the Local PSA**

30 Modern Apprenticeships successfully completed by end June 2006

**Interim performance target**

20 Foundation Modern Apprenticeships successfully completed by end June 2005

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**Status:** **AGREED**

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### TARGET 8

#### Reduce domestic burglary in City of Westminster

##### Indicator(s) by which performance will be measured

Domestic burglary in the City of Westminster recorded annually by the Metropolitan Police crime statistics.

##### Current performance

There were 2,752 domestic burglaries recorded in City of Westminster in 1998-99.  
2001-02 performance – 2,524

##### Performance at the end of the period of the Local PSA

###### Performance expected without the Local PSA

2,380 domestic burglaries by 2005-06

###### Performance target with the Local PSA

2,220 domestic burglaries in 2005-06

###### Enhancement in performance with the Local PSA

160 fewer burglaries

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**Status:** AGREED

## TARGET 9

### Reduce the rate of re-offending of young offenders resident in Westminster

#### Indicator(s) by which performance will be measured

The rate of re-offending of young offenders aged 10 to 17, as measured by data specified by the Youth Justice Board and collected by the Youth Offending Team. The measurement is based on data from particular cohorts, collected in the last 3 months of each calendar year. The cohort is tracked for 12 months, and a count made of the number of offenders receiving further reprimands, final warnings and sentences.

**Current performance** (measured by using the October to December 2001 cohort tracked for 12 months)

27 out of 81 young people re-offended  
Re-offending rate equals 33%

**Performance at the end of the period of the Local PSA** (measured by using the October to December 2004 cohort tracked for 12 months - information available January 2006)

#### Performance expected without the Local PSA

Re-offending rate equals 28%

#### Performance target with the Local PSA

Re-offending rate equals 25%

#### Enhancement in performance with the Local PSA

3% points

#### Government commitments in this agreement that support the achievement of this target

1. DWP agree that a person entitled to rent allowance, although able to act on his/her own behalf, may request in writing that an appropriate authority make payments to a person, who if a natural person must be aged 18 or over, nominated by him, and the authority may make payments to that person.
2. Pooling of budgets and transfer between funding streams (both from Youth Justice Board and other sources) is likely to be allowed (within the financial year) on the following conditions:
  - Original projects must be delivered;
  - Majority of cash must go to original purpose (75%)
  - Any new project must be within YOT's statutory duties
  - YOT must submit costed plan for the new work/work involving the pooled budget
  - Original grant recipient remains responsible for accounting to YJB for use of it
  - Audit certificates must be supplied for new as well as original projects
  - ISSP budgets cannot be diverted
  - The YJB will look sympathetically on year end flexibility for specific projects in specific circumstances



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**Status:** **AGREED**

## TARGET 10

**Ensure continuous improvement in the economy, efficiency and effectiveness of local services through overall annual improvements in cost effectiveness of 2% or more.**

### **Indicator(s) by which performance will be measured**

Westminster City Council will devise a measure of cost effectiveness based on a basket of indicators reflecting the particular circumstances of the council, which it will seek to agree with the Office of the Deputy Prime Minister.

Westminster City Council also agrees, in principle, that an increase in cost effectiveness of 2% per year should be regarded as the performance achievable without the LPSA, and that the target performance with the PSA will be set at a higher level. A firm agreement on the target is, however, dependent on consideration of the specification of the measure of cost effectiveness that is eventually adopted including recognition of contractually committed short and long term costs.

A draft basket of indicators is attached for further development.

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**Status:** **Basket of indicators still under development in consultation with departments and ODPM \***

*\*Cost effectiveness targets are expected to take longer to finalise than other targets – this has been true of almost all other authorities' LPSAs. The cost effectiveness target can be completed after the Agreement is signed, if necessary.*

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Draft basket of indicators

No.	PI No.	Year of Definition	Responsible Officer	Description
1	PAF A2/BVPI 50	2003/04	Lucie Reader	<b>SOCIAL SERVICES</b> Educational Qualifications of LAC
2	PAF C24	2000/01	Lucie Reader	Children looked after absent from school
3	PAF D35	2000/01	Lucie Reader	Long-term stability of children looked after
4	BVPI161/PAF A4	2000/01	Lucie Reader	Employment, education and training for care leavers
5	PAF D39/BVPI 58	2000/01	Mike Rogers	People receiving a care plan as % of those receiving a service
6	PAF D42	2000/01	Mike Rogers	Assessments where needs of carer assessed as % of all assessments
7	BVPI 38	2000/01	Tony Benton	<b>EDUCATION</b> Pupils 5 or more GCSE's at grade A-C
8	BVPI 39	2002/03	Tony Benton	Pupils 5 or more GCSE's at grade A-G
9	BVPI 40	2000/01	Tony Benton	Pupils level 4+ Key stage 2 Mathematics test
10	BVPI 41	2000/01	Tony Benton	Pupils level 4+ Key stage 2 English test
11	BVPI 45 (LPSA)	2002/03	Tony Benton	Half days missed due to total absence in secondary schools
12	BVPI 46 (LPSA)	2002/03	Tony Benton	Half days missed due to total absence in primary schools
13	BVPI159c	2002/03	Tony Benton	% permanently excluded pupils provided with alternative tuition of 13-19 hours
14	BVPI159d	2002/03	Tony Benton	% permanently excluded pupils provided with alternative tuition of 20 hours or more
15	BVPI 165	2002/03	Robert Coleman	<b>HIGHWAYS</b> % of pedestrian crossings with facilities for disabled people
16	BVPI 82(a)		Jackie Cutts	<b>ENVIRONMENT &amp; LEISURE</b> % total tonnage household waste arisings which have been recycled
17	Local – LPSA	Local	Jackie Cutts	Reduce occurrence of dumped waste across WCC by 19%
18	Local – LPSA	Local	Jackie Cutts	Increase rate at which flyposting is removed so that 90% is removed within 10 days of being reported
19	Local	Local	David Kerrigan	Total number of visits to Leisure Centres (Millions)

No.	PI No.	Year of Definition	Responsible Officer	Description
21	Local	<b>Local</b>	Ian Clarke	<b>HOUSING</b> Bed & Breakfast accommodation as % of total temporary accommodation
22	Local	<b>Local</b>	Ian Clarke	Rent arrears of current tenants as proportion of authority's rent roll
23	BVPI 63	<b>2000/01</b>	Ian Clarke	Energy Efficiency - the avg SAP rating of Local Authority owned dwellings
24	BVPI 64	<b>2002/03</b>	Ian Clarke	No. of unfit private sector vacant dwellings returned into occupation or demolished resulting from LA action
25	Local	<b>Local</b>	Ron Lavers	<b>PLANNING</b> Increase Building Control Full Applications within 3 Weeks
26	BVPI 109a	<b>2002/03</b>	John Finnen	% Planning applications determined in line with Development control targets (Major Applications)
27	BVPI 109b	<b>2002/03</b>	John Finnen	% Planning applications determined in line with Development control targets (Minor Applications)
28	BVPI 109c	<b>2002/03</b>	John Finnen	% Planning applications determined in line with Development control targets (Other Applications)
29	Local	<b>Local</b>	Alex Chowdhry	<b>COMMUNITY PROTECTION</b> Reduce all burglary by 5% across Westminster
30	BVPI 156	<b>2002/03</b>	Mary Chamberlain	<b>CORPORATE</b> % of LA buildings in which all public areas suitable for pedestrian crossings with facilities for disabled people
31	BVPI 157	<b>2002/03</b>	Ben Goward	% interactions with public, by type, which are being delivered using internet protocols or other paperless methods
32	BVPI 8	<b>2000/01</b>	Jonathan Williams	% of invoices for commercial goods paid by authority within 30 days
33	BVPI 78a		Martin Hinckley	<b>COUNCIL TAX &amp; BENEFITS</b> Speed of Processing new claim to HB/CTB (Calendar days)
34	BVPI 78b		Martin Hinckley	Speed of Processing changes of circumstances to HB/CTB (Calendar days)

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### TARGET 11

Reduce congestion by minimising disruption caused by statutory undertakers' streetworks in the City of Westminster

#### Indicators by which performance will be measured

1. Travel rate (ie minutes per kilometre) in Westminster compared with the inner London average rate
2. Congestion index (ie actual minutes per kilometre compared with that expected in free flow conditions) in Westminster compared with inner London average index

[Note - Transport for London have agreed to provide Westminster City Council with data showing the following:

- Travel rate inside the congestion charging zone in Westminster
- Travel rate across the whole congestion charging zone
  
- Travel rate for the Inner Ring Road where it passes through Westminster
- Travel rate for the whole Inner Ring Road
  
- Travel rate within Westminster but outside the congestion charging zone
- Average travel rate for the whole of inner London outside the congestion charging zone]

This data is collected by Transport for London every 2 months, and will be made available to Westminster once it has been analysed by TfL – this is approximately 8 weeks after the data is collected. The data will be available until at least the end of 2005]

#### Current performance

Baseline to be established between June and September 2003.

#### Performance at the end of the period of the Local PSA (June 2003 to September 2006)

##### Performance expected without the Local PSA

No change from current levels

##### Performance target with the Local PSA

##### Options depending on delivery of FF by DfT:

1. In the first instance, Westminster will use current powers to introduce better co-ordination of statutory undertakers' streetworks by implementing an incentives-based approach, using the power to vary charges under s.74 (vii). This is expected to result in improvements as follows:
  - **4% improvement in reliability of journey times for general traffic and goods vehicles**
  - **5% reduction in the % of time that roads are congested**

2. If the Government gives Westminster the ability to introduce s.74A (lane rental) charges by the end of 2004, Westminster will undertake to deliver **further** improvements in all three indicators as follows:
  - **6% improvement in reliability of journey times for general traffic and goods vehicles**
  - **5% reduction in the % of time that roads are congested**
3. If the Government allows Westminster to implement a permit-to-work system for statutory undertaker's streetworks **by the end of 2004**, Westminster will undertake to deliver **a further 5% improvement** in all three indicators.

**Enhancement in performance with the Local PSA**

Enhancement in performance will depend on the level of powers granted to Westminster, but will be a minimum of:

- 4% improvement in reliability of journey times for general traffic and goods vehicles
- 5% reduction in the % of time that roads are congested

**Government commitments in this agreement that support the achievement of this target**

1. Government will work with Westminster City Council to design, develop and pilot new ways of working to ensure better co-ordination of streetworks and reduced traffic congestion.
2. As soon as is practicable, Government to grant to Westminster City Council the power to ban statutory undertakers from carrying out streetworks without prior express consent from the Council, and to impose penalties for non-compliance.
3. As soon as is practicable, Government to extend powers under s.74a of the New Roads and Street Works Act to Westminster City Council to enable the Council to charge statutory undertakers a daily rate from day one of works, according to an agreed tariff.

**Contact:** Derek Barnden  
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Email: dbarnden@westminster.gov.uk

*\*Discussions are still underway to finalise the precise definition of this target. ODPM have recommended the target to Ministers for agreement, and do not expect any substantive issues to arise. Department for Transport are happy to agree the target in principle and allow time to complete the detail over the summer if necessary.*

## APPENDIX 1

### TARGET 12

#### Increase the number of Youth participants achieving informal accreditation

##### Indicators by which performance will be measured

- i) number of youth participants in the youth service achieving accreditation
- ii) number of young people achieving accreditation who are from disadvantaged backgrounds

**Note:** "Disadvantaged background" is defined according to the definition in the national Youth Service target:

- Young people excluded from school, either fixed term or permanently
- Non-attenders (ie. attend school for less than 80% of required time)
- Looked after children and care leavers
- Those in touch with drugs agencies
- Teenage parents
- Young people involved in antisocial behaviour
- Those with disabilities
- Those from BME communities

##### Current performance (2002-03)

- i) 294 (approx)
- ii) 20

##### Performance at the end of the period of the Local PSA (year to March 2006)

###### Performance expected without the Local PSA

- i) 1,445
- ii) 144

###### Performance target with the Local PSA

- i) 1,493
- ii) 448

###### Enhancement in performance with the Local PSA

- i) 48
- ii) 304

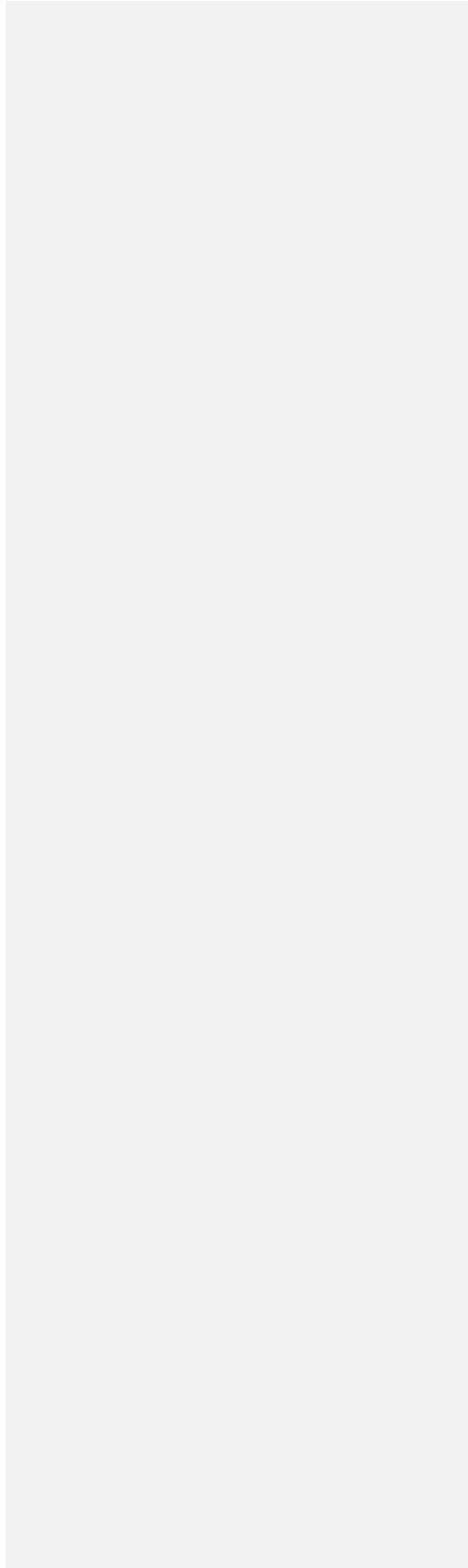
##### Interim performance target (2004-05)

- i) 1,324
- ii) 199

Entitlement to Performance Reward Grant for this target will depend on performance against the sub-targets according to the following weighting: sub-target (i) 40%; sub-target (ii) 60%.

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**Status:     AGREED**





## APPENDIX 1

### SCHEDULE 2: FREEDOMS & FLEXIBILITIES

The Government intends to make the changes specified below in various statutory and administrative requirements, as they relate to Westminster City Council [and to pursue the further discussions described below].

The legal and practical feasibility of some of the changes had not been established at the time that this agreement was concluded. If the precise changes specified prove infeasible, the Government will use its best endeavours to achieve substantially the same effects by other means.

#### **In support of target 1: delivering electronic government**

##### Change 1

Government will keep the City Council informed of development of the Government Secure Extranet (GSX) and to consider the City Council for any pilot projects around authentication.

~~In support of Target 2: improve outcomes for care leavers~~

##### Change 4

~~The Government will enable flexibilities within the benefits system so that care leavers who attend short course, training schemes or work experience schemes approved by Westminster Accommodation and Leaving Care Team continue to be eligible for Job Seekers Allowance and Housing Benefit, if they are not eligible for a training allowance.~~

#### **In support of Target 3: reduced unauthorised absences and improve attendance in schools**

##### Change 2

The Government to allow Westminster Education Welfare Officers to work across local authority boundaries in neighbouring boroughs to enable them to work with non-resident pupils in Westminster schools.

#### **In support of Target 4: Reduce occurrence of dumped waste in Westminster**

##### Change 36

The Department for Environment, Food and Rural Affairs will establish arrangements which will allow for receipts arising from Fixed Penalty Notices for dog fouling and littering offences issued under the Dogs (Fouling of Land) Act 1996 and the Environmental Protection Act 1990, surrendered by Westminster City Council to the Secretary of State, to be repaid to the Authority for use in relation to approved categories of initiatives to further improve street cleanliness in Westminster.

#### **In support of Target 5: increase clearance of sites with fly-posting: still under discussion**

##### Change 74

The Government will grant Westminster City Council the power to levy fixed penalty fines for fly-posting.

##### Change 85

The Government will grant Westminster City Council the power to retain income from fixed penalty fines.

##### Change 69

The Government will commit to including in its current review of enforcement a review of the level of fines available for fly posting offences with a view to increasing the maximum level to reflect the total value of the advertisement to its beneficiary.

#### **In support of Target 9: reduce youth re-offending**

##### Change 107

DWP agree that a person entitled to rent allowance, although able to act on his/her own behalf, may request in writing that an appropriate authority make payments to a person, who if a natural person must be aged 18 or over, nominated by him, and the authority may make payments to that person.

##### Change 118

Pooling of budgets and transfer between funding streams (both from Youth Justice Board and other sources) is likely to be allowed (within the financial year) on the following conditions:

- Original projects must be delivered;
- Majority of cash must go to original purpose (75%)
- Any new project must be within YOT's statutory duties
- YOT must submit costed plan for the new work/work involving the pooled budget
- Original grant recipient remains responsible for accounting to YJB for use of it
- Audit certificates must be supplied for new as well as original projects
- ISSP budgets cannot be diverted
- The YJB will look sympathetically on year end flexibility for specific projects in specific circumstances

#### **In support of Target 11: reduce disruption caused by statutory undertakers' streetworks**

##### Change 92

As soon as is practicable, Government to grant to Westminster City Council the power to ban statutory undertakers from carrying out streetworks without prior express consent from the Council, and to impose penalties for non-compliance.

##### Change 10

As soon as is practicable, Government to extend powers under s.74a of the New Roads and Street Works Act to Westminster City Council to enable the Council to charge statutory undertakers a daily rate from day one of works, according to an agreed tariff.

##### Change 114

The Government will work with Westminster City Council to design, develop and pilot new ways of working to ensure better co-ordination of streetworks and reduced traffic congestion.

## APPENDIX 1

### Change 126 (Unsupported Credit Approvals)

The Government will permit the Council scope for an additional **£1,966,875,000** of borrowing during the period of this Local PSA. The borrowing will be unsupported by any additional grant or subsidy.

The Office of the Deputy Prime Minister will therefore issue an "Unsupported Credit Approval" (UCA) (a Supplementary Credit Approval that attracts no additional revenue support) of **£1,966,875,000** to Westminster City Council. This UCA will be usable at any time during the Local PSA in respect of any of the projects listed below, subject to the maximum amount mentioned against each project.

Target	Description	Amount
1	Investment in Customer Service initiative: interactive quality assurance model and document imaging	£1,500,000
2	Development of database	<del>£246,000</del> 125,000
8	Investment in mobile police station/CCTV unit	£50,000
11	Development of systems for highways management	£200,000
<b>Total</b>		<b>£1,966,875,000</b>

**SCHEDULE 3: PUMP PRIMING GRANT  
IN SUPPORT OF INVEST TO SAVE OR INVEST TO IMPROVE PROJECTS**

To assist in achieving the targets set out in this Agreement, the Government will make a pump priming grant of **£931,691** to Westminster City Council as a contribution towards expenditure of an “invest to save” or “invest to improve” nature. This grant will be paid no later than the financial year following that in which this agreement was concluded.

The grant is intended to contribute to the costs of the projects detailed below in Table 1, to the extent shown in the final column. It must be spent, during the period of this Local PSA, in accordance with this Schedule, or as otherwise agreed with the Government as likely to assist in achieving the enhanced performance specified in Schedule 1. Conditions protecting the proper use of public funds will apply.

**Table 1**

Target	Project	Planned total of council expenditure (£)	Grant contribution towards this expenditure (best estimate) (£)
1	Independent user surveys carried out at regular intervals during the project	£28 million for 2003-04	£50,000
2	<a href="#">Funding for one additional post for 3 years</a> <a href="#">2 additional posts for 1 year</a> <a href="#">Funding for grants towards childcare costs</a> <a href="#">Set-up costs</a>	£1,125,000 (Westminster Accommodation and Leaving Care team)	£105,500
3	Funding for 3 community liaison officers for BME communities and 1 Inclusion Co-ordinator for 1 year	Education Welfare estimated spend for 2002-03: £686,300	£115,000
4	Funding for 3 additional enforcement staff for 1 year	<ul style="list-style-type: none"> <li>• 2003-04: £102,000</li> <li>• 2004-05: £102k pa funded by retained fines</li> <li>• additional resources from cleansing contract:</li> </ul> overall total:	£102,000
5	Funding for 1 additional post for 3 year and publicity campaign	<ul style="list-style-type: none"> <li>• 2003-04: £84,000</li> <li>• 2004-05: £84k pa funded by retained fines</li> <li>• additional resources from cleansing contract:</li> </ul> overall total:	£109,000
6	AST allowances and establishment of model classrooms for core	Key Stage 3 grant to date: £833,300	£80,200

**APPENDIX 1**

	subjects		
7	Funding for 1 project co-ordinator post for 3 years	£90,000	£75,000

<b>Target</b>	<b>Project</b>	<b>Planned total of council expenditure (£)</b>	<b>Grant contribution towards this expenditure (£)</b>
8	1 part-time post Development of victim prevention packs		£60,000
9	Funding for additional staff to manage education and housing provision for 2 years	Total YOT budget estimate: £1.3m per annum	£85,000
11	1 additional post for 1 year, + set-up costs	£50,000 per annum	£50,000
12	1½ additional posts for 2 years Exam fees	Youth Service project spend 2002-03: £1.79m net	£100,000
<b>Total</b>			<b>931,700</b>

## APPENDIX 1

### SCHEDULE 4: PERFORMANCE REWARD GRANT

The provisions of this Schedule are subject to any additional provisions on the performance reward grant elsewhere in the Agreement.

#### The total potential grant

The total potential grant is equivalent to 2.5% of the authority's net budget requirement for 2002-03, ie. **£5,898,392**. It is divided equally among the targets. Where a target has sub-targets, the amount for the target is sub-divided equally among the sub-targets. The relevant net budget requirement was £235,935,674.

#### The reward for achievement on a target

The proportion of the potential grant attributed to a target or sub-target that is payable is the same as the proportion of the 'enhancement in performance with the Local PSA' specified in Schedule 1 that the authority achieves, subject to a maximum proportion of 100% and a minimum of 60%. If the authority achieves less than 60% of that enhancement in performance, nothing is included in the grant in relation to that target or sub-target.

#### Payment of the grant

##### *Main grant*

The grant will be paid in two equal instalments in the financial year following that in which the end date of the Local PSA falls, and the next financial year, subject to the qualification below relating to interim payments on account.

##### *Interim payment on account*

Where the authority and the Government have agreed an interim level of performance in relation to a target (or sub-target), as specified in Schedule 1, and the authority achieves it, the Government intends to pay one-fifth of the grant attributed to that target (or sub-target) in the financial year before the first year in which payment of the main grant would be due. This is treated as a 'payment on account'. The definitive calculation of the grant will be made as described above. The balance of the grant entitlement will be paid in equal instalments in the two subsequent financial years. If the definitive calculation yields a smaller grant entitlement than the 'payment on account', the excess payment will be recovered.

Half of each instalment of the grant will be paid as a capital grant, and half as a revenue grant.