

## Business Transformation

Director : Richard Ellis

Portfolio Holder for Business Transformation - Cllr Richard Stay

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
% first point resolution by Customer Service Centres	No	%	High	NA	NA	NA	72%	80%	76% (Q3 - Q4)	On Track	80%	There are high numbers of enquiries that cannot be resolved at first point of contact. This figure relates to all service specific calls but excludes general enquiries. The target for FPOC is 80% and this will be achieved through service transformation and existing process harmonisation. Figures based on satisfaction survey results.
% of incoming calls handled via contact centre	No	%	High	NA	NA	159,595	143,501	168,955	625,008	-	NT	No corporate information available until post April 2010, therefore a percentage figure cannot be provided. The Q4, Q3 and Q2 figures relate to the number of incoming telephone calls received into the Contact Centre.
Mystery Shopper - Customer Satisfaction with Customer Services	No	%	High	NA	NA	NA	68.20%	82%	NA	Off Track (Amber)	90%	The sample target is 300 responses per month. Data from 927 replies from the customer satisfaction survey throughout November - March.
% of council tax due that has been collected	No	%	High	NA	94.60%	95.00%	85.12%	97.19%	97.19%	Target Achieved	97%	The Quarter 4 figure is based on the amount of Council Tax due (assuming 100% collection) that has actually been collected after 12 months. The amount of Council Tax due for the year: £135,498,180.75 The amount of Council Tax collected: £131,691,066.35
CO2 reduction from CBC	Yes	%	High	NA	NA	0.66%	1.70%	0.14%	2.50%	-	NT	The actual CO2 reduction is calculated annually for the Council. Percentage reductions reported reflect the anticipated cumulative savings from carbon reduction measures agreed in this quarter. The quarter 4 figure has been derived from the property improvements as part of the maintainance & capital works. This additionally includes the carbon reduction measures recorded by Amey. The climate change strategy and target was approved at Executive on the 4th May 2010. This now goes to Full Council with the recommendation to approve and adopt the strategy.

## Corporate Resources

Director :Richard Ellis

### Portfolio Holder Corporate Resources - Cllr Maurice R Jones

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
Corporate absence - schools	No	Days	Low	NA	1.4	1.02	1.7	2.14	6.26	Target Achieved	2.33 per qtr	Triggers reports are sent to the Schools but active interrogation of sickness issues are dependant on the Schools taking action and requesting support as necessary.
Corporate absence non schools	No	Days	Low	NA	2.3	2.61	2.6	2.44	9.9	Target Missed (Red)	2.33 per qtr	There are high levels of sickness absence in SCHH and to a lesser extent in CFL. All CBC employees are now covered under one sickness absence policy and training in the use of the policy has been provided to managers. This reflects previous absence reporting for these service areas. The reports on the trigger points for sickness absence are actively interrogated by HR and managers contacted where issues need to be investigated further. Work is currently underway to probe further into performance against the indicator, particularly to distinguish between long and short term sickness and to review the application of the current sickness procedures and whether the procedures remained appropriate for Central Bedfordshire.
Corporate revenue spend against budget	No	%	Low	NA	0.0	2.9	4.0	0.88	0.88	Target Achieved	+/-1%	Revenue overspend £1.5m after transfers to and from reserves. Main areas of overspend Adult Social Care Health and Housing £4.3m, and Children's Services £1.3m. Offset by the use of the PFI reserve to repay transition costs £4.6m.
Corporate capital spend against budget	No	%	Low	NA	0.0	-18.64%	-9.01%	-13.92%	-13.92%	Target Missed (Red)	+/-5%	Overall capital programme showing £9.5m underspent. £11.4m proposed slippage, indicating £1.9M overspent.
Corporate payments made within 30 days of invoice	No	%	High	NA	85.1%	85.0%	83.6%	74.8%	82.00%	Target Missed (Red)	90% at Y/E	Performance has been poor throughout the year but it is important to set the performance in the context of Central Bedfordshire being a new unitary authority, working to bring together systems of three legacy councils, and to train staff in the use of the new systems. These systems had not been designed around the requirements of the business. As part of the Financial Services improvement plan, there will be a review of these processes. It is important that whatever processes emerged they achieve the appropriate balance between securing the necessary controls and reflecting the needs of the business.

# Children Services

Director : Edwina Grant

Portfolio Holder Children's Services - Cllr Anita M Lewis

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 51 - Effectiveness of child and adolescent mental health	Yes	Score	High	13 BCC	ND	ND	14 NI year end	15	14 Submitted Q3	Target Missed (Amber)	15	This annual indicator relies on a Self assessment. It is made up of four elements: 24/7 provision, 16/17 year old provision, Children with a learning disability and Jointly Commissioned early intervention services. Each area is scored out of 4, giving a total out of 16. Areas of focus in the forthcoming year are Learning Disability and Early Intervention. This indicator is submitted on a calendar year basis, hence the year end and Performance Judgement reflect the Q3 value. Performance has subsequently improved, receiving a score of 15 at the end of Q4.
NI 58 – Emotional and behavioural health of looked after children	No	Score	Low	12.5	5.0	18.0	10.3	13.1	12.3	-	NT	Looked after children experience significantly worse mental health than the general child population. An estimated 45% of looked after children aged 5 to 17 have mental health problems, over 4 times higher than for all children. This measure is intended to assess progress in improving the emotional and behavioural health of looked after children. Baseline information has recently been established, with the national average score for 2008/09 being 13.8. 100% of the required Strengths & Difficulties Questionnaires (SDQs), from which the scores are derived, were completed on time. The annual direction of travel is up. Improving the emotional well-being of Looked After children is being addressed through the Care Matters Implementation Plan.
NI 68 - The percentage of referrals of children in need that led to initial assessments (Count of referrals divided by Initial Assessment Completed)	No	%	High	83.3%	75.7%	72.9%	89.7%	50.9%	70.5%	Target Missed (Red)	80.0%	This indicator is a proxy for several issues: the appropriateness of referrals coming into social care, which can show whether local agencies are working well together; and the thresholds which are being applied in children's social care at a local level. Performance has been impacted by a significant rise in local referral rates <b>increasing from 227 per 10,000 last year to 293 per 10,000 during the current year</b> . This is primarily due to the heightened sensitivity of professionals following the death of baby Peter and the subsequent focus on safeguarding. Action is being taken to ensure sufficient capacity to meet the increased demand and to develop Early Intervention Services to prevent unnecessary referrals.

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NI 59 - The percentage of initial assessments within seven working days of referral	No	%	High	92.6%	82.6%	86.4%	87.0%	86.0%	85.2%	Target Achieved	85.0%	Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm. As the assessments involve a range of local agencies, this indicator also shows how well multi-agency working arrangements are established in local authority areas. Reported performance is in line with the target and is significantly better than the annual average performance both nationally and for comparator Authorities.
NI 60 - The percentage of core assessments that were completed within 35 working days of their commencement	No	%	High	89.9%	72.0%	81.3%	69.1%	73.5%	73.1%	Target Missed (Red)	85.0%	This indicator measures the percentage of core assessments which were completed within 35 working days. Core assessments are in-depth assessments of a child, or children, and their family, as defined in the Framework for the Assessment of Children in Need and their Families. Performance has not met target. This has primarily been caused by a rise in demand and difficulties in recruiting permanent staff. Recruitment has now taken place and two additional posts approved in the Intake & Assessment team. Performance is being closely managed by the Team Manager and performance is steadily improving but there remains a significant pressure on the service. Work to reform the IT system required for this work, planned for 2010/11, should reduce delays in completing core assessments.
NI 62 - The percentage of children looked after at 31 March with three or more placements during the year	No	%	Low	9.8%	0.7%	3.8%	6.2%	10.6%	10.6%	Target Missed (Red)	9.0%	This indicator is an important measure of the stability of care that a child has experienced. On the whole stability is associated with better outcomes – placement instability has been highlighted as a key barrier to improving educational outcomes for example. Proper assessment of a child's needs and an adequate choice of placements to meet the varied needs of different children are essential if appropriate stable placements are to be made. Performance has not met the ambitious target set but is comparable to both national and comparator group performance with 17 of 160 children moving at least twice.
NI 63 - The long term placement stability of looked after children	No	%	High	66.7%	61.4%	60.0%	66.7%	64.1%	64.1%	Target Missed (Amber)	65.0%	This indicator measures the long-term stability of children who remain in care for significant periods of time. Stability is associated with better outcomes. Performance is in line with target.

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NI 64 - The percentage of children who ceased to be the subject of a child protection plan after two or more years subject to a Child Protection Plan.	No	%	Low	2.2%	0.0%	13.0%	4.2%	25.0%	8.8%	Target Missed (Red)	3.5%	This indicator measures whether children and their families are receiving the services necessary to bring about the required changes in the family situation and to monitor performance in working towards the outcomes outlined in the child protection plan. During this period 8 children have been able to have their CP plans discontinued due to improvements in their care, 2 of these had a Child Protection Plan that exceeded 2 years duration. During the year 9 of the 102 children to have their plans discontinued had been subject to those plans for 2 years or more. In the 09/10 performance year the net number of children subject to Child Protection Plans has risen from 108 to 169. In future very few plans are expected to exceed 2 years.
NI 65 - The percentage of children who became the subject of a child protection plan during the year, who had previously been the subject of a child protection plan	No	%	Low	13.2%	45.5%	0.0%	11.1%	7.8%	13.2%	Target Achieved	15.0%	The impact of revised risk tolerance thresholds had a serious effect on performance against this indicator in the first half of the year. Performance has now exceeded the target. However, decisions about child protection planning will continue to be based solely on effective safeguarding practice rather than on achieving the target.
NI 66 - The percentage of children looked-after cases which should have been reviewed during the year which were reviewed on time during the year	No	%	High	97.5%	99.3%	97.8%	97.4%	96.0%	96.0%	Target Achieved	95.0%	The review is one of the key components within the core processes of working with children and families. The purpose of the review is to consider the plan for the child's welfare, to monitor the progress of the plan and amend it as necessary in light of changed information and circumstances. Good performance is reported which is in line which exceeds the target and both national and comparator group performance.
NI 67 - The percentage of child protection cases which should have been reviewed during the year that were reviewed on time during the year.	No	%	High	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Target Achieved	100.0%	Reviews are a key element in delivering Child Protection Plans and effective reviews should ensure the provision of good quality interventions. This indicator is a proxy for the measurement of the effectiveness of the interventions provided to children with a Child Protection Plan. Very good performance is reported in line with the target.
NI 89a - Reduction of number of schools judged as requiring special measures #	No	No.	Low	No schools in Special Measures as at 31 March 09	0	0	0	0	0	Target Achieved	0 *	No schools in Central Bedfordshire have been in special measures. However we will be informing schools that as at the end of Q1 we will also be naming schools who have been inspected and given a notice to improve within that quarter.



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NI 89b - Time taken to come out of special measures #	No	Months	Low	23	23	ND	ND	ND	ND	-	NT	No schools in Central Bedfordshire have been in special measures. However we will be informing schools that as at the end of Q1 we will also be naming schools who have been inspected and given a notice to improve within that quarter
NI 73 Achievement at level 4 or above in both English and Maths at Key Stage 2 #	No	%	High	73%	ND	ND	ND	ND	ND	-	82% *	This is a new indicator for 2009. Results indicate that 73% of pupils at Key Stage 2 achieved Level 4 or above in both English and mathematics combined. These figures place Central Bedfordshire 1% above the national average but 2% below that for statistical neighbours (ranked 9 out of 11).
NI 75 Achievement of 5 or more A* C grades at GCSE or equivalent including English and Maths #	No	%	High	50.0%	ND	ND	ND	ND	ND	-	56% *	Results indicate that 50.0% of students at Key Stage 4 achieved 5A*-C including English and mathematics. This represents a decline of 1% compared with 2008, following a substantial improvement that year. These figures place Central Bedfordshire at the national average but 4% below that for statistical neighbours (ranked 10 out of 11). This is a baseline from which we need to improve. This is a current priority for improvement. Five upper schools are part of the Gaining Ground programme this year.
NI 87 Secondary school persistent absence rate #	No	%	Low	3%	ND	ND	ND	ND	ND	On Track	3%*	Secondary persistent absence in Central Bedfordshire has been improved in 2008/09 to 3%. This figure is reported on annually, so there are no quarterly update figures available. Comparative data shows that the performance of the authority compares very favourably to the performance of statistical neighbour authorities and nationally. Central Bedfordshire's performance is comfortably the highest of all its statistical neighbour authorities (whose average is 4.65%) and only just below that of the highest performing authority nationally (2.70%). Some caution, however, is required before any firm conclusions are drawn as the CBC NI87 data is based on a three-tier rather than a two-tier model (i.e. the CBC figure is based on data from upper and middle schools) and therefore a proper like-for-like comparison is not possible. Performance is nevertheless very good.

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NI 88 Percentage of schools providing access to extended services #	No	%	High	88%	56%	88%	88%	96%	96%	On Track	100%	Excellent progress has been made & we are on target to achieve the 100% coverage by September 2010. Currently 96% of schools within Central Bedfordshire are offering the full core offer of services. This compares with the national figure of 94% and regionally 93%. Under the governance of the Children's Trust Commissioning Group, an evaluation will take place to measure the effectiveness of the current provision.
NI 103a Special Educational Needs - statements issued within 26 weeks	No	%	High	100.0%	100.0%	97.0%	100.0%	100.0%	99.0%	On Track	95.0%	Good performance in line with target.
NI 103b Special Educational Needs - statements issued within 26 weeks	No	%	High	83.9%	96.0%	94.0%	91.0%	90.0%	93.0%	On Track	77.0%	"Exceptions" within the descriptor for this target equate to delays beyond the control of the LA. In this case the delays are in receiving reports from Paediatricians.
NI 110 - Young People's Participation in positive activities #	Yes	%	High	73.9%	ND	ND	ND	ND	69.0%	Target Missed (Red)	77.9% *	The TellUs survey reported that we have achieved 69% of young people consulted participated in positive activities, 8.9% short of target – putting us in the upper middle quartile of our statistical neighbours. We have participated in a national audit of positive activity for which results have not yet been released. Central Bedfordshire's Youth Parliament is now in place and has identified the following areas as some of the priorities for their campaign: Transport, Financial advice within in schools, Improved careers guidance, Improved sexual health education in schools, Positive images for young people and Affordable access to the right positive activities. In addition to the youth parliament, young people have been recruited and trained to be involved in the following initiatives for this financial year: Street Cred – Young Opportunities / Youth Capital Fund grants allocation group; Young Inspectors. Friday and weekend provision is in place in parts of the authority and will be rolled out further in the coming months. The Positive Images campaign is being developed and young people have been consulted on the design. The campaign will be launched in June 2010.

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NI 114 – Rate of permanent exclusions from school #	No	%	Low	0.18	0.20% (Spring Term)	0.18% (Summer Term)	0.15% (Autumn Term)	0.23% (Spring Term)	0.23%	<b>Target Missed (Red)</b>	0.12%	A rate of 0.23% (up from 0.20% for a similar period last year) reflects a high number of exclusions in March (20). A priority within the Enjoy and Achieve plan is provide support within localities and to work with schools to improve inclusion, early identification of, and early intervention with children at risk of exclusion. Targets for exclusions are not part of the statutory target setting process, however a target of 0.12% has been set to ensure that Central Bedfordshire is in line with statistical neighbours.
NI 115 – Substance misuse by young people #	Yes	%	Low	13.3%	ND	ND	ND	ND	9.2%	<b>Target Achieved</b>	11.8%	Data from Tell Us is now available and highlights that an estimated 9.2% of young people in CBC have a substance misuse issue. This means we have surpassed our target for 2009/10 that was set at 11.8%. However, it is important to note that the sample of data used in Bedfordshire to determine the baseline was not robust. In terms of service delivery, a good level of performance has been sustained into Q4. For example, the delivery of family focused drugs/alcohol services has demonstrated positive benefits for service users and will now be mainstreamed. Our latest national data (Q3) also highlights that the number of young people leaving treatment remains high at 77%. Our drugs/alcohol plans for 2010/11 are now in place. Our priorities for the coming year will be to ensure a continued focus on vulnerable young people and an improvement in service quality. Delivery against the plan will require ongoing investment from CBC and NHS Beds both in terms of agreeing a framework for joint commissioning, appropriate capacity to commission drugs/alcohol services (current post holder due to go on secondment) and maintenance of funding in front line services.



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NI 117- 16-18 year olds who are not in education, employment or training	Yes	%	Low	6.2%	ND	ND	ND	ND	6.3%	<b>Target Missed (Red)</b>	5.6%	Data is returned to the government on a monthly basis and scrutinised by the 14-19 Partnership and the Achieve Economic Wellbeing delivery group. Statistical data for March 10 showed that 5.7 % of 16-18 year olds were not in Education Training or Employment (compared to 6.4% at December 09). The LAA NEET targets for Central Bedfordshire are: Baseline 2008/09 = 6.1% (countywide) ; 2009/10 = 5.6 ; 2010/11 = 5.0%. The reason this indicator is red is that nationally there has been a steady increase to the numbers of young people becoming NEET largely due to the economic downturn. It is expected that the economic climate will continue to impact on this target within all local authorities. Locally we are using sophisticated management information to better target hot spot areas and individual young people, and have reorganised service delivery to good effect. If economic conditions improve we expect that by the end of 2010/11 we will have met the performance indicator and returned to green.
NI 147 - The percentage of care leavers at age 19 who are living in suitable accommodation	No	%	High	100.0%	NA	90.9%	92.9%	94.7%	94.7%	<b>Target Missed (Amber)</b>	95.0%	Performance is slightly out of line with target. At the time of recording one young person was not in suitable accommodation as defined by regulations. They were in custody.
NI 148 - The percentage of care leavers at age 19 who are engaged in education, training or employment	No	%	High	66.7%	66.7	90.9%	71.4%	68.4%	68.4%	<b>Target Missed (Amber)</b>	70.0%	6 young people who have our left care and are now 19 were Not in Education, Employment or Training (NEET) at time of recording. This is slightly out of line with target but exceeds 2008/09 performance and that of national and statistical comparators.

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NI 19 Rate of proven re-offending by young offenders	No	%	High	0.93%	ND	0.32%	71%	ND	ND		-	Re-offending data will be submitted to the Youth Justice Board on 30th April and validated data for Qtr 4, and the annual performance data for Bedfordshire as a whole will be available by the end of May. Re-offending performance is measured by tracking a cohort of young people entering the criminal justice system in Jan - March 2009. The national target is to reduce the rate of proven re-offending by 10% by 2011, compared to the baseline set in 2008/09. The method of measurement has changed; whilst it is not possible to compare like for like, CBC continues to show a reduction. However, we have some concerns that the rate of reduction has slowed across both unitary authorities. The BYOS Chief Officers agreed to convene a multi-agency sub group to investigate and monitor performance in this area and to identify barriers and propose solutions.
NI 111 First time entrants to the Youth Justice System aged 10 – 17	No	%	Low	-15.6%	30.9%	0.0%	-52.6%	ND	-11.6%	On Track	-5.0%	The number of First Time Entrants in Qtr 3 fell significantly in comparison with Qtr 1 & 2 and exceeds the target. Bedfordshire Youth Offending Service is not yet in a position to confirm Qtr 4 figures for First Time Entrants. Data will be submitted to the Youth Justice Board for validation on 30th April 2010. Validated figures will be available by the end of May. Raw data, which must be treated with some caution, suggests that the rate has fallen in Qtr 4 and that the annual performance figure will be within target.
NI 57 Children and young people's participation in high-quality PE and sport #	No	%	High	91.0%	ND	ND	ND	ND	ND	On Track	100%*	The expectation, in the Government's PE and Sport Strategy for Young People for Young People (PESSYP), is that all 5 - 16 year olds will have two hours of PE and Sport within the curriculum each week by July 2010. Central Bedfordshire's schools currently provide two hours of PE and Sport a week for 91% of young people. This is an increase of 5% from last year.

## Social Care, Health & Housing

Director : Julie Ogley

Portfolio Holder Social Care and Health - Cllr Carole Hegley  
Portfolio Holder for Housing - Cllr Rita Drinkwater

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 130 - Clients receiving Self Directed Support	Yes	%	High	9.6%	10.3%	11.1%	12.0%	14.2%	14.2%	Target Missed (Red)	18.0%	919 people have accessed self directed support throughout the year. 106 personal budgets have been put in place since their introduction in October. Whilst the 2009/10 target has not been achieved, it is projected that the 2010/11 target will be achieved. Monitoring is in place at a team level, with each team having a target.
NI 132 - Timeliness of social care assessment (all adults)	No	%	High	91.7%	90.8%	87.4%	86.1%	80.7%	88.2%	Target Missed (Red)	92%	Improvement continues across all teams, with the exception of the Occupational Therapy team. Whilst there has been a significant reduction in the the number of people waiting for an OT assessment the waiting list continues to have an impact on the overall performance of this indicator. An action plan is in place to reduce the OT waiting time for assessment significantly by the end of September 2010.
NI 135 - Carers receiving needs assessment or review and a specific carer's service, or advice & information	Yes	%	High	23.8%	18.8%	16.9%	15.7%	23.6%	23.6%	Target Missed (Red)	30%	Work continues to take place on ensuring that all joint assessments are recorded correctly on the Social Care system, because of this there has been a 4.3% increase in quarter 4.
NI 136 - People supported to live independently (per 100,000 population)	No	No.	High	2,835	3,202	3,186	3,273	3,495	3,495	Target Achieved	3,205	Target exceeded.
NI 145 - Adults (Learning Disabilities) in settled accommodation	No	%	High	60.2%	59.7%	61.7%	61.3%	63.8%	63.8%	Target Missed (Amber)	65.0%	The overall number of clients is relatively small (571) and therefore any movement is likely to be significant in percentage terms.
NI 146 - Adults (Learning Disabilities) in paid employment	No	%	High	0.9%	1.1%	3.0%	3.4%	4.7%	4.7%	Target Achieved	4.0%	Target met.
NI 149 - Adults (Mental Health) in settled accommodation	No	%	High	54.9%	15.7%	30.6%	57.2%	NA	NA	-	NT	Year end performance information is not yet available from the Mental Health Trust. Performance reported is cumulative. It is anticipated that performance will have increased further for quarter 4 leading to an overall improvement on the position compared with 2008-9 outturn.

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**Social Care, Health & Housing**

**Director : Julie Ogley**

**Portfolio Holder Social Care and Health - Cllr Carole Hegley  
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NI 150 - Adults (Mental Health) in employment	No	%	Low	6.7%	38.1%	13.4%	11.6%	NA	NA	-	NT	Year end performance information is not yet available from the Mental Health Trust. Fluctuation in reported performance is largely due to data quality which has been addressed in year and quarter 4 will provide a suitable position from which to benchmark future performance. A one-off data collection exercise was completed in February 2010 by the Information Centre which demonstrated to the Trust that data completeness has improved significantly.
C72 - Admissions of supported residents aged 65+	No	Per 10,000	Low	98.5	76.9	74.1	70.2	94.7	94.7	<b>Target Missed (Red)</b>	80	Issues in relation to the timely recording on the social care system have been identified which explains the sharp increase within the final quarter. It has transpired that throughout the year not all the data for each periods activity was reported. In February 10 admissions were recalculated for the full year, which had the effect of accruing those admissions which had not been reported in time for the previous months. Corrective action has now been taken which will ensure the monthly reports are accurate in future by timely data inputting.
Occupational Therapy - Number waiting	No	No.	Low	NEW	517	418	439	407	407	-	NT	Figure as at 31st March 10. Action plan has been agreed to significantly reduce the waiting time for assessment by the end of September 2010.
SOVA Number of current investigations - 2009/10	No	No.	NEW	NEW	28	27	44	53	53	-	NT	Increase in the number of SOVA investigations can be attributed to an increase in awareness in relation to safeguarding vulnerable people.
Average time taken for SOVA investigations (days) - 2009/10	No	No.	Low	NEW	53	50	41	38	38	<b>Target Missed (Amber)</b>	35	Significant improvement achieved throughout the year.
% of relevant Adult Social Care staff in post who had training to identify and address risks to adults whose circumstances make them vulnerable	No	%	High	52%	NA	NA	NA	NA	64%	-	80%	Defintion has now been agreed on which safeguarding training contributes to this indicator.

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**Portfolio Holder Social Care and Health - Cllr Carole Hegley  
Portfolio Holder for Housing - Cllr Rita Drinkwater**

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 141 - Percentage of vulnerable people achieving independent living	Yes	%	High	87.0%	89.47%	78.57%	78.57%	62.50%	75.70%	Target Missed (Amber)	76.92%	Performance information is not yet available from the Supporting People Team (BBC).
NI 142 - Percentage of vulnerable people who are supported to maintain independent living	Yes	%	High	99%	99.5%	99.73%	99.64%	99.73%	99.65%	On Track	98.00%	Performance information is not yet available from the Supporting People Team (BBC).
NI 156 - Number of households living in temporary accommodation	No	No.	Low	47	25	37	37	32	32	Target Achieved	50	Target exceeded.
NI 156 - Number of households living in temporary accommodation (households with dependants / pregnant)	No	No.	Low	30	11	26	28	22	22	Target Achieved	40	Target exceeded.
NI 158 - Percentage of non-decent homes	No	%	Low	1.6%	1.5%	1.6%	1.5%	0.60%	0.6%	Monitor	0% Dec 2010	This is on target for the end of the calendar year.
Choice Based Lettings - Households successfully obtaining a property of their choice	No	%	High	NEW	NEW	55%	24%	45%	41%	-	NT	Annual outturn relates to the period June 2009 to March 2010. Overall, the first year of CBL has been a relative success, with higher levels of participation and a consistent meeting of housing need in the Band analysed (Band 3, 2 Needs). A contributing factor in the success of CBL is the effective work in homelessness prevention. The Sub Regional partners have now agreed a basket of indicators to monitor the effectiveness of CBL. These indicators will form the basis of future performance monitoring of CBL.
Anti-Social Behaviour activity a) number of cases.	No	No.	Low	NEW	1	37	28	24	90	-	NT	Steady number of cases being actioned. Emphasis is very much on positive interventions and partnership working with other agencies as a preventative tool.
Anti-Social Behaviour activity b) % of cases	No	%	High	NEW	100%	92%	96%	63%	88%	Target Achieved	75%	Target exceeded.
Tenant Involvement in service development: a) Friends	No	%	High	NEW	30%	27%	27.9%	24%	24.0%	Target Missed (Amber)	25%	Numbers are expected to increase in light of TSA
Tenant Involvement in service development: b) Ambassadors	No	%	High	NEW	1.1%	1.1%	1.1%	1.1%	1.1%	Target Achieved	1%	Target exceeded.

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## Sustainable Communities

Director : Gary Alderson

**Portfolio Holder Sustainable Development - Cllr Tom Nicols**  
**Portfolio Holder for Safer and Stronger Communities - Cllr David McVicar**  
**Portfolio Holder Economic Growth and Regeneration - Cllr Ken C Matthews**

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 16 - Serious Acquisitive Crime	Yes	No. Per 1,000 pop.	Low	15.12 (3,815 crimes)	3.249 (819 crimes)	2.689 (678 Crimes)	3.361 (857 crimes)	2.211 (884 crimes)	11.51 (3238 crimes)	Target Achieved	14.2	Target is 14.2 per 1,000 population (3,321 crimes) based on the 07/08 outturn of 16.1 per 1000 population (4002 crimes). A significant amount of partnership working including participation in Vigilance Programme has supported the achievement of this target.
NI 30 - Number of convictions recorded against Prolific and other Priority Offenders	Yes	No.	Low	NA	31	24	NA	NA	55 (Q1 to Q2)	Off Track (Amber)	81	Data not yet available for Q3 or Q4. Data normally available 4 months after the close of the quarter. Target is 16% reduction in offences from baseline of 96 (no more that 81 offences). Q2 data indicates that the target is off track.
NI 32 - Percentage reduction in repeat victimisation for those domestic violence cases being managed by a Multi-Agency Risk Assessment Conference (MARAC)	Yes	%	High	18%	19%	22%	20%	19%	19%	Target Missed (Red)	31%	Target relates to the number of repeat cases reviewed at MARC during the 12 month reporting period divided by the total number of cases reviewed at MARAC during the 12 month reporting period. There has been a rise in the number of cases being heard.
PDCLP3 DM Satisfaction - The percentage of planning applicants satisfied with the service received from the Development Management	No	%	High	NA	NA	67.00%	78.00%	90.91%	80.65% (Q2 to Q4)	On Track	82.00%	New survey started on 1 September 2009. Q3 there was a return rate of 11% and only 62.5% answered the satisfaction question. In Q4 there was a return rate of 22% with only 56% answering the satisfaction question. Questionnaires sent to Applicants only from 1 March 2010. Agents who have a decision(s) to be sent survey once in a Quarter. Agents list and survey to be sent out in early June 2010. Results of this change will be reflected in Q1 of 2010/11.
NI 168 % Principal Road network where maintenance should be considered	No	%	Low	2.10%	Annual Figure	Annual Figure	Annual Figure	Annual Figure	2.20%	Target Achieved	2.80%	Indicator measured annually. Target set as top quartile nationally and progress with structural maintenance programme taken as a proxy indicator
NI 169 % Non Principal Classified Road network where maintenance should be considered	No	%	Low	5.10%	Annual Figure	Annual Figure	Annual Figure	Annual Figure	5.50%	Target Achieved	6.00%	Indicator measured annually. Target set as top quartile nationally and progress with structural maintenance programme taken as a proxy indicator

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Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 47 road accident casualties (All people killed or seriously injured)	No	No.	Low	205	137	146	148	125	125	Target Missed (Amber)	121	The figure quoted is the number of people killed or seriously injured in previous 12 months and will be used to calculate the % reduction for the NI. Whilst the Council would wish to minimise or prevent all deaths and serious injury the wording of the NI is set nationally.
NI 48 % road accident casualties (Children under 16 killed or seriously injured)	No	No.	Low	17	15	13	12	13	13	Target Missed (Red)	9	The figure quoted is the number of children under 16 killed or seriously injured in previous 12 months and will be used to calculate the % reduction for the NI. Whilst the Council would wish to minimise or prevent all deaths and serious injury the wording of the NI is set nationally.
PPI 536 - Highways emergencies responded to within 2 hours	No	%	High	99.20%	98.70%	99.50%	98.41%	98.65%	98.76%	Target Achieved	95%	Sustainable Communities OSC has carried out a full investigation into the Highways Customer Services. The resulting improvement plan has been endorsed.
PPI 537 - % of customer requests for service investigated and/or closed out - as recorded on weekly Highways Members Bulletin	No	%	High	99.34%	99.60%	99.40%	99.28%	99.70%	99.50%	Target Achieved	99%	Sustainable Communities OSC has carried out a full investigation into the Highways Customer Services. The resulting improvement plan has been endorsed.
NI 191 - Kg of Residual Household waste per household	No	Kg	Low	NA	136.76	139.48	129.26	130.45	535.95	Target Achieved	540	These figures are based on input data from the various weighbridge information that is given to CBC. Much of this data is controlled by Bedford Borough Council and as such we are subject to their final audit process prior to final submission to Waste Data Flow. Overall waste arisings appear to be lower than expected, and a possible reason for this can be attributed to the economic downturn.
NI 192 - percentage of household waste sent for reuse, recycling & composting	No	%	High	NA	54.2%	52.0%	50.3%	43.00%	50.3%	Target Achieved	50%	These figures are based on input data from the various weighbridge information that is given to CBC. Much of this data is controlled by Bedford Borough Council and as such we are subject to their final audit process prior to final submission to Waste Data Flow. Overall waste arisings appear to be lower than expected, and a possible reason for this can be attributed to the economic downturn. The definition of waste set by DEFRA means NI 192 and NI 193 will not add to 100% as they are measuring different waste streams.

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Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement	Target 09/10	Comments
NI 193 - Percentage of municipal waste land filled	Yes	%	Low	NA	37.1%	41.0%	46.7%	55.3%	44.2%	Target Achieved	50%	These figures are based on input data from the various weighbridge information that is given to CBC. Much of this data is controlled by Bedford Borough Council and as such we are subject to their final audit process prior to final submission to Waste Data Flow. Overall waste arisings appear to be lower than expected, and a possible reason for this can be attributed to the economic downturn. The definition of waste set by DEFRA means NI 192 and NI 193 will not add to 100% as they are measuring different waste streams.