

Quarter 3 2013/14 Priority Performance Indicators (Quarterly Indicators)												
Ref. No.	Key Performance Measure	Historical Performance	Last Year's Performance	Current 2013/14 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 3						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%	6.6%	<6%	Off target	A	5.1%	↓	1.5%	4.7%	5.8%
2	Care leavers in employment, education or training	40.4%	56.4%	48.0%	60%	Off target	R	39.3%	↑	8.7%	66%	61%
3	Children's Social Care Assessments completed within timescales (45 days)	New PI definition from 2013/14		67%	> 80%	Off target	R	New PI 2013/14	↑	n/a	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%	60%	> 70%	Off target	A	67%	↓	7%	71.5%	74.0%
5	The number of Common Assessment Frameworks / Family Common Assessment Frameworks (CAFs/fCAFs) initiated	818	647	199	750	Exceeding target	G	Data unavailable		Local measure		
6	The percentage of primary schools rated as outstanding or good	59%	64%	64%	100%	Off target	R	62%	↑	2%	83.0%	79.0%
7	The percentage of secondary schools rated as outstanding or good	67%	89%	78%	100%	Off target	R	89%	↓	11%	86.0%	73.0%
Reduced crime and the fear of crime												
8	The number of domestic violence offences	1706	1588	1483	n/a	Not applicable		1195	↓	24.1%	Local measure	
9	Repeat incidents of domestic violence	22.0%	21%	24%	No more than 28%	Exceeding target	G	22%	↓	2%	Data not available	
10	The number of violent crimes	5424	4,680	3,612	Reduction	On target	A	3,507	↓	3.0%	Local measure	
11	The number of serious youth violence offences	236	145	120	Reduction	On target	A	113	↓	6.2%	Local measure	
12	The number of residential burglaries	1710	1,835	1,101	Reduction	On target	G	1267	↑	13.1%	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%	85.4% (Quarter 2)	95%	Off target	R	83.8%	↑	1.6%	80.2%	88.5%
14	Percentage uptake of DTaP/IPV (diphtheria, tetanus, whooping cough and polio) vaccination at age 5	82.65%	86.4%	85.5% (Quarter 2)	95%	Off target	A	84.8%	↑	0.7%	78.8%	89.0%
15	Number of successful smoking quitters aged 16 and over through cessation service	1115	1,069	201 (526)	1,475	On target	A	445	↑	18.2%	156	163
16	The number of leisure centre visits	993,039	1,101,565	909,741	1,105,000	On target	G	801,234	↑	13.5%	Local measure	
17	The number of Active Age (over 60's) leisure memberships	3,123	3,245	3,293	3,800	On target	A	3,098	↑	6.3%	Local measure	
18	The proportion of social care clients accessing care and support in the home via direct payments	51.6%	49.07%	71.10%	> 50%	Exceeding target	G	48.67%	↑	22.4%	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	1.24	< 3.3	Exceeding target	G	2.65	↑	53.2%	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	68 days	30 days	Off target	R	28 days	↓	143%	Local measure	
21	The number of homeless applications accepted	246	664	707	Not applicable			203	n/a	n/a	359.4	n/a
22	The number of households living in temporary accommodation	1155	1188	1375	Not set	n/a	n/a	1187	↓	15.8%	1189	n/a

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23	The number of empty dwellings returned to use through GLA funding	New Performance Indicator for 2013/14		3 (5)	50 March 2015	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%	63.7% (Quarter 2)	2%-3% gap with London average	Off target	A	63.2%	↑	0.5%	69.4%	77.3%
A well run organisation												
25	The percentage of Council Tax collected	94.1%	94.6%	81.30%	93.5%	On target	A	82.06%	↓	0.8%	96.43%	97.37%
26	The percentage of rent collected	95.5%	96.95%	96.73%	96.5%	Exceeding target	G	96.24%	↑	0.3%	Data not available	
27	The time taken to process Housing Benefit / Council Tax benefit new claims	20.05 days	23 days	25 days	27 days	Exceeding target	G	27.03 days	↑	7.5%	25 days	24 days
28	The time taken to process Housing Benefit / Council Tax benefit change events	13.7 days	21 days	15 days	15 days	Achieving target	G	18.19 days	↑	17.5%	12 days	11 days
29	The percentage of land that has unacceptable levels of litter	7%	4%	3% (Tranche 2 - Jan 14)	7%	On target	G	4%	↑	25%	Local measure	
30	The percentage of household waste that is recycled or composted (PI under review)	29.49%	26.38%	26.46%	31%	Off target	R	27.24%	↓	2.86%	35%	n/a
31	The average number of days lost due to sickness absence	9.06 days	9.76 days	8.28 days	8 days by Sept 2014	On target	A	9.34 days	↑	11.4%	7.7 days	n/a
32	The percentage of Stage 1 complaints responded to within deadline	60%	76%	95% (83% YTD)	100% from Jan 2014	Off target	R	79%	↑	4%	Local measure	
33	The percentage of Stage 2 complaints responded to within deadline	58%	64%	90% (75% YTD)	100% from Jan 2014	Off Target	R	66%	↑	6%	Local measure	
34	The percentage of Stage 3 complaints responded to within deadline	71%	84%	100% (79% YTD)	100% from Jan 2014	Off target	R	85%	↑	18%	Local measure	
35	The percentage of member enquiries responded to within deadline	82%	82%	98% (91% YTD)	100% from Jan 2014	On target	A	83%	↑	8%	Local measure	
36	The percentage of employees who would recommend the Council as a good employer	44.5% (Feb 2012)	48.6% (Jan 13)	56.3% (Nov 13)	Target not set	n/a	n/a	48.6% (Jan 13)	↑	8%	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	£1.1 under spend	↑	n/a	Local measure	
38	The percentage of the planned in year capital programme delivered in year	New PI	78% delivered	Forecast of 93.8%	100%	On target	A	n/a	n/a	n/a	Local measure	

NOTE: The Priority Performance Indicators will be reviewed for 2014/15 to ensure that the most appropriate priority measures continue to be reported to Members