

# Appendix C

## Performance House – Quarter 4 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	Target 2012/13	Trend
20 Adult and Community Services	London Councils	Serious acquisitive <sup>1</sup> crime rate per 1,000 population	Monthly	28.73	29.88	30.60 (End of year)	N/A	29%	↑A
21 Adult and Community Services	London Councils	Overall crime rate per 1,000 population	Monthly	110.41	106.73	104.73 (End of year)	N/A	104.00	↑G
22 Adult and Community Services	Local	The number of adult safeguarding Alerts progressed to referral	Monthly	N/A	539 of 738 (73%)	419 of 1119 (37.4%)	N/A	Review of data currently being undertaken. Performance targets to be confirmed.	↓R
23 Children's Services	London Councils	Percentage of children's core assessments completed within 35 days	Monthly	60.3%	63.3%	78.5% (provisional end of 2011/12)	80%	80%	↑A
24 Children's Services	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	100% (provisional end of 2011/12)	100%	100%	G
25 Children's Services	London Councils	Percentage of referrals to children's social care going on to	Monthly	24.6%	65.8%	52.6% (provisional end of 2011/12)	80%	80%	↓A

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		initial assessment (a referral can go straight to core assessment)				(74.7% for initial and core 2011/12)			
26 Children's Services	London Councils	Percentage of children having a child protection plan for 2nd or subsequent time	Monthly	9.8%	9.3%	8.6% (provisional end of 2011/12)	10%	10%	↑G
<b>Comment</b> <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.									

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	Target 2012/13	Trend
27 Housing and Environment	Local	Average time to re-let local authority housing (days)	Monthly	52.47	30	29	32	32	↑G
28 Housing and Environment	Local	Eyesore gardens - percentage of Eyesore gardens cleared following re-inspection (cases closed) –	Quarterly	Not previously collected	Not previously collected	92%  90% (Q3) (Cumulative totals)	N/A	90%	↑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	Target 2012/13	Trend
		<i>NB: This figure is broken down in the 3 boxes below</i>							
29 Housing and Environment	Local	Eyesore gardens - percentage that were closed without any further action needed.	Quarterly	Not previously collected	Not previously collected	47%  52% (Q3) (Cumulative totals)	N/A	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	37%  32% (Q3) (Cumulative totals)	N/A	33%	↑G
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	8%  6% (Q3) (Cumulative totals)	N/A	5%	↑G
32 Housing and Environment	London Councils	Number of homeless applications accepted	Quarterly	224 (2009)	269 (2010)	113 (2011)  100 (Jan-Mar 2012)	N/A	N/A	N/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	Target 2012/13	Trend
33 Housing and Environment	London Councils	Number of households living in temporary accommodation <sup>2</sup>	Quarterly	568	709	1085 (Q4)	N/A	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	167 (Q4)	Decrease of 5 properties per month	199	↑G
35 Finance and Resources	London Councils	Percentage of 'other' planning applications determined within 8 weeks <sup>3</sup>	Quarterly	92.56%	80%	78.1%	N/A	80%	↓A
36 Finance and Resources	London Councils	Percentage of 'minor' applications determined within 8 weeks <sup>3</sup>	Quarterly	81.19%	60%	61.1%	N/A	65%	↑G

**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 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.

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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	Target 2012/13	Trend
<p>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.</p> <p><sup>3</sup> Data is cumulative</p>									

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	Target 2012/13	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%	50% (March 2012 Provisional Data)  Exceeded the target for 2011/12 (45%).	45%	75%	↑G
38 Adult and Community Services	London Councils	Percentage of vulnerable people supported to maintain independent living	Monthly	89.0%	98%	99% (March 2012 Provisional Data)	N/A	To be identified	↑G
39 Adult and Community Services	London Councils	Percentage of carers receiving needs assessment or review	Monthly	28.7%	26.4%	47% (March 2012 – Provisional Data)	N/A	75%	↑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	Target 2012/13	Trend
40 Adult and Community Services	Local	The percentage of adults with a learning disability in paid employment	Monthly	4.02%	4.77%	4.17% (Provisional Data)	N/A	6%	↓R
41 Adult and Community Services	Local	The percentage of adults receiving secondary mental health services in employment	Monthly	6.1%	6.0%	7% (End of Year)	N/A	To be identified	N/A
42 Housing and Environment	London Councils	Kg of residual waste per household	Quarterly	802.16	824	807.50	N/A	820	↑G
43 Housing and Environment	London Councils	Percentage of waste sent for reuse, recycling & composting	Quarterly	31.93%	31%	29.49% (Provisional)	N/A	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%	>65%	↑G
45 Children's Services	Local	The number of children without school place <sup>2</sup>	Quarterly	0	0	0 (2011/12)  14 (May 2012)	Meet the statutory duty to provide a school place for every child (0)	Meet statutory duty to provide a school place for every child (0)	↓
<b>Comments</b>									

**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	Target 2012/13	Trend
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<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.

<sup>2</sup> The 14 children without a school place are of reception age and are new arrivals to the borough since May 4th. We are in talks with schools to secure places for these children as soon as possible.

**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	Target 2012/13	Trend
46 Elevate	London Councils	Number of days to process Housing Benefit / Council Tax benefit new claims and change of circumstances	Monthly	15.66	17.3	11.39 (End of year)	17.32	This indicator will have separate targets in 2012/13.  21 days for new claims, 15 days for change in circumstances	↑G
47 Elevate	London Councils	Percentage non domestic rates collected	Monthly	95.6%	94.8%	96.4% (End of year)	96.0%	97.1%	↑G
48 Finance and resources	Local	Number of new stage 3 complaints received to date in the year	Monthly	89	85	101	N/A	N/A	N/A <sup>1</sup>
49 Finance and Resources	Local	Number of stage 3 complaints	Monthly	40	66	71 (70%)	80% (To be rated Green)	80% (To be rated Green)	R

**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	Target 2012/13	Trend
		processed within deadlines							
50 Finance and Resources	Local	Number of LGO referrals received to date in the year	Monthly	59	68	55	N/A	N/A	N/A
51 Finance and Resources	Local	Number of LGO referrals processed within deadlines	Monthly	57	65	51 (93%)	80% (To be rated Green)	80% (To be rated Green)	<b>G</b>
52 Chief Executive's	Local	Number of grievances reaching stage 3 (new and still open)	Monthly	0	1	2 (End of Year)	N/A	N/A	↓
53 Chief Executive's	Local	Number of new disciplinarys	Monthly	67	53	68 (End of Year)  5 (March 2012)	N/A	N/A	↓
54 Chief Executive's	Local	I would recommend the council as a good employer (Agree) <sup>3</sup>	Quarterly	36% (2006)	52.5% (Jun 10)  53% (Dec 10)	44.5% (Feb 2012)  52.3% (Apr 11)	N/A	To be identified	↓ <b>R</b>
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)	N/A	To be identified	↑ <b>A</b>



## 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	Target 2012/13	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>	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.	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)	N/A	Year on year increase	↓A
59 Adult and Community	Local	The percentage of people who agree that they feel able	36%	n/a	38% (Nov 2011)	N/A	Year on year increase	↑G

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	Target 2012/13	Trend
Services		to influence decisions affecting their local area <sup>1</sup>						
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)	N/A	Year on year increase	↑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)	N/A	Year on year increase	↓A
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)	N/A	Year on year increase	↑G
<b>Comment</b> <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	Target 2012/13	Trend
63 Adult and Community Services	Local	The percentage of people satisfied with libraries <sup>1</sup>	71%	n/a	73% (2011 Resident survey)	N/A	To be identified	↑G

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	Target 2012/13	Trend
64 Adult and Community Services	Local	The percentage of people satisfied with parks and open spaces <sup>1</sup>	66%	n/a	70% (2011 Residents survey)	N/A	To be identified	↑G
<b>Comment</b> <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	Target 2012/13	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)	84.33 (2010)	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	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)	124.03 (2010)	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 is 16.4	Target for 2014/15 is to narrow the gap with the London average to 10. Currently the gap is 16.4	↑G
67 Adult and Community	Convergence	Life expectancy (in years) - males <sup>1</sup>	76.5 (2007-2009)	77.0 (2008-2010)	Data for 2009-2011 will be available in Dec 2012	Target for 2014/15 is to narrow the gap	Target for 2014/15 is to narrow the gap	↑G

**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	Target 2012/13	Trend
Services						with the London average to 2 years Currently the gap is 2.2	with the London average to 2 years Currently the gap is 2.2	
68 Adult and Community Services	Convergence	Life expectancy (in years) - females <sup>1</sup>	81.0 (2007-2009)	81.1 (2008-2010)	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 is 1.6	Target for 2014/15 is to narrow the gap with the London average to 1.3 years Currently the gap is 1.6	↑G
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 is 2.3%	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)
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 is 4.5%	Target for 2014/15 is to narrow the gap with the London average to 1% point. Currently the gap is 4.5%	↓A
71 Children's Services	Convergence	Percentage of pupils who participate in high	88%	N/A	N/A	The target for 2014/15 is to achieve 100%	The target for 2014/15 is to achieve 100%	G

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	Target 2012/13	Trend
		quality PE and School Sport				(Host boroughs are currently 0.1% higher than the rest of London).	(Host boroughs are currently 0.1% higher than the rest of London).	
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	N/A	To be identified	↓R (Lower quartile position -2009)
<b>Comment</b> <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	Target 2012/13	Trend
Theme: Better Future								
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%	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	Target for 2014/15- Achieve convergence with London Average by 2015 (Across host boroughs	↑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	Target 2012/13	Trend
<b>Theme: Better Future</b>								
						increase required of 1.6%)	increase required of 1.6%)	
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	N/A	To be identified	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 is 5.1%)	Achieve convergence with London average by 2015 (Gap is 5.1%)	↑G
77 Children's Services	Convergence	Achievement of a Level 3 qualification by the age of 19	40.3%	42.9%	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. Children and young people target (CYPP) target 2011-16.	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. Children and young people target (CYPP) target 2011-16.	↑R
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	Target for 2014/15 is narrow the gap in the host boroughs to 5.6% (currently	↑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	Target 2012/13	Trend
<b>Theme: Better Future</b>								
						8.4% across London)	8.4% across London)	
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	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.								