

Appendix A (Executive Report) - Quarterly Performance Report

Medium Term Plan Indicators

Quarter 2 2012/13

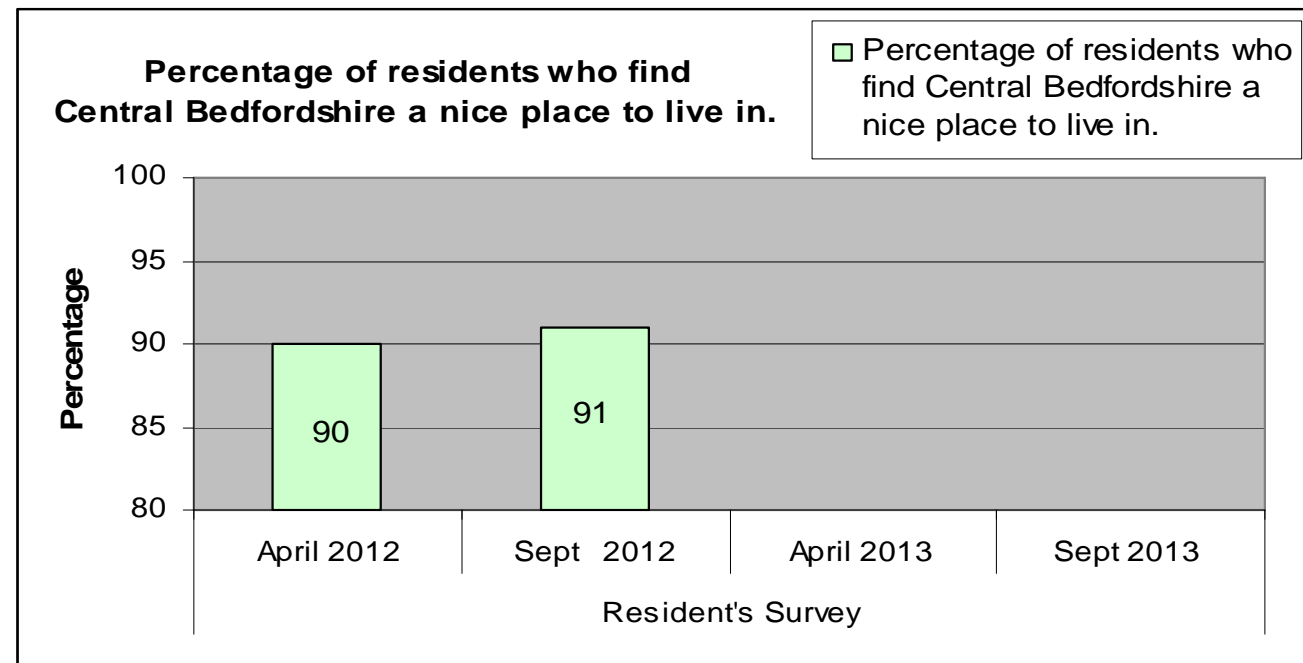
Report comparison - Depends on the nature of the indicator		Performance Judgement			
		Direction of travel (DoT)		RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)	
Seasonal	Compared to the same time period in the previous year	↓	Performance is reducing	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

Overview of performance

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Enhance your local community					
A 1 MTP	Percentage of Central Bedfordshire residents satisfied with the local area as a place to live.	Quarter 1 & Quarter 2	Survey Sept 2012	↔	Not scored
A 2 MTP	The number of people in employment (Aged 16 to 64)	Quarterly	February 2012	↓	G
A 3 MTP	% of approved residential development applications of 10 or more units having CABE excellent design status	Quarterly	Quarter 2 2012/13	↔	G
A 4 MTP	Number of Serious Acquisitive Crimes.	Quarterly	Quarter 2 2012/13	↑	G
A 5 MTP	Number of recorded Anti-social Behaviour incidents.	Quarterly	Quarter 2 2012/13	↑	G
Improved educational attainment					
B 1 MTP	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths	Annually in Quarter 3			
B 2 MTP	Percentage of young people who are not in education, employment or training. (NEET)	Annually in Quarter 4			
B 3 MTP	Number of education and training opportunities for young people made available in the Autumn.	Annually in Quarter 4			
B 4 MTP	Published Ofsted school and college classifications	Quarterly	Quarter 2 2012/13	↔	G
Promote health and wellbeing and protect the vulnerable					
C 1 MTP	Protecting Vulnerable Adults	Quarterly	Quarter 2 2012/13		G
C 2 MTP	Number of additional 'Extra Care' flats provided	Quarterly	Quarter 2 2012/13		G
C 3 MTP	Percentage of decent homes (Council stock)	Quarterly	Quarter 2 2012/13	↑	G
C 4 MTP	Number of Village Care schemes in operation	Quarterly	Quarter 2 2012/13		G
C 5 MTP	Percentage of council commissioned dementia care classed as 'good' or 'excellent'.	Quarterly	Quarter 2 2012/13		G
C 6 MTP	Clients receiving self directed support	Quarterly	Quarter 2 2012/13	↑	R
C 7 MTP	Percentage of 40 to 74 year olds offered a health check	Quarterly	Quarter 1 2012/13	↔	R
C 8 MTP	The percentage of referrals of children in need that led to initial assessments	Quarterly	Quarter 2 2012/13	↑	G
C 9 MTP	Percentage of children's social care initial assessments within ten working days of referral	Quarterly	Quarter 2 2012/13	↓	A
C10 MTP	Percentage of child protection cases which should have been reviewed during the year that were reviewed	Quarterly	Quarter 2 2012/13	↔	G
C11 MTP	Average time in days between a child entering care and moving in with its adoptive family, for children who have been adopted.	Quarterly	Quarter 2 2012/13	↑	G
Better infrastructure					
D 1 MTP	Percentage resident satisfaction with road and pavement repairs	Quarter 1 & Quarter 2	Survey Sept 2012	↔	A
D 2 MTP	Percentage of Central Bedfordshire with access to superfast broadband	Annually in Quarter 4			
D 3 MTP	Percentage of Central Bedfordshire with access to at least 2Mb broadband	Annually in Quarter 4			
Great universal services					
E 1 MTP	Percentage of household waste sent for reuse, recycling and composting	Quarterly	Quarter 4 2011/12	↓	G
E 2 MTP	Percentage of adults in Central Bedfordshire taking part in sport or active recreation (Active People Survey)	Quarter 1 & Quarter 3	June 2012	↑	Not scored
E 3 MTP	Satisfaction of adults with library services	Annually Quarter1			
E 4 MTP	Number of visits to libraries	Annually in Quarter 4			
Value for money					
F 1 MTP	Percentage increase in Council Tax	Annually in Quarter 4			

Enhance your local community

A1 MTP		Percentage of Central Bedfordshire residents satisfied with the local area as a place to live. (Data taken from Resident's Survey undertaken twice a year in April and September)															
Unit	Good is	Resident's Survey			Targets					Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↔	Not scored	
		Baseline	Sept 2012 Reported in the Qu2 2012/13 Performance Report	April 2013 Reported in the Qu1 2013/14 Performance Report	2012	2013	2014	2015	2016								
%	High	April 2012			2012	2013	2014	2015	2016								
Percentage of residents satisfied with the local area as a place to live		90%	91%		No target set	No target set	No target set	No target set	No target set								
<p>Comment: Quarter 2 update: The latest Resident's Survey data shows a one percent increase in the proportion of Central Bedfordshire residents satisfied with their local area as a place to live. The size of the change is not statistically significant so in performance terms it has been recorded as no change however the similarity between the latest result and that of the one carried out in April 2012 provides validation of the new results following a move from postal to telephone methodology.</p> <p>These telephone tracker surveys are designed to provide an indication of direction of travel in between the main postal surveys. The next resident's postal survey will be undertaken in autumn 2014.</p> <p>The Resident's Surveys in April and September 2012 were undertaken using telephone interviews with 500 residents.</p>																	



A2 MTP		The number of people in employment (Aged 16 to 64)											Latest comparator group average	Report comparison	Quarter on quarter	Performance Judgement	↓	G
Unit	Good is	2010/11	2011/12				2012/13											
		Outturn (APR 10 TO MAR 11)	Target (Outturn)	Qu 1 DEC 10	Qu 2 MAR 11	Qu 3 JUN 11	Qu 4 SEP 11	Target (Outturn)	Qu 1 DEC 11	Qu 2 MAR 12	Qu 3 JUN 12	Qu 4 SEP 12						
Number	High	125,000 (5.7% above)	No target set	126,300 (6.6% above)	125,000 (5.7% above)	125,100 (5.9% above)	126,700 (7.2% above)	5% above National Average	128,000 (7.1% above)	126,400 (6.4% above)								
<p>Comment: This indicator is part of the official labour market statistics provided by the Office of National Statistics and is the most reliable data available. However, this indicator uses an average for the year to the close of the quarter and the data is only available at least six months in arrears. This indicator is used by the Environment and Economy Thematic Partnership and will only be delivered through joint working between the partners. Additionally, the Medium Term Plan highlights the target for Central Bedfordshire to maintain an employment rate 5% points above the national (England) level.</p> <p>The number of people in employment has fallen by 1,600 people in Quarter 2. This equates to an employment rate of 76.7% which while a decrease from the previous quarter (77.3%) is still above national, regional and SEMLEP levels. The fall between quarters is due to continuing economic uncertainties and within Central Bedfordshire there has been an increase of those who are economically inactive and do not want a job. However, the year on year performance has improved from 2010/11 (where the rate was 76.1%) and the difference between Central Bedfordshire and the English average was 5.7%.</p> <p>The Council is working hard to ensure that the number of people in employment remains 5% above the national average. This is being achieved through engaging with existing employers, attracting new businesses and investors into the area to increase local job opportunities and implementing the All Age Skills Strategy.</p>																		

A3 MTP		Percentage of approved applications for residential developments of ten or more units having CABE excellent design status										Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↔	G
Unit	Good is	All data is cumulative for the financial year to the close of the quarter	Baseline 2011/12				Actual 2012/13				Qu 1	Qu 2	Qu 3	Qu 4 / Outturn				
%	High		Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn								
Number of approved applications for residential developments of ten or more units			1	5	1	1 / Outturn 8	6	4										
Number of approved applications for residential developments of ten or more units having CABE excellent design status			1	5	1	1 / Outturn 8	6	4										
Percentage of approved applications with CABE excellent design status		Target					100	100	100	100								
		Actual	100	100	100	100	100	100										
<p>Comment: Performance remains at 100 percent in Quarter 2 of 2012/13.</p> <p>CABE in partnership with Home Builders Federation and Design for Homes have launched an updated version of Building for Life, called Building for Life 12. This reflects our vision of what new housing developments should be: attractive, functional and sustainable places. It is based on the new National Planning Policy Framework and the Government's commitment to build more homes, better homes and involve local communities in planning.</p> <p>During the next Quarter Development Management will be assessing the new scheme. It is anticipated that a new measure of excellence will be agreed and training for planning officers will be undertaken to enable the scheme to be adopted by CBC.</p>																		

A 4 MTP		Number of serious acquisitive crimes											Latest comparator group average		Report comparison	Seasonal	Performance Judgement	↑	G			
Unit	Good is	2010/11	2011/12					2012/13					Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn				
Number	Low	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn										
Rate per 1,000 population		13.1	2.8	2.6	2.9	2.3	10.6	13.3	2.0	2.0												
<p>Comment: Serious acquisitive crime (SAC) includes domestic burglary, robbery, theft of motor vehicle and theft from motor vehicle. Reducing SAC remains as a priority for Bedfordshire Police and longer term reduction plans are being developed with Community Safety Partnership (CSP) partners and town councils to make further progress.</p> <p>There were 155 fewer victims of SAC based crime in Quarter 2 compared to the same period last year. SAC Crime continues to fall at a higher level than elsewhere in Bedfordshire and at a rate exceeding the national trend.</p> <p>Along with the CSP, the Council's Community Safety and Housing teams are working hard on the Integrated Offender Management programme. This aims to stop the most prolific offenders reoffending by offering them help and support. If this help is not accepted then they are targeted through proactive policing. This "Offender targeting" approach is where subjects on bail for SAC based crime are personally visited to ensure they are complying with their bail conditions.</p> <p>Proactive operations targeting the "enabler's" of crime are also being run by the Police. Handlers of stolen property are being targeted and a number of people have been arrested after warrants were executed. This lead to the recovery of property including phones, laptops and other electronic equipment.</p> <p>The MTP target is to reduce serious acquisitive crime by 10% by 2016. Against the backdrop of the current economic climate and falling policing resources, it will be very difficult to maintain the current level of reduction. The 2012/13 target has therefore been set to incrementally reach the main 2016 target.</p>																						

A 5 MTP		Number of recorded Anti-social Behaviour incidents											Latest comparator group average	Report comparison	Seasonal	Performance Judgement	↑	G
Unit	Good is	2010/11	2011/12				2012/13											
Number	Low	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn						
Target 2011/12 outturn -2.5%													10,452					
Actual number of recorded incidents		12,132	3,031	2,898	2,499	2,292	10,720	2,530	2,833									
<p>Comment: Central Bedfordshire continues to develop its multi-agency response to anti social behaviour and work on agreeing arrangements for a dedicated Bedfordshire Police ASB resource in Central Bedfordshire continues. The recently completed community safety strategic assessment identifies ASB as a continuing priority and this is reflected in the new Community Safety Plan. The slight decrease in incidents when comparing Quarter 2 with the previous year has been supported by the Anti Social Behaviour Risk Assessment Conference, which supports victims at highest risk, and Bedfordshire Police's new triage approach when receiving reports of ASB leading to improved accuracy in the recording of ASB incidents, both being implemented during Quarter 2.</p>																		

Improved educational attainment

B4 MTP		Published Ofsted school and college classifications* (Published inspection outcomes during the quarter as shown by the figure in brackets)											Latest comparator group average	N/A	Report comparison	Quarter on quarter	Performance Judgement	↔	G
Ofsted category	Unit	2009/10	2010/11	2011/12	2012/13														
		Outturn	Outturn	Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn											
Total	Number	140 (33)	139 (37)	140 (33)	139(11)	Schools: 137(3) College: 1													
Outstanding	Number	29 (5)	34 (7)	37 (3)	38(1)	38 (1)													
Good	Number	77 (19)	71 (19)	67 (16)	66 (6)	67 (2)													
Satisfactory	Number	33(8)	32 (9)	34 (13)	34(4)	33													
Inadequate	Number	1 (1)	2 (2)	2 (1)	1(0)	0													
<p>Comment: Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter Two published inspection outcomes show that 76% of schools and colleges are either 'Good' or 'Outstanding'.</p> <p>Hillcrest Special school has now merged with Glenwood Special School to form a new school the Chiltern School. This is reflected in the figures.</p>																			

Published Ofsted Inspections

The pie chart displays the distribution of Ofsted inspection outcomes. The largest segment is 'Good' at 67, followed by 'Outstanding' at 38, and 'Satisfactory' at 33. 'Inadequate' has 0 inspections.

Category	Count
Outstanding	38
Good	67
Satisfactory	33
Inadequate	0

Promote health and wellbeing and protect the vulnerable

C 1 MTP		Protecting Vulnerable Adults										
Milestones: 1. Independent audits of safeguarding case files - Annual 2. Annual Safeguarding Report - Annual 3. Develop & implement Safeguarding Case Support Tool – March 2013 4. Continue to develop and implement the 6 work stream within the safeguarding improvement register – March 2013		Latest comparator group average	-	Report comparison	-	Performance Judgement						G
Comment: An internal audit of 17 cases was conducted in during July and August, in which one cases was rated as excellent and two cases were rated as poor. Action has been taken to address the issues identified in the poor cases. Another internal case file audit will take place in Quarter 3; with the next independent audit will take place in early 2013. The Annual Safeguarding Board report was presented to Executive in October 2012. The use of the Safeguarding Case Support Tool has continued to improve and a review has taken place, which has identified a number of refinements that will be delivered over the nest few months. Reporting from the tool is also to be developed. Progress continues to be made in the workstreams of the safeguarding improvement register and the overall status being Green. Awareness training activity continues and the Mental Capacity Act (MCA) Coordinator started in post at the end of September.												

C 2 MTP		Number of additional 'Extra Care' flats provided										
Milestones: 1. Identify site, approve decision to invest – November 2012 2. Produce design and acquire site - tbc 3. Secure Planning Permission; agree s106 - tbc 4. Procure contractor - tbc 5. Commence Construction - tbc 6. Open New Provision – by December 2014		Latest comparator group average		Report comparison		Performance Judgement						G
Comment: The Site Specific Business Case is contingent on the S.106 implications (Dunstable). The government statement on affordable housing as a S106 contribution is a risk to the commercial negotiations and the business case, which can be tested during October.												

C 3 MTP		Percentage of decent homes (Council stock)														
Unit	Good is	2011/12				2012/13				Latest comparator group average	99.1% HouseMark 2010/11	Report comparison	Seasonal	Performance Judgement	↑	G
%	Low	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn							
Target					100	98.20	98.40	99.00	100.00							
Actual		99.3	99.4	99.4	100	99.35	99.6									
Comment: As previously reported the stock condition survey conducted at the beginning of the year, identified few decent homes than expected; 52 properties were identified as not meeting the Decent Homes standard. As at the end of September, 21 properties still do not meet the standard and the required works have been scheduled to ensure that all properties are brought up to standard by March 2013. Of the 31 properties, 14 have had the necessary works completed to meet the standard and 17 households have refused to have the works carried out and therefore are exempt from the standard.																

C 4 MTP		Number of Village Care schemes in operation									
Milestone:		Latest comparator group average		Report comparison		Performance Judgement		G			
1. Establish 'core offer' for the village care scheme - September 2012											
2. Audit the current village care schemes - March 2013											
3. Establish Baseline - March 2013											
4. Draw up action plans and address the gaps - March 2014											
Comment:		Work continues through the Bedfordshire Rural Communities Charity (BRCC) to establish new schemes. New schemes have been in Biggleswade and Dunstable, consultation is taking place in Shefford, to gauge level and types of needs and the availability of volunteers. BRCC are also working with a charitable group in Eaton Bray.									

C 5 MTP		Percentage of Council commissioned dementia care classed as 'good' or 'excellent'									
Milestones:		Latest comparator group average		Report comparison		Performance Judgement		G			
1. Dementia Quality Accreditation Scheme approved - January 2013											
2. Incentive scheme for all dementia related residential care home payments introduced – January 2013											
3. 60% of all dementia care classed as 'good' or 'excellent' – March 2014											
Comment:		A report is to be presented to Executive in November 2012, setting out the strategic approach to raising the standards and quality of dementia care.									

C 6 MTP		Clients receiving self directed support (ASCOF1c)																	
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average	29.8 CIPFA 2010/11	Report comparison	Quarter on Quarter	Performance Judgement	↑	R
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3							
%	High	30.42	60.0	32.20	35.3	40.0	52.9	52.9	100	54.7	66.2								
Comment:		The number of customers receiving self-directed support has continued to increase, with 3,001 customers now receiving self-directed support in the last 12 months; an increase of 438 since June 2012. Of which 1,296 customers are in receipt of direct payments. Self-directed support is being offered to all new customers and through the review process to existing customers.																	
		As previously reported, a challenging target has been set nationally for 2012/13, but the year to date figure (from April 2012) is 74.8% shows a significant improvement in performance since March 2012 and whilst it has been recognised that the target is unlikely to be achieved, efforts are being made to get as close to the target as possible. Over the next few months, consideration will be given on how to capture and report on the reasons customers refuse self-directed support, to enable the likely outturn to be predicted.																	

C 7 MTP		NHS Health checks (percentage of people aged 40 to 74 years of age offered a health check).										Latest comparator group average	Report comparison	Annual	Performance Judgement	↔	R
Unit	Good is			2010/11	2011/12	2012/13											
%	High			Outturn	Outturn	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD / Outturn							
Percentage offered a health check	Target	Number	12,999	20,822	5,828	5,828	5,828	5,828	23,312								
	Actual	Number	14,923	21,466	5,057				5,057								
		%	115%	103%	87%				22%								
Number of Health checks delivered	Target	Number	6,500	10,411	2,914				11,656								
	Actual	Number	7,547	10,499	1,992				1,992								
		%	116%	101%	68%				17%								

Comment: NHS Health Checks provide an assessment of an individual's future risk of vascular disease and referral on to preventative services or treatment for those at high risk. This check is offered 5-yearly to every person aged between 40 – 74 years who is not already on a cardiovascular disease register. Early identification and treatment will prevent or delay the consequences of disease. Each year many people are newly identified as having high blood pressure or type 2 diabetes, without the Health Checks programme these people would most likely have been identified at a much later stage of the condition (or died as a consequence of it) requiring more costly interventions and increasing the potential severity/impact. At present around 60% of the eligible population in Central Bedfordshire do not take up this offer when contacted by their GP.

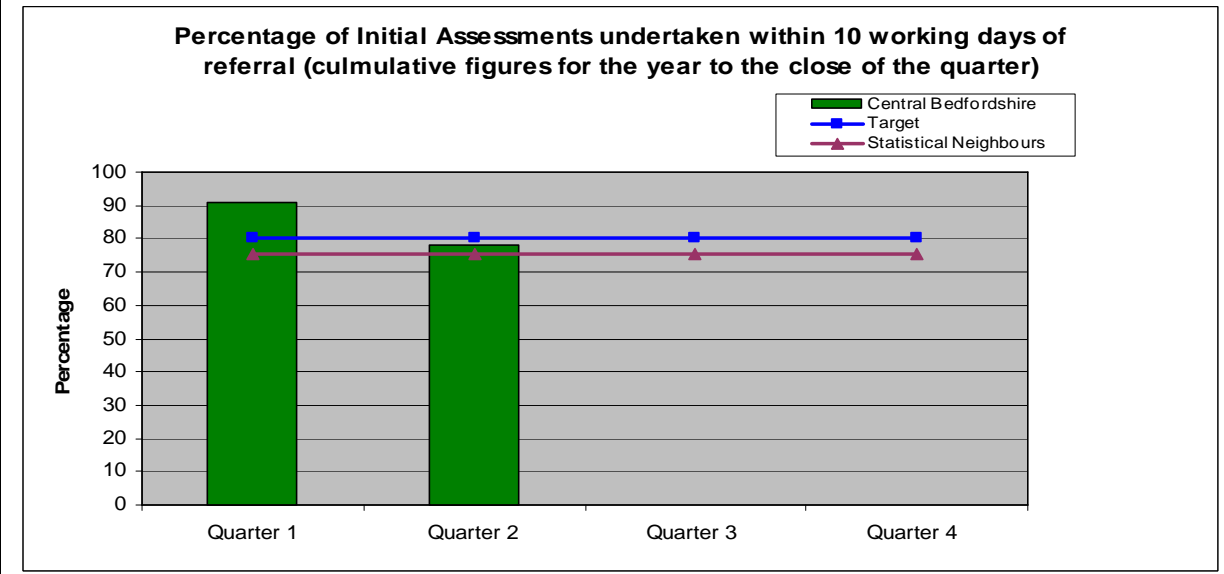
Performance in Quarter 1 2012/13 is behind target with the number of people offered a health check at 5,057 being below the target of 5,828. This is also reflected in the reduced number of checks delivered at 1,992 against a target of 2,914. This performance needs to be set in the context of the changes that have been made to the target for this year. The 2012/13 target for the number of people offered a health check is a 12% increase over the 2011/12 outturn and is a 30% increase on the 2011/12 target. In 2011/12 less than half of Primary Care Trusts achieved their targets (Central Bedfordshire was one of the ones that did), which gives an indication of the additional challenge resulting from a 12% increase this year. To increase the take up of health checks action is being taken to further raise awareness of their availability and importance including articles in CBC publications and the use of bill board posters in prominent sites. It is recognised that repeated awareness raising with individuals is needed to increase up take. To support this Public Health has commissioned Horizon Health Choices to deliver additional health checks from the Active Transport Hub in Dunstable in collaboration with Central Bedfordshire Council's Active Transport Team, starting in November 2012.

C 8 MTP		Percentage of referrals of children in need that led to initial assessments (Cumulative)													Latest comparator group average	75.0 NFER (2010/11)	Report comparison	Quarter on quarter	Performance Judgement	↑	G
Unit	Good is	2010/11	2011/12					2012/13													
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	56.0	60	60.2	67.2	71.5	78.5	78.5	75	82.1	82.9										

Comment: The target of 75% was achieved in Quarter 2. This improvement in performance tells us that assessments are focussing correctly on the right children who need our services.

To support changes required in response to the Munro Review of Safeguarding, it is expected that this indicator will be replaced in 2013/14 as this is a process indicator. The Council may choose to retain it as a local indicator however.

C 9 MTP		Percentage of children's social care initial assessments undertaken within ten working days of referral (Cumulative)																	
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average	73.3 NFER (2010/11)	Report Comparison	Quarter on quarter	Performance Judgement	↓	A
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3							
%	High	N/A	85.0	82.7	81.3	84.1	86.4	86.6	85.0	90.7	78.1								
<p>Comment:</p> <p>Although the percentage of initial assessments completed in 10 days is showing a dip in performance this quarter it is anticipated that performance will level out and that the end of year target of 85% will be achieved. The causes underlying this reduction in performance have been identified and addressed where necessary.</p> <p>To support changes required in response to the Munro Review of safeguarding, it is expected that this indicator will be replaced in 2013/14 as this is a process indicator. The Council may choose to retain it as a local indicator however.</p>																			



C10 MTP		Percentage of child protection cases which should have been reviewed during the year that were reviewed																	
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average	97.1 NFER (2010/11)	Report comparison	Quarter on quarter	Performance Judgement	↔	G
		Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3							
%	High	100	100	100	100	100	100	100	100	100	100								
<p>Comment: Performance remains on target. Reviews are a key element in delivering Child Protection Plans and effective reviews should ensure the provision of good quality interventions to keep children safe and protected. This target should remain on 100% and graphical representation is not relevant.</p>																			

C11 MTP		Average time in days between a child entering care and moving in with its adoptive family, for children who have been adopted															
Unit	Good is	2011/12	2012/13				2013/14				Latest comparator group average	560 NFER 2008-11	Report comparison	Quarter on quarter	Performance Judgement	↑	G
Days	Low	Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn							
Target	New	639	639	639	639	568	568	568	568								
Actual		579	576	552													

Comment: Performance is within the target timescales, demonstrating that children are placed in their permanent home without undue delay which is particularly important in enabling very young children to form positive emotional attachments.

This is a new indicator recently introduced by DfE based on a rolling 3 year cohort. Targets are established by DfE.

Better infrastructure - improved roads, broadband reach and transport

D 1 MTP		Percentage resident satisfaction with road and pavement repairs. (Data taken from Resident's Survey undertaken twice a year in April and September)														
Unit	Good is	Resident's Survey			Targets					Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↔	A
%	High	Baseline	Sept 2012 Reported in the Qu2 2012/13 Performance Report	April 2013 Reported in the Qu1 2013/14 Performance Report	2012	2013	2014	2015	2016							
Percentage of residents who are satisfied with road and pavement repairs.		32%	31%		No target set	No target set	No target set	No target set	40%							

Comment: Quarter 2 update: The latest Resident's Survey data shows a one percent decrease in the proportion of residents who are satisfied with road and pavement repairs. The size of the change is not statistically significant so in performance terms it has been recorded as no change however this latest result does validate the new results following the move from postal to telephone methodology.

The Resident's Surveys in April and September 2012 were undertaken using telephone interviews with 500 residents.

These telephone tracker surveys are designed to provide an indication of direction of travel in between the main postal surveys. The next resident's postal survey will be undertaken in autumn 2014.

The national average (taken from the LGA Insight survey 2011) was 40% and used a telephone methodology so is comparative to the latest tracker survey results.

The Council is reviewing key areas of service delivery to meet resident's expectations and ensuring that residents can be fully informed and engaged with this service.

D 2 MTP		Percentage of Central Bedfordshire with access to superfast broadband													
Unit	Good is		2011/12 Outturn	2012/13 (Reported in Qu4 report)	2013/14 (Reported in Qu4 report)	2014/15 (Reported in Qu4 report)	2015/16 (Reported in Qu4 report)	Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	Reported in Qu4	Reported In Qu4	
%	High														
Percentage of Central Bedfordshire with access to superfast broadband		Target				90		<p>This indicator measures the number of residential and non-residential premises which are supported by the necessary infrastructure to enable them to access superfast broadband services. This is defined using the government's definition of 24 Megabits per second or faster. This is converted into a percentage against the total number of residential and non residential premises in Central Bedfordshire. It is not a measure of the broadband performance of individual broadband users, as some may be in an area that has access to superfast broadband but choose not to contract for this higher level of performance. Updated data is available annually. The figures used are estimates based on the predicted roll out plans of private service providers to 2015. For 2011/12 this was estimated to be 73.8%. As companies announce changes to plans the figures will be updated.</p>							
		Actual	Not available												
<p>Comment:</p> <p>The Council has been working closely with existing broadband infrastructure providers to maximise their current rollout plans. As such BT has already upgraded exchanges in Biggleswade, Leighton Buzzard, Sandy, Dunstable and Stotfold, and has recently announced the upgrade of the Woburn Sands, Whipsnade and Shefford exchanges. These recent announcements will have the impact of increasing the access.</p> <p>The Council is working in partnership with Bedford Borough and Milton Keynes Councils to ensure a much faster rollout of the availability of broadband. This partnership will be undertaking an open market review in December 2012 as part of the Broadband Delivery UK project which will provide a new definitive percentage access figure for the area. Data will be available in Quarter 4.</p>															

D 3 MTP		Percentage of Central Bedfordshire with access to at least 2Mb broadband													
Unit	Good is		2011/12 Outturn	2012/13 (Reported in Qu4 report)	2013/14 (Reported in Qu4 report)	2014/15 (Reported in Qu4 report)	2015/16 (Reported in Qu4 report)	Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	Reported in Qu4	Reported In Qu4	
%	High														
Percentage of Central Bedfordshire with access to at least 2Mb broadband		Target				100		<p>This indicator measures the number of residential and non-residential premises which are supported by the necessary infrastructure to enable them to access broadband services operating at 2 Megabits per second or faster. This is converted into a percentage against the total number of residential and non residential premises in Central Bedfordshire. It is not a measure of the broadband performance of individual broadband users. Updated data is available annually. The figures used are estimates based on the predicted roll out plans of private service providers to 2015. For 2011/12 this was estimated to be 89.5%. As companies announce changes to plans the figures will be updated.</p>							
		Actual	Not available												
<p>Comment:</p> <p>The Council is working in partnership with Bedford Borough and Milton Keynes Councils to ensure a much faster rollout of the availability of broadband. This partnership will be undertaking an open market review in December 2012 as part of the Broadband Delivery UK project which will provide a new definitive percentage access figure for the area. Data will be available in Quarter 4.</p>															

Great universal services - Bins, leisure and libraries

E 1 MTP		Percentage of household waste sent for recycling														Latest comparator group average	47.8% PWC 2009/10	Report comparison	Seasonal	Performance Judgement	↓	G
Unit	Good is	2009/10	2010/11	2011/12					2012/13													
		Outturn	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	50.30	51.6	51	53.2	54.2	50.2	46.4	51.1	51	Not available											

Comment: The 51.1% outturn for 2011/12 is slightly lower than the previous year. This is due to lower tonnages of green waste and also the unstable market for wood waste recycling resulting in dirty wood being sent to Energy recovery processing rather than recycling. However, Central Bedfordshire is a high performing council. Due to external verification of data through the Waste Data Flow system by Defra and finally the Environment Agency, the final year's outturn is yet to be validated. Formal notification should be received in November.

The target in the MTP is to reach 60% by 2020.

E 2 MTP		Percentage of adults in Central Bedfordshire taking part in sport or active recreation. (Data taken from the Active People's Survey)										Latest comparator group average	Report comparison	Seasonal	Performance Judgement	↑	Not scored
Unit	Good is	APS4/ 5 Oct 2009 to Oct 2011		APS 6 April 2011 to April 2012 (Published June 2012)		APS 5/6 Oct 2011 to Oct 2012											
%	High																
Percentage of adults in Central Bedfordshire taking part in sport or active recreation		22.5%		25.3%		Available December											
All English authorities	Best performing	30.8%				Available December											
	Average	22.3%				Available December											
	Worst performing	13.4%				Available December											
Target to remain above national average		0.2% above				Available December											

Comment: The latest results relate to Active People Survey 6 (April 2011 to April 2012) were published on 22 June 2012 with a result for Central Bedfordshire of 25.3%. The results are compared with APS1, and shows a 3.3% increase on APS1 which Sport England calculates as a significant change in the number of adults participating in sport and active recreation in Central Bedfordshire.

The second set of rolling 12 months results for APS6 (period October 11 to October 12) will be released in December 2012.

To support this target in the MTP, the Council is developing CBC's first Leisure Strategy. The Executive will be considering Chapter 1: Leisure Facilities Strategy in January. This will be followed by Chapters on Recreation and Open Space; Playing Pitches and Physical Activity. The overarching Leisure Strategy will go to Executive for approval in July 2013. The Leisure Strategy and associated chapters will then be agreed as Supplementary Planning Documents.

The Active People Survey (APS), carried out by Sport England, is the largest survey of sport and active recreation undertaken in Europe. It identifies how participation in sport and active recreation varies from place to place and between different groups in the population.

The measure shows the percentage of the adult population (age 16 years and over) in Central Bedfordshire who participate in sport and active recreation, at moderate intensity, for at least 30 minutes on at least 12 days out of the last 4 weeks (equivalent to 30 minutes on 3 or more days a week).

Previous results are as follows:
 APS1 Oct 2005-Oct 2006 22.0%
 APS2/3 Oct 2007-Oct 2009 24.5%

E 3 MTP		Satisfaction of adults with the Library Service.													
Unit	Good is		Baseline Library Service's own Adult plus Survey 2011 (Restricted to library users)	No Library Service Adult Plus Survey to be undertaken in 2012	Library Service's own Adult plus Survey 2013 (Restricted to library users)	Resident's Survey (If included in Survey it would include non-library users)		Latest comparator group average	N/A	Report comparison	Seasonal April and September	Performance Judgement	Reported in Qu 1	Reported in Qu 1	
%	High					Sept 2012	April 2013								
Percentage of adults satisfied with the Library Service.		Target			93		Target set against the new baseline								
		Actual	93			Would form a new baseline									
<p>Comment: The Library Service is working hard to deliver the Library Strategy Short term priorities. In particular the completion of self service technology installation to enable staff to spend additional time with customers who need support, increase efficient movement of stock around libraries and delivering agreed efficiencies. By the end of Quarter 2 self service technology has been installed in 4 libraries and the work programme for this and capital refurbishment works is on schedule.</p> <p>Next Survey available Q1 2013/14.</p>													<p>This indicator is currently monitored through the Adult Plus element of the Library Survey, this element is not undertaken annually. The Library Service will be undertaking a cut down version of the Library Adult Plus survey in Quarter 1 2013/14. This survey would have undertaken in Quarter 3 2012/13 however, due to the rolling programme of library closures throughout 2012/13 for the installation of self service technology and building works the survey has been delayed to a time when all libraries are open and can be involved.</p>		

E 4 MTP		Library usage										
Unit	Good is	2010/11	2011/12	2012/13		Latest comparator group average		Report comparison	Seasonal	Performance Judgement	Reported in Qu 4	Reported in Qu 4
Number of visitors	High	Outturn	Outturn	Outturn								
Target				2010/11 + 20 % by Yr 2015/16 = 1,351,246					2011/12		2012/13	
Actual		1,126,038	1,247,914									
<p>Comment: The Library Service is working hard to deliver the Library Strategy Short term priorities. In particular the completion of self service technology installation to enable staff to spend additional time with customers who need support, increase efficient movement of stock around libraries and delivering agreed efficiencies. By the end of Quarter 2 self service technology has been installed in 4 libraries and the work programme for this and capital refurbishment works on schedule.</p> <p>The 2012/13 figures will be available at year end when the annual CIPFA return is made.</p>												
						All libraries						
						Number of visits to libraries in person			1,247,914			
						Number of books issued			1,466,739			
						Number of audio visual and other issues			76,315			
						Number of enquiries (in person)			60,880			
						Number of active users			41,758			
						Number of housebound readers			944			
						Individual library						
						Busiest library in terms of visits		Leighton Buzzard	244,360			