

**Meeting:** Executive  
**Date:** 10 December 2013  
**Subject:** Quarter 2 Performance Report  
**Report of:** Cllr Maurice Jones, Deputy Leader and Executive Member for Corporate Resources  
**Summary:** To report on Quarter 2 2013/14 performance for Central Bedfordshire Council's Medium Term Plan indicator set.

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**Advising Officer:** Deb Clarke, Director of Improvement and Corporate Services  
**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** 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 on-going 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 a broad 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 December 2013 cycle of meetings.

**RECOMMENDATION: The Executive is asked to:**

- 1. Acknowledge the continuing overall strong performance in Quarter 2 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.**

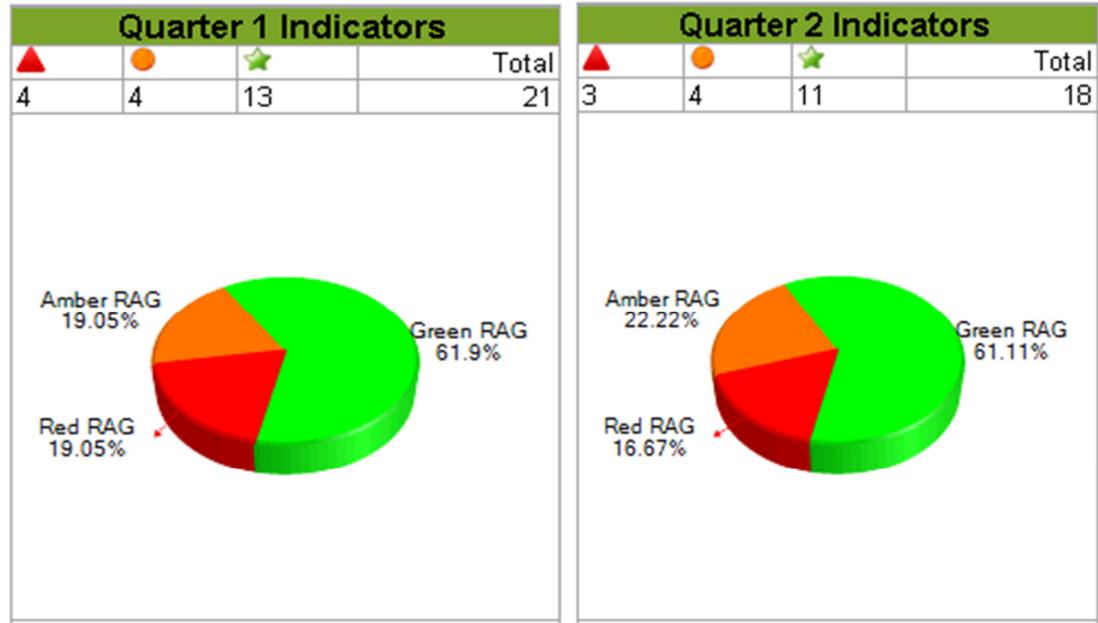
*Reason for Recommendation: To ensure a rigorous approach to performance management across Central Bedfordshire Council.*

**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.

## Overview

13. Good performance continues to be shown across the Medium Term Plan priorities with 11 indicators RAG scored this quarter as Green.
14. Due to reporting frequency not all of the indicators being reported last quarter are reported in this quarter, but as the charts below show overall performance is consistent between Quarter 1 and Quarter 2.



15. Overall performance in Quarter 2 2013/14 remains strong with eleven of the eighteen indicators being scored this quarter, scored as Green. These indicators include:
- The percentage of approved applications for residential developments of ten or more units having CABE excellent design status remains at 100%. (A3 MTP)
  - The percentage of child protection cases which should have been reviewed in the year that were reviewed remains at 100%. (C10 MTP)
  - Sustained performance in respect of the proportion of schools with an Ofsted classification of Good or Outstanding rising slightly in Quarter 2 to 82%. (B4 MTP)
  - The fact that 87.10% of Central Bedfordshire is now covered by a Village Care Scheme. (C4a MTP)
  - 65.36% of the annual Health Checks target delivered in the first six months of 2013/14. (C7 MTP)
  - The average time taken from entering care to moving in with an adoptive family for the three-year period to the end of the quarter improved by 63 days and now out performs the national target of 533 days by 57 days. (C11 MTP)
16. There were four indicators scored as Amber. Two of these are showing improving performance:

- The percentage of decent homes which at the close of the quarter was 99.9%. (C3MTP)
  - The percentage resident satisfaction with road maintenance which rose from 26% in April 2013 to 33% in September 2013. (D1a MTP)
17. The two Amber indicators showing declining performance are:
- The percentage of initial assessments undertaken within ten working days of referral (Children's Services) fell slightly in Quarter 2 to 80.5% due to seasonal pressures, staff turnover and the training of new staff. (C9 MTP)
  - The percentage resident's satisfaction with pavement maintenance fell by 5% to 45% in September 2013. (D1b MTP)
18. There were three indicators scored as Red. Two of these are showing improved performance:
- The number of people in employment increased by 900 in Quarter 2 and our employment rate is now 3.7% above the national average. This is scored as Red as it remains under our target of being 5% above the national employment rate. (A2 MTP)
  - The number of clients receiving self-directed support continues to increase reaching 77.5% at the close of Quarter 2. (C6 MTP)
19. The other indicator scored as Red shows no change in performance, as it relates to the provision of Extra Care flats where the score is based on the delayed completion date. However progress continues to be made, including the securing of £1.7m of HCA grant funding for the Dukeminster scheme where work is planned to commence in January 2014. (C2 MTP)

### Quarterly indicators and commentary by RAG status

This Quarter's Green Performance			
Indicator	Target (Period)	Actual (Period)	
A3 MTP % of approved residential developments achieving CABE excellent status	100	100	★
A4 MTP Number of Serious Acquisitive Crimes	2.8	2.5	★
B4 MTP Published Ofsted School and College classifications	75.00	82.00	★
C1 MTP Protecting Vulnerable Adults		Green	★
C10 MTP % child protection cases due to be reviewed during that year were reviewed	100.0	100.0	★
C11 MTP Average time in days between a child entering care and moving in with its adoptive family	533	476	★
C4a MTP Village Care Scheme Coverage	87.10	87.10	★
C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	60.00	61.20	★
C7 MTP Percentage of 40 to 74 year olds offered a health check	100.00	108.37	★
C8 MTP Percentage of referrals of children in need that led to initial assessment	75.0	77.6	★
E1 MTP % of household waste sent for reuse, recycling and composting (cumulative)	51.00	52.40	★

20. The six approved applications for residential development of ten or more units all met the CABE excellent design status, as a result year to date performance remains at 100%. (A3MTP)
21. The number of Serious Acquisitive crimes per 1,000 population, fell by 0.1 to 2.5 in Quarter 2 2013/14. Whilst this is within the quarterly target of 2.8% it is an increase of 0.5 crimes per 1,000 population when compared to Quarter 2 last year. (A4 MTP)
22. The proportion of schools classified as good or outstanding remains stable and rose slightly to 82% in Quarter 2. (B4 MTP)
23. The monthly audit of Safeguarding cases continues and the annual Safeguarding Report was presented to SCHH Overview and Scrutiny Committee in October 2013. (C1 MTP)
24. The measure covering the number of Village Care schemes has been revised to now monitor the percentage of Central Bedfordshire covered by a Village Care Scheme. At 87.10% at the end of Quarter 2 this has been scored as Green. (C4a MTP)
25. Previously the 'Percentage of council commissioned dementia care classed as good or excellent' was scored on the progress being made to set up the systems needed to capture the data for the indicator. This work is now complete and from this quarter on it is possible now to measure the performance in percentage terms. Performance at the end of Quarter 2 was 61.2% which exceeds the quarter's target of 60%. (C5a MTP)
26. Whilst the number of Health Checks was lower in Quarter 2 than in Quarter 1, performance continues to exceed the quarterly targets set for 2013/14, with 65.36% of the annual target achieved in the first half of the year. (C7 MTP)
27. Whilst performance reduced slightly in Quarter 2 to 77.6% it remained above the target of 75%. The move to a single assessment process means this indicator is now being revised to align to the new national reporting model. (C8 MTP)
28. The percentage of child protection cases which should have been reviewed during the year that were reviewed remains at 100%. (C10 MTP)
29. The average time from entering care to moving in with an adoptive family for the three-year period ending on the 30 September 2013 at 476 days was 57 days below the nationally set target (533 days) an improvement of 63 days compared to the previous quarter. (C11 MTP)
30. Whilst figures are still provisional, the percentage of waste sent for reuse, recycling and composting increased to 52.40% in Quarter 1 from 50.67% in Quarter 4 2012/13, meeting the target of 51%. Comparing performance to Quarter 1 in 2012/13 the provisional data shows that performance has fallen by 0.9%. (E1 MTP)

### This Quarter's Amber Exceptions

Indicator	Target (Period)	Actual (Period)	
C3 MTP Percentage of decent homes (Council stock)	100.0	99.9	●
C9 MTP % of initial assessments undertaken within 10 working days of referral (Children's)	85.0	80.5	●
D1a MTP Percentage resident satisfaction with road maintenance	36.0	33.0	●
D1b MTP Percentage resident satisfaction with pavement maintenance	50.00	45.00	●

31. Currently 13 properties do not meet the decent homes standard an improvement on Quarter 1 2013/14 when there were 16 properties classed as non-decent. (C3 MTP)
32. Initial assessments have been replaced with a single assessment process so this indicator is in the process of being replaced. The fall in performance to 80.5% in Quarter 2 has been affected by seasonal pressures, staff turnover and training of new staff. (C9 MTP)
33. The Resident's Tracker Survey records that satisfaction with roads maintenance improved from 26% in April 2013 to 33% in September 2013. (D1a MTP)
34. The Residents Tracker Survey records that satisfaction with pavement maintenance fell from 50% in April 2013 to 45% in September 2013. (D1b MTP)

### This Quarter's Red Exceptions

Indicator	Target (Period)	Actual (Period)	
A2 MTP Number of people in employment aged (16 to 64)	5.00	3.70	▲
C2 MTP Number of additional 'Extra Care' flats provided		Red	▲
C6 MTP clients receiving self directed support	100.0	77.5	▲

35. The latest data reported in Quarter 2 shows that our employment rate rose by 0.6% to 74.8%. This has resulted in our employment rate increasing to 3.7% above the national average, but remains below our target of 5%. (A2 MTP)
36. As previously reported the Extra Care flats indicator is scored Red due to a delay in predicted completion. Progress continues to be made with £1.7m of HCA grant funding secured for Dukeminster with work now due to commence in January 2014. (C2 MTP)
37. As reported in previous quarterly performance reports the target of having 100% of clients on self directed support is a challenging one. However the percentage continues to increase reaching 77.5% by the close of Quarter 2. (C6 MTP)

### Quarterly indicators and commentary by Directorate area

## Social Care, Health & Housing

Promote health and wellbeing and protect the vulnerable	Performance will be reported	Last Report...	Direction of Travel	Current Status
C1 MTP Protecting Vulnerable Adults	Quarterly	Sep 13	→	★
C2 MTP Number of additional 'Extra Care' flats provided	Quarterly	Sep 13	→	▲
C4a MTP Village Care Scheme Coverage	Quarterly	Sep 13	New	★
C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	Quarterly	Sep 13	New	★
C6 MTP clients receiving self directed support	Quarterly	Sep 13	↑	▲
C3 MTP Percentage of decent homes (Council stock)	Monthly	Sep 13	↑	●

### Summary - Social Care, Health & Housing

#### Quarter 2

The Directorate continues to perform well against the Medium Term Plan priority of "Promote health and wellbeing and protecting the vulnerable".

Progress continues to be made in the proportion of customers receiving self-directed support (C1 MTP), with a slight improvement in the proportion of customers receiving support. The proportion of customer who receives support as a Direct Payment also continues to improve.

The Council has secured £1.7m of HCA funding for Dukeminster and once the Executive have approved the preferred construction supplier in December 2013, the start on site is now scheduled for January 2014 with the scheme being completed in Summer 2015. A planning application for the Leighton Buzzard site was submitted in August and Aldwyck Housing Group have advised that they also propose to start on site early in 2014, with a completion date of Summer 2015.

Performance information is reported for the first time this quarter for the Village Care Scheme (C4 MTP) and commissioned dementia services (C5 MTP).

As at the end of Quarter 2, 87% of the wards in Central Bedfordshire have access to a Village Care Scheme, with schemes being established for the remaining wards, Sandy and the Leighton Buzzard/Linslade wards by March 2014.

The Directorate uses the ADASS quality workbook to rate the quality of providers of Adult Social Care, with 61% of dementia care providers being rated as good or excellent, thereby achieving the Medium Plan target of 60%. The Dementia Accreditation Scheme continues to be rolled out with providers, with a total of eight providers accredited to the scheme and two providers currently going through a probationary period.

Progress has been maintained in the other targets.

## Public Health

Promote health and wellbeing and protect the vulnerable	Performance will be reported	Last Report...	Direction of Travel	Current Status
C7 MTP Percentage of 40 to 74 year olds offered a health check	Quarterly	Sep 13	↓	★

### Summary - Public Health

#### Quarter 2 2013/14

The number of Health Checks offered continues to exceed the quarterly targets set for 2013/14, with 65.36% of the annual target achieved in the first half of the year. As in previous years the challenge is in ensuring that as many of these offers as possible result in the take up of a Health Check. In the first six months of the year we have achieved 45.6% of our annual delivery target, so are slightly behind target. However with 5,042 Health Checks delivered in the first six months of this year we have already delivered 652 more than we did in the same period last year. Public Health are keen to further improve the up take of Health Checks and are working closely with Primary Care to support those providers who have been underperforming in the first six months of the year.

This sustained delivery in the provision of Health Checks continues to aid the early diagnosis of health issues leading to more effective treatment. Health Checks are also able to provide recipients with extremely valuable preventative advice which if taken will help them not only improve or maintain their health, but will also enable health services to make more effective use of their resources in the longer term.

## Children's Services

Improved educational attainment	Performance will be reported	Last Report...	Direction of Travel	Current Status
B4 MTP Published Ofsted School and College classifications	Quarterly	Sep 13	↑	★
Promote health and wellbeing and protect the vulnerable				
C8 MTP Percentage of referrals of children in need that led to initial assessment	Quarterly	Sep 13	↓	★
C9 MTP % of initial assessments undertaken within 10 working days of referral (Children's)	Quarterly	Sep 13	↓	●
C10 MTP % child protection cases due to be reviewed during that year were reviewed	Quarterly	Sep 13	→	★
C11 MTP Average time in days between a child entering care and moving in with its adoptive family	Quarterly	Sep 13	↑	★

## Summary - Children's Services

### Quarter 2

Overall the proportion of schools being classified as good or outstanding has remained stable over the last three years. In Quarter 2 published inspection outcomes show that 82% of schools and colleges are either 'Good' or 'Outstanding'.

Performance in relation to children's safeguarding indicators is good. Three of the four safeguarding indicators have met targets.

The percentage of initial assessments completed in 10 working days fell below the target in Quarter 2, as it did in the same period last year. Monitoring within Children's Services identified a complex range of factors, including seasonal pressures, staff turnover and training of new staff. Work continues to ensure appropriate levels of skilled staff are available to respond to demand and complete good quality assessments within timescales and this will be monitored carefully in the following performance quarters.

Following the publication of the Munro Review of Safeguarding and Working Together Statutory Guidance we have implemented a single assessment process. A significant revision of the two initial assessment measures will be needed before next quarter to adapt to the new single assessment process and align with the national pattern of reporting.

Community Services				
Enhance your local community	Performance will be reported	Last Report...	Direction of Travel	Current Status
A1 MTP Percentage of Central Bedfordshire residents satisfied with the local area as a place to live	Resident's Survey	Sep 13	↑	n/a
A5 MTP Number of recorded anti-social behaviour incidents	Quarterly	Sep 13	↓	n/a
Seasonal				
A4 MTP Number of Serious Acquisitive Crimes	Quarterly	Sep 13	↓	★
Better infrastructure				
D1a MTP Percentage resident satisfaction with road maintenance	Resident's Survey	Sep 13	↑	●
D1b MTP Percentage resident satisfaction with pavement maintenance	Resident's Survey	Sep 13	↓	●
Great universal services				
Seasonal				
E1 MTP % of household waste sent for reuse, recycling and composting (cumulative)	Quarterly	Jun 13	↓	★

## Summary - Community Services

### Quarter 2

Although 2012/13 saw a reduction in the overall rate of serious acquisitive crimes, 2013/14 continues to see an increasing trend in rates and this has continued in Quarter 2, especially domestic burglary. Intelligence gathering and investigations are on-going and specific operations have been implemented by the Police to address the upward trend in burglaries.

The Community Safety Team, as part of the Community Safety Partnership, have continued to organise the series of 'Pride In' days. On 23 July Leighton Buzzard was the venue for another successful event. Teams from the Council and other partner agencies attended to bring the community together and demonstrate the services that are available. The day was also National Metal Theft Day and activities were undertaken to reduce metal theft.

Chapter 4: Physical Activity Strategy of the Leisure Strategy was approved by the Executive on 24 September. Work continues to complete the remaining chapters for the overarching Leisure Strategy before it is presented to the Executive for approval on 18 March 2014.

At the same time, work is continuing to improve our existing facilities. Improvement works are taking place at Tiddenfoot Leisure Centre in Leighton Buzzard and these will include the installation of new cutting edge gym equipment. The car park was also completely redeveloped during August, with a new surface, space allocation, lighting and CCTV.

Creasey Park Community Football Centre in Dunstable has achieved national recognition with QUEST registration - the prestigious leisure industry quality mark that recognises excellence in facility management. The facility, run by Dunstable Town Council, has also received a glowing report from the Football Foundation, which was so impressed that it has asked for the project to be used as an exemplary case study in order to show other centres how to succeed.

## Regeneration

Enhance your local community

	Performance will be reported	Last Report...	Direction of Travel	Current Status
A2 MTP Number of people in employment aged (16 to 64)	Quarterly	Sep 13	↑	▲
A3 MTP % of approved residential developments achieving CABE excellent status	Quarterly	Sep 13	→	★

## Summary - Regeneration

### Quarter 2

Central Bedfordshire continues to perform above national averages for number of working age residents in employment. It has increased by 900 people in Quarter 2. This equates to an employment rate of 74.8% which is an increase from the previous quarter (74.2%) is still above England (71.1%). This means we are 3.7% above the national employment rate. However we are marginally below the South East Midlands Local Enterprise Partnership area (SEMLEP) (75.3%).

This increase can be explained by a decrease in those economically inactive and not looking for a job countering a slight increase in the categorised as unemployed. (increasing from 6.3 to 6.6%) However, the increase in unemployment has also been matched in an increase in the numbers of those seeking Job Seekers Allowance increasing by 240 from December to March 13. This can be accounted for to some extent by seasonal variations.

The Adult Skills Service has been refocused on helping more adults into employment. The service provides a range of activities to support people into work, through Enterprise and Work Clubs, Business Support and start up advice to providing skills and training development opportunities to ensure people are able to access the opportunities in the local labour market. To September, 2,001 people were supported via our Work Clubs.

The 13.4km busway was opened on 25 September including bus stops being upgraded with real-time passenger information and raised pavements for level boarding. A new cycle route will also run alongside the busway's whole length from Houghton Regis to Luton.

The busway will provide a major boost to the local economy, reduce congestion, ensure journeys are quicker and more reliable, as well as improving the health of locals and enabling them to do their bit for the environment.

**Appendices:** Appendix A – scorecard and detailed measure pages

**Background Papers:** (None)

**Location of Papers:**



# Executive Report

## Quarter 2

### July - September

Performance Judgement	
Direction of travel (DoT)	RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)
Performance is reducing	Target missed – Performance at least 10% below the required level of improvement
Performance remains unchanged	Target missed – Performance less than 10% below the required level of improvement
Performance is improving	Target achieved

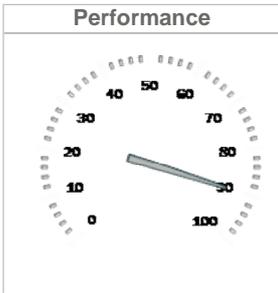
Enhance your local community					
...		Performance will be reported	Last Reported	Performance Judgement	Current Status
<a href="#">...</a>	A1 MTP Percentage of Central Bedfordshire residents satisfied with the local area as a place to live	Resident's Survey	Sep 13		n/a
<a href="#">...</a>	A2 MTP Number of people in employment aged (16 to 64)	Quarterly	Sep 13		
<a href="#">...</a>	A5 MTP Number of recorded anti-social behaviour incidents	Quarterly	Sep 13		n/a
...				(seasonal)	
<a href="#">...</a>	A3 MTP % of approved residential developments achieving CABE excellent status	Quarterly	Sep 13		
<a href="#">...</a>	A4 MTP Number of Serious Acquisitive Crimes	Quarterly	Sep 13		
Improved educational attainment					
...		Performance will be reported	Last Reported	Performance Judgement	Current Status
<a href="#">...</a>	B4 MTP Published Ofsted School and College classifications	Quarterly	Sep 13		
Promote health and wellbeing and protect the vulnerable					
...		Performance will be reported	Last Reported	Performance Judgement	Current Status
<a href="#">...</a>	C1 MTP Protecting Vulnerable Adults	Quarterly	Sep 13		
<a href="#">...</a>	C10 MTP % child protection cases due to be reviewed during that year were reviewed	Quarterly	Sep 13		
<a href="#">...</a>	C11 MTP Average time in days between a child entering care and moving in with its adoptive family	Quarterly	Sep 13		
<a href="#">...</a>	C2 MTP Number of additional 'Extra Care' flats provided	Quarterly	Sep 13		
<a href="#">...</a>	C4a MTP Village Care Scheme Coverage	Quarterly	Sep 13	New	
<a href="#">...</a>	C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	Quarterly	Sep 13	New	
<a href="#">...</a>	C6 MTP clients receiving self directed support	Quarterly	Sep 13		
<a href="#">...</a>	C7 MTP Percentage of 40 to 74 year olds offered a health check	Quarterly	Sep 13		
<a href="#">...</a>	C8 MTP Percentage of referrals of children in need that led to initial assessment	Quarterly	Sep 13		
<a href="#">...</a>	C9 MTP % of initial assessments undertaken within 10 working days of referral (Children's)	Quarterly	Sep 13		

...				(seasonal)	
...	C3 MTP Percentage of decent homes (Council stock)	Monthly	Sep 13	↑	●
<b>Better infrastructure</b>					
...		Performance will be reported	Last Reported	Performance Judgement	Current Status
...	D1a MTP Percentage resident satisfaction with road maintenance	Resident's Survey	Sep 13	↑	●
...	D1b MTP Percentage resident satisfaction with pavement maintenance	Resident's Survey	Sep 13	↓	●
<b>Great universal services</b>					
...		Performance will be reported	Last Reported	Performance Judgement	Current Status
...	E1 MTP % of household waste sent for reuse, recycling and composting (cumulative)	Quarterly	Jun 13	↓	★



## A1 MTP - Percentage of residents satisfied with the local area as a place to live

Actual	Target
90.0	81.0 n/a



**Key Points**

Quarter 2 -
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**Description & Settings**

Lead: Administrator, Model
Units: Percentage
Reporting Frequency: Resident's Survey
Good Performance: Bigger is Better
Accumulation: Latest
Thresholds: 10%, -10%

A1 MTP Percentage of Central Bedfordshire residents satisfied with the local area as a place to live				
	to Apr 2012	to Sep 2012	to Apr 2013	to Sep 2013
Actual	90.0	91.0	86.0	90.0
Target	81.0			

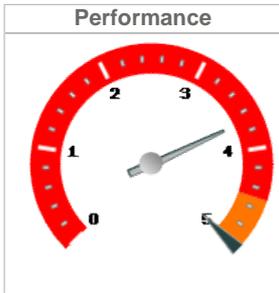




## A2 MTP - % Difference between CBeds employment rate and All England Average

Actual	Target
3.70	5.00 ▲

LG Inform  
Comparator



### Key Points

#### Quarter 2

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 increased by 900 people in Quarter 2. This equates to an employment rate of 74.8% which is an increase from the previous quarter (74.2%) is still above England (71.1%). This means we are 3.7% above the national employment rate. However we are marginally below the South East Midlands Local Enterprise Partnership area (SEMLEP) (75.3%). This increase can be explained by a decrease in those economically inactive and not looking for a job countering a slight increase in the categorised as unemployed. (increasing from 6.3% to 6.6%) However, the increase in unemployment has also been matched in an increase in the numbers of those seeking Job Seekers Allowance increasing by 240 from December to March 13. This can be accounted for, to some extent, by seasonal variations.

The UK economy is showing signs of recovery with latest figures suggesting that it grew by 0.7% in the first three months to June. After 18 months of prolonged economic contraction the eurozone has officially recovered from the recession with a 0.3% growth in output in the first three months to June. However, there is still a long way to go as unemployment levels remain high in some of the euro zone countries, and the UK economy is some 3% smaller than pre recession levels.

The Council provides a range of activities to support people into work, through Enterprise and Work Clubs, Business Support and start up advice to providing skills and training development opportunities to ensure people are able to access the labour market.

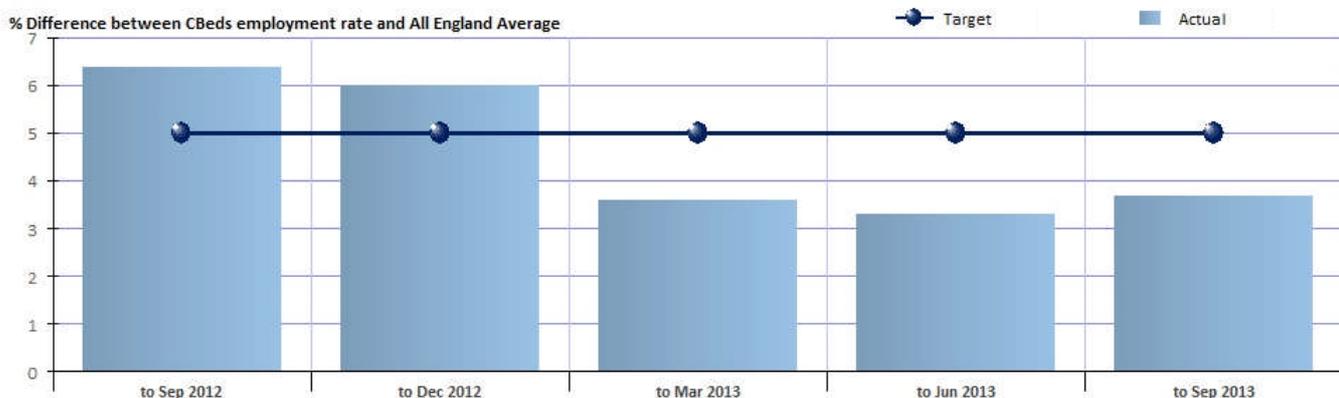
### Description & Settings

Lead: Administrator,  
Model  
Units: Percentage  
Points  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

RE 001 - % Difference between CBeds employment rate and All England Average					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	6.4	6.0	3.6	3.3	3.7
Target	5.0	5.0	5.0	5.0	5.0

RE 001c - National Employment Rate					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	70.30	70.40	70.70	70.90	71.10
Target					

% Difference between CBeds employment rate and All England Average

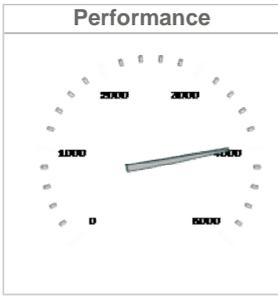




## A5 MTP - Anti-social Behaviour incidents

Actual	Target
2,145	? n/a

LG Inform  
Comparator



**Key Points**

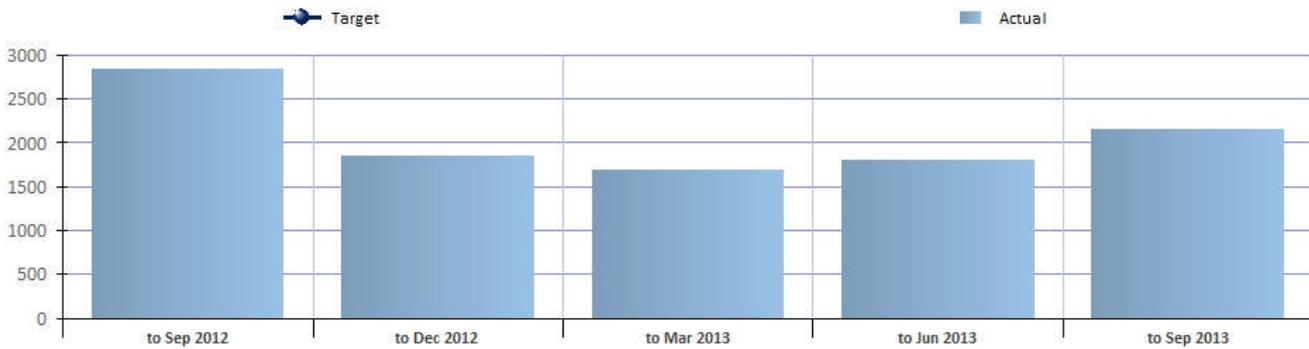
**Quarter 2**

There is now a full years worth of data for ASB following the changes to police systems in response to ASB recording issues. From October 2012 to September 2013 there were 7486 recorded incidents of ASB in Central Bedfordshire. July and August saw increases in recorded incidents, a key factor being school holidays and September saw a reduction in the number of recorded incidents. Further increases are expected in October and November due to Halloween and Guy Fawkes

**Description & Settings**

Lead: Administrator,  
Model  
Units: Number  
Reporting Frequency: Quarterly  
Good Performance: Smaller is Better  
Accumulation: Sum  
Thresholds: 10%, -10%

A5 MTP Number of recorded anti-social behaviour incidents					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	2,833	1,843	1,685	1,805	2,145
Target					

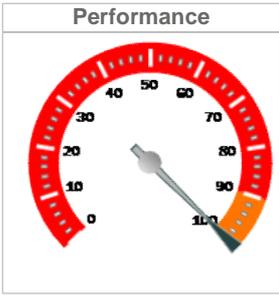




## A3 MTP - % of approved residential developments achieving CABE excellent status

Actual	Target
100	100

LG Inform  
Comparator



**Key Points**

Performance remains at 100% in Quarter 2 of 2013/14.

This indicator assesses residential developments of ten units or more against the Building for Life 12 Design Quality Criteria which has been launched by the Commission for Architecture and the Built Environment (CABE) in partnership with Home Builders Federation and Design for Homes. This covers the functionality, design and sustainability of buildings. It uses twelve questions to evaluate the quality of new housing developments, with planning proposals assessed against the following headings: Integrating into the neighbourhood; Creating a place and Street & Home.

The Building for Life 12 Design Quality Criteria 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.

Each planning application which falls within the criteria is assessed as part of the determination process.

**Description & Settings**

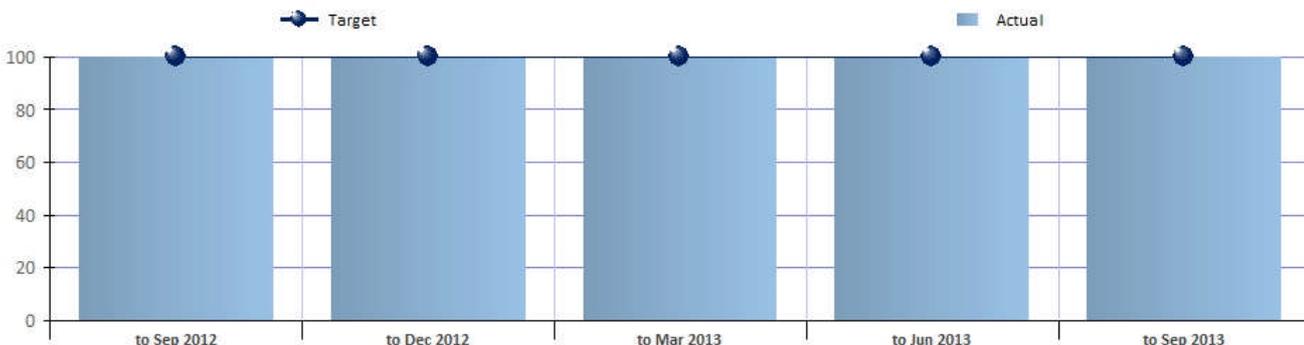
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Each planning application which falls within the criteria is assessed as part of the determination process.

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

A3 MTP % of approved residential developments achieving CABE excellent status		
	Jun 2013	Sep 2013
Actual	100	100
Target	100	100

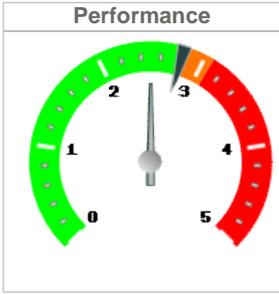




# A4 MTP - Number of Serious Acquisitive Crimes per 1,000 population

Actual	Target
2.5	2.8 <span style="color: green;">★</span>

LG Inform  
Comparator



## Key Points

### Quarter 2

Serious acquisitive crime (SAC) includes domestic burglary, robbery, theft of motor vehicle and theft from motor vehicle.

Although 2012/13 has seen a reduction in the overall rate, 2013/14 continues to see an increasing trend in rates of SAC, with Q2 seeing a 28% increase against the same quarter last year. The main increases are domestic burglary crimes, up by 58% on last year, due to a number of burglary series and an increase in theft from motor vehicles of 22% against the same quarter last year. Intelligence gathering and investigations are on-going and specific operations have been implemented by the police to address the upward trend in burglaries. If SAC trends follow previous years, it is anticipated that

Q3 will continue to show increases in burglary.

## Description & Settings

Serious Acquisitive Crime (SAC) includes domestic burglary, robbery, theft of a motor vehicle and theft from a motor vehicle.

Lead: Administrator,

Model

Units: Number

Reporting Frequency: Quarterly

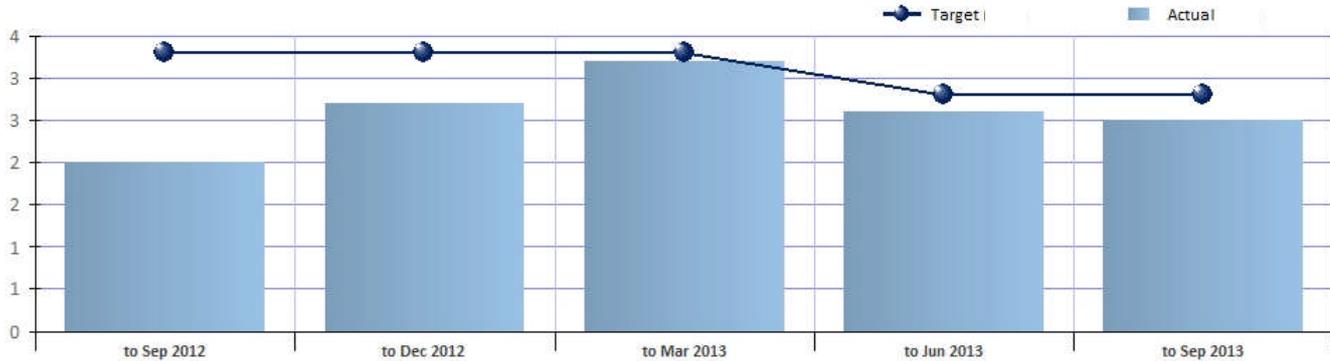
Good Performance: Smaller is

Better

Accumulation: Latest

Thresholds: 10%, 0.001%

A4 MTP Number of Serious Acquisitive Crimes					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	2.0	2.7	3.2	2.6	2.5
Target	3.3	3.3	3.3	2.8	2.8

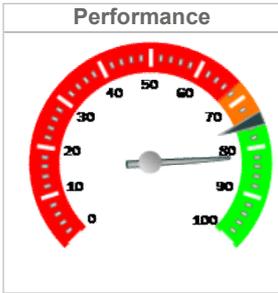




## B4 MTP - Published Ofsted school & college Outstanding & Good classifications

Actual	Target
82.00	75.00

LG Inform  
Comparator



**Key Points**

**Quarter 2**

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 82% of schools and colleges are either 'Good' or 'Outstanding'.

Southlands Lower School has now merged with Biggleswade Academy.

As reported in Quarter Four, Sandy Upper School was inspected on 13<sup>th</sup> February 2013 and judged to require special measures. The Council's support for the school was recognised by the inspectors and this support has been extended to ensure the school successfully addresses the issues raised. The school is rigorously addressing the identified issues and HMI monitoring recognises the impact of this on the school's progress.

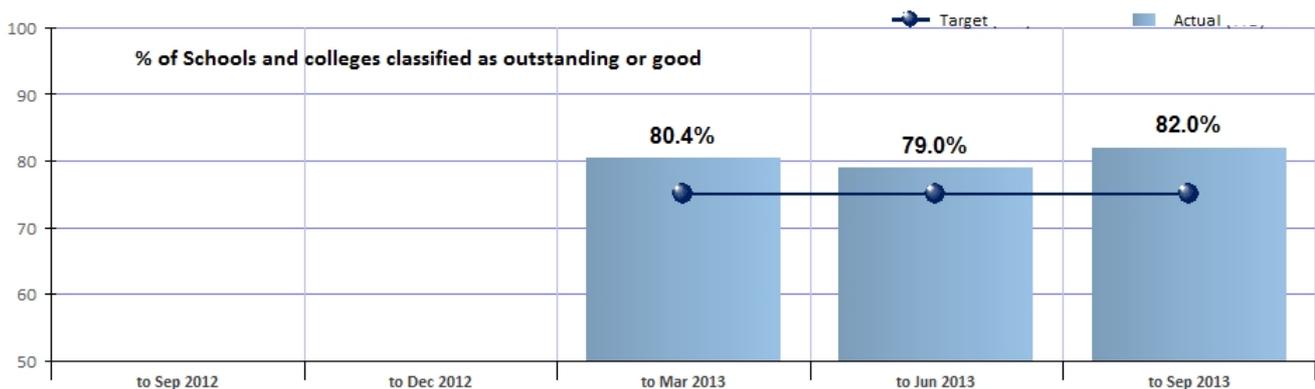
**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

Published Ofsted School & College Classification			
Ofsted Category	2012/13 Outturn	Qtr 1	Qtr 2
CS 004a1 - Published Ofsted school and college classifications	138	138	137
CS 004a2 - Published Ofsted school & college classified as Outstanding	38.00	38.00	38.00
CS 004a3 - Published Ofsted school and college classified as Good	71.00	71.00	74.00
CS 004a4 - Published Ofsted school and college classified as Satisfactory	20.00	20.00	16.00
CS 004a5 - Published Ofsted school and college classified as Requires Improvement	8.00	8.00	8.00
CS 004a6 - Published Ofsted school and college classified as Inadequate	1.00	1.00	1.00

Published Inspection Outcomes			
Ofsted Category	2012/13 Outturn	Qtr 1	Qtr 2
CS 004b1 - Total number of published Ofsted inspection undertaken during the quarter	9.00	9.00	5.00
CS 004b2 - Published Ofsted inspection during the quarter classified as Outstanding	1.00	1.00	0.00
CS 004b3 - Published Ofsted inspection during the quarter classified as Good	5.00	5.00	5.00
CS 004b4 - Published Ofsted inspection undertaken during the quarter classified as Satisfactory	0.00	0.00	0.00
CS 004b5 - Published Ofsted inspection undertaken during the quarter classified Requires Improvement	3.00	3.00	0.00
CS 004b6 - Published Ofsted inspection undertaken during the quarter classified Inadequate	0.00	0.00	0.00





# C1 MTP - Protecting Vulnerable Adults

Actual	Target
Green	? ★

LG Inform  
Comparator



**Key Points**

**Quarter 2**  
The monthly audit of Safeguarding cases is continuing and is a combination of "peer audit" and safeguarding team case file audit. In total 25% of safeguarding cases will be audited by the safeguarding team.

The annual Safeguarding Report was presented to SCHH Overview and Scrutiny Committee in October 2013.

The necessary changes to the Adult Social Care database (Swift) for the new reporting framework have been implemented and a data quality framework is currently being developed. The new performance framework will be reported in November.

Monthly performance reports are presented to the Executive and Deputy Executive members for SCHH.

**Description & Settings**

Lead: Administrator,  
Model  
Units: RAG Rating  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: 2.5, 1.5

C1 MTP Protecting Vulnerable Adults					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	Green	Green	Green	Green	Green
Target					

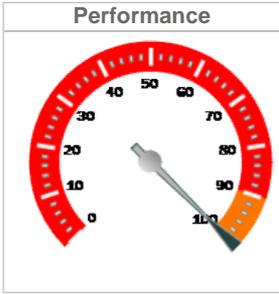




## C10 MTP % child protection cases due to be reviewed during that year were reviewed

Actual	Target
100.0	100.0

LG Inform  
Comparator



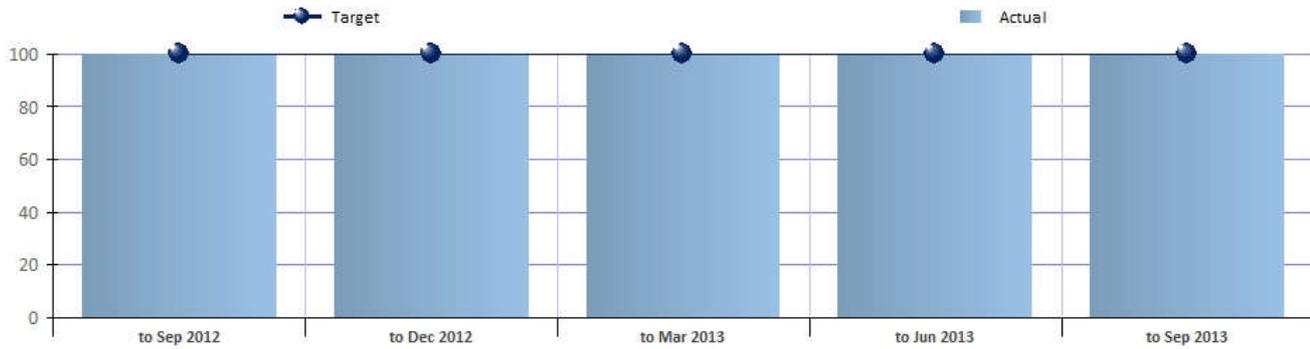
**Key Points**

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.

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

C10 MTP % child protection cases due to be reviewed during that year were reviewed					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	100.0	100.0	100.0	100.0	100.0
Target	100.0	100.0	100.0	100.0	100.0





## C11 MTP - Average time in days between a child entering care and moving in with its adoptive family

Actual	Target
476	533

LG Inform  
Comparator



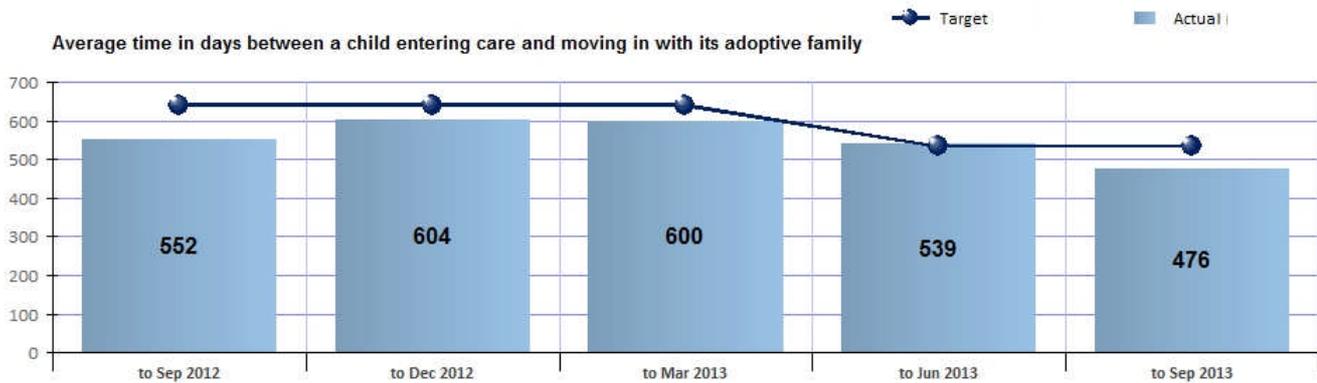
**Key Points**

**Quarter 2**  
 The average time from entering care and moving in with an adoptive family for the 3 year period ending 30/09/13 was 57 days below the nationally set target threshold, an improvement of 63 days compared to the previous quarter. This demonstrates 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 indicator was introduced by the Department for Education (DfE) based on a rolling 3 year cohort. Targets are set nationally by the DfE. Because this is a rolling 3 year average the figure includes activity from previous years. Whilst there might be some fluctuation in performance through the year, this improvement means we are well placed to meet the target by the year end.

**Description & Settings**

Lead: Administrator,  
 Model  
 Units: Days  
 Reporting Frequency: Quarterly  
 Good Performance: Smaller is Better  
 Accumulation: Latest  
 Thresholds: 10%, 2%

C11 MTP Average time in days between a child entering care and moving in with its adoptive family					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	552	604	600	539	476
Target	639	639	639	533	533

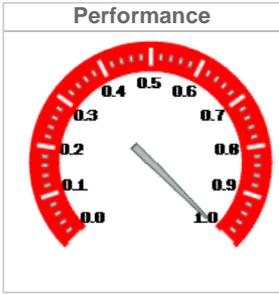




## C2 MTP - Number of additional 'Extra Care' flats provided

Actual	Target
Red	? ▲

LG Inform  
Comparator



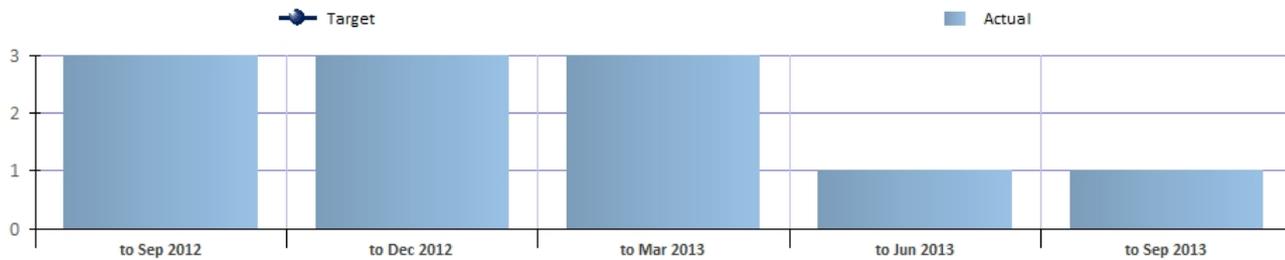
**Key Points**

**Quarter 2**  
 £1.7m of HCA grant funding has been secured for Dukeminster and the start on site is now scheduled for January 2014. As previously reported completion is due in Summer 2015. A planning application for the Leighton Buzzard site was submitted in August and Aldwyck have advised that they also propose to start on site early in 2014 with a completion date of Summer 2015.

**Description & Settings**

Lead: Administrator,  
 Model  
 Units: RAG Rating  
 Reporting Frequency: Quarterly  
 Good Performance: Bigger is Better  
 Accumulation: Latest  
 Thresholds: 2.5, 1.5

C2 MTP Number of additional 'Extra Care' flats provided					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	Green	Green	Green	Red	Red
Target					





# C4a MTP - Village Care Scheme Coverage

Actual	Target
87.10	87.10

LG Inform Comparator



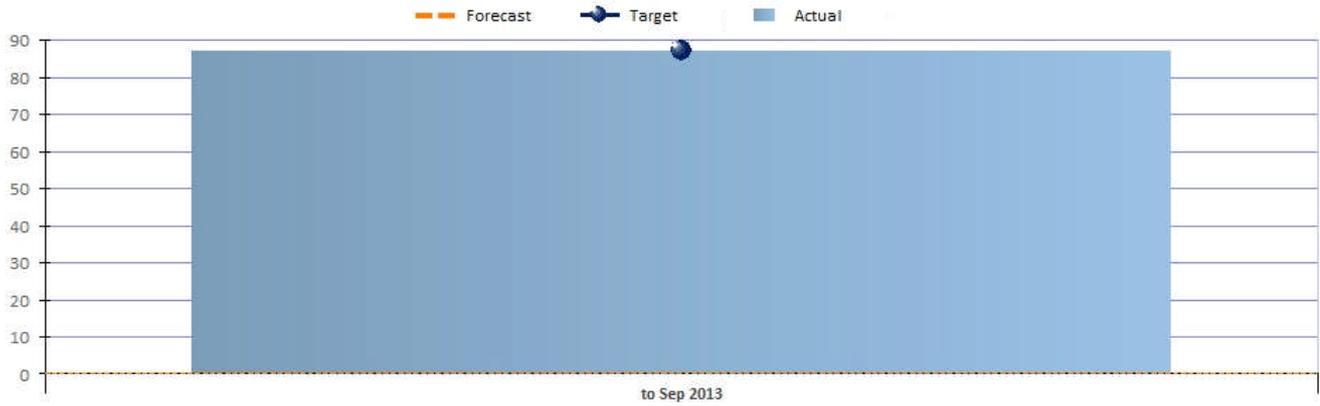
**Key Points**

87% of Central Bedfordshire is covered by a Village Care scheme, which represents 27 out of 31 wards. The four wards that are not covered by a Village Care scheme are Sandy and Leighton Buzzard/Linslade. Two schemes for these areas are currently being set up and will go live between December 2013 and March 2014.

**Description & Settings**

Lead: Administrator,  
 Model  
 Units: Percentage  
 Reporting Frequency: Quarterly  
 Good Performance: Bigger is Better  
 Accumulation: Latest  
 Thresholds: -0.001%, -10%

C4a MTP Village Care Scheme Coverage	
Sep 2013	
Actual	87.10
Target	87.10





## C5a MTP - Percentage of council commissioned dementia care classed as 'good' or 'excellent'

Actual	Target
61.20	60.00

LG Inform  
Comparator



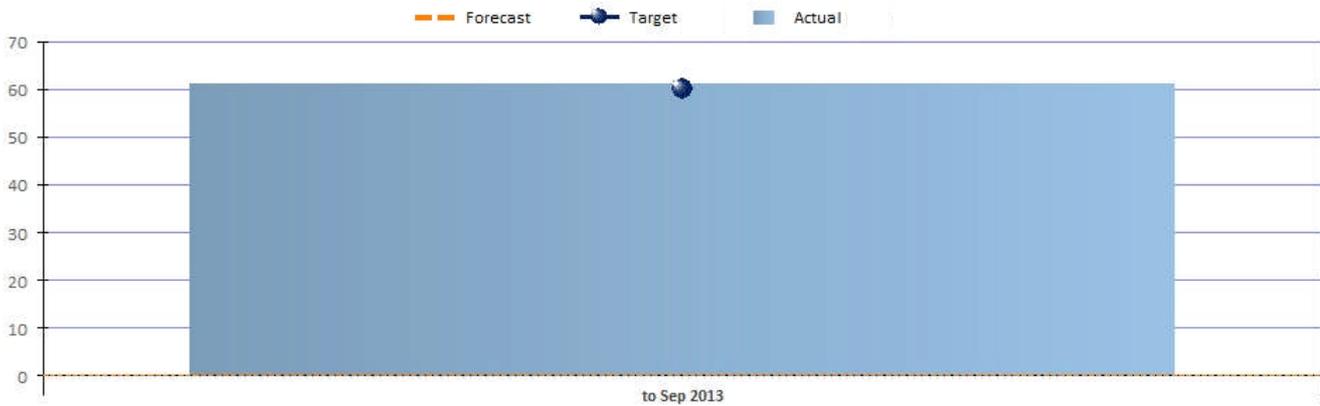
**Key Points**

Using the ADASS quality workbook, 61% of dementia care providers are rated as Good or Excellent. Progress continues to be made with the Dementia Accreditation Scheme with seven providers been awarded the scheme between July and September, making a total of eight providers awarded the scheme. There are also two providers that are currently going through the probation period. The third application round will be sent out to providers in October.

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

C5a MTP Percentage of council commissioned dementia classed as 'good' or 'excellent'	
Sep 2013	
Actual	61.20
Target	60.00

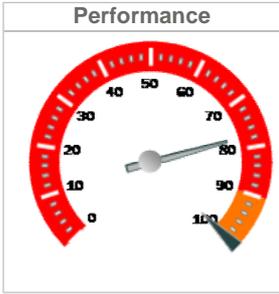




## C6 MTP - Clients receiving self-directed support

Actual	Target
77.5	100.0 ▲

LG Inform  
Comparator



**Key Points**

**Quarter 2**  
The number of people receiving self-directed support continues to rise with a slight increase in Quarter 2. Between October 2012 and September 2013, 3,363 people received self-directed support, with 1,475 customers taking that support as a direct payment.

As previously reported, the target of 100% for 2013/14 is still a challenging one and accounting for the identified exceptions, if performance reaches 86%, it will target will have been met. Progress to meeting this target continues, with a concerted effort being made to reach the target by March 2014.

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

C6 MTP clients receiving self directed support					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	66.2	71.7	72.8	77.1	77.5
Target	100.0	100.0	100.0	100.0	100.0

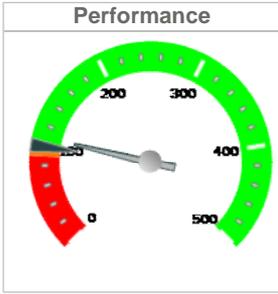




## C7 MTP - Percentage of 40 to 74 year olds offered a health check

Actual	Target
108.37	100.00

LG Inform  
Comparator



### Key Points

Quarter 2 2013/13 The number of Health checks offered continues to exceed the revised target set and is in line to deliver as stated in the Medium Term Plan. The Quarter 2 actual was at 108% of target, giving a cumulative performance of 130% of the 6 monthly target achieved by the end of this period.

The trend at Quarter 2 shows an increase in performance against target from 2012/13.

In addition to the figures relating to those having been offered Health Checks, the percentage of people accepting this offer and actually having their Health Check remains high, at 91.1% cumulatively for the first two quarters of 2013/14. However, work to identify the reasons for this number not achieving either the quarterly or 6 monthly targets indicates that there are some providers significantly underperforming and work is underway to support Primary Care with remedial action in the second half of the year to ensure that this target is met.

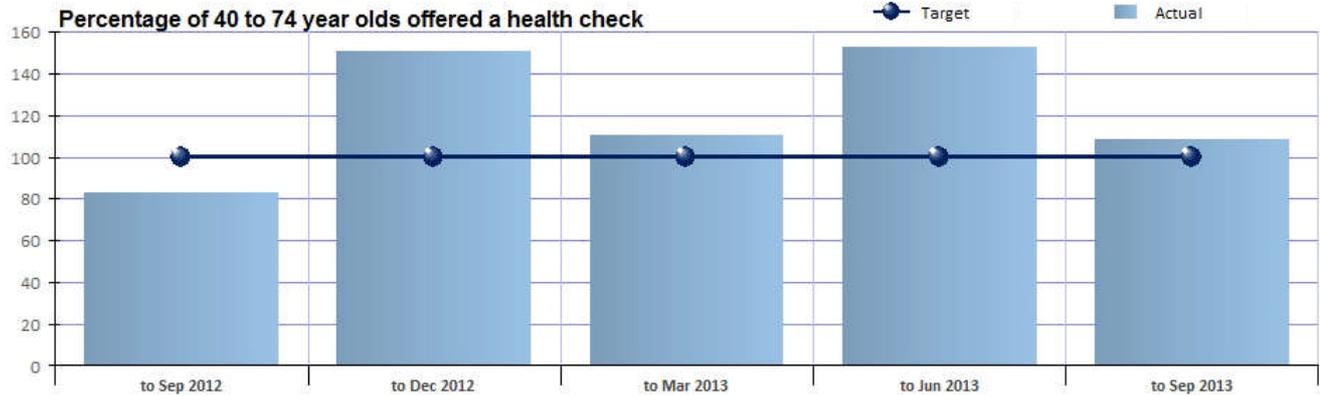
### Description & Settings

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

### NHS Health Checks

The data reported each quarter refers to previous 3 months

	Qtr 2 2012/13	Qtr 3 2012/13	Qtr 4 2012/13	Qtr 1 2013/14	Qtr 2 2013/14
PH 001D - Target number of people offered a health check	6,014.00	6,014.00	6,016.00	3,979.00	3,979.00
PH 001N - Actual number offered a health check	4,978.00	9,083.00	6,651.00	6,091.00	4,312.00
C7 MTP Percentage of 40 to 74 year olds offered a health check	82.77	151.03	110.56	153.08	108.37
PH 001aD - Target number of health checks delivered	3,007.00	3,007.00	3,008.00	2,767.00	2,767.00
PH 001aN - Actual number of health checks delivered	2,398.00	2,949.00	3,148.00	2,714.00	2,328.00
PH 001a - Percentage of health checks delivered to people aged 40 to 74 years of age	80	98	105	98	84

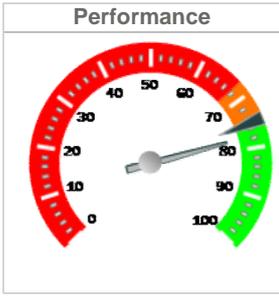




## C8 MTP - Percentage of referrals of children in need that led to initial assessments (Cumulative)

Actual	Target
77.6	75.0

LG Inform  
Comparator



**Key Points**

**Quarter 2**  
 Performance for this measure remains above the target of 75%. In quarter 2 this measure reduced slightly with a shift in the balance of referrals leading to assessment. With 77.6% of referrals leading to initial assessments this tells us that assessments continue to focus correctly on the right children who need our services.  
 Following the publication of the Munro Review of Safeguarding and Working Together Statutory Guidance we have implemented a single assessment process and a significant revision of this indicator will be needed before next quarter to align with the new national reporting model.

**Description & Settings**

Lead: Administrator,  
 Model  
 Units: Percentage  
 Reporting Frequency: Quarterly  
 Good Performance: Bigger is Better  
 Accumulation: Latest  
 Thresholds: -0.001%, -10%

C8 MTP Percentage of referrals of children in need that led to initial assessment					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	82.9	79.8	80.3	79.8	77.6
Target	75.0	75.0	75.0	75.0	75.0





## C9 MTP - % of initial assessments undertaken within 10 working days of referral (Children's)

Actual	Target
80.5	85.0

LG Inform  
Comparator



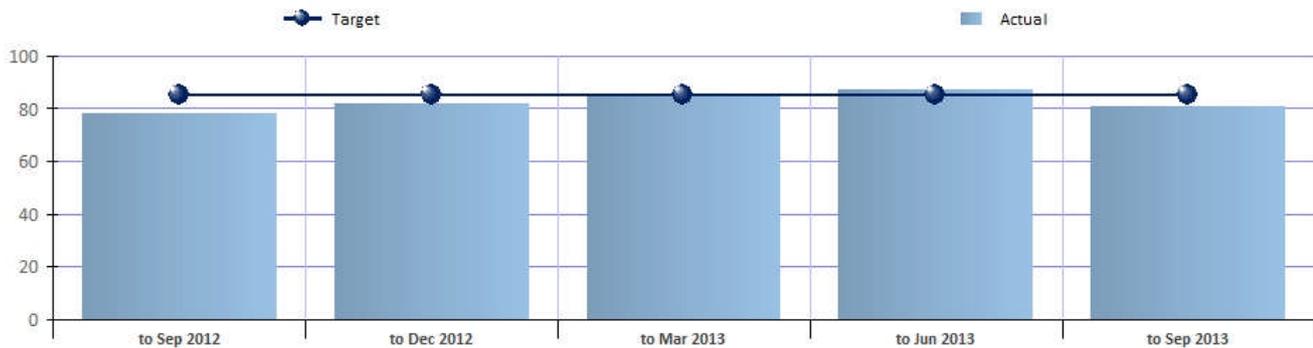
**Key Points**

**Quarter 2**  
The percentage of initial assessments completed in 10 working days fell below the target in Quarter 2, as it did in the same period last year. Monitoring within Children's Services identified a complex range of factors, including seasonal pressures, staff turnover and training of new staff. Work continues to ensure appropriate levels of skilled staff are available to respond to demand and complete good quality assessments within timescales.  
As stated above, initial assessments have been replaced with a new single assessment process and a significant revision of this indicator will be needed before next quarter to align with the national pattern of reporting.

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Quarterly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

C9 MTP % of initial assessments undertaken within 10 working days of referral (Children's)					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	78.1	81.8	84.7	87.0	80.5
Target	85.0	85.0	85.0	85.0	85.0





## C3 MTP - Percentage of decent homes (Council stock)

Actual	Target
99.9	100.0

LG Inform  
Comparator

### Performance



### Key Points

Quarter 2 Update: 13 properties currently do not meet the Decent Homes standard, a reduction of 3 in the last quarter. As previously reported, following the adoption of the Housing Asset Management Strategy, replacement of elements within Council properties (e.g. kitchens, bathrooms, etc) will not be based on failure of the Decent Homes Standard, but on the life expectancy of the element.

### Description & Settings

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Monthly  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

C3 MTP Percentage of decent homes (Council stock)					
	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013	to Sep 2013
Actual	99.6	99.8	100.0	99.6	99.9
Target	98.4	99.0	100.0	100.0	100.0

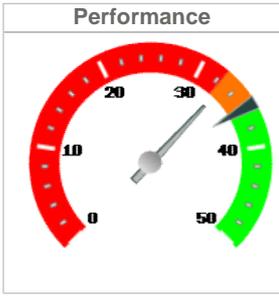




## D1a MTP - Percentage of residents satisfied with road repairs (Telephone Survey)

Actual	Target
33.0	36.0

LG Inform  
Comparator



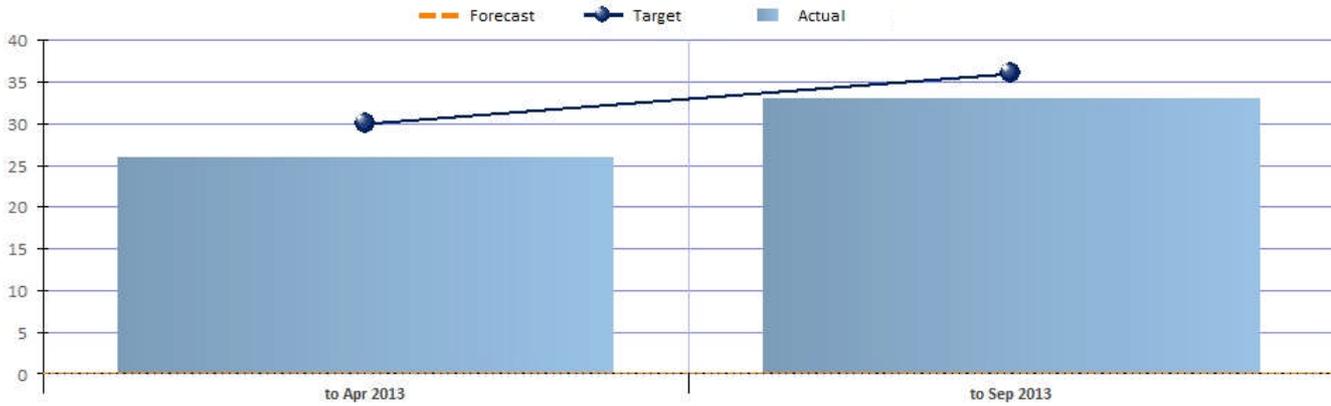
**Key Points**

**Quarter 2**  
As highlighted in the Residents' Tracker Survey, satisfaction with Highways continues to be an issue for our residents. Although the condition of Central Bedfordshire's roads is comparatively good, satisfaction levels lag behind the national average.

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Resident's Survey  
Good Performance: Bigger is Better  
Accumulation: Latest  
Thresholds: -0.001%, -10%

D1a MTP Percentage resident satisfaction with road maintenance		
	to Apr 2013	to Sep 2013
Actual	26.0	33.0
Target	30.0	36.0

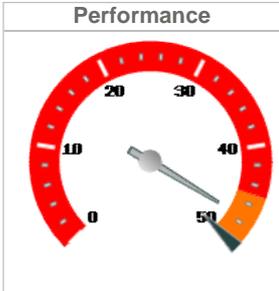




## D1b MTP - Percentage of residents satisfied with pavement repairs (Telephone Survey)

Actual	Target
45.00	50.00

LG Inform  
Comparator



**Key Points**

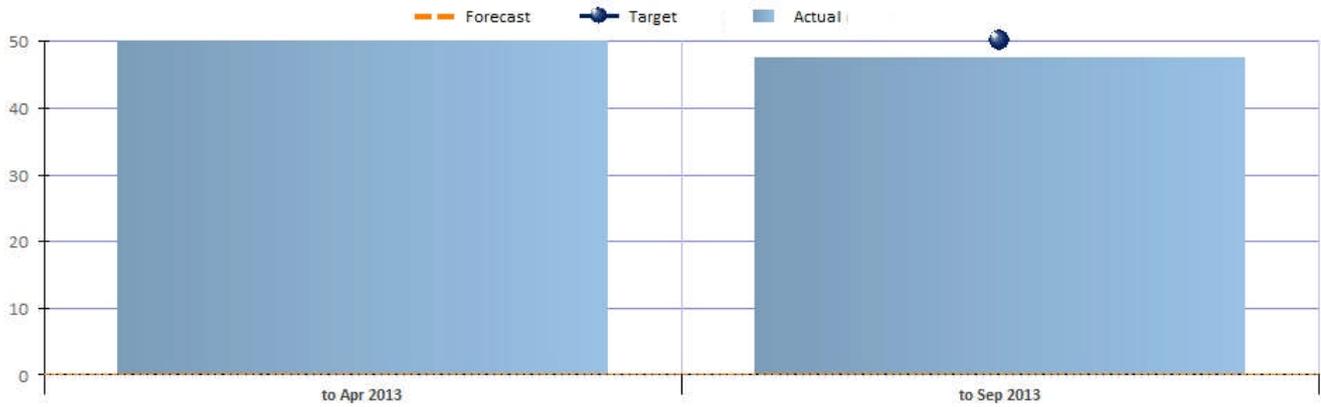
**Quarter 2**

As highlighted in the Residents' Tracker Survey, satisfaction with Highways continues to be an issue for our residents. Although the condition of Central Bedfordshire's roads

**Description & Settings**

Lead: Administrator,  
Model  
Units: Percentage  
Reporting Frequency: Resident's Survey  
Good Performance: Bigger is Better  
Accumulation: Average  
Thresholds: -0.001%, -10%

D1b MTP Percentage resident satisfaction with pavement maintenance			
		to Apr 2013	to Sep 2013
Actual		50.00	45.00
Target			50.00

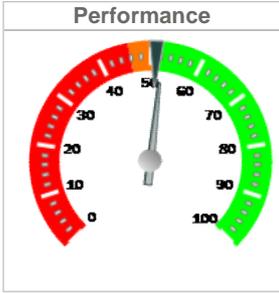




# E1 MTP - Percentage of waste sent for recycling and composting

Actual	Target
52.40	51.00

LG Inform  
Comparator



### Key Points

**Quarter 1 update (reported in Quarter 2)**

Due to external verification of data through the Waste Data Flow system the 12/13 Qtr 4 figure and 13/14 Qtr 1 are provisional. The reduced performance for 12/13 is as a result of lower green waste from both kerbside and HWRC collections due to the bad weather reducing growth. There had also been reduced tonnage coming into the HWRCs due to bad weather impacting on site usage. This unfortunately outweighed the increased recycling gained from the north residual treatment contract.

However, the Qtr 4 and Qtr 1 performance for municipal waste that is land filled has improved

### Description & Settings

...

Lead: Administrator,

Model

Units: Percentage

Reporting Frequency: Quarterly

Good Performance: Bigger is Better

Accumulation: Latest

Thresholds: -0.001%, -10%

E1 MTP % of household waste sent for reuse, recycling and composting (cumulative)					
	to Jun 2012	to Sep 2012	to Dec 2012	to Mar 2013	to Jun 2013
Actual	53.30	54.10	49.10	50.67	52.40
Target	51.00	51.00	51.00	51.00	51.00

