

Appendix 1

1. Arrows in the scorecard show the performance 'direction of travel' and the RAG symbols show whether or not agreed targets are being met.

Performance Judgement	
Direction of travel (DoT)	RAG score
 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

Enhancing Central Bedfordshire

	Performance will be reported	Last Reported	Latest Data	DoT	Current Status
*% of Central Bedfordshire residents satisfied with the local area as a place to live	Resident's Survey	Sep 18	87%	↓	★
*% feel safe when outside in their local area during the day	Resident's Survey	Sep 18	94%	↓	n/a
*% feel safe when outside in their local area after dark	Resident's Survey	Sep 18	72%	↓	n/a
~*Number of new jobs	Annual (Dec)	Dec 17	-3,103	↓	▲
~*People in employment aged 16 to 64 (% above national average)	Quarterly	Jun 18	8.2%	↑	★
~*Average Earnings for Workers	Annual (April)	Apr 18	£546.1	↑	n/a
~*New Homes completions (cumulative)	Quarterly	Dec 18	1,602	n/a	★
~*Town Centre Vacancy Rates	Quarterly (Feb,May,Aug,Nov)	Nov 18	6.1%	↑	n/a

Delivering Great Resident Services

*Perception of Council - Good quality services	Resident's Survey	Sep 18	68%	↓	n/a
*Percentage of Central Bedfordshire residents satisfied with living environment	Resident's Survey	Sep 18	82%	↓	n/a
~*Kg/household of black bin waste	Quarterly	Jun 18	154	↓	●
~*Satisfaction with highways maintenance	Annual (April)	Apr 18	48.0%	↓	●
~*CBC's relative position for condition of roads (principal)	Annual (March)	Mar 17	98%	↓	★
~*CBC's relative position for condition of roads (non-principal)	Annual (March)	Mar 17	97%	→	●
~*Leisure facility usage rates	Quarterly	Dec 18	391,305	↓	●
~*Libraries facility usage rates	Annual (March)	Mar 18	822,408	↓	n/a
*Customer Services - numbers of service failures reported	Quarterly				

Improving Education and Skills

~*School readiness % of children achieving a good level of development at the Early Years Foundation	Annual (Sept)	Sep 18	73.2%	↑	●
~*Attainment 8 - ranking	Annual (Dec)	Dec 18	94	↓	▲
*% of Schools rated Good or Outstanding (Quarterly)	Quarterly	Dec 18	87%	↑	●
~*% of young people aged 16-17 who are in education, employment or training (EET)	Annual (Feb)	Feb 18	93.4%	↑	●
~*Employer Skills Gaps	Annual (Dec)	Dec 17	27%	→	n/a

Protecting the Vulnerable; improving well-being

~*Children's Safeguarding - Referrals as a percentage of the child population	Quarterly	Dec 18	1.8%	↑	n/a
~*Percentage of referrals of children leading to the provision of a social care service	Quarterly	Dec 18	96.8%	↓	●
~*LAC - School attendance (when entering care and registered at school)	Annual (July)	Jul 17	97.1%	↑	n/a
~*% of care leavers at age 17-21 who are engaged in education, training or employment	Quarterly	Dec 18	65.5%	↑	●
~*Proportion of adults subject to a safeguarding enquiry of those known to adult social care	Quarterly	Dec 18	2.30%	n/a	n/a
~*Total non-elective admissions in to hospital (general & acute), all-age, per 100,000 population	Quarterly	Sep 18	2,860	↓	▲
~*Avoiding admissions to Care Homes	Quarterly				
~*Average age of customers admitted to a residential care home (65+)	Quarterly	Dec 18	84.1	n/a	n/a
~*Delivery of new dwellings suitable for older people	Quarterly	Dec 18	229	n/a	No target set
*Premature Deaths (persons per 100,000)	Annual (Dec)	Dec 17	271	↑	●
~*Hate Crime incidents reported	Quarterly	Mar 18	51	↓	n/a
*No. of Domestic Abuse incidents reported	Quarterly	Mar 18	1,032	↑	n/a

A more efficient and responsive Council

*Perception of the Council Value for money	Resident's Survey	Sep 18	55%	↓	★
*Perception that Council acts on the concerns of residents	Resident's Survey	Sep 18	42%	↓	n/a
*Time taken to process Housing Benefit, new claims & change events - Days	Quarterly	Dec 18	19.1	↑	▲
*Call wait times average - (seconds)	Quarterly	Dec 18	86	↑	★
*Number of web visitors - Quarterly	Quarterly	Dec 18	615,439	n/a	n/a
*Repeat issues (2nd calls or more to contact centre)	Monthly				

Creating stronger communities

*Perception that people can influence decisions in their own area	Resident's Survey	Sep 18	39%	→	n/a
*Perception that people in the local area pull together to improve the local area	Resident's Survey	Sep 18	71%	↓	n/a
*Percentage that volunteer	Resident's Survey	Sep 18	37%	↑	n/a
~*Number of volunteers engaged within the community (currently the village care schemes)	Quarterly	Sep 18	917	↑	★
~*Number of customers supported within the community (currently by the village care schemes)	Quarterly	Sep 18	849	↓	●
*Town and parish survey satisfaction	Resident's Survey				