

Performance House Indicators – End of Year 2012/13

Theme: Better Together												
Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Current Performance End of Year 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	26.58	29.0	22.63	N/A	↑	G
21	ACS	London Councils	Overall crime rate per 1,000 population	Monthly cumulative	106.73	104.62	92.16	104.0	93.96	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%)	487 of 1139 (42.8%)	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%	77.4% (provisional)	80%	77.8%	75.5%	↓	G
24	CS	London Councils	Percentage of child protection cases reviewed within required timescales	Monthly	100%	100%	99.4% (provisional)	100%	98.2%	96.7%	↓	G
25	CS	London Councils	Percentage of children having a child protection plan for 2 nd or subsequent time	Monthly	9.27%	9.3%	2.9% (provisional)	10%	11.4%	13.8%	↑	G

Theme: Better Home

Ref.	Direct orate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Current Performance End of Year 2012/13	Target 2012/13	Benchmarking		Trend	Target RAG
									London Average	National Average		
26	H&E	Local	Average time to re-let local authority housing (days)	Monthly	30 days	29 days	43 days	32 days	Not applicable – Local measure		↓	R
27	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%	95%	90%	Not applicable – Local measure		↑	G
28a	H&E	Local	Eyesore Gardens – Percentage that were closed without an further action needed	Monthly	New for 2011/12	47%	32%	N/A	Not applicable – Local measure		N/A	
28b	H&E	Local	Eyesore Gardens – Percentage of gardens cleared up following a warning letter issued to owner	Monthly	New for 2011/12	37%	47%	N/A	Not applicable – Local measure		N/A	
28c	H&E	Local	Eyesore Gardens – Percentage of gardens cleared up once owner has been served with a notice	Monthly	New for 2011/12	8%	16%	N/A	Not applicable – Local measure		N/A	
29	H&E	London Councils	Number of homeless applications accepted	Quarterly cumulative	113	246	664	N/A	359.4	N/A	N/A	
30	H&E	London Councils	Number of households living in temporary accommodation³	Quarterly	709	1155	1188	N/A	1189	N/A	N/A	
31	H&E	Local	Number of households living in temporary accommodation (Old portfolio)³	Quarterly	259	167	72	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%	73%	80%	79%	82%	↓	A
32b	F&R	London Councils	Percentage of ‘minor’ planning applications determined within 8 weeks	Quarterly cumulative	59.5%	61.25%	59%	65%	68%	71%	↓	A

Theme: Better Health and Wellbeing

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Current Performance End of Year 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%	49.07%	75%	48.7%	N/A	↑	A
34	ACS	London Councils	Percentage of carers receiving needs assessment or review	Monthly	26.4%	60%	57.8%	TBC	N/A	N/A	↓	N/A

Theme: Better Future

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Current Performance End of Year 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%	3.65%	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%	4.83%	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	863.70kg	820kg	586kg	N/A	↓	A
38	H&E	London Councils	Percentage of waste sent for reuse, recycling and composting	Quarterly	30.9%	29.49%	26.10%	31%	34.4%	N/A	↓	R
39	CS	Local	The percentage of secondary schools rated outstanding or good ⁴	Quarterly	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	20* (snapshot as of 9 May 2013)	0	N/A	N/A	↓	R

* Ref. 40 - Please note the 20 children currently without a school place are not of statutory school age and are recent applications. These are being dealt with as quickly as possible and we anticipate by mid next week these children will all have school places.

Theme: Well run organisation

Ref.	Directorate	Type of Indicator	Indicator	Frequency	Actual End of year 2010/11	Actual End of year 2011/12	Current Performance End of Year 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	12.97 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	23.10 days (provisional)	21 days	24 days	24 days	↓	R
41c	Elevate	Local	The number of days to process Housing Benefit / Council Tax Benefit: Change of circumstance⁵	Monthly cumulative	16 days	14 days	12.10 days (provisional)	15 days (19.18)	11 days	10 days	↑	G
42	Elevate	London Councils	The percentage of non-domestic rates collected	Monthly cumulative	94.8%	96.4%	95.1%	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	80	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%)	68 (85%)	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	47	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%)	44 (94%)	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	N/A	Not applicable – Local measure		↑	N/A
46	CE's	Local	The number of new disciplinaries	Monthly	53	68	26	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%	48.6%	50%	Not applicable – Local measure		↑	A
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%	34%	33%	Not applicable – Local measure		↑	G

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	Actual End of year 2012/13	Target 2012/13	Benchmarking		Trend	RAG
										London Average	National Average		
49	ACS	Convergence	Overall satisfaction with the local area ⁶	Bi-annual	54%	N/A	64%	N/A	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	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 ⁷	Bi-annual	55%	N/A	52%	N/A	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 ⁷	Bi-annual	36%	N/A	38%	N/A	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 ⁶	Bi-annual	36%	N/A	36%	N/A	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 ⁶	Bi-annual	72%	N/A	70%	N/A	N/A	Not applicable – Local measure		↓	A
55	ACS	Local	The proportion of the adult population who participate in regular formal volunteering ⁶	Bi-annual	15%	N/A	13%	N/A	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	Actual End of year 2012/13	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	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	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	Actual End of year 2012/13	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)	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) ⁹	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 ⁹	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 ⁹	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

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	Actual End of year 2012/13	Target 2012/13	Benchmarking		Trend	RAG
										London Average	National Average		
61	CS	Convergence / Local	The percentage of children in Year 6 who are obese ¹⁰	Annual – Academic Year	23.6%	24.2%	26.9%	Data due end of 2013	<1% gap with London average	22.5%	19.2%	↓	R
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)	62.6% (2010-2012)	N/A	<1% gap with London	48.58 %	48.66 %	↓	R
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 obese ¹⁰	Annual – Academic Year	14.1%	13.8%	13.7%	Data due end of 2013	TBC	11%	9.5%	↑	R

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

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

¹¹ 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	Actual End of year 2012/13	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%	7.4% (provisional)	Provisional data available Autumn 2013	20.8%	14.4%	12.8%	↓	R

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	Actual End of year 2012/13	Target 2012/13	Benchmarking		Trend	RAG
										London Average	National Average		
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%	78.3%	Provisional data available August 2013	Achieve convergence	82%	79%	↑	A
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	Awaiting publication	TBC	15% (2007/08)	18% (2007/08)	N/A	
68	F&R	Convergence	Percentage of working age population with no qualifications¹⁴	Annual – Calendar Year	18.9% (2009)	17.0% (2010)	13.8% (2011)	13.9% (2012)	Achieve convergence with London by 2015	9.3%	10.6%	↓	A
69	CS	Convergence	Achievement of a Level 3 qualification by the age of 19	Annual	40.3%	42.9%	49.2%	Due May 2014	55% by 2013	60.8%	56%	↑	R
70	CS	Convergence	Proportion of children living in families on key benefits to London average	Annual	36.6% (2009)	34.9% (2010)	Awaiting publication (due)	Due early 2014	<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%	Data due July 2013	3% increase	Not applicable – Local measure		↑	G

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

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

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