

Meeting: Executive
Date: 25 June 2013
Subject: Quarter 4 Performance Report
Report of: Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources
Summary: To report on Quarter 4 2012/13 and where possible outturn performance for Central Bedfordshire Council's Medium Term Plan indicator set.

Advising Officer: Richard Carr, Chief Executive
Contact Officer: Elaine Malarky, Head of Programme & Performance Management
Public/Exempt: Public
Wards Affected: All
Function of: Executive
Key Decision No
Reason for urgency/ exemption from call-in (if appropriate) N/A

CORPORATE IMPLICATIONS	
Council Priorities:	The quarterly Medium Term Plan performance report underpins the delivery of all Council priorities.
Financial:	1. None directly but the indicator set does monitor the percentage increase in Council Tax.
Legal:	2. None.
Risk Management:	3. Any areas of ongoing underperformance would be a risk to both service delivery and the reputation of the Council.
Staffing (including Trades Unions):	4. None

Equalities/Human Rights:

5. This report highlights performance against a range of indicators which measure how the Council is delivering against its Medium Term Plan priorities. It identifies specific areas of underperformance which can be highlighted for further analysis. Whilst many of the indicators deal with information important in assessing equality, it is reported at the headline level in this report.
6. To meet the Council's stated intention of tackling inequalities and delivering services so that people whose circumstances make them vulnerable are not disadvantaged, performance data for indicators in this set is supported by more detailed performance data analysis at the service level and this is used to support the completion of equality impact assessments. These impact assessments provide information on the underlying patterns and trends for different sections of the community and identify areas where further action is required to improve outcomes for vulnerable groups.

Public Health

7. The indicator set includes an indicator monitoring the percentage of 40 to 74 year olds offered a health check.

Community Safety:

8. The levels of Serious Acquisitive Crime and anti-social behaviour are included in the indicator set.

Sustainability:

9. Included in the indicator set are abroad range of indicators relating to sustainability including those covering employment, access to broadband, library usage, active recreation and waste.

Procurement:

10. Not applicable

Overview and Scrutiny:

11. This report will be presented to the Overview and Scrutiny committees during their July 2013 cycle of meetings.

RECOMMENDATION:

The Executive is asked to:

1. **Acknowledge the continuing overall strong performance in Quarter 4 for the indicators being used to help support monitoring of progress against the Medium Term Plan priorities and to recommend officers to further investigate and resolve underperforming indicators as appropriate.**

<i>Reason for Recommendation:</i>	<i>To ensure a rigorous approach to performance management across Central Bedfordshire Council.</i>
-----------------------------------	---

Executive Summary

12. This report focuses on the indicators that support the monitoring of progress against the priorities in the Medium Term Plan. The Overview section of this report provides an update on performance for these indicators and is supported in Appendix A by more detail on each individual indicator.

Introduction

13. As this report covers the close of Quarter 4, the report is able to cover outturn data for some indicators and as in previous reports it also includes latest data for those indicators with significant data lag.

Overview

14. The performance indicators being reported this quarter continue to show good performance across the priorities that they cover with fourteen of the nineteen indicators scored this quarter being reported scored as Green. In the small number of cases where there is under-performance external factors continue to play a part. This is particularly true in terms of the employment rate (A2 MTP) and the percentage of young people who are not in education, employment or training (B2 MTP) where the economic climate continues to affect performance. Equally the fall in the percentage of waste sent for reuse, recycling and composting fell in Quarter 3 (latest data) as a direct result of the bad weather and reduced green waste collected from the kerbside or deposited at Household Waste Recycling Centres (E1 MTP).
15. The Medium Term Plan indicator set comprises of twenty eight indicators. These indicators are grouped in Appendix A into the priorities that they monitor. As some directorates support more than one priority and priorities are shared across directorates, the directorate commentary section of this report details which indicators align to each directorate.
16. Page 2 of Appendix A provides an overview of performance for each of the indicators in the Medium Term Plan indicator set. Due to some indicators only being reported annually, and others for which there is data lag, the overview sheet also indicates which of the indicators are being reported this quarter and the time period that is being reported. Of those indicators being reported this quarter it has been possible to RAG score 19. (Appendix A).

Rag Status	Quarter 4	19 indicators
Green	Fourteen (73.7%)	<ul style="list-style-type: none">○ 5 with improved performance.○ 9 showing no change / new indicator
Amber	Three (15.8%)	<ul style="list-style-type: none">○ 1 with improved performance.○ 2 with declining performance
Red	Two (10.5%)	<ul style="list-style-type: none">○ 1 with improved performance.○ 1 with declining performance.

17. Consistent with previous Quarters there continue to be a high proportion of indicators scored as Green in Quarter 4, this evidences that the Council continues to perform well across a wide range of services and Medium Term Plan priorities. It is also encouraging as some of these indicators are reporting outturn performance this quarter. The indicators scored as Green are:
 1. % of residential development applications of 10 or more units with CABE excellent design status. (A3 MTP)
 2. Number of Serious Acquisitive Crimes. (A4 MTP)
 3. Number of educational and training opportunities for young people made available in the Autumn. (B3 MTP)
 4. Published Ofsted school and college classifications. (B4 MTP)
 5. Protecting Vulnerable Adults. (C1 MTP)
 6. Number of additional 'Extra Care' flats provided. (C2 MTP)
 7. Percentage of decent homes (Council stock). (C3 MTP)
 8. Number of Village Care schemes in operation. (C4 MTP)
 9. Percentage of council commissioned dementia care classed as 'good' or 'excellent'. (C5 MTP)
 10. Percentage of 40 to 74 year olds offered a health check. (C7 MTP)
 11. Percentage of referrals of children in need that led to initial assessments. (C8 MTP)
 12. Percentage of child protection cases which should have been reviewed during the year that were reviewed. (C10 MTP)
 13. Average time in days between a child entering care and moving in with its adoptive family, for children who have been adopted. (C11 MTP)
 14. Percentage increase in Council Tax. (F1 MTP)
18. Within these Green indicators it is worth pointing out the following:
19. The percentage of approved applications for residential developments of ten or more units having CABE excellent design status has been maintained at 100% throughout 2012/13 and involves 17 separate residential developments. (A3 MTP)
20. Despite a rise in the rate of Serious Acquisitive Crime in Quarter 4 2012/13 there was a significant fall in the overall rate for the year, which at 9.9 crimes per 1,000 population more than achieved the target of 13.3 crimes, and was the second successive decrease in the crime rate. (A4 MTP)
21. The overall proportion of schools being classified as good or outstanding has remained stable over the last three years. Published inspection outcomes at the close of Quarter 4 show that 80% of school and colleges are either 'Good' or 'Outstanding'. (B4 MTP)
22. The percentage Council housing stock meeting the Decent Homes Standard continued to meet its target, reaching 100% in Quarter 4. (C3 MTP)
23. The percentage of 40 to 74 year olds offered a health check exceeded the target (107%) with 25,769 people offered a check against a target of 24,058. (C7 MTP)

24. Provisional outturn data for the percentage of referrals of children in need that led to initial assessments at 80.3% not only achieved the target of 75% but also tells us that we are continuing to focus correctly on the children who need our services. (C8 MTP)
25. The percentage of child protection cases which should have been reviewed during the year that were reviewed remains at 100% helping to ensure good quality interventions are in place to keep children safe and protected. (C10 MTP)
26. The indicators scored as Amber and showing improving performance is:
- The Children's Services indicator monitoring the percentage of initial assessments undertaken within ten working days of referral. Here the provisional outturn is just 0.3% below target at 84.7%. The data is currently being validated as part of the year end process and it is possible that the target may actually have been achieved. (C9 MTP)
27. The other two indicators scored as Amber are both showing declining performance:
- The first of these relates to the number of young people not in education, employment or training (NEET). The number of young people who are NEET in Central Bedfordshire is increasing as in the adult population. The latest data which looks at the average for November, December and January each year, shows that the percentage NEET increased from 3.9% in 2011 to 4.6% in 2012. This places Central Bedfordshire just outside the top quartile so it has been scored as Amber. However Central Bedfordshire is performing better than both the national average (5.8%) and the regional average (5.6%). (B2 MTP)
 - Provisional data for Quarter 3 for the percentage of household waste sent for reuse, recycling or composting shows a dip in performance to 49.1% compared to 54.8 in Quarter 2, hence the Amber scoring. The dip in performance is a result of lower green waste from both kerbside and HWRC collections due to the bad weather reducing growth. Improvements to HWRCs and existing collection, treatment and disposal contracts will see performance improve. (E1 MTP)
28. Of the two indicators scored as Red, one is showing improving performance, and the other declining performance. Looking first at the one showing improving performance:
- This relates to the percentage of Social Care clients receiving self directed support, which has continued to increase to 72.8% (provisional data). Whilst the challenging target of 100% has not been achieved, it is pleasing to report that the revised national target of 70% has been exceeded. The target for 2013/14 will continue to challenge the service but will take into consideration the number of customers who receive services that would not be delivered through a personal budget (e.g. equipment). (C6 MTP)

29. The indicator scored as Red and showing declining performance is:
- The latest data on the number of people in employment aged 16 to 64 shows a fall from June 2012 (125,900) to 122,700 in September 2012. Whilst this means that Central Bedfordshire's employment rate is 3.6% higher than the national average, we have fallen behind our target of being 5% higher than the national average. The Council is working hard to ensure that we get back on target by engaging with existing employers, attracting new business and investors into the area, as well as operating work clubs. Progress in this area of work will be enhanced by the creation of the new Regeneration and Business Support Directorate. (A2 MTP)
30. The following sections of this report look at the performance of individual directorates. A table is provided above each directorate summary detailing the relevant indicators, broken down by Medium Term Plan MTP priority.

DIRECTORATE SUMMARIES

Social Care, Health & Housing

31.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Promote health and wellbeing and protect the vulnerable					
C 1 MTP	Protecting Vulnerable Adults	Quarterly	Quarter 4 2012/13	↔	G
C 2 MTP	Number of additional 'Extra Care' flats provided	Quarterly	Quarter 4 2012/13	↔	G
C 3 MTP	Percentage of decent homes (Council stock)	Quarterly	Outturn 2012/13	↑	G
C 4 MTP	Number of Village Care schemes in operation	Quarterly	Quarter 4 2012/13	↔	G
C 5 MTP	Percentage of council commissioned dementia care classed as 'good' or 'excellent'.	Quarterly	Quarter 4 2012/13	↔	G
C 6 MTP	Clients receiving self directed support	Quarterly	Outturn 2012/13	↑ Provisional	R Provisional

32. The Directorate's performance for the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable" has proved to be strong throughout the year, with only one target not being achieved.
33. Whilst the challenging target of 100% of customers receiving self-directed support (C1 MTP) has not been achieved, it is pleasing to report that the revised national target of 70% has been exceeded. The number of customers has continued to increase throughout the year with 3,175 customers now receiving a personal budget, an increase of 871 during 2012/13. 1,069 of these customers are in receipt of direct payments, to enable them to manage their own support needs.

- 34. The target for 2013/14 will continue to challenge the service, but will also take into consideration the number of customers who receive services that would not be delivered through a personal budget (e.g. equipment).
- 35. The Decent Homes standard for Council owned housing has been achieved again. (C3 MTP).
- 36. Progress has been maintained in the other targets including the positive external audit report on safeguarding recording, continuing progress on the delivery of the extra-care units in Dunstable and Leighton Buzzard and the successful launch and implementation of the dementia accreditation and incentive scheme.

Public Health

37.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Promote health and wellbeing and protect the vulnerable					
C 7 MTP	Percentage of 40 to 74 year olds offered a health check	Quarterly	Outturn 2012/13	↑	G

- 38. It is encouraging to see that despite 2012/13 being a year of considerable change for Public Health, performance against its basket of corporate indicators has been strong. Included in this basket is the Medium Term Plan indicator measuring the number of health checks offered to those aged 40 to 74 years of age.
- 39. The number of health checks offered in 2012/13 at 25,769 exceeded the Medium Term Plan target of 24,058 and is 4,300 higher than the number offered in 2011/12. This has involved the Public Health Team working closely with GP practices that had previously missed their health check targets, supported by an increase in the number of checks offered in community settings such as the Dunstable Travel Hub and workplaces. This increased activity however has not translated into a rise in the number of health checks delivered, which at 10,487 remains consistent with 2011/12. National evidence suggests that the economic climate could be playing a part as people become more focused on immediate financial concerns rather than longer term health issues. It is also possible that having run the health check scheme now for three years that there is a growing number of repeat offers to those not taking up the offer in previous years and that many of these people may be more challenging to encourage to take up the offer. The Public Health Team are working closely with the Communications Team to further raise the profile of the importance of taking up the offer of a health check.

Children's Services

40.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
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	3 month average	↓	A
B 3 MTP	Number of education and training opportunities for young people made available in the Autumn.	Annually in Quarter 4	Sept - Dec 2012	N/A	G
B 4 MTP	Published Ofsted school and college classifications	Quarterly	Quarter 4 2012/13	↔	G
Promote health and wellbeing and protect the vulnerable					
C 8 MTP	The percentage of referrals of children in need that led to initial assessments	Quarterly	Quarter 4 2012/13	↑	G
C 9 MTP	Percentage of initial assessments within ten working days of referral	Quarterly	Quarter 4 2012/13	↑	A
C10 MTP	Percentage of child protection cases which should have been reviewed during the year that were reviewed.	Quarterly	Quarter 4 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 4 2012/13	↑	G

41. The number of young people who are Not in Education, Employment or Training (NEET) in Central Bedfordshire is increasing, as is worklessness in the adult population. Currently Central Bedfordshire is 40th out of 152 Authorities in relation to performance on NEET, i.e. in the second quartile. To be in the top quartile Central Bedfordshire needs to be in the top 38 performing authorities. Key actions to enhance the tracking of young people and support to them are being further developed and implemented.
42. There are sufficient education and training places available in Central Bedfordshire for young people in the year 12-14 cohort (i.e. those aged 16-19). 5169 education and training opportunities were made available during the autumn.
43. Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter 4 published inspection outcomes show that 80% of schools and colleges are either 'Good' or 'Outstanding'.

44. Sandy Upper School was inspected on 13th February 2013 and judged to require special measures. A Statement of Action has been completed to address the 4 key priorities of 'Improving Leadership and Management', 'Improving Teaching', 'Improving student achievement, particularly in English and Maths' and 'Improving Governance'. The Council's support for the school was recognised by the inspectors as was the fact that plans for the school to become an Academy were on-going. This support has been enhanced to ensure the school successfully addresses the issues raised. The school is rigorously addressing the identified issues.
45. Performance in relation to children's safeguarding indicators is good. Three of the four safeguarding indicators have met Quarter 4 and end of year targets.
46. The fourth safeguarding indicator is very close to target. Provisional end of year results show that the percentage of initial assessments completed in 10 days is just 0.3% below target as a result of the dip in performance in Quarter 2. Monthly monitoring within Children's Services has demonstrated performance above target since August, when the causes underlying the Quarter 2 reduction in performance were identified and addressed. The information in this report is provisional and generated before all data has been verified. It is possible that the final outturn will be slightly higher or lower and the target might be achieved.

Sustainable Communities

47.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Enhance your local community					
A 2 MTP	Central Bedfordshire's Employment rate.	Quarterly	Latest data Sept 2012	↓	R
A 3 MTP	% of approved residential development applications of 10 or more units having CABE excellent design status	Quarterly	Quarter 4 2012/13	↔	G
A 4 MTP	Number of Serious Acquisitive Crimes.	Quarterly	Quarter 4 2012/13	↑	G
A 5 MTP	Number of recorded Anti-social Behaviour incidents.	Quarterly	Quarter 4 2012/13	Monitor only	Monitor only
Better infrastructure					
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	Outturn 2012/13	Monitor only	Monitor only
D 3 MTP	Percentage of Central Bedfordshire with access to at least 2Mb broadband	Annually in Quarter 4	Outturn 2012/13	Monitor only	Monitor only

48.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Great universal services					
E 1 MTP	Percentage of household waste sent for reuse, recycling and composting	Quarterly	Quarter 2 & 3 2012/13 provisional	↓	A Provisional
E 2 MTP	Percentage of adults in Central Bedfordshire taking part in sport or active recreation. (APS)	Quarter 1 & Quarter 3			
E 3 MTP	Satisfaction of adults with library services	Annually in Quarter 1			
E 4 MTP	Number of visits to libraries	Annually in Quarter 1			

49. Across the board, Sustainable Communities continues to deliver high performance across a wide range of indicators that supports the delivery of the Medium Term Plan.
50. The Economic Growth indicators continue to show the impact of the economic downturn but the service continues to perform well in its response to the challenges. The area continues to attract significant commercial investment interest in both existing and new enterprises. The Council has undertaken 30 high level visits this year to some of the top local businesses in our area to understand how best it can help them. Internally we have trained 116 business facing Council officers to gain a better awareness of business needs in providing corporate service to them.
51. Close working relationships have been forged with Center Parcs UK who will be opening the new Woburn Center Parcs Village in Summer 2014 supporting local procurement of goods and services and local recruitment plans. The construction of new business incubation facilities such as the Incuba Centre at Dunstable is now well underway and will open in September 2013. Over 100 new business start up have been supported by the Council and its partners and the new Business Timebank service continues to offer free business advice through a growing panel of professional business advisers across the area.
52. Skills are a key driver of economic growth and new web pages help individuals on the pathway to employment and our own services have been reviewed and focussed on employability and helping adults into work and young people to progress into work by working to ensure that education and training better matched employer needs through the delivery of the All Age Skills Strategy


53. The Adult Skills & Community Learning Service has implemented a new service delivery model to focus on these priorities. The Ofsted Learner View Survey (01 November to the 31 January 2013) reported that:- 96% of learners said the course/programme met their needs
 - 100% said that they received the support they need to help them progress
 - 97% agreed that their lessons/training sessions are well taught
 - 94% agreed that they were given feedback that helps them to improve
 - 95% that the course/programme was preparing them to progress to their next step
 - 100% would recommend this provider to a friend
54. The Bedfordshire European Social Fund (ESF - 2007-2013) funding programme is matched, managed and administered by Central Bedfordshire Council. The programme delivered in 2012/13 supported 1,180 adults into employment and training and 180 fourteen to nineteen year olds to stay in education and progress into employment or further training.
55. CBC's planning policy quality standards continue to ensure that all approved applications with 10 or more houses meet the CABE design standard and the number of affordable homes created has exceeded its target of 300 by 18.
56. Houghton Regis area, including developments like the A5-M1 link, the Woodside connection, the busway, development north of Houghton Regis and a new Rail Freight Interchange. Final adoption is expected in February 2014.
57. The Gypsy and Traveller Local Plan was considered at Executive to approve the total number of pitches and plots required to 2031, followed by Council on 18 April. A public consultation is taking place between May and June 2013, where residents can offer feedback. The Plan is scheduled to be adopted in July 2014.
58. Following the hearings into the Minerals and Waste Local Plan: Strategic Sites and Policies for Bedford, Central Bedfordshire, and Luton in January 2013, the Joint Authorities have prepared the Proposed Modifications for public consultation for a period of six weeks commencing on 2 April 2013.
59. 2012/13 has seen significant reductions in Serious Acquisitive Crime. The Integrated Offender Management Programme has shown encouraging results with the nominated cohort of offenders re-offending rates reduced. This, along with the significant overall reduction in recorded crime, shows the importance of the Community Safety Partnership working with prolific offenders.
60. The Community Safety Team continues to work with partners through a new Anti-Social Behaviour Risk Assessment Conference, to put the needs of victims of anti-social behaviour first. The conference, which has been running on a monthly basis since September, considers the cases of victims at high risk of anti-social behaviour and puts interventions in place to improve the situation.

61. CBC was awarded £4.9M of funding from the Department of Transport's Local Sustainable Transport Fund. Our 'Smarter Routes to Employment' scheme aims to relieve transport congestion and boost economic growth by promoting sustainable travel in the Dunstable, Houghton Regis and Leighton Buzzard areas. It will support the local economy by providing residents and businesses with a better choice of local journeys which will reduce car use, cut costs and improve health. The official launch took place in September at the Grove Theatre and highlighted activities supporting the delivery of the project, including:
 - 'Wheels to Work' a scheme from Bedfordshire Rural Communities Charity to loan bikes and scooters to young people to help them access education, training and employment.
 - The establishment of the Active Travel Hub in Dunstable town centre, providing the focus for information and promotion.
62. The presentation of the Prince Michael International Road Safety Awards took place in December, where officers from the Highways Service Delivery Team and Road Safety Team were presented with their Award. Working in partnership with Amey, the team's approach to improving road safety by focussing on particularly vulnerable groups has contributed towards a 33% reduction in casualties this year.
63. Work to enhance the Hitchin Street area in Biggleswade was completed. The improvements are aimed at making the shopping area more attractive and creating a space that can be safely shared by pedestrians, cyclists and motorists. The scheme is one of the key improvement projects outlined in the Biggleswade town centre strategy and Masterplan.
64. A Masterplan which will guide the development of a site in Flitwick was adopted at the December meeting of the Executive. The Masterplan proposes that the site at Steppingley Road and Froghall Road will provide up to 400 new homes, including affordable housing and housing to support an ageing population. It also includes employment land to increase job opportunities locally.
65. The first year of the two year Library Modernisation Programme was completed with Shefford library re-opening on 23 February. All the Council twelve libraries have now have self service (RFID) technology installed. In the next two years, £850k will be invested in updating buildings, self-service technology, developing the online library and piloting library access points in rural communities. Each library as part of the Library Strategy has a detailed route map suggesting the areas for continued development that guide investment decisions.
66. The Leisure Facility Strategy was considered at Executive in January 2013. It will provide clear direction for Council policy and capital investment which aims to ensure we create sustainable communities and provide high quality facilities for our residents to take part in regular physical activity. This includes the proposal for a new Leisure Centre in Flitwick.

67. The Council approved a £1.1m capital investment in Astral Park community pavilion on 18 March. Astral Park is currently a local site for junior football and this will help build a new community pavilion and parking. The total scheme, which is being led by Leighton Lincolne Town Council, is set to cost £1.3m, with the Town Council contributing £200k. The £1.1M will come from developed contributions and will be delivered on a phased basis.
68. The new residual waste treatment and disposal contract for the north commenced October 12 and is starting to show significant improvements in recycling rates and waste sent to landfill. The target in the MTP is to reach 60% recycling by 2020 which is being delivered through improvements to existing collection and HWRC contracts, the new interim residual treatment and disposal contracts and also the BEaR project which will provide 1 new and 3 improved Household Waste Recycling Centres, recovery of recyclables from residual waste, processing of organic waste and the roll out of food waste collection to the south of CBC.

Corporate Services – Resources

69.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Value for money					
F 1 MTP	Percentage increase in Council Tax	Annually in Quarter 4	Outturn 2012/13		G

70. Following no increase in Central Bedfordshire Council's element of the Council Tax bill for 2012/13, the Council has again agreed no increase in its element of the bill for 2013/14. The Council has worked hard to ensure there was no increase despite pressures in terms of rising energy costs and increased customer demand on services such as Social Care. Continued work to make services as efficient as possible through new ways of working such as 'Customer First' combined with the remodelling of some services has enabled this to be achieved. (F1 MTP)

Corporate Services - People and Organisation

71.

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Enhance your local community					
A 1 MTP	Percentage of residents who find Central Bedfordshire a nice place to live.	Quarter 1 & Quarter 2			

72. This indicator will next be reported in the Quarter 1 2013/14 performance report, when the results of the Resident's Tracker Survey undertaken in April 2013 will be available. (A 1 MTP).

Appendices: Appendix A (Exec) – High level summary table of the Quarter 4 Performance Indicators and supporting performance information.

Background Papers: (None)

Location of papers:
