

Performance House Indicators – Quarter 2 2012/13

Theme: Better Together													
Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 2 2011/12	Current Performance Qtr 2 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
20	ACS	London Councils	Serious acquisitive ² crime rate per 1,000 population	Monthly cumulative	31.8	30.6	30.16	28.80	29.0	24.78	N/A	↑	G
21	ACS	London Councils	Overall crime rate per 1,000 population	Monthly cumulative	106.73	104.62	104.53	97.18	104.0	101.62	N/A	↑	G
22	ACS	Local	The number of adult safeguarding alerts progressed to referral	Monthly cumulative	539 of 738 (73%)	419 of 1119 (37.4%)	174 of 457 (38.07%)	202 of 494 (40.89%)	TBC	N/A	N/A	↑	A
23	CS	London Councils	Percentage of children's core assessments completed within 35 days	Monthly	64.6%	78.4%	85.7%	78.2%	80%	77% (2010/11)	75% (2010/11)	↓	A
24	CS	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	100%	100%	100%	98.4% (2010/11)	97.1% (2010/11)	↔	G
25	CS	London Councils	Percentage of referrals to children's social care going on to initial assessment (a referral can go straight to core assessment)	Monthly	65.8%	52.6% (78.3% for assessment)	81.0%	23% (91.2% for all assessment)	20-30%	72.4% (2010/11)	71.5% (2010/11)	N/A	G
26	CS	London Councils	Percentage of children having a child protection plan for 2 nd or subsequent time	Monthly	9.27%	9.3%	4.3%	2.7%	10%	11.7% (2010/11)	13.3% (2010/11)	N/A	G

²Acquisitive 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

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 2 2011/12	Current Performance Qtr 2 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
27	H&E	Local	Average time to re-let local authority housing (days)	Monthly	30 days	29 days	32 days	35 days	32 days	Not applicable – Local measure		↓	A
28	H&E	Local	Eyesore Gardens – Percentage of Eyesore Gardens cleared following re-inspection (cases closed) <i>NB: This figure is broken down by the 3 indicators below</i>	Monthly	New for 2011/12	92%	99%	96%	90%	Not applicable – Local measure		↑	G
28b	H&E	Local	Eyesore Gardens – Percentage that were closed without a further action needed	Monthly	New for 2011/12	47%	65%	60%	N/A	Not applicable – Local measure		N/A	
28c	H&E	Local	Eyesore Gardens – Percentage of gardens cleared up following a warning letter issued to owner	Monthly	New for 2011/12	37%	32%	33%	N/A	Not applicable – Local measure		N/A	
28d	H&E	Local	Eyesore Gardens – Percentage of gardens cleared up once owner has been served with a notice	Monthly	New for 2011/12	8%	2%	3%	N/A	Not applicable – Local measure		N/A	
29	H&E	London Councils	Number of homeless applications accepted	Quarterly cumulative	113	246	157	119	N/A	359.4	N/A	N/A	
30	H&E	London Councils	Number of households living in temporary accommodation³	Quarterly	709	1155	696	1190	N/A	1189	N/A	N/A	
31	H&E	Local	Number of households living in temporary accommodation (Old portfolio)³	Quarterly	259	167	204	135	199	Not applicable – Local measure		↑	G
32a	F&R	London Councils	Percentage of ‘other’ planning applications determined within 8 weeks	Quarterly cumulative	79.5%	78.3%	83.47%	71%	80%	79%	82%	↓	R
32b	F&R	London Councils	Percentage of ‘minor’ planning applications determined within 8 weeks	Quarterly cumulative	59.5%	61.25%	68.42%	61%	65%	68%	71%	↓	R

³ 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.

Theme: Better Health and Wellbeing

Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 2 2011/12	Current Performance Qtr 2 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
33	ACS	London Councils	Percentage of social care clients receiving Self Directed Support (Direct payments and individual budgets)	Monthly	40.31%	46.7%	45.0%	40.17%	75%	48.7%	N/A	↓	R
34	ACS	London Councils	Percentage of carers receiving needs assessment or review	Monthly	26.4%	60%	64%	Carers of Barking and Dagenham are conducting work to provide an accurate picture of activity – due for completion by the end of November.					

Theme: Better Future

Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 2 2011/12	Current Performance Qtr 2 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
35	ACS	Local	The percentage of adults with a learning disability in paid employment	Monthly	4.77%	2.85%	4.02%	4.09%	6%	N/A	N/A	↑	A
36	ACS	Local	The percentage of adults receiving secondary mental health services in employment	Monthly	6%	7%	6%	4.15%	TBC	N/A	8.8%	↓	A
37	H&E	London Councils	Kilogram of residual waste per household	Quarterly	824.4kg	807.5kg	412.6kg	446.86kg	820kg	586kg	N/A	↓	A
38	H&E	London Councils	Percentage of waste sent for reuse, recycling and composting	Quarterly	30.9%	29.49%	33.9%	29.87%	31%	34.4%	N/A	↓	A
39	CS	Local	The percentage of secondary schools rated outstanding or good⁴	Quarterly	67%	67%	67%	67%	>65%	52.7%	62%	↔	G
40	CS	Local	The number of children without school places	Quarterly	0	0	0	12 (snapshot 28th Sept)	0	N/A	N/A	↓	R

⁴Ofsted - 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

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 2 2011/12	Current Performance Qtr 2 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
41a	Elevate	London Councils	The number of days to process Housing Benefit / Council Tax Benefit: New claims and change of circumstances⁵	Monthly cumulative	17 days	14.56 days	19.88 days	22.03 days (provisional)	See <i>individual targets</i>	Combined results unavailable		↓	N/A
41b	Elevate	Local	The number of days to process Housing Benefit / Council Tax Benefit: New claims⁵	Monthly cumulative	27 days	20 days	24.65 days	18.94 days (provisional)	21 days	24 days	24 days	↑	G
41c	Elevate	Local	The number of days to process Housing Benefit / Council Tax Benefit: Change of circumstance⁵	Monthly cumulative	16 days	14 days	19 days	22.41 days (provisional)	15 days (19.18)	11 days	10 days	↓	R
42	Elevate	London Councils	The percentage of non-domestic rates collected	Monthly cumulative	94.8%	96.4%	55.9%	55.5%	97.1%	98.2%	97.8%	↓	A
43a	F&R	Local	The number of new stage 3 complaints received to date in the year	Monthly cumulative	85	101	55	41	N/A	Not applicable – Local measure		N/A	
43b	F&R	Local	The number of stage 3 complaints processed within deadlines	Monthly cumulative	66 (77.65%)	72 (71.3%)	41 (74.55%)	34 (82.93%)	80%	Not applicable – Local measure		↑	G
44a	F&R	Local	The number of LGO referrals received to date in the year	Monthly cumulative	68	55	35	20	N/A	Not applicable – Local measure		N/A	
44b	F&R	Local	The number of LGO referrals processed within deadlines	Monthly cumulative	65 (95.59%)	51 (92.73%)	33 (94.29%)	19 (95%)	80%	Not applicable – Local measure		↑	G
45	CE's	Local	The number of grievances reaching stage 3 (new and still open)	Monthly	1	2	1	0	N/A	Not applicable – Local measure		↑	N/A
46	CE's	Local	The number of new disciplinaries	Monthly	53	68	12	19	N/A	Not applicable – Local measure		↓	N/A
47	CE's	Local	'I would recommend the Council as a good employer' – The percentage of employees who agree	Quarterly	53%	44.5%	52.3%	56%	50%	Not applicable – Local measure		↑	G
48	CE's	Local	'The Council demonstrates a genuine concern for my well-being' – The percentage of employees who agree	Quarterly	New for year end 2011/12	28.2%	N/A	33.5%	33%	Not applicable – Local measure		↑	G

⁵Housing Benefit / Council Tax benefit processing times – The historical data shown are the official figures published by DWP. This information is published with a time-lag (a quarter behind each quarterly reporting period). Quarter 2 2012/13 figures will be available at Quarter 3 2012/13. In the meantime, the provisional figures shown are those produced by Elevate.

Performance House Indicators – Annual Indicators

Theme: Better Together												
Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Benchmarking		Trend	RAG
									London Average	National Average		
49	ACS	Convergence	Overall satisfaction with the local area⁶	Bi-annual	54%	N/A	64%	N/A	Not applicable – Local measure		↑	G
50	ACS	Convergence	The percentage of people who perceive anti-social behaviour to be a problem^{6,7}	Bi-annual	39.9%	N/A	30%	N/A	Not applicable – Local measure		↑	G
51	ACS	Local	The percentage of people who agree that the local area is a place where people from different backgrounds get on well together⁶	Bi-annual	55%	N/A	52%	N/A	Not applicable – Local measure		↓	A
52	ACS	Local	The percentage of people who agree that they feel able to influence decisions affecting their local area⁶	Bi-annual	36%	N/A	38%	N/A	Not applicable – Local measure		↑	G
53	ACS	Local	The percentage of people who feel safe when outside in the local area after dark⁶	Bi-annual	36%	N/A	36%	N/A	Not applicable – Local measure		↔	G
54	ACS	Local	The percentage of people who feel safe when outside in the local area during the day⁶	Bi-annual	72%	N/A	70%	N/A	Not applicable – Local measure		↓	A
55	ACS	Local	The proportion of the adult population who participate in regular formal volunteering⁶	Bi-annual	15%	N/A	13%	Year on year increase	Not applicable – Local measure		↓	R

⁶From the residents survey (previously the place survey)

⁷Thinking 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

Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Benchmarking		Trend	RAG
									London Average	National Average		
56	ACS	Local	The percentage of people satisfied with libraries ⁸	Bi-Annual	71%	N/A	73%	N/A	Not applicable – Local measure		↑	G
57	ACS	Local	The percentage of people satisfied with parks and open spaces ⁸	Bi-Annual	66%	N/A	70%	N/A	Not applicable – Local measure		↑	G

⁸From the residents survey (previously the place survey)

Theme: Health and Wellbeing

Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Benchmarking		Trend	RAG
									London Average	National Average		
58	ACS	Convergence	Mortality rate from all circulatory diseases at ages under 75 (per 100,000) ⁹	Annual – Calendar year	97.03 (2009)	84.33 (2010)	2011 data available Dec 2012	<25 point gap with London average	68.16	64.67	↑	G
59	ACS	Convergence	Mortality from all cancers at ages under 75 (per 100,000) ⁹	Annual – Calendar year	143.57 (2009)	124.03 (2010)	2011 data available Dec 2012	<10 point gap with London average	102.85	108.05	↑	A
60a	ACS	Convergence	Life expectancy (in years) – Males ⁹	Annual – Calendar 3 year average	76.5 (2007-2009)	77 (2008-2010)	2009-2011 data available Dec 2012	<2 years gap with London average	79.0	78.58	↑	G
60b	ACS	Convergence	Life expectancy (in years) – Females ⁹	Annual – Calendar 3 year average	81.0 (2007-2009)	81.1 (2008-2010)	2009-2011 data available Dec 2012	<1.5 years gap with London average	83.3	82.57	↑	A
61	CS	Convergence / Local	The percentage of children in Year 6 who are obese 6 ¹⁰	Annual – Academic Year	23.6%	24.2%	2011/12 academic year available Dec 2012	<1% gap with London average	21.9%	19.0%	↓	R

Theme: Health and Wellbeing

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Benchmarking		Trend	RAG
									London Average	National Average		
62	ACS	Convergence	No sport or physical activity (Percentage 0 times 30 minutes per week)¹¹	Annual every October – 3 year average	58.4% (2008-2010)	61.4% (2009-2011)	Data due Dec 2012	<1% gap with London	47.6%	47.8%	↓	A
63	CS	Convergence	Percentage of pupils who participate in high quality PE and School Sport	Annual	88%	The survey from which this indicator was captured, has not been conducted by DfE since 2009/10. Local reporting yet to be decided.						
64	CS	Local	The percentage of children in reception who are obese¹⁰	Annual – Academic Year	14.1%	13.8%	2011/12 academic year available Dec 2012	TBC	11.1%	9.4%	↑	R

⁹Annual calendar year E.g. 2009 calendar year reported as the 2009/10 end of year result

¹⁰Academic year E.g. 2009/10 end of year result relates to the 2009/10 Academic Year – September 2009 – August 2010

¹¹Taken from the Active People Survey.

Theme: Better Future

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2009/10	Actual End of year 2010/11	Actual End of year 2011/12	Target 2012/13	Benchmarking		Trend	RAG
									London Average	National Average		
65	CS	London Councils	Percentage of Looked After Children achieving 5 A*-C GCSEs (including English and Maths)	Annual – Academic Year	12.5%	20%	3.45% (provisional)	20.8%	14.4%	12.8%	↓	R
66	CS	Convergence / London Councils	Percentage of pupils achieving Level 4 or above in both English and Maths at Key Stage 2¹²	Annual – Academic Year	70%	71%	77% (provisional)	Achieve convergence	81%	80%	↑	R
67	CS	Convergence	Young people from low income backgrounds progressing to higher education^{12, 13}	Annual – Academic Year	2% (2007/08)	Awaiting publication	Awaiting publication	TBC	15% (2007/08)	18% (2007/08)	N/A	

Theme: Better Future

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									London Average	National Average		
68	F&R	Convergence	Percentage of working age population with no qualifications¹⁴	Annual – Calendar Year	18.9% (2009)	17.0% (2010)	13.8% (2011)	Achieve convergence with London by 2015	9.3%	10.6%	↑	G
69	CS	Convergence	Achievement of a Level 3 qualification by the age of 19	Annual	40.3%	42.9%	Data due May 2013	55% by 2013	58.9%	54.5%	↑	R
70	CS	Convergence	Proportion of children living in families on key benefits to London average	Annual	36.6% (2009)	34.9% (2010)	Data due January 2013	<5.6% gap with London	27.5%	20.6%	↑	R
71	F&R	Local	Percentage of CO² reduction from Local Authority operations	Annual	24.7%	-5.17%	1.59%	3% increase	Not applicable – Local measure		↑	G

¹²Academic year E.g. 2009/10 end of year result relates to the 2009/10 Academic Year – September 2009 – August 2010

¹³There is a significant time lag in the publication of data by DfE.

¹⁴This indicator is not collected across 5 of the 6 Host Boroughs. It may be deleted.