

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 June 2016

BY: Depute Chief Executive (Partnership and Services for Communities)

SUBJECT: Performance Report, Q4 2015/16

1 PURPOSE

- 1.1 To provide the Committee with information regarding the performance of Council services during Q4 (January – March) 2015/16

2 RECOMMENDATIONS

- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of further analysis.

3 BACKGROUND

- 3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Appendix A displays the results of the Key Performance Indicators for Q4 2015/16. Trend graphs are provided for indicators that are below target. Some of these indicators collected monthly and some quarterly. The Q4 report also includes indicators that are collected and reported on an annual basis.
- 3.2 There are more indicators, mostly annual indicators, that we do not yet have the results for, these will be reported to the Committee later in the year.
- 3.3 It has not been possible to hold an elected members briefing on the Q4 indicators so members have not identified areas for further enquiry arising from this report.

- 3.4 Committee should note that it is due to receive a report on Delayed Discharge in September 2016 as a follow up to Committee’s concerns about the level of delayed discharge reported previously. Also Committee has previously received verbal and written reports on the performance of the Contact Centre and the rent arrears indicator.

4 POLICY IMPLICATIONS

- 4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to ‘Commitment and Leadership’, ‘Sound Governance at a strategic, financial and operational level’ and ‘Accountability’.
- 4.2 The scrutiny of performance by Elected Members is part of ‘Commitment and Leadership’. The Best Value Guidance explains that the scrutiny of performance means ‘That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.’ Reporting the performance indicators for each service every quarter is intended to aid this process.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – none
- 6.2 Personnel - none
- 6.3 Other – none

7 BACKGROUND PAPERS

- 7.1 Appendix A: Key Performance Indicators, Q4 2015/16 (January – March 2016)

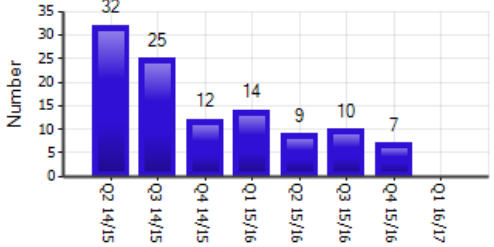
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DATE	08/06/2016

Appendix A: Key Performance Indicators, Q4 2015/16 (January – March 2016)

↑	Improving (high is good)	↑	Worsening (low is good)
↓	Improving (low is good)	↓	Worsening (high is good)
↔	No change or little change		

ADULT WELLBEING

Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Number of delayed discharge patients waiting over 2 weeks	Number	10	Red	7	0	Red	↓	<p>Number of delayed discharge patients waiting over 2 weeks</p> 	SOA
Percentage of people aged 65+ with intensive needs receiving Care at Home	%	41.00	Green	40.50	35.00	Green	↔		SOA
Proportion of care at home clients (65+) receiving a service at weekends	%	90.13	-	90.76	-	-	↔		
Proportion of care at home clients (65+) receiving evening/overnight service	%	52.47	-	53.22	-	-	↔		
Proportion of care at home clients (age 65+) receiving Personal Care	%	97.07	-	97.85	-	-	↔		
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	%	73.00	-	74.00	67.00	Green	↔		
Proportion of Criminal Justice Social Work Reports submitted to court by due date	%	100	-	100	-	Green	↔		

CHILDREN'S WELLBEING

Monthly

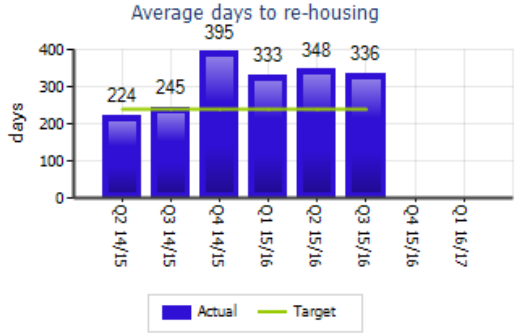
Measure	Unit	Previous Period February 2016		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Average number of Placements for looked after children	Average	1.90	-	1.80	-	-	↔		
Percentage of children on Child Protection Register for more than 6 Months	%	3.8	-	10.00	-	-	Increase		
Percentage of children who are re-registered within a 12 month period	%	0.00	-	0.00	5.00	Green	↔		
Rate per 1,000 children in Formal Kin Care	Rate / 1000	2.10	-	2.30	-	-	Increase		
Rate per 1,000 children in Foster Care	Rate / 1000	4.40	-	4.40	-	-	↔		
Rate per 1,000 children in Residential Care	Rate / 1000	1.10	-	1.10	-	-	↔		
Rate per 1,000 children on Home Supervision	Rate / 1000	2.50	-	2.80	-	-	Increase		

COMMUNITIES AND PARTNERSHIPS

Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																											
		Actual	RAG	Actual	Target	RAG	Trend		Comment																										
% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	%	54.00	Red	44.00	70.00	Red	↓	<p>% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)</p> <table border="1"> <caption>% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>60.6</td><td>68</td></tr> <tr><td>Q3 14/15</td><td>60.8</td><td>68</td></tr> <tr><td>Q4 14/15</td><td>68</td><td>68</td></tr> <tr><td>Q1 15/16</td><td>54.5</td><td>68</td></tr> <tr><td>Q2 15/16</td><td>57</td><td>68</td></tr> <tr><td>Q3 15/16</td><td>54</td><td>68</td></tr> <tr><td>Q4 15/16</td><td>44</td><td>68</td></tr> <tr><td>Q1 16/17</td><td>-</td><td>68</td></tr> </tbody> </table> <p>Staff sickness and increased activity have continued to impact on performance in this area.</p> <p>“Queuebuster” system about to be implemented.</p>	Period	Actual (%)	Target (%)	Q2 14/15	60.6	68	Q3 14/15	60.8	68	Q4 14/15	68	68	Q1 15/16	54.5	68	Q2 15/16	57	68	Q3 15/16	54	68	Q4 15/16	44	68	Q1 16/17	-	68
Period	Actual (%)	Target (%)																																	
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Q3 15/16	54	68																																	
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% of calls within contact centre (excluding switchboard) answered	%	90.00	Green	87.00	90.00	Amber	↓	<p>Percentage of calls within contact centre (excluding switchboard) answered</p> <table border="1"> <caption>Percentage of calls within contact centre (excluding switchboard) answered</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>90.6</td><td>95</td></tr> <tr><td>Q3 14/15</td><td>93.3</td><td>95</td></tr> <tr><td>Q4 14/15</td><td>95</td><td>95</td></tr> <tr><td>Q1 15/16</td><td>89.3</td><td>95</td></tr> <tr><td>Q2 15/16</td><td>91</td><td>95</td></tr> <tr><td>Q3 15/16</td><td>90</td><td>95</td></tr> <tr><td>Q4 15/16</td><td>87</td><td>95</td></tr> <tr><td>Q1 16/17</td><td>-</td><td>95</td></tr> </tbody> </table> <p>Staff sickness and increased activity have continued to impact on performance in this area.</p> <p>“Queuebuster” system about to be implemented.</p>	Period	Actual (%)	Target (%)	Q2 14/15	90.6	95	Q3 14/15	93.3	95	Q4 14/15	95	95	Q1 15/16	89.3	95	Q2 15/16	91	95	Q3 15/16	90	95	Q4 15/16	87	95	Q1 16/17	-	95
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Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																								
		Actual	RAG	Actual	Target	RAG	Trend		Comment																							
% of Community Response calls answered within 1 minute	%	97.20	Amber	94.79	97.50	Amber	↓	<p>% of PNC6 (Community Response) calls answered within 1 minute</p> <table border="1"> <caption>% of PNC6 (Community Response) calls answered within 1 minute</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>97.8</td><td>97.5</td></tr> <tr><td>Q3 14/15</td><td>96.2</td><td>97.5</td></tr> <tr><td>Q4 14/15</td><td>97.4</td><td>97.5</td></tr> <tr><td>Q1 15/16</td><td>97.7</td><td>97.5</td></tr> <tr><td>Q2 15/16</td><td>95.9</td><td>97.5</td></tr> <tr><td>Q3 15/16</td><td>97.2</td><td>97.5</td></tr> <tr><td>Q4 15/16</td><td>94.8</td><td>97.5</td></tr> </tbody> </table> <p>Staff sickness has continued to impact on performance in this area.</p>	Quarter	Actual	Target	Q2 14/15	97.8	97.5	Q3 14/15	96.2	97.5	Q4 14/15	97.4	97.5	Q1 15/16	97.7	97.5	Q2 15/16	95.9	97.5	Q3 15/16	97.2	97.5	Q4 15/16	94.8	97.5
Quarter	Actual	Target																														
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Q2 15/16	95.9	97.5																														
Q3 15/16	97.2	97.5																														
Q4 15/16	94.8	97.5																														
Accuracy rate in Registration Service	%	99.86	Green	98.65	97.00	Green	↔																									
Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	Score	78.00	Green	78.00	70.00	Green	↔																									
% homelessness assessments completed in under 28 days	%	84.00	Green	80.00	80.00	Green	↓	<p>Percentage of homelessness assessments completed within 28 days</p> <table border="1"> <caption>Percentage of homelessness assessments completed within 28 days</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>80</td><td>80</td></tr> <tr><td>Q3 14/15</td><td>85</td><td>80</td></tr> <tr><td>Q4 14/15</td><td>88</td><td>80</td></tr> <tr><td>Q1 15/16</td><td>89</td><td>80</td></tr> <tr><td>Q2 15/16</td><td>85</td><td>80</td></tr> <tr><td>Q3 15/16</td><td>84</td><td>80</td></tr> </tbody> </table> <p>Note: performance website not yet updated but graph shows previous trend.</p>	Quarter	Actual	Target	Q2 14/15	80	80	Q3 14/15	85	80	Q4 14/15	88	80	Q1 15/16	89	80	Q2 15/16	85	80	Q3 15/16	84	80			
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Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Homelessness - average number of days to re-housing	Days	336.00	Amber	404.00	240.00	Red	↑	 <p>Average days to re-housing</p> <p>Note: performance website not yet updated but graph shows previous trend.</p>	SOA
Homelessness case-load	Number	157.00	Amber	151.00	250.00	Green	↓	This figure shows the number of homelessness applications received by the Council in the relevant quarter. For comparison, the Q4 figure in 2014-15 was 188.	SOA

COMMUNITIES AND PARTNERSHIPS

Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Average length of time in temporary or emergency accommodation (all types)	Days	136.70		299.7			↑		SHC
Average length of time taken to re-let properties in the last year.	Days	19.90	Green	18.11	24.00	Green	↓		SHC
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	%	82.70		84.00			↑		SHC
Percentage of rent due lost through properties being empty during the last year.	%	1.1	Green	0.38	1.50	Green	↓	Previous years were incorrect as included temporary accommodation.	SHC

COUNCIL RESOURCES

Monthly

Measure	Unit	Previous Period February 2016		Current Period March 2016					Source																																							
		Actual	RAG	Actual	Target	RAG	Trend	Comment																																								
Business Rates in-year collection	%	97.51	Amber	98.98	99.10	Amber	-	Performance for this period 2014/15 was 99%.																																								
Council Tax in-year collection	%	94.06	Amber	96.64	96.65	Green	↑	Performance for this period 2014/15 was 96.52%.																																								
Time taken to process change of circumstances	Days	1.68	Green	3.53	6.00	Green	↑																																									
Time taken to process new claims	Days	19.18	Green	18.92	25.00	Green	↓																																									
Value of current tenants rent arrears	£	1,287,257	Red	1,295,782	1,000,000	Red	↑	<p>Amount of money owed to the Council in rent arrears</p> <table border="1"> <caption>Amount of money owed to the Council in rent arrears</caption> <thead> <tr> <th>Month</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>Jun 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Jul 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Aug 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Sep 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Oct 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Nov 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Dec 15</td><td>1,287,257</td><td>1,100,000</td></tr> <tr><td>Jan 16</td><td>1,287,257</td><td>1,100,000</td></tr> <tr><td>Feb 16</td><td>1,287,257</td><td>1,100,000</td></tr> <tr><td>Mar 16</td><td>1,287,257</td><td>1,100,000</td></tr> <tr><td>Apr 16</td><td>1,287,257</td><td>1,100,000</td></tr> <tr><td>May 16</td><td>1,287,257</td><td>1,100,000</td></tr> </tbody> </table>	Month	Actual (£)	Target (£)	Jun 15	1,287,257	1,200,000	Jul 15	1,287,257	1,200,000	Aug 15	1,287,257	1,200,000	Sep 15	1,287,257	1,200,000	Oct 15	1,287,257	1,200,000	Nov 15	1,287,257	1,200,000	Dec 15	1,287,257	1,100,000	Jan 16	1,287,257	1,100,000	Feb 16	1,287,257	1,100,000	Mar 16	1,287,257	1,100,000	Apr 16	1,287,257	1,100,000	May 16	1,287,257	1,100,000	
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Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of invoices paid on time	%	90.41	Green	88.35	90.00	Amber	↓	Target has changed from 85%	
% spend with contracted suppliers quarterly	%	Not provided		77.04	80	Amber		This has dropped slightly below target (in Q1 was 83.6)	
Cost of HR function per FTE employee	£	66.80	Green	54.92	125.00	Green	↓		

COUNCIL RESOURCES

Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Rent collected as percentage of total rent due in the reporting year.	%	99.57		99.81	-		↔		

DRAFT

DEVELOPMENT

Monthly

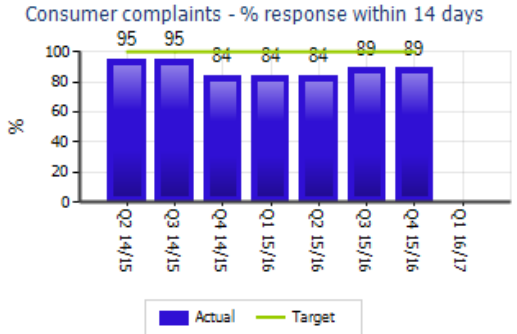
Measure	Unit	Previous Period February 2016		Current Period March 2016				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Percentage of the population claiming Job Seekers Allowance	%	1.20	Green	1.20	1.80	Green	↔	March 2016 figures from NOMIS. (The target is the Scottish average.)	SOA
Proportion of 18- 24 yr olds claiming Job Seekers Allowance	%	1.30	Green	1.30	2.00	Green	↔	March 2016 figures from NOMIS (The target is the Scottish average.)	SOA

Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																												
		Actual	RAG	Actual	Target	RAG	Trend		Comment																											
% food businesses broadly compliant with food hygiene law	%	93.00	Green	94.00	93.00	Green	↔																													
% Food Hygiene Inspections achieved - medium risk	%	90.00	Green	100.00	90.00	Green	↑																													
% Food Hygiene Inspections achieved - high risk	%	-		-	100.00		↔	There were no high risk premises due for inspection in the fourth quarter																												
% of Trading Standards Business Advice Requests responded to within 14 days	%	100.00	Green	93.00	100.00	Amber	↓	<p>Business Advice Requests - % response within 14 days</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>98</td> <td>100</td> </tr> <tr> <td>Q3 14/15</td> <td>97</td> <td>100</td> </tr> <tr> <td>Q4 14/15</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q1 15/16</td> <td>89</td> <td>100</td> </tr> <tr> <td>Q2 15/16</td> <td>91</td> <td>100</td> </tr> <tr> <td>Q3 15/16</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q4 15/16</td> <td>93</td> <td>100</td> </tr> <tr> <td>Q1 16/17</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q2 14/15	98	100	Q3 14/15	97	100	Q4 14/15	100	100	Q1 15/16	89	100	Q2 15/16	91	100	Q3 15/16	100	100	Q4 15/16	93	100	Q1 16/17	-	100	
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DEVELOPMENT

Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																												
		Actual	RAG	Actual	Target	RAG	Trend		Comment																											
% of Trading Standards consumer complaints responded to within 14 days	%	89.00	Red	89.00	100.00	Red	↔	 <p>Consumer complaints - % response within 14 days</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q3 14/15</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q4 14/15</td> <td>84</td> <td>95</td> </tr> <tr> <td>Q1 15/16</td> <td>84</td> <td>95</td> </tr> <tr> <td>Q2 15/16</td> <td>84</td> <td>95</td> </tr> <tr> <td>Q3 15/16</td> <td>89</td> <td>95</td> </tr> <tr> <td>Q4 15/16</td> <td>89</td> <td>95</td> </tr> <tr> <td>Q1 16/17</td> <td>-</td> <td>95</td> </tr> </tbody> </table> <p>Dealing with complaints of a more complex nature that took a greater amount of time.</p>	Quarter	Actual (%)	Target (%)	Q2 14/15	95	95	Q3 14/15	95	95	Q4 14/15	84	95	Q1 15/16	84	95	Q2 15/16	84	95	Q3 15/16	89	95	Q4 15/16	89	95	Q1 16/17	-	95	
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Q4 15/16	89	95																																		
Q1 16/17	-	95																																		
% of trading standards inspections achieved	%	100.00	Green	100.00	95.00	Green	↔																													
Average Time in working days to Issue Building Warrants	Number	86.02		89.18			↑																													
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	%	28.40		30.17			↑																													
Consumer enquiries - % of same day responses	%	100.00	Green	100.00	100.00	Green	↔																													

DEVELOPMENT

Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																												
		Actual	RAG	Actual	Target	RAG	Trend		Comment																											
Food Standards Inspection - medium risk	%	89.00	Amber	95.00	100.00	Amber	↑	<p>Percentage of medium risk food hygiene inspections achieved on time</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>62.5</td> <td>73</td> </tr> <tr> <td>Q3 14/15</td> <td>73</td> <td>73</td> </tr> <tr> <td>Q4 14/15</td> <td>93</td> <td>73</td> </tr> <tr> <td>Q1 15/16</td> <td>94</td> <td>73</td> </tr> <tr> <td>Q2 15/16</td> <td>100</td> <td>73</td> </tr> <tr> <td>Q3 15/16</td> <td>90</td> <td>73</td> </tr> <tr> <td>Q4 15/16</td> <td>100</td> <td>73</td> </tr> <tr> <td>Q1 16/17</td> <td>100</td> <td>73</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q2 14/15	62.5	73	Q3 14/15	73	73	Q4 14/15	93	73	Q1 15/16	94	73	Q2 15/16	100	73	Q3 15/16	90	73	Q4 15/16	100	73	Q1 16/17	100	73	
Quarter	Actual (%)	Target (%)																																		
Q2 14/15	62.5	73																																		
Q3 14/15	73	73																																		
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Q1 15/16	94	73																																		
Q2 15/16	100	73																																		
Q3 15/16	90	73																																		
Q4 15/16	100	73																																		
Q1 16/17	100	73																																		
Food Standards Inspections - high risk	%	100.00	Green	-	100.00		↔	There were no high risk food inspections due in the fourth quarter																												
Number of unemployed people participating in East Lothian Works programmes	Number	172	Red	183	240	Red	↑		SOA																											
Number of unemployed people participating in East Lothian Works programmes progressing into work	Number	42.00	Amber	50.00	45.00	Green	↑		SOA																											
Total no. of new business starts	Number	32.00	Red	49.00	50.00	Amber	↑	Q4 Still 1 adviser down in a team of 2. Adviser in post did an excellent job in bringing in the number of stats for the last quarter																												
Percentage of new businesses surviving after 24 months	%				80.00			Q4 - New measure to be implemented next year. This will be a 12 month measure led by the new team of start up advisers and will start to be recorded from Q3. This replaces the former measure which was heavily based around social media and individual advisers. Issue identified when advisers left and contact lost.																												

DEVELOPMENT

* The following planning indicators are reported for Q3 to enable a comparison with the Scottish average

Measure	Unit	Previous Period Quarter 2 2015/16		Current Period Quarter 3 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Application approval rate	%	98.7	Green	94.6	93.9	Green	↓	The target for all these indicators is set to the Scottish average for 2014-15.	
Householder developments: average time	Weeks	7.40	Green	7.8	7.5	Amber	↑		
Local developments: % determined within 2 months	%	86.60	Green	86.00	72.1	Green	↔		
Local developments: average time in weeks	Weeks	8.90	Green	8.80	10.1	Green	↔		
Major developments: average number of weeks to decision	Weeks	26.00	Green	9.4	36.6	Green	↓	Based on 2 applications.	

Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway	Rate / 10,000	27.00			28.00			Info not available	SOA

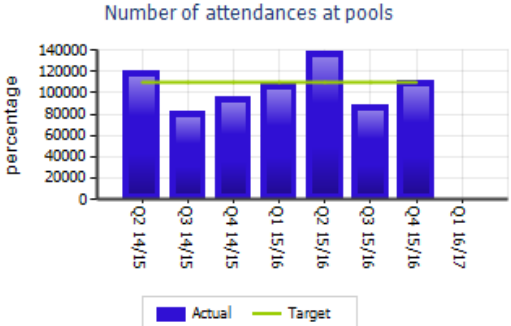
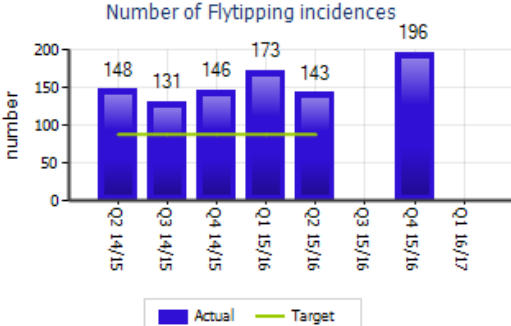
EDUCATION

Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of P6 and S2 pupils agreeing that 'my school recognises my achievements in school'	%	84.00	Green	82.60	86.0	Amber	↓	The % of P6 & S2 pupils agreeing shows a slight drop of 1.4% on the previous year and a relatively static trend over the previous five years.	SOA
% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'	%	61.90	Amber	59.40	61.0	Amber	↑	The % of P6 & S2 pupils agreeing shows a drop of 2.5% on the previous year and a fluctuating trend since 2010/11.	SOA
% of S2 and P6 pupils agreeing that they feel safe and secure in school	%	94.6		93.3	-	-	↔		SOA
% of S2 and P6 pupils agreeing that they contribute to decisions made in their school	%	79.20		79.90	-	-	↔		
% of S2 and P6 pupils agreeing that most pupils behave well in school	%	71.20		72.10	-	-	↔		
% P6 pupils agreeing that they take part in physical activities outside the school day	%	87.40		88.90	87.40	Green	↔	2015/16 shows an increase of 2.5% on the previous year and a fluctuating but overall improved trend since 2008/09.	
% S2 pupils agreeing that they take part in physical activities outside the school day	%	80.40		75.80	82.50	Red	↓		
Proportion of primary school children eligible for free school meals	%	11.29	-	12.00	14.00	Green	↑	Free school meal eligibility is a proxy for deprivation. Pupils are entitled to free school meals if their parents are in receipt of:	SOA
Proportion of secondary school children eligible for free school meals	%	8.60	-	9.9	10.50	Amber	↑	<ul style="list-style-type: none"> Income Support (IS) Income-based Job Seeker's Allowance (JSA) Any income related element of Employment and Support Allowance Child Tax Credit (CTC), but not Working Tax Credit, and your income is less than £16,105 Both maximum CTC and maximum Working Tax Credit and your income is under £6,420 Support under Part VI of the Immigration and Asylum Act 1999 Universal Credit 	SOA

INFRASTRUCTURE

Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source
		Actual	RAG	Actual	Target	RAG	Trend	
Green Waste & Beach Waste Recycled	%		Green	100.00	100.00	Green	↔	No figures provided for Q3.
Number of attendances at indoor sports and leisure facilities	Number	178076.00	Green	202476	130000.00	Green	↑	
Number of attendances at pools	%	88683.00	Red	111304	110000.00	Green	↑	 <p>Number of attendances at pools</p> <p>Attendances tend to fall during the third quarter (October - December); however, by quarter 4 (start of New Year) users start to build up again due to New Year resolutions etc.</p>
Number of Flytipping incidents	Number	Not provided		196.00	88.00	Red		 <p>Number of Flytipping incidences</p>
Number of people using Civic Amenity Sites	Number	105768.00	Green		55000.00	Green		No update provided for Q4.
Other Waste Recycled	%			79.35	74.00	Green		No figures provided for Q3.

INFRASTRUCTURE

Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Street lighting - repairs - average time	days	2.77	Green	2.49	7.00	Green	↓		
Traffic lights - average time to repair failure	hours:mins	6.05	Green	10.27	48.00	Green	↑		

Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% properties that require a gas safety record which had a safety check by anniversary date	%	100.00	Green	100.00	99.00	Green	↔		SHC
% reactive repairs carried out in the last year completed right first time.	%	82.00	Amber	85.9	85.00	Green	↑		SHC
Average length of time taken to complete emergency repairs.	Hours	5.60	Green	5.04	24.00	Green	↔		SHC
Average length of time taken to complete non-emergency repairs.	Days	14.80	Green	13.75	23.00	Green	↓		SHC

Key:

SOA = Single Outcome Agreement

SHC = Social Housing Charter