

## Performance House Indicators – Quarter 3 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 3 2011/12	Current Performance Qtr 3 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
20	ACS	London Councils	Serious acquisitive <sup>2</sup> crime rate per 1,000 population	Monthly cumulative	31.8	30.6	29.38	26.4	29.0	23.22	N/A	↑	G
21	ACS	London Councils	Overall crime rate per 1,000 population	Monthly cumulative	106.73	104.62	100.20	92.97	104.0	96.373	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%)	273 of 799 (34.2%)	349 of 945 (36.9%)	TBC	N/A	N/A	↑	G
23	CS	London Councils	Percentage of children's core assessments completed within 35 days	Monthly	64.6%	78.4%	84.6%	80.5%	80%	77.8%	75.5%	↓	G
24	CS	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	100%	100%	100%	98.2%	96.7%	↔	G
25	CS	London Councils	Percentage of children having a child protection plan for 2 <sup>nd</sup> or subsequent time	Monthly	9.27%	9.3%	6.7%	3%	10%	11.4%	13.8%	N/A	G

<sup>2</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

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 3 2011/12	Current Performance Qtr 3 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
26	H&E	Local	<b>Average time to re-let local authority housing (days)</b>	Monthly	30 days	29 days	27 days	<b>28 days</b>	32 days	Not applicable – Local measure		↓	A
27	H&E	Local	<b>Eyesore Gardens – Percentage of Eyesore Gardens cleared following re-inspection (cases closed)</b> <i>NB: This figure is broken down by the 3 indicators below</i>	Monthly	New for 2011/12	92%	93%	<b>96%</b>	90%	Not applicable – Local measure		↑	G
28a	H&E	Local	<b>Eyesore Gardens – Percentage that were closed without a further action needed</b>	Monthly	New for 2011/12	47%	47%	<b>65%</b>	N/A	Not applicable – Local measure		N/A	
28b	H&E	Local	<b>Eyesore Gardens – Percentage of gardens cleared up following a warning letter issued to owner</b>	Monthly	New for 2011/12	37%	38%	<b>28%</b>	N/A	Not applicable – Local measure		N/A	
28c	H&E	Local	<b>Eyesore Gardens – Percentage of gardens cleared up once owner has been served with a notice</b>	Monthly	New for 2011/12	8%	8%	<b>3%</b>	N/A	Not applicable – Local measure		N/A	
29	H&E	London Councils	<b>Number of homeless applications accepted</b>	Quarterly cumulative	113	246	68	<b>203</b>	N/A	359.4	N/A	N/A	
30	H&E	London Councils	<b>Number of households living in temporary accommodation<sup>3</sup></b>	Quarterly	709	1155	707	<b>1187</b>	N/A	1189	N/A	N/A	
31	H&E	Local	<b>Number of households living in temporary accommodation (Old portfolio)<sup>3</sup></b>	Quarterly	259	167	188	<b>93</b>	199	Not applicable – Local measure		↑	G
32a	F&R	London Councils	<b>Percentage of ‘other’ planning applications determined within 8 weeks</b>	Quarterly cumulative	79.5%	78.3%	81.52%	<b>70.93%</b>	80%	79%	82%	↓	R
32b	F&R	London Councils	<b>Percentage of ‘minor’ planning applications determined within 8 weeks</b>	Quarterly cumulative	59.5%	61.25%	66.67%	<b>62.34%</b>	65%	68%	71%	↓	A

<sup>3</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 is 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 3 2011/12	Current Performance Qtr 3 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%	46.76%	47.21%	75%	48.7%	N/A	↑	G
34	ACS	London Councils	Percentage of carers receiving needs assessment or review	Monthly	26.4%	60%	64%	73.4%	TBC	N/A	N/A	↑	G

### 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 3 2011/12	Current Performance Qtr 3 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%	4.06%	4.03%	6%	9.6% 2011/12	7.1% 2011/12	↔	A
36	ACS	Local	The percentage of adults receiving secondary mental health services in employment	Monthly	6%	7%	N/A	3.93%	As the definition of this indicator has changed there is no comparison data currently available.				
37	H&E	London Councils	Kilogram of residual waste per household	Quarterly	824.4kg	807.5kg	604.60kg	666.43kg	820kg	586kg	N/A	↓	A
38	H&E	London Councils	Percentage of waste sent for reuse, recycling and composting	Quarterly	30.9%	29.49%	31.62%	27.24%	31%	34.4%	N/A	↓	A
39	CS	Local	The percentage of secondary schools rated outstanding or good <sup>4</sup>	Quarterly	67%	67%	67%	89%	>65%	79.5% (Aug 2012)	66.2% (Aug 2012)	↑	G
40	CS	Local	The number of children without school places	Quarterly	0	0	0	3 (snapshot 25 <sup>th</sup> Jan)	0	N/A	N/A	↓	R

<sup>4</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

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Same period last year Qtr 3 2011/12	Current Performance Qtr 3 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
										London Average	National Average		
41a	Elevate	London Councils	<b>The number of days to process Housing Benefit / Council Tax Benefit: New claims and change of circumstances<sup>5</sup></b>	Monthly cumulative	17 days	14.56 days	17.16 days	<b>19.56 days</b> (provisional)	See <i>individual targets</i>	Combined results unavailable		↓	R
41b	Elevate	Local	<b>The number of days to process Housing Benefit / Council Tax Benefit: New claims<sup>5</sup></b>	Monthly cumulative	27 days	20 days	21.01 days	<b>21.86 days</b> (provisional)	21 days	24 days	24 days	↓	A
41c	Elevate	Local	<b>The number of days to process Housing Benefit / Council Tax Benefit: Change of circumstance<sup>5</sup></b>	Monthly cumulative	16 days	14 days	16.45 days	<b>21.13 days</b> (provisional)	15 days (19.18)	11 days	10 days	↓	R
42	Elevate	London Councils	<b>The percentage of non-domestic rates collected</b>	Monthly cumulative	94.8%	96.4%	79.10%	<b>79.10%</b>	97.1%	98.2%	97.8%	↔	A
43a	F&R	Local	<b>The number of new stage 3 complaints received to date in the year</b>	Monthly cumulative	85	101	81	<b>65</b>	N/A	Not applicable – Local measure		N/A	
43b	F&R	Local	<b>The number of stage 3 complaints processed within deadlines</b>	Monthly cumulative	66 (77.65%)	72 (71.3%)	57 (70.4%)	<b>55 (84.6%)</b>	80%	Not applicable – Local measure		↑	G
44a	F&R	Local	<b>The number of LGO referrals received to date in the year</b>	Monthly cumulative	68	55	47	<b>41</b>	N/A	Not applicable – Local measure		N/A	
44b	F&R	Local	<b>The number of LGO referrals processed within deadlines</b>	Monthly cumulative	65 (95.59%)	51 (92.73%)	45 (95.7%)	<b>39 (95.1%)</b>	80%	Not applicable – Local measure		↑	G
45	CE's	Local	<b>The number of grievances reaching stage 3 (new and still open)</b>	Monthly	1	2	1	<b>0</b>	N/A	Not applicable – Local measure		↑	N/A
46	CE's	Local	<b>The number of new disciplinaries</b>	Monthly	53	68	12	<b>14</b>	N/A	Not applicable – Local measure		↓	N/A
47	CE's	Local	<b>'I would recommend the Council as a good employer' – The percentage of employees who agree</b>	Quarterly	53%	44.5%	52.3%	<b>56%</b>	50%	Not applicable – Local measure		↑	G
48	CE's	Local	<b>'The Council demonstrates a genuine concern for my well-being' – The percentage of employees who agree</b>	Quarterly	New for year end 2011/12	28.2%	N/A	<b>33.5%</b>	33%	Not applicable – Local measure		↑	G

<sup>5</sup>Housing 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 3 2012/13 figures will be available at Quarter 4 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 area <sup>6</sup>	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 <sup>6,7</sup>	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 together <sup>7</sup>	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 area <sup>7</sup>	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 dark <sup>6</sup>	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 day <sup>6</sup>	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 volunteering <sup>6</sup>	Bi-annual	15%	N/A	13%	Year on year increase	Not applicable – Local measure		↓	R

<sup>6</sup>From the residents survey (previously the place survey)

<sup>7</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

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		
56	ACS	Local	The percentage of people satisfied with libraries <sup>8</sup>	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 <sup>8</sup>	Bi-Annual	66%	N/A	70%	N/A	Not applicable – Local measure		↑	G

<sup>8</sup>From the residents survey (previously the place survey)

### 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		
58	ACS	Convergence	Mortality rate from all circulatory diseases at ages under 75 (per 100,000) <sup>9</sup>	Annual – Calendar year	97.03 (2009)	84.33 (2010)	Awaiting 2011 data publication	<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) <sup>9</sup>	Annual – Calendar year	143.57 (2009)	124.03 (2010)	Awaiting 2011 data publication	<10 point gap with London average	102.85	108.05	↑	A
60a	ACS	Convergence	Life expectancy (in years) – Males <sup>9</sup>	Annual – Calendar 3 year average	76.5 (2007-2009)	77 (2008-2010)	2009-2011 data due July 2013	<2 years gap with London average	79.0	78.58	↑	G
60b	ACS	Convergence	Life expectancy (in years) – Females <sup>9</sup>	Annual – Calendar 3 year average	81.0 (2007-2009)	81.1 (2008-2010)	2009-2011 data due July 2013	<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 <sup>10</sup>	Annual – Academic Year	23.6%	24.2%	26.9%	<1% gap with London average	22.5%	19.2%	↓	R

### 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		
62	ACS	Convergence	<b>No sport or physical activity (Percentage 0 times 30 minutes per week)<sup>11</sup></b>	Annual every October – 3 year average	58.4% (2008-2010)	61.4% (2009-2011)	<b>62.6%</b> (2010-2012)	<1% gap with London	48.58 %	48.66 %	↓	A
63	CS	Convergence	<b>Percentage of pupils who participate in high quality PE and School Sport</b>	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	<b>The percentage of children in reception who are obese<sup>10</sup></b>	Annual – Academic Year	14.1%	13.8%	<b>13.7%</b>	TBC	11%	9.5%	↑	R

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

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

<sup>11</sup> Taken from the Active People Survey.

### Theme: Better Future

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		
65	CS	London Councils	<b>Percentage of Looked After Children achieving 5 A*-C GCSEs (including English and Maths)</b>	Annual – Academic Year	12.5%	20%	<b>3.45%</b> (provisional)	20.8%	14.4%	12.8%	↓	R
66	CS	Convergence / London Councils	<b>Percentage of pupils achieving Level 4 or above in both English and Maths at Key Stage 2<sup>12</sup></b>	Annual – Academic Year	70%	71%	<b>78.3%</b> (revised)	Achieve convergence	82%	79%	↑	A
67	CS	Convergence	<b>Young people from low income backgrounds progressing to higher education<sup>12, 13</sup></b>	Annual – Academic Year	2% (2007/08)	Awaiting publication	Awaiting publication	TBC	15% (2007/08)	18% (2007/08)	N/A	
68	F&R	Convergence	<b>Percentage of working age population with no qualifications<sup>14</sup></b>	Annual – Calendar Year	18.9% (2009)	17.0% (2010)	<b>13.8%</b> (2011)	Achieve convergence with London by 2015	9.3%	10.6%	↑	G

## Theme: Better Future

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		
69	CS	Convergence	<b>Achievement of a Level 3 qualification by the age of 19</b>	Annual	40.3%	42.9%	Data due May 2013	55% by 2013	58.9%	54.5%	↑	R
70	CS	Convergence	<b>Proportion of children living in families on key benefits to London average</b>	Annual	36.6% (2009)	34.9% (2010)	Data due early 2013	<5.6% gap with London	27.5%	20.6%	↑	R
71	F&R	Local	<b>Percentage of CO<sup>2</sup> reduction from Local Authority operations</b>	Annual	24.7%	-5.17%	<b>1.59%</b>	3% increase	Not applicable – Local measure		↑	G

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

<sup>13</sup> There is a significant time lag in the publication of data by DfE.

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