

Theme: Better Together									
Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Current Performance Q1 2012/13	Target 2012/13	Trend
20 Adult and Community Services	London Councils	Serious acquisitive ¹ crime rate per 1,000 population	Monthly	28.73	29.88	30.60	6.3 (Q1 2012/13) 8.2 (Q1 2011/12)	29%	↑G
21 Adult and Community Services	London Councils	Overall crime rate per 1,000 population	Monthly	110.41	106.73	104.73 (End of year)	24 (Q1 2012/13) 27.9 (Q1 2011/12)	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%)	106 of 243 (46.3%)	Review of data currently being undertaken. Performance targets to be confirmed.	↑G
23 Children's Services	London Councils	Percentage of children's core assessments completed within 35 days	Monthly	60.3%	63.3%	78.4%	70.6%	80%	↓A
24 Children's Services	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	100%	100%	100%	G
25 Children's Services	London Councils	Percentage of referrals to children's social care going on to initial assessment (a	Monthly	24.6%	65.8%	52.6% (74.7% for assessment 2011/12)	23.7% (89.6% for all assessment)	80%	↓

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		referral can go straight to core 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%	9.3%	1.4%	10%	G

Comment

¹Acquisitive 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	End of Year 2011/12	Current Performance Q1 2012/13	Target 2012/13	Trend
27 Housing and Environment	Local	Average time to re-let local authority housing (days)	Monthly	52.47	30	29	31 (Q1 2012/13) 31 (Q1 2011/12)	32	↓A
28 Housing and Environment	Local	Eyesore gardens - percentage of Eyesore gardens cleared following re-inspection	Quarterly	Not previously collected	Not previously collected	92% 90% (Q3) (Cumulative totals)	Not available until Q2	90%	↑G

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		(cases closed) – <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)	Not available until Q2	N/A	N/A
30 Housing and Environment	Local	Eyesore gardens – Percentage of gardens cleared up following a warning letter issued to owner. ¹	Quarterly	Not previously collected	Not previously collected	37% 32% (Q3) (Cumulative totals)	Not available until Q2	N/A	N/A
31 Housing and Environment	Local	Eyesore Gardens - Percentage of gardens cleared up once owner has been served with a notice. ¹	Quarterly	Not previously collected	Not previously collected	8% 6% (Q3) (Cumulative totals)	Not available until Q2	N/A	N/A
32 Housing and Environment	London Councils	Number of homeless applications accepted	Quarterly	224 (2009)	269 (2010)	246 (2011)	48 (Q1 2012/13) 22 (Q1 2011/12)	N/A	N/A

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33 Housing and Environment	London Councils	Number of households living in temporary accommodation ²	Quarterly	568	709	1155	1172	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) ²	Quarterly	Indicator not collected in 09/10	259	167	160	199	↑G
35 Finance and Resources	London Councils	Percentage of 'other' planning applications determined within 8 weeks ³	Quarterly	92.56%	80%	78.1%	60%	80%	↓R
36 Finance and Resources	London Councils	Percentage of 'minor' applications determined within 8 weeks ³	Quarterly	81.19%	60%	61.1%	63.4%	65%	↓A

Comments

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

² 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.

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Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of Year 2010/11	End of Year 2011/12	Current Performance Q1 2012/13	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>³ 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	Actual End of Year 2011/12	Current Performance Q1 2012/13	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%	38.87% (Q1 2012/13) 36.80% (Q1 2011/12)	75%	↓R
38 Adult and Community Services	London Councils	Percentage of vulnerable people supported to maintain independent living	Monthly	89.0%	98%	99.30%	99.70%	To be identified	↑G
39 Adult and Community Services	London Councils	Percentage of carers receiving needs assessment or review	Monthly	28.7%	26.4%	31.17%	73.50%	75%	↓A

Theme: Better Future

Department	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of Year 2010/11	Actual End of Year 2011/12	Current Performance Q1 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%	2.85%	4.15%	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%	7%	To be identified	N/A
42 Housing and Environment	London Councils	Kg of residual waste per household	Quarterly	802.16	824	807.50	220.59 211.98 (Q1 2011/12)	820	↓A
43 Housing and Environment	London Councils	Percentage of waste sent for reuse, recycling & composting	Quarterly	31.93%	31%	29.49%	30.12% 32.97 (Q1 2011/12)	31%	↓A
44 Children's Services	Local	The percentage of secondary schools rated outstanding or good ¹	Quarterly	56% (as at 14 th August 2009)	63% (as at 9th August 2010)	67% (year to date)	67% (year to date)	>65%	↑G
45 Children's Services	Local	The number of children without school place	Monthly	0	0	0 (2011/12) 14 (May 2012)	0 (July)	Meet statutory duty to provide a school place for every child (0)	↓

Theme: Better Future

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Comments

¹ 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	End of Year 2011/12	Current Performance Q1 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	18.88 days Q1 Actual New Claims 21 days Q1 Target New Claims 21.88 days Q1 Actual Change in Circumstances Q1 Target Change in Circumstance – 28.16 days	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)	32.8% (Q1 2011/12) 23.70% (Q1 2011/12)	97.1% 24.4% (Q1 Target)	↑G

Theme: Well run organisation

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of year 2010/11	End of Year 2011/12	Current Performance Q1 2011/12	Target 2012/13	Trend
48 Finance and resources	Local	Number of new stage 3 complaints received to date in the year	Monthly	89	85	101	20	N/A	N/A
49 Finance and Resources	Local	Number of stage 3 complaints processed within deadlines	Monthly	40	66	71 (70%)	16 (80%)	80% (To be rated Green)	↑G
50 Finance and Resources	Local	Number of LGO referrals received to date in the year	Monthly	59	68	55	9	N/A	N/A
51 Finance and Resources	Local	Number of LGO referrals processed within deadlines	Monthly	57	65	51 (93%)	8 (89%)	80% (To be rated Green)	G
52 Chief Executive's	Local	Number of grievances reaching stage 3 (new and still open)	Monthly	0	1	2 (End of Year)	2 still open 0 new stage 3 (Q1 2012/13)	N/A	↓
53 Chief Executive's	Local	Number of new disciplinarys	Monthly	67	53	68 (End of Year) 5 (March 2012)	22 (Q1 2012/13) 19 (Q1 2011/12)	N/A	↓

Theme: Well run organisation

Department	Type of Indicator	Indicator	Frequency	Actual End of Year 2009/10	Actual End of year 2010/11	End of Year 2011/12	Current Performance Q1 2011/12	Target 2012/13	Trend
54 Chief Executive's	Local	I would recommend the council as a good employer (Agree) ³	Quarterly	36% (2006)	52.5% (Jun 10) 53% (Dec 10)	44.5% (Feb 2012) 52.3% (Apr 11)	N/A Next survey due August	50%	↓R
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 Next survey due August	33%	↑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 2012/13	Trend
56 Adult and Community Services	Convergence	Overall satisfaction with the local area (percentage) ¹	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 ¹	↑G
57 Adult and Community Services	Convergence	Perceptions of anti-social behaviour ¹ (Question asked see ²).	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	55%	n/a	52% (Nov 2011)	Year on year increase	↓A

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Department	Type of Indicator	Indicator	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Trend
		from different backgrounds get on well together ¹					
59 Adult and Community Services	Local	The percentage of people who agree that they feel able to influence decisions affecting their local area ¹	36%	n/a	38% (Nov 2011)	Year on year increase	↑G
60 Adult and Community Services	Local	Percentage of people who feel safe when outside in the local areas after dark ¹	28%	n/a	36% (Nov 2011)	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 ¹	72%	n/a	70% (Nov 2011)	Year on year increase	↓A
62 Adult and Community Services	Local	The proportion of the adult population who participate in regular, formal volunteering (percentage) ¹	15%	n/a	20% (Nov 2011)	Year on year increase	↑G

Comment

¹From the residents survey (previously the place survey)

²Thinking about this local area, how much of a problem do you think each of the following areNoisy 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?

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Department	Type of Indicator	Indicator	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Trend
63 Adult and Community Services	Local	The percentage of people satisfied with libraries ¹	71%	n/a	73% (2011 Resident survey)	To be identified	↑G
64 Adult and Community Services	Local	The percentage of people satisfied with parks and open spaces ¹	66%	n/a	70% (2011 Residents survey)	To be identified	↑G
Comment ¹ 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 2012/13	Trend
65 Adult and Community Services	Convergence	Mortality rates from all circulatory diseases at ages under 75 (per 100,000) ¹	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	↑G
66 Adult and Community Services	Convergence	Mortality rates from all cancers at ages under 75 (per 100,000) ¹	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	↑G
67 Adult and Community Services	Convergence	Life expectancy (in years) - males ¹	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 with the London average to 2 years. Currently the gap is 2.2	↑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 2012/13	Trend
68 Adult and Community Services	Convergence	Life expectancy (in years) - females ¹	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	↑G
69 Children's Services	Convergence / Local	Obesity levels in school children in year 6 (percentage) ²	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)
70 Adult and Community Services	Convergence	No Sport or Activity (0 times 30 mins per week - percentage) ³	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%	↓A
71 Children's Services	Convergence	Percentage of pupils who participate in high quality PE and School Sport	88%	N/A	N/A	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)	N/A	14% (provisional – to be agreed by Children's Trust)	↓R (Lower quartile position -2009)

Comment

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

² Annual (with a requirement to collect within the school year)

³ 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 2012/13	Trend
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 yet	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 ¹	70% (based on 50% of schools taking KS2 tests)	71%	77% (provisional)	Target for 2014/15- Achieve convergence with London Average by 2015 (Across host boroughs increase required of 1.6%)	↑R
75 Children's Services	Convergence	Young people from low income backgrounds progressing to higher education ^{1, 3}	Not published yet 2% (2007/08 – Latest data)	Not published yet	Not published yet	To be identified	N/A
76 Finance and Resources	Convergence	Percentage of working age population with no qualifications ²	18.9% (Jan-Dec 2009)	17.0% (Jan - Dec 2010)	13.8% (Jan-Dec 2011)	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 due around May 2013	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 yet due around Jan 2013	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 2012/13	Trend
79 Finance and Resources	Local	Percentage CO ² reduction from Local Authority Operations	24.7%	-5.17%	1.59%	3% increase	↑G
Comment ¹ Annual Academic year ² This indicator is not collected across 5 of the 6 host boroughs. It may be deleted. ³ There is a significant time lag on this data being published by DfE ⁴ Data will not be available until after July when final energy bills for the last quarter are received.							