

## PERFORMANCE HOUSE – Q3 2011/12

## Theme: Better Together

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
20 Adult and Community Services	London Councils	Serious acquisitive <sup>1</sup> crime rate per 1,000 population	Monthly	28.73	29.88	20.82 <sup>2</sup> (Nov 2011)  20.85 (Nov 2010)	To be set for 2012/13	↓A
21 Adult and Community Services	London Councils	Overall crime rate per 1,000 population	Monthly	110.41	106.73	69.2 <sup>2</sup> (Nov 2011)  72.7 (Nov 2010)	To be set for 2012/13	↓G
22 Adult and Community Services	Local	Percentage of Adult Safeguarding Alerts progressed to Investigation	Monthly	N/A	73.04%	9.00% <sup>3</sup> (Dec 2011)	To be set for 2012/13	N/A
23 Children's Services	London Councils	Percentage of children's core assessments completed within 35 days	Monthly	60.3%	63.3%	84.6% (Q3 2011)	80%	↑G
24 Children's Services	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	100% (Q3 2011)	100%	G
25 Children's Services	London Councils	Percentage of referrals to children's social care going on to	Monthly	24.6%	65.8%	67.9% (Q3 2011)	80%	↑G

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		initial assessment						
26 Children's Services	London Councils	Percentage of children having a child protection plan for 2nd or subsequent time	Monthly	9.8%	9.3%	6.7% (Q3 2011)	10%	↓G

**Comment**

<sup>1</sup>Acquisitive crime is defined as the following: Burglary in a dwelling, attempted burglary in a dwelling, distraction burglary in a dwelling, attempted distraction burglary in a dwelling, aggravated burglary in a dwelling, robbery of a business property, robbery of personal property, theft or unauthorised taking of a motor vehicle, aggravated vehicle taking and theft from a vehicle.

<sup>2</sup>These figures come from IQuanta.com and December's figures are yet to be published

<sup>3</sup>A comparison cannot be made with the 2010/11 data due to the introduction of Pan London Procedures.

**Theme: Better Home**

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
27 Housing and Environment	Local	Average time to re-let local authority housing (days)	Monthly	52.47	30	27 (Dec/Q3 2011) 37 (Dec/Q3 2010)	32	↓G
28 Housing and Environment	Local	Eyesore gardens - % of Eyesore gardens cleared following re-inspection (cases closed) – NB: This figure is broken down in the 3 boxes below	Quarterly	Not previously collected	Not previously collected	90% (Q3) 92% (Q2) (Cumulative totals)	Provisional target for 2012/13, 90%	↓A

**Theme: Better Home**

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
29 Housing and Environment	Local	Eyesore gardens - % that were closed without any further action needed.	Quarterly	Not previously collected	Not previously collected	52% (Q3) 52% (Q2) (Cumulative totals)	Provisional target for 2012/13 50%	↔A
30 Housing and Environment	Local	Eyesore gardens – Percentage of gardens cleared up following a warning letter issued to owner. <sup>1</sup>	Quarterly	Not previously collected	Not previously collected	32% (Q3) 33% (Q2) (Cumulative totals)	Provisional target for 2012/13 33%	↓A
31 Housing and Environment	Local	Eyesore Gardens - Percentage of gardens cleared up once owner has been served with a notice. <sup>1</sup>	Quarterly	Not previously collected	Not previously collected	6% (Q3) 5% (Q2) (Cumulative totals)	Provisional target for 2012/13 5%	↑A
32 Housing and Environment	London Councils	Number of homeless applications accepted	Quarterly	232	113	68 (Q3) 56 (Q3 2010)	To be set for 2012/13	N/A
33 Housing and Environment	London Councils	Number of households living in temporary accommodation <sup>2</sup>	Quarterly	568	709	707 (Q3)	A target for this is not being set as the below indicator is the focus for monitoring.	N/A
34 Housing and Environment	London Councils	Number of households living in temporary accommodation (Old Portfolio) <sup>2</sup>	Quarterly	Indicator not collected in 09/10	259	188 (Q3) 204 (Q2)	Decrease of 5 properties per month	↓G

**Theme: Better Home**

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
35 Finance and Resources	London Councils	Percentage of 'other' planning applications determined within 8 weeks <sup>3</sup>	Quarterly	92.56%	80%	77.78% (Q3)	To be set for 2012/13	↓A
36 Finance and Resources	London Councils	Percentage of 'minor' applications determined within 8 weeks <sup>3</sup>	Quarterly	81.19%	60%	63.16% (Q3)	To be set for 2012/13	↑A

**Comments**

<sup>1</sup> Eyesore gardens –Collection is in September, December and April. (Data will be supplied by month in future).

<sup>2</sup> The temporary accommodation indicators relate to households in the borough which are classed as 'homeless' and are therefore being housed in properties used for temporary accommodation. The 'Old portfolio' Indicator specifically refers to the properties used for temporary accommodation before Housing Benefit Changes in April 2010. (These are properties which were used to accommodate homeless households on a Private Sector Licence. Private Landlords would lease their property to accommodation providers who in turn would licence them to the council.) Before April 2010 the cap on housing benefit rent levels for benefit purposes used to be very generous and enabled the Council to receive an administration fee. However the benefit changes brought about a significant reduction in the cap. In preparation for the benefit changes in April 2010 the Council tendered the contract to provide temporary accommodation and new housing providers are below the cap (thus will cost less). It therefore it important to ensure tenants in properties on the old portfolio move on to the new supply under the new contract, as properties on the old portfolio are subject to a subsidy charge as they are above the cap (hence cost more money). This indicator is therefore the focus for monitoring.

The target for last year was to move 20 households per month which was constantly exceeded, but were mindful when further benefit changes came in this year it would become increasingly difficult. As expected the availability of new private rented accommodation has dried up completely, making conversion almost at a stand still, For this reason the 20 target was reduced to 5 per month in 2010/11 which has been achieved and the figures are still decreasing.

<sup>3</sup> Data is cumulative

**Theme: Better Health and Wellbeing**

Department	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
37 Adult and Community Services	London Councils	Percentage of social care clients receiving Self Directed Support (Direct payments and individual budgets)	Monthly	16.4%	40.31%	47.06% (Dec 2011)  36.65% (Dec 2010)	Exceeded our target for 2011/12 (45%). Demonstrating how Self Directed Support and Direct Payments are an integral part of the social care process.	↑G
38 Adult and Community Services	London Councils	Percentage of vulnerable people supported to maintain independent living	Monthly	89.0%	98%	80.80% (Sept 2011/12)  80.40% (Sept 2010/11)	To be set for 2012/13	↑G
39 Adult and Community Services	London Councils	Percentage of carers receiving needs assessment or review	Monthly	28.7%	26.4%	63.13% (Dec 2011)  54.13% (Dec 2010)	To be set for 2012/13	↑G

**Theme: Better Future**

Department	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
40 Adult and Community Services	Local	The percentage of adults with a learning disability in paid employment	Monthly	4.02%	4.77%	3.96% (Dec 2011)  3.11% (Dec 2010)	To be set for 2012/13	↑G

**Theme: Better Future**

Department	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of Year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
41 Adult and Community Services	Local	The percentage of adults receiving secondary mental health services in employment	Monthly	6.1%	6.0%	7% (Dec 2011)  4% (Dec 2010)	To be set for 2012/13	↑G
42 Housing and Environment	London Councils	Kg of residual waste per household	Quarterly	802.16	824	606.99 (Q3 2011/12)  628.65 (Q3 2010/11)	Provisional target for 2012/13 820	↓A
43 Housing and Environment	London Councils	Percentage of waste sent for reuse, recycling & composting	Quarterly	31.93%	31%	31.55% (Q3 2011/12)  31.05% (Q3 2010/11)	Provisional target for 2012/13 31%	↑A
44 Children's Services	Local	The percentage of secondary schools rated outstanding or good <sup>1</sup>	Quarterly	56% (as at 14 <sup>th</sup> August 2009)	63% (as at 9 <sup>th</sup> August 2010)	67% (year to date)	>65%	↑G
45 Children's Services	Local	The number of children without school place	Quarterly	0	0	0 (Year to date)	Meet statutory duty to provide a school place for every child	G

**Comments**

<sup>1</sup> Ofsted - 3 Year Inspection Cycle. Inspection outcomes across all Children's Services settings are reported by Ofsted in the Local Authority Performance Profiles quarterly. Results inform LA's Children's Services annual assessments.

**Theme: Well run organisation**

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
46 Elevate	London Councils	Length in days of processing Housing Benefit / Council Tax benefit new claims and change of circumstances	Monthly	15.66	17.3	17.29 (Dec 2011)  21.70 (Dec 2010)	21.68 (Target Dec 2011)  17.32 (Target 2011/12)	↓G
47 Elevate	London Councils	Percentage non domestic rates collected	Monthly	95.6%	94.8%	79.1% (Dec 2011/12)  78.1% (Dec 2010/11)	78.9% (Dec 2011/12)  96.0% (Target 2011/12)	↑A
48 Finance and resources	Local	Number of new stage 3 complaints received to date in the year	Monthly	89	85	55 <sup>1</sup> (Apr to Nov 2011)  58 (Apr to Nov 2010)	To be set for 2012/13	N/A <sup>1</sup>
49 Finance and Resources	Local	Number of stage 3 complaints processed within deadlines	Monthly	40	66	42 <sup>1</sup> (Apr to Nov 2011)  45 (Apr to Nov 2010)	To be set for 2012/13	A (76%) <sup>1</sup>
50 Finance and Resources	Local	Number of LGO referrals received to date in the year	Monthly	59	68	39 (Apr to Nov 2011)  51 (Apr to Nov 2010)	To be set for 2012/13	N/A <sup>1</sup>
51 Finance and Resources	Local	Number of stage LGO referrals processed within deadlines	Monthly	57	65	36 (Apr to Nov 2011)  49 (Apr to Nov 2010)	To be set for 2012/13	G (92%) <sup>1</sup>

**Theme: Well run organisation**

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of year 2010/11	Current Performance 2011/12	Target 2011/12	Trend
52 Chief Executive's	Local	Number of grievances reaching stage 3 (new and still open)	Monthly	0	1	1 <sup>2</sup> (Jan 2012)  3 (Total year to date)	To be set for 2012/13	↓G
53 Chief Executive's	Local	Number of new disciplinarys	Monthly	67	53	2 (Jan 2012)  52 (Year to date)	To be set for 2012/13	↓G
54 Chief Executive's	Local	I would recommend the council as a good employer (Agree)	Quarterly	36% <sup>3</sup> (2006)	52.5% (Jun 10)  53% (Dec 10)	44.5% (Feb 2012)  52.3% (Apr 11)	To be set for 2012/13	↓A
55 Chief Executive's	Local	The Council demonstrates a genuine concern for my well-being (Agree)	Quarterly	Not previously collected	Not previously collected for full year	28.2% (Feb 2012)  25.7% (July11)	To be set for 2012/13	↑A

**Comment**

<sup>1</sup>One stage 3 complaints for April to November 2011 is still open and within deadline. As this could still be responded to within deadline, the performance could increase.

Complaints /LGO Targets: In February 2011 it was established that there was no formal target with regard to responding to complaints within timescales, and currently the complaints team are working with an informal target system as follows: (0-74% Red, 75-79% Amber, 80%-100% Green). This shows the percentage of complaints which have been responded to within the deadline. Benchmarking activity will be conducted to formulate formal stretch targets. The Direction of Travel shows whether performance has increased or decreased when compared to the last quarter.

<sup>2</sup>1st April 2011 to 31 January 2012

<sup>3</sup> 2006 data is from the Mori Staff survey, more recent data is from the Staff Temperature Check. All workforce information excludes school staff



## ANNUAL INDICATORS

### Theme: Better Together

Department	Type of Indicator	Indicator	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2011/12	Trend
56 Adult and Community Services	Convergence	Overall satisfaction with the local area (percentage) <sup>1</sup>	54%	56.6% (Data as of May 2011)	64% (Nov 2011)	Target for 2014/15 is to narrow the gap by 1.5-3.5% points from the baseline of 8.2% points gap between host boroughs and all of London <sup>1</sup>	↑G
57 Adult and Community Services	Convergence	Perceptions of anti-social behaviour <sup>1</sup> (Question asked see <sup>2</sup> ).	39.9%	39.1% (Data as of May 2011)	30% (Nov 2011)	The target for 2014/15 has not been set by the host boroughs as they are unsure what data they will be using in future.	↓G
58 Adult and Community Services	Local	The percentage of people who agree that the local area is a place where people from different backgrounds get on well together <sup>1</sup>	55%	n/a	52% (Nov 2011)	To be set for 2012/13	↓A
59 Adult and Community Services	Local	The percentage of people who agree that they feel able to influence decisions affecting their local area <sup>1</sup>	36%	n/a	38% (Nov 2011)	To be set for 2012/13	↑G
60 Adult and Community Services	Local	Percentage of people who feel safe when outside in the local areas after dark <sup>1</sup>	28%	n/a	36% (Nov 2011)	To be set for 2012/13	↑G
61 Adult and Community Services	Local	Percentage of people who feel safe when outside in the local areas during the day <sup>1</sup>	72%	n/a	70% (Nov 2011)	To be set for 2012/13	↓A

**Theme: Better Together**

Department	Type of Indicator	Indicator	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2011/12	Trend
62 Adult and Community Services	Local	The proportion of the adult population who participate in regular, formal volunteering (percentage) <sup>1</sup>	15%	n/a	20% (Nov 2011)	To be set for 2012/13	↑G

**Comment**

<sup>1</sup>From the residents survey (previously the place survey)

<sup>2</sup>Thinking about this local area, how much of a problem do you think each of the following are ... Noisy neighbours or loud parties, Teenagers hanging around on the streets, Rubbish and litter lying around, Vandalism, graffiti and other deliberate damage to property or vehicles, People using or dealing drugs, People being drunk or rowdy in public places and Abandoned or burnt out cars?

**Theme: Better Home**

Department	Type of Indicator	Indicator	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2011/12	Trend
63 Adult and Community Services	Local	The percentage of people satisfied with libraries <sup>1</sup>	71%	n/a	73% (Nov 2011)	To be set for 2012/13	↑G
64 Adult and Community Services	Local	The percentage of people satisfied with parks and open spaces <sup>1</sup>	66%	n/a	70% (Nov 2011)	To be set for 2012/13	↑G

**Comment**

<sup>1</sup>From the residents survey (previously the place survey)

**Theme: Better Health and Wellbeing**

Department	Type of Indicator	Indicator	Actual End of Year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Target 2011/12	Trend
65 Adult and Community Services	Convergence	Mortality rates from all circulatory diseases at ages under 75 (per 100,000) <sup>1</sup>	97.03 (2009)  101.15 (2008)	2010 data will be available in Jan 2011	2011 data will be available in Dec 2012	Target for 2014/15 is to narrow the gap with the London average to 25. Currently the gap between host boroughs and London is 25.7	↓G
66 Adult and Community Services	Convergence	Mortality rates from all cancers at ages under 75 (per 100,000) <sup>1</sup>	143.57 (2009)  151.89 (2008)	2010 data will be available in Jan 2011	2011 data will be available in Dec 2012	Target for 2014/15 is to narrow the gap with the London average to 10. Currently the gap between host boroughs and London is 16.4	↓G
67 Adult and Community Services	Convergence	Life expectancy (in years) - males <sup>1</sup>	76.5 (2007-2009)	Data for 2008-10 will be available in Jan 2011	Data for 2009-2011 will be available in Dec 2012	Target for 2014/15 is to narrow the gap with the London average to 2 years. Currently the gap between host boroughs and London is 2.2)	N/A
68 Adult and Community Services	Convergence	Life expectancy (in years) - females <sup>1</sup>	81.0 (2007-2009)	Data for 2008-10 will be available in Jan 2011	Data for 2009-2011 will be available in Dec 2012	Target for 2014/15 is to narrow the gap with the London average to 1.3 years. Currently the gap between host boroughs and London is 1.6	N/A
69 Children's Services	Convergence/ Local	Obesity levels in school children in year 6 (percentage) <sup>2</sup>	23.6% (2009 measurement - counted in year 2009/10)	24.2% (2011 measurement but falls within the 2010/11 academic year)	Available in Dec 2012	Target for 2014/15 narrow the gap with the London average to 1%. Currently the gap between host boroughs and London is 2.3%	↑R (lower quartile position)

**Theme: Better Health and Wellbeing**

Department	Type of Indicator	Indicator	Actual End of Year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Target 2011/12	Trend
70 Adult and Community Services	Convergence	No Sport or Activity (0 times 30 mins per week - percentage) <sup>3</sup>	58.4% (2008-2010)	61.4% (Oct 2009 - Oct 2011)*	Not yet available	Target for 2014/15 is to narrow the gap with the London average to 1% point. Currently the gap between host boroughs and London is 4.5%	↑A
71 Children's Services	Convergence	Percentage of pupils who participate in high quality PE and School Sport	88%	Not available yet	Not available yet	The target for 2014/15 is to achieve 100% (Host boroughs are currently 0.1% higher than the rest of London).	G
72 Children's Services	Local	The percentage of children in reception who are obese	14.1% (2010 data but falls within the 2009/10 academic year)	13.8% (2011 measurement but falls within the 2010/11 academic year)	To be published in Dec 2012	To be set for 2012/13	↓R (Lower quartile position - 2009)

**Comment**

<sup>1</sup> Annual (calendar year) e.g. 2008 reported for 2008/09 year

<sup>2</sup> Annual (with a requirement to collect within the school year)

<sup>3</sup> From Active People survey

Department	Type of Indicator	Indicator	Actual End of Year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Target 2011/12	Trend
<b>Theme: Better Future</b>							
73 Children's Services	London Councils	Percentage of Looked After Children achieving 5 A*-C GCSEs (inc English and Maths)	12.5%	20%	Not published until next academic year	20.8%	↑G
74 Children's Services	London Councils and convergence	Percentage of pupils achieving level 4 or above in both English and Maths at Key Stage 2 <sup>1</sup>	70% (based on 50% of schools taking KS2 tests)	71%	Not published until next academic year	Target for 2014/15- Achieve convergence with London Average by 2015 (Across host boroughs increase required of 1.6%)	↑A
75 Children's Services	Convergence	Young people from low income backgrounds progressing to higher education <sup>1,3</sup>	Not published yet  2% (2007/08 – Latest data)	Not published yet	Not published yet	To be set for 2012/13	n/a
76 Finance and Resources	Convergence	Percentage of working age population with no qualifications <sup>2</sup>	18.9% (Jan-Dec 2009)	17.1% (Jan - Dec 2010)	N/A	Achieve convergence with London average by 2015 (Gap between host boroughs and London 5.1%)	↓G
77 Children's Services	Convergence	Achievement of a Level 3 qualification by the age of 19	40.3%	To be published March 2012	Not available yet	Narrow the gap with the London Average to 2% by 2014/15 (currently the gap between host boroughs and London is 5.8%). 55% by 2013 (CYPP target 2011-16)	TBC
78 Children's Services	Convergence	Proportion of children living in families on key benefits to London average	38.3% (2008/09 )	36.6% (2009/10)	Not available	Target for 2014/15 is narrow the gap in the host boroughs to 5.6% (currently 8.4% across London)	↓R

Department	Type of Indicator	Indicator	Actual End of Year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Target 2011/12	Trend
<b>Theme: Better Future</b>							
79 Finance and Resources	Local	Percentage CO <sup>2</sup> reduction from Local Authority Operations	24.7%	-5.17%	Due post July 2012 <sup>5</sup>	3% increase	↓R
<b>Comment</b> <sup>1</sup> Annual Academic year <sup>2</sup> This indicator is not collected across 5 of the 6 host boroughs. It may be deleted. <sup>3</sup> There is a significant time lag on this data being published by DfE <sup>4</sup> Data will not be available until July when final energy bills for the last quarter are received.							