Appendix 1

London Councils
Quarter 3 Performance Highlights
A summary of London Councils Performance for the period October 2007 to December 2007

Transport Environment & Planning

Parking & Traffic Appeals Service (PATAS)

London Councils Parking & Traffic Appeals Service has shown another increase in the percentage of cases closed within 49 days raising to 61% in Q3 2007/08 from 49% in Q1 2007/08.

The percentage of personal hearings commencing within 15 minutes of schedule has increased to 97% in Q3 from 91% the previous two quarters. The annual target for this indicator is 80% and overall performance can be considered extremely good. However, although the percentage of cases closed within 49 days has increased steadily from 49% in Q1 to 61% in Q3, they still fall short of the annual target of 80%.

### Performance Indicators

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>04/06 Full Year</th>
<th>05/06 Full Year</th>
<th>06/07 Full Year</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>07/08</th>
<th>Performance Trend</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Notice of Appeals</td>
<td>59,909</td>
<td>58,033</td>
<td>60,159</td>
<td>18,337</td>
<td>15,980</td>
<td>15,822</td>
<td>14,057</td>
<td>↓</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Number of cases closed</td>
<td>63,682</td>
<td>54,769</td>
<td>62,771</td>
<td>14,689</td>
<td>12,759</td>
<td>13,938</td>
<td>14,766</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>% of cases closed within 49 days</td>
<td>39%</td>
<td>29%</td>
<td>40%</td>
<td>56%</td>
<td>49%</td>
<td>56%</td>
<td>61%</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Number of Personal Hearings</td>
<td>9,588</td>
<td>9,475</td>
<td>9,656</td>
<td>2,527</td>
<td>2,276</td>
<td>2,342</td>
<td>2,381</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>% of Personal Hearings commence within 15 minutes of schedule (adjusted)</td>
<td>N/A</td>
<td>N/A</td>
<td>91%</td>
<td>94%</td>
<td>91%</td>
<td>91%</td>
<td>97%</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
</tbody>
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### Congestion Charging Adjudicators

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>04/06 Full Year</th>
<th>05/06 Full Year</th>
<th>06/07 Full Year</th>
<th>Q4</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>07/08</th>
<th>Performance Trend</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Notice of Appeals</td>
<td>28,223</td>
<td>18,669</td>
<td>9,057</td>
<td>2,688</td>
<td>3,860</td>
<td>3,745</td>
<td>3,331</td>
<td>↓</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Number of cases closed</td>
<td>30,086</td>
<td>24,840</td>
<td>11,063</td>
<td>2,106</td>
<td>3,397</td>
<td>3,043</td>
<td>3,137</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>% of cases closed within 65 days</td>
<td>40%</td>
<td>32%</td>
<td>42%</td>
<td>53%</td>
<td>52%</td>
<td>50%</td>
<td>67%</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Number of Personal Hearings</td>
<td>3,081</td>
<td>1,838</td>
<td>789</td>
<td>192</td>
<td>252</td>
<td>74</td>
<td>159</td>
<td>↑</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>% of Personal Hearings commence within 15 minutes of schedule (adjusted)</td>
<td>N/A</td>
<td>N/A</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
<td>95%</td>
<td>96%</td>
<td>↑</td>
<td>80%</td>
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</table>
Although the general trend for Q3 shows a decrease when compared to Q2, the actual performance for Parking TRACE, TEC and DVLA remains positive with each service achieving their target within +/- 10%.

It should be noted however that The percentage of TRACE calls answered in 20 seconds has been decreasing steadily over the last four quarters.

The number of Taxicard members at the start of the quarter has decreased slightly to 75,343 from it's highest level at 79,951 in Q2. However the actual number of trips made has increased from 354,541 in Q2, to 355,947 in Q3.

The number of boroughs where 90% of advanced bookings arrive within 15 Minutes has fallen slightly from 17 in Q2, to 15 in Q3 and it is a similar story with the number of boroughs where 90% of ASAP bookings arrive within 30 minutes fell from 15 in Q2, to 12 in Q3.
Priority 1: We will promote the case for maximising financial resources for London councils and, working with partners, lobby for the needs of London to be fully recognised.

Appendix 2
London Councils performance against the Corporate Business Plan Quarter 3 (October 2007 - December 2007)

Fair Funding for London

- Responded to the announcement of the Comprehensive Spending Review 2007 with widely distributed on-the-day briefing and undertook range of lobbying to emphasise the importance of fair funding to London. Impact of changes to children and younger adults needs formulae featured on the Politics Show.

- Achieved wide press coverage highlighting concerns with the population estimates and projections and the new methodology for assessing international migration. Joint letter from the Chairman and Mayor of London sent to the Chancellor of the Exchequer and received extensive coverage including feature on the Politics Show.

- Worked with member authorities to develop London Councils’ response to the consultation on formula grant options and ensured a common line was promoted from London.

- The provisional Local Government Finance Settlements for 2008/09 to 2010/11 were announced in December 2007. An on-the-day briefing analysing the impact on boroughs was sent to Leaders, London MPs, Chief Executives, Treasurers and borough finance officers and placed on the London Councils website. Responded to a wide range of detailed queries from boroughs.

- Issued a press release on the “devastating” settlement for London, briefed Chairman for media interviews, and undertook extensive briefing of trade and regional press. This led to wide media coverage of London’s concerns.

- Submitted written evidence to the Treasury Sub-Committee on “Counting the Population” setting out concerns with the current population data used for grant allocations.

- Successfully lobbied the Department for Communities and Local Government (CLG) not to change proposed profile of payments of National Non Domestic Rates (NNDR)/Revenue Support Grant (RSG) for 2008/09.

- London Councils approved as an European Social Fund (ESF) co-financing body for 2008 to 2013.

- In addition to the new EU Structural Funds programmes, several new EU programmes came on line during the autumn and into the first quarter of 2008. The European Service plans a series of workshops and seminars to ensure that borough officers are fully informed about new funding opportunities and equipped to access these.

- European Social Fund (ESF) Programme: a joint prospectus from the 3 main co-financing bodies in London (London Development Agency, the Learning and Skills Council, and London Councils) was issued for the 2008-10 programme; the prospectus highlights the different specialist funding roles of each co-financing body as a guide for potential applicants.

- Lobbied the CLG for an increase in Homelessness Grant to ameliorate the effect of the 10% cut in the Housing Benefit cap for private sector leasing in London.

- Following submission of London Councils’ response to Government’s consultation on 2008-10 Rent Setting Mechanism, further modelling work has been completed on the impact of rent increases to tenants, which has informed London Councils’ response to the Housing Revenue Account (HRA) draft determination.

- Won an agreement from the Borders and Immigration Agency (BIA) to compensate boroughs for additional costs arising from the BIA’s planned programme to grant independent leave to remain to asylum seekers with applications older than three years and to extend the programme deadline from November 07 to March 08.

- £11m has been made available for Regional Improvement & Efficiency Partnerships for 2007/08 and London has submitted a bid for additional funding of £700,000.

- Active involvement in writing guidance and developing a programme supporting boroughs that wish to apply for funding to improve broader area-based schemes.
Priority 2: We will ensure that the excellent services delivered by London’s councils are supported by strong and effective governance arrangements which allow the boroughs and the City of London to fulfil their rightful role in developing London as a world city.

**Governing a world city**

- Drafted a proposed London Councils’ response to the consultation on the draft Mayor of London Order and GOL Circular. This will be agreed at TEC on 7th February and at Leaders on 12th February.

- A London wide Joint Overview & Scrutiny Committee (JOSC) has been established to consider the Darzi Report and makes its recommendations in May 2008. All London authorities are taking part in the JOSC.

- The first formal meeting of the London wide JOSC was hosted by L.B. Hammersmith & Fulham on 30 November. Cllr Mary O’Connor (L.B. Hillingdon) was elected Chair and the Vice Chairs are Cllr Meral Ece (L.B. Islington) and Cllr Barrie Taylor (L.B. Westminster). The second meeting was held on 7 December at which Dr Fiona Campbell presented the report she had prepared on the scrutiny perspective of the Darzi report funded by the CfPS.

- Six London Scrutiny Learning Events supported by Capital Ambition have been organised by the London Scrutiny Network concluding in November 2008 with “Scrutinising Partnerships”.

- Eight authorities have signed their commitment to the London Member Development Charter (LMDC) and another 3 are close to signing. It is expected that 3 authorities will have achieved the Charter by March 2008. Assessments are also being scheduled for April and June for 2 further councils.

- A response was submitted to the Roberts Commission. There has since been a meeting with CLG officials to discuss possible next steps particularly around the 2010 project.

- London Councils has fought for the adoption of a statutory Waste and Recycling Fund and Board (LWRB) and has been successful on both counts.

- London Councils has worked to influence the contents of the Draft Mayoral Order which defines the Mayors’ planning powers. In particular this details the planning applications that have to be referred to the Mayor.

- Continuing to work on the Draft Mayor’s Housing Strategy (DMHS), the Mayor’s Strategic Housing Investment Plan, and the Evidence Base (‘Housing in London’) published in September 2007. London Councils coordinated an early response to the GLA with input from borough members and officers.

- Successfully challenged the Greater London Authority (GLA) on plans to produce a single Housing Market Assessment (HMA) for London. London Councils is currently working with sub-regional coordinators to structure borough HMA activity.

- **Throw away shopping bags** - Leaders agreed to go ahead with a Bill to ban the distribution of free, throw away shopping bags in London. The decision follows a London-wide consultation organised by London Councils on its proposals to introduce either a levy or a ban on throw away shopping bags in the capital. Over 90% of people responding to the consultation called for action on shopping bags; nearly 60% felt strongly enough to call for an outright ban.

- London Councils is working with the Metropolitan Police Service (MPS) Olympic Security Directorate to ensure local authority input into the strategic plans that are being developed for Olympic Security. (there will be a significant impact on steady state policing in the localities during 2012, which Councils will be keen to manage) An MPA scrutiny of this work is scheduled for 2007/08.

- London Councils met with the Mayor’s Office and LDA in October and November to discuss the detail of the London Youth Offer. Submitted a joint response to the formal consultation with the Association of London Directors of Children’s Services (ALDCS) advocating that funding is allocated to all boroughs according to level of need.
**Priority 3:** We will work with member authorities and other partners to maintain improvement and efficiency, and support their efforts to recruit, retain and develop the high-quality staff needed to achieve the high performance demanded of public services across London.

### Improving our public services

- **Capital Ambition Futures:** Following the commissioning of the London Collaborative as research partner for the project, a Programme Manager has now been selected to work with the Project Board to take the work programme forward.

- **The Excellent Project and Programme Management (EPPM) project,** set up to promote a co-ordinated approach to Project and Programme Management across London, is progressing well, with a number of activities underway. A survey was sent to all participating organisations and results were received in November. Over 75% of organisations responded, providing valuable feedback and showing strong enthusiasm for the development of project and programme management across London.

- **Working with consultants on a research project to analyse the market for older people’s services in London,** monitoring the project and facilitating communication between the consultants and the boroughs.

- **Working with consultants** for the analysis of continuing care expenditure in London, monitoring the project and facilitating communication between the consultants and the boroughs.

- **The London Improvement Board** has now approved the governance arrangements for improvement and efficiency post April 2008.

- **The draft Improvement and Efficiency Strategy for London** has been submitted to Local Government Association (LGA).

- **The London Councils’ response** to Comprehensive Area Assessment (CAA) consultation has now been submitted.

- **Workforce planning audit survey completed.**

- **Continue to host single status lead officer network** and share information across boroughs on offers to the unions.

- **HR policies from all London authorities** are now available through the London Councils’ website.

- **Young London Matters (YLM)** held 6 consultation events focussing on the Every Child Matters outcomes in October, to pick up the views of young people with experience of being in care. The young people had the opportunity to come up with a list of big promises that every borough should make to its looked after cohort. They also shared their views with lead Members, Directors of Children’s Services and representatives from key regional organisations.

- **YLM has made £100K available** to support the boroughs in this work and has successfully submitted a bid to London Challenge for £100K match funding. The bid to Capital Ambition (originally £200K) was resubmitted in November 2007 with support from Cllr James Kempton, Executive Member for Children and Young People and Patrick Leeson, Chair of ALDCS as part of a single cross-strand YLM proposal.

- **Executive Member for Children and Young People,** attended the Learning and Skills Council (LSC)-convened 14-19 Executive Group on 8 November which also includes Directors of Children’s Services. The group agreed a set of strategic priorities and discussed a piece of work by the Institute of Education on partnership working in London, commissioned by the LSC.

- **It is anticipated** that there will be further discussions on operational issues of delivering the 14-19 reforms, including the possibility of cross-borough working and employer engagement, at the next meeting on 18 January 2008.
Appendix 2
London Councils performance against the Corporate Business Plan Quarter 3 (October 2007 - December 2007)

Priority 4: We will develop and support sustainable policies aimed at reducing poverty and crime, increasing social inclusion, improving transport, housing and cultural activities to make London a better place in which to live and work.

Promoting local communities

- London Councils has been shortlisted for the London Transport Awards “Most Innovative Transport Project - Road Infrastructure” for the work done on the differential parking penalties project.

- London Councils Transport Environment and Planning has been liaising with the Department for Transport (DfT) regarding implementing Part 6 of the Traffic Management Act 2004 especially in relation to differential parking penalties.

- Grants budget recommendations for 2008/9 were made by Grants/Leaders’ Committees and referred to boroughs to agree on 2/3rds majority.

- London Councils liaising with the GLA to secure borough input in to the revised Sub Regional Frameworks.

- London Councils Section 106 Practitioners Network held in December 2007.

- Government has announced that it is no longer progressing with plans to introduce Planning Gain Supplement and instead is proposing to introduce a Community Infrastructure Levy. London Councils is working to ensure that this proposal is developed to ensure that the maximum possible benefit can be achieved by boroughs.

- London Councils significantly enhanced the representation and standing of London Councils (related to 2012) with key external stakeholders and developed excellent relationships both within and outside London Councils to further our lobbying position.

- Developed Stakeholder engagement (and communications) plan for 2012 generally and (with team) for 4 priority areas.

- Finalised 2012 Vision and Strategy papers and report to Executive - consulted on with Chair of Form, Management Team and policy teams.

- Developed and submitted borough and other local authority 2012 security related costs into MPS costings exercise and budget request.

- London Councils is working with the Association of Police Authorities to contribute to the Flanagan Review and continue to press for borough members to have a greater role in local policing. The review covers:

  - Reducing bureaucracy;
  - Mainstreaming neighbourhood policing;
  - Local/ public accountability and Resource management.

  The first two points were the focus of an interim report to the Home Secretary on 12 September 2007. Accountability and resources will major themes of the final report which is currently scheduled for publication in late January 2008.

- Meetings between the Chair of the Metropolitan Police Authority (MPA) and the Chairman of London Councils have led to the exploration of the idea of a compact setting out a five year commitment to joint working with practical steps to address accountability issues. The apex of these arrangements is envisaged as a formal meeting between London Councils (on a cross party basis), the MPA, MPS and representatives of the Chief Executives London Committee.

- Produced briefings for members of the Housing Policy Review Group to inform discussion on key housing policy areas such as allocations, the role of social housing and affordable home ownership and gained cross party agreement on the future direction of London Councils housing policy.

- Successfully lobbied Government on updating the statutory definition for overcrowding. On 12 December Yvette Cooper, Minister for Housing, announced that funding would be provided for all the London boroughs to develop action plans for tackling overcrowding that use the Bedroom Standard – a more appropriate definition for overcrowding.

- Successfully lobbied the Rent Service against a proposed reduction in the number of housing benefit locality areas.

- Board for Refugee Integration in London - London Councils’ response to the Mayor’s draft strategy for refugee integration was agreed by Group Leaders on behalf of the Leaders Committee and despatched to the GLA on 29 October 2007.