

Priority Performance 2013/14 - Quarter 2 Performance

Ref. No.	Key Performance Measure	Historical Performance	Last Year's Performance	Current Performance	2013/14 Target	Progress against Target	Target RAG	Performance this time last year	Percentage improvement / decline	Benchmarking		
		2011/12 Result	End of Year 2012/13	Qtr 2 2013/14						London Average	National Average	
Ensure every child is valued so that they can succeed												
1	16 to 18 year olds who are not in education, employment or training (NEET)	6.5%	5.4%	7.6% (Quarter 1)	<6%	Off target	A	7.9%	↑	0.3%	4.7%	5.8%
2	Care leavers in employment, education or training	40.4%	56.4% (Provisional)	50.0%	60%	Off target	R	44.4%	↑	5.6%	66%	61%
3	Children's Social Care Assessments completed within timescales (45 days)	New PI	Not applicable	56%	> 80%	Off target	R	New indicator definition for 2013/14			Data not available	
4	Timeliness of children in care placed for adoption following an agency decision that the child should be placed for adoption	63.6%	66.7% (Provisional)	100%	> 70%	Exceeding target	G	82%	↑	18%	71.5%	74.0%
5	The number of Common Assessment Frameworks / Family Common Assessment Frameworks (CAFs/FCAFs) initiated	818	647	117	750	Exceeding target	G	128	↑	8.6%	Local measure	
6	The percentage of primary schools rated as outstanding or good	59%	64%	64%	100%	On target	A	61%	↑	3%	83.0%	79.0%
7	The percentage of secondary schools rated as outstanding or good	67%	89%	89%	100%	On target	G	67%	↑	22%	86.0%	73.0%
Reduced crime and the fear of crime												
8	The number of domestic violence offences	1706	1588	954	Reduction	Off target	R	787	↓	21.3%	Local measure	
9	Repeat incidents of domestic violence	22.0%	21%	23%	28%	Exceeding target	G	25%	↑	3%	Data not available	
10	The number of violent crimes	5424	4,680	2,379	Reduction	On target	G	2,397	↑	0.8%	Local measure	
11	The number of serious youth violence offences	236	145	75	Reduction	On target	R	74	↓	1%	Local measure	
12	The number of residential burglaries	1710	1,835	697	Reduction	On target	G	770	↑	9.5%	1896	n/a
Improve health and wellbeing through all stages of life												
13	Percentage uptake of MMR (Measles, Mumps and Rubella) vaccination (2 doses) at 5 years old	81.96%	85.5%	83.8% (Quarter 1)	95%	Off target	R	85.53%	↓	1.73%	81.2%	88.4%
14	Percentage uptake of DTaP/IPV (diphtheria, tetanus, whooping cough and polio) vaccination at age 5	82.65%	86.4%	85.1% (Quarter 1)	95%	Off target	A	85.32%	↓	0.22%	80.5%	89.2%
15	Number of successful smoking quitters aged 16 and over through cessation service	1115	1,069	162 (Quarter1)	1,475	On target	G	155	↑	4.5%	1213	944
16	The number of leisure centre visits	993,039	1,101,565	616,954	1,105,000	On target	G	531,751	↑	16%	Local measure	
17	The number of Active Age (over 60's) leisure memberships	3,123	3,245	3,324	3,800	On target	G	3,033	↑	10%	Local measure	
18	The proportion of social care clients accessing care and support in the home via direct payments	51.6%	49.07%	66.6%	> 50%	On target	G	42.70%	↑	21.3%	Data not available	
19	The number of people with a Delayed Transfer of Care that are the fault of adult social care (per 100,00 population)	4.29	2.38	1.13	< 3.3	On target	G	2.95	↑	61.7%	n/a	3.2
Creating thriving communities by maintaining and investing in new and high quality homes												
20	Average time taken to re-let local authority housing (calendar days)	29 days	43 days	76 days	30 days	Off target	R	35 days	↓	117%	Local measure	
21	The number of homeless applications accepted	246	664	252	Not applicable			119	n/a	n/a	359.4	n/a
22	The number of households living in temporary accommodation	1155	1188	1312	Not set	n/a	n/a	1190	↓	10.3%	1189	n/a
23	The number of empty dwellings returned to use through GLA funding	New PI	New PI	2	60 by 2014/15	Off target	R	n/a	n/a	n/a	Local measure	
Maximise growth opportunities and increase the household income of Borough residents												
24	The percentage of economically active people in employment	64.3%	62.9%	62.5% (Quarter 1)	2%-3% gap with London average	Off target	R	64.9%	↓	2.4%	69.4%	71.1%
A well run organisation												
25	The percentage of Council Tax collected	94.1%	94.6%	55.60%	93.5%	On target	G	55.5%	↑	0.1%	96.43%	97.37%
26	The percentage of rent collected	95.5%	96.95%	97.05%	96.5%	Exceeding target	G	96.56%	↑	0.49%	Data not available	
27	The time taken to process Housing Benefit / Council Tax benefit new claims	20.05 days	23 days	25 days (provisional)	27 days	On target	A	18.58 days	↓	35%	25 days	24 days
28	The time taken to process Housing Benefit / Council Tax benefit change events	13.7 days	21 days	15 days (provisional)	15 days	Achieving target	G	24.24 days	↑	38%	11 days	11 days
29	The percentage of land that has unacceptable levels of litter	7%	4%	3% (Tranche 1)	7%	Exceeding target	G	6%	↑	50%	5.4%	n/a
30	The percentage of household waste that is recycled or composted	29.49%	26.38%	27.91%	31%	On target	A	29.87%	↓	1.96%	34.2%	n/a
31	The average number of days lost due to sickness absence	9.06 days	9.76 days	8.47 days	8 days by Sept 2014	On target	A	9.44 days	↑	10%	7.84 days	n/a
32	The percentage of Stage 1 complaints responded to within deadline	60%	76%	88% (77% YTD)	80%*	On target	A	75%	↑	13%	Local measure	
33	The percentage of Stage 2 complaints responded to within deadline	58%	64%	70% (62% YTD)	80%*	Off Target	R	67%	↑	3%	Local measure	
34	The percentage of Stage 3 complaints responded to within deadline	71%	84%	60% (72% YTD)	80%*	On target	A	87%	↓	27%	Local measure	
35	The percentage of member enquiries responded to within deadline	82%	82%	90% (89% YTD)	80%*	Exceeding target	G	83%	↑	7%	Local measure	
36	The percentage of employees who would recommend the Council as a good employer	44.5% (Feb 2012)	48.6% (Jan 13)	Survey conducted 3 times per year	Target not set	n/a	n/a	44.5% (Feb 12)	↑	14%	Local measure	
37	The current revenue budget account position (over or under spend)	£2m under spend	£3.11m under spend	£8.393m underspend (incl. £5.2m budgeted surplus)	Balanced budget with additional £5.2m general fund reserve	On target	G	£0.95m over spend	↑	556%	Local measure	
38	The percentage of the planned in year capital programme delivered in year	Data to be confirmed	78% delivered	Forecast of 98%	100%	On target	G	n/a	n/a	n/a	Local measure	

* Target 100% from 1st January 2014