

## Appendix A - Quarterly Performance Report

### Quarter 3 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)	
<b>Seasonal</b>	Compared to the same time period in the previous year	↓	Performance is reducing	<b>R</b>	RED - target missed / off target - Performance at least 10% below the required level of improvement
<b>Quarter on quarter</b>	Compared to the previous quarter	↔	Performance remains unchanged	<b>A</b>	AMBER - target missed / off target - Performance less than 10% below the required level of improvement
<b>Annual</b>	Compared to one fixed point in the previous year	↑	Performance is improving	<b>G</b>	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	
<b>Enhance your local community</b>					
A 1 MTP	Percentage of residents who find Central Bedfordshire a nice place to live.	Quarter 1 & Quarter 2			
A 2 MTP	Central Bedfordshire's Employment rate (People in employment aged 16 to 64)	Quarterly	June 2012	↓	G
A 3 MTP	% of approved residential development applications of 10 or more units having CABE excellent design status	Quarterly	Quarter 3 2012/13	↔	G
A 4 MTP	Number of Serious Acquisitive Crimes.	Quarterly	Quarter 3 2012/13	↑	G
A 5 MTP	Number of recorded Anti-social Behaviour incidents.	Quarterly	Quarter 3 2012/13	Monitor only	Monitor only
<b>Improved educational attainment</b>					
B 1 MTP	Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths	Annually in Quarter 3	2012/13 Outturn	↓	R
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 3 2012/13	↔	G
<b>Promote health and wellbeing and protect the vulnerable</b>					
C 1 MTP	Protecting Vulnerable Adults	Quarterly	Quarter 3 2012/13	↔	G
C 2 MTP	Number of additional 'Extra Care' flats provided	Quarterly	Quarter 3 2012/13	↔	G
C 3 MTP	Percentage of decent homes (Council stock)	Quarterly	Quarter 3 2012/13	↑	G
C 4 MTP	Number of Village Care schemes in operation	Quarterly	Quarter 3 2012/13	↔	G
C 5 MTP	Percentage of council commissioned dementia care classed as 'good' or 'excellent'.	Quarterly	Quarter 3 2012/13	↔	G
C 6 MTP	Clients receiving self directed support	Quarterly	Quarter 3 2012/13	↑	R
C 7 MTP	Percentage of 40 to 74 year olds offered a health check	Quarterly	Quarter 2 2012/13	↑	R
C 8 MTP	The percentage of referrals of children in need that led to initial assessments	Quarterly	Quarter 3 2012/13	↓	G
C 9 MTP	Percentage of initial assessments within ten working days of referral (Children's Services)	Quarterly	Quarter 3 2012/13	↑	A
C10 MTP	Percentage of child protection cases which should have been reviewed during the year that were reviewed	Quarterly	Quarter 3 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 3 2012/13	↓	G
<b>Better infrastructure</b>					
D 1 MTP	Percentage resident satisfaction with road and pavement repairs	Quarter 1 & Quarter 2			
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			
<b>Great universal services</b>					
E 1 MTP	Percentage of household waste sent for reuse, recycling and composting	Quarterly	Quarter 1 2012/13 Provisional	↑	G
E 2 MTP	Percentage of adults in Central Bedfordshire taking part in sport or active recreation (Active People Survey)	Quarter 1 & Quarter 3	Survey Oct 2012	↑	G
E 3 MTP	Satisfaction of adults with library services	Annually Quarter 1			
E 4 MTP	Number of visits to libraries	Annually in Quarter 4			
<b>Value for money</b>					
F 1 MTP	Percentage increase in Council Tax	Annually in Quarter 4			

## Enhance your local community

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				Target (Outturn)	Qu 1 DEC 11	Qu 2 MAR 12	Qu 3 JUN 12	Qu 4 SEP 12				
		Outturn (APR 10 TO MAR 11)	Target (Outturn)	Qu 1 DEC 10	Qu 2 MAR 11	Qu 3 JUN 11	Qu 4 SEP 11												
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)	125,900 (6.0% above)								

**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.

The number of people in employment has fallen by 500 people in Quarter 3. This equates to an employment rate of 76.4% which while a decrease from the previous quarter (76.7%) 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 76.2%) and the difference between Central Bedfordshire and the English average was 5.7%.

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.

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	2										
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	2										
Percentage of approved applications with CABE excellent design status		Target					100	100	100	100									
		Actual	100	100	100	100	100	100	100										

**Comment:** Performance remains at 100 percent in Quarter 3 of 2012/13.

This indicator assesses residential developments of ten units or more against the Commission for Architecture and the Built Environment (CABE), Building for Life Design Quality Criteria. It covers the functionality, design and sustainability of buildings. It uses twenty questions to evaluate the quality of new housing developments, with planning proposals assessed against the following headings: Environment and Community; character; streets, parking and pedestrianisation and design and construction. Each planning application which falls within the criteria is assessed as part of the determination process.

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.

Development Management have assessed the new scheme and training has been provided to Planning Officers to undertake Assessments. These new Assessments are being carried out on applications of 10 or more units validated from 1 January 2013. During Quarter 4 the new measure of excellence is to be agreed and adopted by CBC for 2013/14

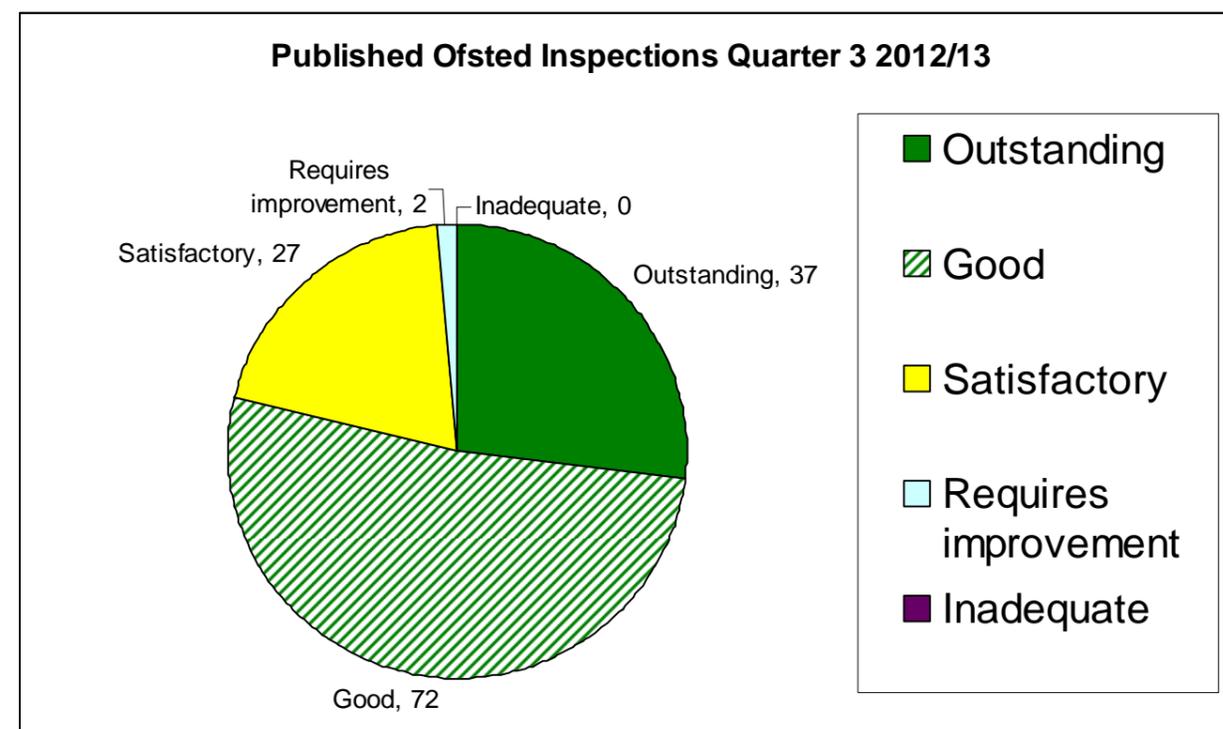
A 4 MTP		Number of serious acquisitive crimes																	
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average		Report comparison	Seasonal	Performance Judgement	↑	G
Number	Low	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Target (Outturn)	Qu 1	Qu 2	Qu 3	Qu 4	Outturn						
Rate per 1,000 population		13.1	2.8	2.6	2.9	2.3	10.6	13.3	2.0	2.0	2.7								
<p><b>Comment:</b> 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>Quarter 3 has seen a decrease of 55 recorded incidents over the previous Quarter 3. However there has been an increase in recorded incidents of burglary dwellings in Houghton Regis, Dunstable, Biggleswade and Sandy. It may be that the new ASB triage process (see below) has recoded some crimes to SAC, although it is anticipated that the numbers involved would be very low, with the majority being criminal damage etc.</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																	
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average		Report comparison	Seasonal	Performance Judgement	Monitor only	Monitor only
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	1,843									
<p><b>Comment:</b> In July 2012 Bedfordshire Police started a triage process for all ASB incidents following their HMIC inspection where it was highlighted that a number of incidents were incorrectly recorded, for example, recording an incident of criminal damage as ASB. The triage process involves the police call handlers asking a number of questions to identify that the incident is ASB and to establish levels and frequency of ASB incidents being experienced. The process started in Luton and was then rolled out in later months to Bedford and Central.</p> <p>The police have indicated that this new triage process is likely to lead to up to 30% less recorded incidents of ASB due to the more robust nature of this process. This correlates with the significant decrease seen in ASB incidents in Q3. This now means that 12 months data using the new robust method is required to establish an accurate baseline. Potentially this will also lead to corresponding increase in recorded incidents of crime, although it is not anticipated that this would impact significantly on serious acquisitive crime figures.</p> <p>Partnership working on ASB continues to be proactive as does the links with the Troubled Families Programme. Key offenders continue to be targeted and victims supported through the Anti Social Behaviour Risk Assessment Conference (ASBRAC) process, and the Community Safety Partnership has provided additional mediation services to address lower level ASB issues where the parties are prepared to engage.</p> <p>On 8 January the Executive endorsed the Community Safety Partnership Priorities and Strategic Assessment. Reducing ASB is the Partnerships main priority and to support this priority a new Central Bedfordshire ASB Police Team has been established. This team will be co-located with the Council's Community Safety Team at Watling House, helping to develop the existing partnership working around ASB still further.</p>																			

## Improved educational attainment

B 1 MTP		Achievement of 5 or more A* - C grades at GCSE or equivalent including English and Maths (Annual report)													
Unit	Good is	2009 Outturn	2010 Outturn	2011 Outturn	2012 Reported Qu 3 2012/13	2013 Reported Qu 3 2013/14	2014 Reported Qu 3 2014/15	2015 Reported Qu 3 2015/16	Latest comparator group average	60.5%	Report comparison	Annual	Performance Judgement	↓	R
%	High	50	54	59.40	57.6 (final)										
Ranking Position	Number 1 is the best	<b>Ranking</b> Position compared to all English authorities		60 /151	91/151										
		<b>Target</b>			Up 4 places compared to 2011/12	Up 10 places compared to 2011/12	Up 19 places compared to 2011/12	Up 23 places compared to 2011/12							
		<b>Actual</b>			Down 31 places compared to 2011/12										
<p><b>Comment:</b> These results are still pending the outcome of a legal challenge over late changes made to grade boundaries by some exam boards which have impacted on a number of Central Bedfordshire schools. The highest average within our statistical neighbours group is 65.8% and the lowest is 56.4%. Central Bedfordshire remains ranked 8th out of 11 statistical neighbours.</p>															

B4 MTP		Published Ofsted school and college classifications* (Published inspection outcomes during the quarter as shown by the figure in brackets)													
Ofsted category	Unit	2009/10	2010/11	2011/12	2012/13				Latest comparator group average	N/A	Report comparison	Quarter on quarter	Performance Judgement	↔	G
		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	Schools: 137(8) College: 1(0)								
Outstanding	Number	29 (5)	34 (7)	37 (3)	38(1)	38 (1)	37 (1)								
Good	Number	77 (19)	71 (19)	67 (16)	66 (6)	67 (2)	72 (5)								
Satisfactory	Number	33(8)	32 (9)	34 (13)	34(4)	33	27 (0)								
Requires improvement	-	-	-	-	-	-	2(2)								
Inadequate	Number	1 (1)	2 (2)	2 (1)	1(0)	0	2 (2)								
<p><b>Comment:</b> Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter Three published inspection outcomes show that 79% of schools and colleges are either 'Good' or 'Outstanding'.</p>															



## Promote health and wellbeing and protect the vulnerable

C 1 MTP		Protecting Vulnerable Adults							
<b>Milestones:</b> 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	
<b>Comment:</b> An independent audit of safeguarding case files is scheduled for January 2013. Annual Safeguarding report was presented to SCHH Overview and Scrutiny in October 2012. Safeguarding case support tool has been developed and is being implemented. Monthly performance reports presented to Executive and Deputy Executive members for SCHH..									

C 2 MTP		Number of additional 'Extra Care' flats provided							
<b>Milestones:</b> 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	
<b>Comment:</b> The business case for Dukeminster was presented to PFMT in November 2012 and is due to progress to SCHH Overview and Scrutiny in January 2013 and then Executive in February. The proposals for an Extra Care Scheme at Leighton Buzzard, to be delivered by Aldwyck Housing Association by 2014 are also on track, with other sites being investigated across Central Bedfordshire. Work is underway with older people on the design of the schemes. In proposing to build new Extra Care housing, the Council is establishing new capabilities in relation to the Development process. The interconnected processes required to achieve this, such as Planning, Procurement, Business Case, HCA Grant application and other approvals makes the timelines awkward and a potential risk.									

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							
<b>Target</b>					100	98.20	98.40	99.00	100.00							
<b>Actual</b>		99.3	99.4	99.4	100	99.35	99.6	99.8								
<b>Comment:</b> As previously reported the stock condition survey conducted at the beginning of the year, identified fewer decent homes than expected; 52 properties were identified as not meeting the Decent Homes standard. As at the end of December, only 11 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.																

C 4 MTP		Number of Village Care schemes in operation									
<b>Milestone:</b>		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											
<b>Comment:</b>		Good progress is being made on the development of Village Care Schemes in Shefford and Eaton Bray. The Village Agent in Arlesley is working with the local community to support vulnerable or isolated people.									

C 5 MTP		Percentage of Council commissioned dementia care classed as 'good' or 'excellent'									
<b>Milestones:</b>		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											
<b>Comment:</b>		Proposals for Dementia Accreditation and incentive Schemes to improve quality of care approved by Executive and new Schemes will commence from January 2013.									

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	Qu 4	Outturn							
%	High	30.42	60.0	32.20	35.3	40.0	52.9	52.9	100	54.7	66.2	71.7									
<b>Comment:</b>		The number of customers receiving self-directed support continues to increase, to 2,803 customers since April 2013. Of which 1,081 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 had been set nationally for 2012/13, however in October the Care Minister, Norman Lamb, reduced the target to 70% by April 2013, as it had been recognised that personal budgets were not suitable for everyone. It was decided that the target of 100% would remain for this year, as the service had already exceeded the new target. However, consideration still needs to be given on how to capture and report on the reasons customers refuse self-directed support, to inform the new target for 2013/14.																			

C 7 MTP		NHS Health checks (percentage of people aged 40 to 74 years of age offered a health check).													
Unit	Good is		2010/11	2011/12	2012/13					Latest comparator group average	Report comparison	Annual	Performance Judgement	↑	R
%	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	4,978			10,035						
		%	115%	103%	87%	85%			43%						
Number of Health checks delivered	Target	Number	6,500	10,411	2,914	2,914			11,656						
	Actual	Number	7,547	10,499	1,992	2,398			4,390						
		%	116%	101%	68%	82%			38%						

**Comment:** This target increased by 12% in 2012/13 from the previous year's outturn and 30% from the previous year's target. In 2011/12 less than half of Primary Care Trusts achieved their target (Central Bedfordshire was one of those who did) which gives an indication of the additional challenge resulting from a 12% increase this year.

A range of measures, including wide scale advertising, have been in place to increase numbers through the programme. Additional targeted measures began in January 2013, these include a series of programmes such as advertising, editorial and direct contact with General Practices to promote health checks. We have also agreed to deliver more health checks in community settings including workplaces. The delay in the opening of the Travel Hub has had a small impact, as it was anticipated that health checks would have been delivered from this venue prior to January 2013.

The targeted promotion of health checks and work with General Practitioners should not only see the numbers offered increase in the second half of the year but should also assist in ensuring that the number of health checks delivered increases in the second half of the year.

C 8 MTP		Percentage of referrals of children in need that led to initial assessments (Cumulative)																		
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average	75.0 NFER (2010/11)	Report comparison	Quarter on quarter	Performance Judgement	↓	G	
%	High	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	79.8								

**Comment:** The target of 75% was again achieved in Quarter 3. This slight reduction in performance is within target and this 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 initial assessments undertaken within ten working days of referral (Children's Services) (Cumulative)																																				
Unit	Good is	2010/11	2011/12					2012/13					Latest comparator group average	71.4 NFER (2011/12)	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								Qu 4	Outturn																	
%	High	N/A	85.0	82.7	81.3	84.1	86.4	86.4	85.0	90.7	78.1	81.8																										
<p><b>Comment:</b> Although the percentage of initial assessments completed in 10 days remains below target, performance has improved and accelerated towards target since Quarter 2. Monthly monitoring within Children's Services has demonstrated performance above target since August, when the causes underlying the Q2 reduction in performance were identified and addressed. Current projections are that the end of year outturn will be close to the target of 85%.</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. The Council may choose to retain it as a local indicator however.</p>																																						
<p>Percentage of Initial Assessments undertaken within 10 working days of referral (culmulative figures for the year to the close of the quarter)</p> <table border="1"> <caption>Data for Percentage of Initial Assessments undertaken within 10 working days of referral</caption> <thead> <tr> <th>Quarter</th> <th>Central Bedfordshire (%)</th> <th>Target (%)</th> <th>Statistical Neighbours (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>90.7</td> <td>85.0</td> <td>75.0</td> </tr> <tr> <td>Quarter 2</td> <td>78.1</td> <td>85.0</td> <td>75.0</td> </tr> <tr> <td>Quarter 3</td> <td>81.8</td> <td>85.0</td> <td>75.0</td> </tr> <tr> <td>Quarter 4</td> <td>86.4</td> <td>85.0</td> <td>75.0</td> </tr> </tbody> </table>																			Quarter	Central Bedfordshire (%)	Target (%)	Statistical Neighbours (%)	Quarter 1	90.7	85.0	75.0	Quarter 2	78.1	85.0	75.0	Quarter 3	81.8	85.0	75.0	Quarter 4	86.4	85.0	75.0
Quarter	Central Bedfordshire (%)	Target (%)	Statistical Neighbours (%)																																			
Quarter 1	90.7	85.0	75.0																																			
Quarter 2	78.1	85.0	75.0																																			
Quarter 3	81.8	85.0	75.0																																			
Quarter 4	86.4	85.0	75.0																																			

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	100							
<p><b>Comment:</b> 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	
		Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn								
Days	Low																	
<b>Target</b>		<b>New</b>	<b>639</b>	<b>639</b>	<b>639</b>	<b>639</b>	<b>568</b>	<b>568</b>	<b>568</b>	<b>568</b>								
<b>Actual</b>		<b>579</b>	<b>576</b>	<b>552</b>	<b>604</b>													
<p><b>Comment:</b> 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.</p>																		

**Better infrastructure** - improved roads, broadband reach and transport

<b>D 1 MTP Percentage resident satisfaction with road and pavement repairs.</b> (Data taken from Resident's Survey undertaken twice a year in April and September )													
Unit	Good is		Baseline	Target 2016	Actual 2012/13		Latest comparator group average	N/A	Report comparison	Seasonal April and September	Performance Judgement	Reported in Qu1 & Qu2	Reported in Qu1 & Qu2
%	High		2011	36%	Sept 2012 (Reported in Qu2 report)	April 2013 (Reported in Qu1 report)							
<b>Percentage resident satisfaction with road and pavement repairs</b>			<b>26%</b>		<b>31%</b>								
<p><b>Comment:</b> Satisfaction with road and pavement repairs is a key issue for our communities. The Council has set a target of achieving above national average satisfaction by 2016. In order to achieve this target the Council has increased the amount it spends on roads and pavements and focused on providing a better response to fixing potholes and minor defects. Highways is also the first service to take part in Customer First and this will provide residents with more accessible information and will be easier for them to use.</p> <p>Based on this research the Council is reviewing key areas of service delivery to meet resident's expectations and developing a communications plan to ensure residents can be fully informed and engaged with this service.</p> <p>The Resident's Tracker Survey from April 2012 has been undertaken using telephone interviews with 500 residents. The main Resident's Survey is postal and received 1,100 responses. Due to the different methodology it is not appropriate to make direct comparisons between results but it does provide a useful snapshot to show the direction of travel. The next main Resident's Survey will be undertaken in April 2013 and this will provide a direct comparison.</p>													

<b>D 2 MTP Percentage of Central Bedfordshire with access to superfast broadband</b>														
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													
<b>Percentage of Central Bedfordshire with access to superfast broadband</b>		<b>Target</b>				<b>90</b>								
		<b>Actual</b>	Not available											
<p><b>Comment:</b> 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 has undertaken an open market review in January 2013 as part of the Broadband Delivery UK project. This will provide a new definitive percentage access figure for the area and will be available in Quarter 4.</p>														
<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>														

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						100							
Percentage of Central Bedfordshire with access to at least 2Mb broadband		Target												
		Actual	Not available											
<p><b>Comment:</b> 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 has undertaken an open market review in January 2013 as part of the Broadband Delivery UK project. This will provide a new definitive percentage access figure for the area and will be available in Quarter 4.</p>								<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>						

#### Great universal services - Bins, leisure and libraries

E 1 MTP		Percentage of household waste sent for recycling and composting																			
Unit	Good is		2009/10	2010/11	2011/12					2012/13					Latest comparator group average	47.8% PWC 2009/10	Report comparison	Seasonal	Performance Judgement	↑	G Provisional
			Outturn	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn							
%	High	Target							51					51							
		Actual	50.30	51.6	53.2	54.2	50.2	46.4	51.1	53.3 Provisional	Not available										
<p><b>Comment:</b> Central Bedfordshire is a high performing council. The provisional Quarter 1 figure shows an improvement on the comparable Quarter 1 performance in 2011/12 due to a small increase in the quantity of Green Garden Waste collected.</p> <p>Due to external verification of data through the Waste Data Flow system Quarter 1 figures are provisional. The target in the MTP is to reach 60% by 2020 which is being deliver through the BEaR project by improving Household Waste Recycling Centres and expanding the collection of food waste to the south of the authority.</p>																					

E 2 MTP		Percentage of adults in Central Bedfordshire taking part in sport or active recreation. (Data taken from the Active People's Survey )										
Unit	Good is		APS4/ 5 Oct 2008 to Oct 2011	APS 5/6 Oct 2010 to Oct 2012		Latest comparator group average		Report comparison	Seasonal	Performance Judgement	↑	G
%	High											
Percentage of adults in Central Bedfordshire taking part in sport or active recreation			22.5%	24.7%								
All English authorities	Best performing		30.8%	31.8%								
	Average		22.3%	22.6%								
	Worst performing		13.4%	14.3%								
Target to remain above national average			0.2% above	2.1% above								
<p><b>Comment:</b> The latest results relate to Active People Survey 6 (Oct 2010 to October 2012) were published on 6 December 2012 with a result for Central Bedfordshire of 24.7%. The results are compared with APS1, and shows a 2.7% 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.</p> <p>The Active People Survey APS7 began on 15 October 2012 and the first set of rolling 12 months results (for the period April 2012 to April 2013) will be released in June 2013.</p> <p>To support this target in the MTP, the Council is developing CBC's first Leisure Strategy. The Executive Adopted Chapter 1: Leisure Facilities Strategy in January 2013. 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.</p>						<p>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.</p> <p>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).</p> <p>Previous results are as follows:  APS1 Oct 2005-Oct 2006 22.0%  APS2/3 Oct 2007-Oct 2009 24.5%</p>						

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><b>Comment:</b> 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 3 self service technology has been installed in 8 libraries out of 12 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 been 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><b>Comment:</b> 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 3 self service technology has been installed in 8 libraries and the work programme for this and capital refurbishment works is on schedule.</p> <p>The 2012/13 figures will be available at year end when the annual CIPFA return is made.</p>					<b>All libraries</b>						
					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			
					<b>Individual library</b>						
					Busiest library in terms of visits		Leighton Buzzard	244,360			