

Performance Report Appendix A			
Quarter 2 2011/12 (Protected)			
Ref	Indicator	Performance Judgement	
Social Care, Health and Housing			
SCHH 1	People supported to live independently (NI136)	↓	Not scored
SCHH 2	Clients receiving self directed support (NI 130)	↑	R
SCHH 3	Carers receiving needs assessment or review and a specific service or advice and information (NI 135)	↓	R
SCHH 4	SOVA investigations completed within 35 days	↑	R
SCHH 5	Achieving independence for older people through rehabilitation / intermediate care (NI 125) (Annual)	Annual Qu4	Annual Qu4
SCHH 6	Clients receiving a review (D 40)	↓	A
SCHH 7	Number of Households living in temporary accommodation (NI 156a)	↑	G
SCHH 8	Number of Households living in temporary accommodation (Households with dependants / pregnant) (NI 156b)	↑	G
SCHH 9	Percentage of non decent homes (Council stock) (NI 158)	↑	G
Children's Services			
Ref	Indicator	Performance Judgement	
CS 1	Percentage of initial assessments within ten working days of referral (NI 59)	↓	A
CS 2	Percentage of children looked after at 31 March with three or more placements during the year (NI 62)	↓	A
CS 3	Percentage of child protection cases which should have been reviewed during the year that were reviewed (NI 67)	↔	G
CS 4	The percentage of children in need that led to initial assessments (NI 68)	↑	G
CS 5	Achievement at level 4 and above in both English and Maths at Key Stage 2 (NI 73) (Annual report)	↓	R
CS 6	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (NI 75) (Annual report)	Annual Qu3	Annual Qu3
CS 7	Published Ofsted school and college classifications	↔	G

Report comparison - Depends on the nature of the indicator		Performance Judgement			
		Direction of travel (DoT)		RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)	
Seasonal	Compared to the same time in the previous year	↓	Performance is reducing	R	RED - target missed / off target - Performance at least 10% below the required level of improvement
Quarter on quarter	Compared to the previous quarter	↔	Performance remains unchanged	A	AMBER - target missed / off target - Performance less than 10% below the required level of improvement
Annual	Compared to one fixed point in the previous year	↑	Performance is improving	G	GREEN - Target achieved or performance on track to achieve target
Sustainable Communities					
SC 1	Number of Serious Acquisitive crimes per 1,000 population (NI 16)	↑		G	
SC 2	The number of out of work benefit claimants	Not scored		Not scored	
SC 3	The number of people in employment (Aged 16 to 64)	Not scored		Not scored	
SC 4	Number of affordable homes created	↑		A	
SC 5	Length of road resurfaced	↑		G	
SC 6	Percentage of household waste sent for recycling (NI 192)	↔		G	
SC 7	Percentage of municipal waste landfilled (NI 193)	↓		G	
Corporate Services - (Corporate Health Indicators) Resources					
CH 1	The percentage of Council Tax due, collected	↑		A	
CH 2	Time taken to process Housing Benefit, Council Tax, new claims and change events	↑		R	
CH 3	Undisputed invoices paid within 30 days	↑		G	
CH 4	Amount of debt outstanding	↓		Not scored	
Corporate Services - (Corporate Health Indicators) People and Organisation					
CH 5	Total number of Carlisle Managed Solutions agency staff	Not scored		Not scored	
CH 6	Corporate sickness absence	↑		A	
CH 7	Percentage of first point resolutions by the Customer Service Contact Centre	↑		G	