East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 14 June 2017

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

SUBJECT: Review of Key Performance Indicators

1   PURPOSE

1.1   To provide Members of the Policy & Performance Review Committee (PPRC) with the opportunity to review and select a new set of Council Key Performance Indicators for quarterly and annual performance reporting.

2   RECOMMENDATIONS

2.1   Members are requested to review and approve the Key Performance Indicators and targets for 2017/18 as detailed in Appendix 1.

3   BACKGROUND

3.1   Section 1 of the Local Government in Scotland Act 2003 places a statutory duty on local authorities to deliver Best Value and to make arrangements for public performance reporting on the performance of services.

3.2   Audit Scotland last published their audit direction and guidance on Statutory Performance Indicators (SPIs) and public performance reporting in 2014/15.

3.3   There are currently three parts to statutory performance reporting within this guidance and these are:

3.3.1 Corporate Management (SPI1) - Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to: responsiveness to its communities; revenues and service costs; employees; assets; procurement; sustainable development; and equalities and diversity.

3.3.2 Service Performance (SPI2) - Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- benefits administration;
- community care;
- criminal justice social work;
- cultural & community services covering at least sport & leisure, museums, the arts and libraries;
- planning (both environmental and development management);
- education of children;
- child protection and children's social work;
- housing & homelessness;
- protective services including environmental health, and trading standards;
- roads and lighting;
- waste management services.

3.3.3 Benchmarking Framework (SPI3) - all Local Government Benchmarking Framework (LGBF) indicators. The LGBF includes a total of 67 indicators based on areas of cost, performance outcomes and satisfaction. The benchmarking framework is also split into seven themes and these are:

- Children's Services
- Corporate Services
- Adult Social Care Services
- Culture & Leisure
- Environmental Services
- Housing Services
- Economic Development

3.4 The Council has identified a sub-set of these indicators to report as Key Performance Indicators (KPIs). The KPIs meet the guidance set by Audit Scotland and provide elected members, the public and other interested stakeholders with a manageable overview of Council performance. KPIs generally relate to the achievement of outcomes and the provision of Best Value rather than the day-to-day management of services.

3.5 Appendix 1 outlines the full list of KPIs for 2017/18 with the latest performance information and targets. The indicators are divided into the four objectives of the draft Council Plan 2017-2022. The source of each indicator is identified in regard to the framework that the indicator is part of.

3.6 Indicators listed in Appendix 1 include those currently reported to the Committee on a quarterly and annual basis. These are labelled as PPRC under framework1. There is also a selection of scorecard indicators used by council services (SPI2). These are identified as scorecard indicators and they are not yet reported to committee. Local Government Benchmarking Framework (SPI3) indicators are highlighted as LGBF.

These are reported separately to this committee when they are officially released by the Improvement Service in March each year. Collectively, the KPIs provide information on aspects of SPI1 and SPI2 reporting themes.

3.7 The KPIs are currently being reviewed to ensure that they align with the priorities of the East Lothian Council Plan as set out in the East Lothian Council Improvement Framework. The Committee last reviewed and selected KPIs in 2013. The views of members of the PPRC are being sought regarding the suitability of the indicators and targets that are currently reported.

3.8 The main decision for the committee is to decide which of those PPRC KPIs currently being reported on should be continued and which of those within the scorecard framework should be selected and reported on.

4   POLICY IMPLICATIONS

4.1 The KPIs will be published on the Council's website and will, therefore, help the Council to address its Best Value obligations in regard to public performance reporting. The indicators will also form the basis of the scrutiny of performance by the Policy & Performance Review Committee.

5   INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6   RESOURCE IMPLICATIONS

6.1 Financial – none

6.2 Personnel - none

6.3 Other – none

7   BACKGROUND PAPERS

7.1 Statutory Performance Indicators: Direction 2014 and Guidance, Audit Scotland
http://www.audit-scotland.gov.uk/performance/docs/2015/spi_guide_1415.pdf

7.2 East Lothian Council Improvement Framework

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Appendix 1 - Review of KPIs 2017/18

Council Objective	Indicator	Framework 1	Timeframe	Timeframe Latest result	Timeframe Target	RAG Status	Service
Growing Our Communities	Traffic lights - average time to repair failure m4994	**PPRC**	Qrt hrs:mins	**4.46**	4.8	g	Roads
	Street lighting - repairs - average time m4991	**PPRC**	Qrt days	**2.86**	7	g	Roads
	SCL_AS02 Percentage of Green Waste & Beach Waste Recycled M4486	**PPRC**	Qrt %	**100.0**	100	g	Sports, Countryside and Leisure
	SCL_AS01 Percentage of Other Waste Recycled M4487	**PPRC**	Qrt %	**97.7**	74	g	Sports, Countryside and Leisure
	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	**PPRC**	Annual	**90**	-	-	Community Housing
	Number of vehicles accessing recycling centres M2968	**PPRC**	Qrt No.	**103992.0**	1000000	g	Waste Services
	Number of Flytipping incidents M4479	**PPRC**	Qrt No.	**219.0**	88	r	Sports, Countryside and Leisure
	Number of attendances at pools M4913	**PPRC**	Qrt No.	**125316.0**	110000	g	Sports, Countryside and Leisure
	Number of attendances at indoor sports and leisure facilities M4917	**PPRC**	Qrt No.	**221812.0**	130000	g	Sports, Countryside and Leisure
	Homelessness case-load M2771	**PPRC**	Qrt No.	**214.0**	250	a	Community Housing
	Homelessness - average number of days to re-housing M5274	**PPRC**	Qrt days	**345.0**	240	r	Community Housing
	Food Standards Inspections - high risk M4423	**PPRC**	Qrt %	**100.0**	100	g	Environmental Health
	CS03 % of PNC6 (Community Response) calls answered within 1 minute	**PPRC**	Qrt %	**95.7**	97.5	a	Customer Services
	CS02 % of calls within contact centre (excluding switchboard) answered	**PPRC**	Qrt %	**94.6**	90	g	Customer Services
	Consumer enquiries - % of same day responses M4402	**PPRC**	Qrt %	**100**	100	g	Trading Standards
	Accuracy rate in Registration Service M2525	**PPRC**	Qrt No.	**98.4**	97	g	Licensing, Administration & Dem
	% reactive repairs carried out in the last year completed right first time.	**PPRC**	Annual	**85.47**	85	g	Community Housing
	% properties that require a gas safety record which had a safety check by anniversary date	**PPRC**	Annual	**100**	99	g	Engineering Services
	% of trading standards inspections achieved MHJXV38143	**PPRC**	Qrt %	**100.0**	95	g	Trading Standards
	% homelessness assessments completed in under 28 days M5538	**PPRC**	Qrt %	**86.0**	80	g	Community Housing
	% Food Hygiene Inspections achieved - high risk M4420	**PPRC**	Qrt %	**0.0**	100	g	Environmental Health
	% food businesses broadly compliant with food hygiene law MMUYE66546	**PPRC**	Qrt %	**90**	93	a	Environmental Health
	DM018 Application approval rate	**PPRC**	Qrt %	**95.5**	94.2	g	Planning
	DM014 Householder developments: average time	**PPRC**	Qrt No.	**10.2**	7.5	r	Planning
	DM013 Local developments: % determined within 2 months	**PPRC**	Qrt %	**80.5**	73	g	Planning
	DM012 Local developments: average time in weeks	**PPRC**	Qrt wks	**13.6**	9.5	r	Planning
	DM011 Major developments: average number of weeks to decision	**PPRC**	Qrt wks	**35.4**	34.2	a	Planning
	CH_PM01 Average length of time taken to re-let properties in the last year.	**PPRC**	Annual	**34.8**	24	a	Community Housing & Property
	% of Trading Standards Business Advice Requests completed within 14 days M4404	**PPRC**	Qrt %	**84**	100	r	Trading Standards

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
	% of Trading Standards consumer complaints completed within 14 days M4403	PPRC	Qrt %	70	100	r	Trading Standards
	Average length of time (days) in temp or emergency accommodation by type (all types)	PPRC	Annual	192	-	-	Community Housing
	Average time in hours taken to complete emergency repairs.	PPRC	Annual	7.38	24	g	property maintenance
	% of rent due lost through properties being empty during the last year	PPRC	Annual	0.74	-	g	Community Housing
	EDSI_B06 Number of businesses / attendees at business events delivered by EDSI	Scorecard	Qrt No.	396	150	-	EDSI
	CSSC01 Percentage of cases being promoted from the anti-social behaviour case monitoring group to court	Scorecard	Annual	new	-	-	Customer Services
	CSM01 Museum Service Visitor Numbers	Scorecard	Qrt No.	39458.0	2000	g	Customer Services
	CSL05 The percentage of customers using the self-service kiosks	Scorecard	-	new	-	-	Customer Services
	CSL04 The number of library visits per 1000 head of population	Scorecard	-	1918	1100	g	Customer Services
	CSL03 The number of library visits	Scorecard	Qrt No.	199672.0	-	g	Customer Services
	CSL02 The number of Wi-Fi sessions in branch libraries	Scorecard	Qrt %	9474.0	2500	g	Customer Services
	CSL01 The percentage of time PCs are used in the branch libraries	Scorecard	Qrt %	27.3	35	a	Customer Services
	CSCC01 % of calls within Contact Centre (excl. Switchboard) answered within 30 seconds.	Scorecard	-	new	-	-	Customer Services
	CS04 % of PNC6 (Community Response) calls answered within 3 minutes	Scorecard	Qrt %	new	-	-	Customer Services
	CS01 % of calls within Contact Centre (excl. Switchboard) answered within	Scorecard	Qrt %	new	-	-	Customer Services
	EDSI_St03 - Number of affordable housing completions	Scorecard	Annual	NA	-	-	EDSI
	EDSI_st04 - Number of affordable housing site starts	Scorecard	Annual	NA	-	-	EDSI
	EDSI_St05 - Number of affordable housing tender approvals	Scorecard	Annual	NA	-	-	EDSI
	EDSI_St06 - Number of intermediate tenure completions	Scorecard	Annual	NA	-	-	EDSI
	EDSI_St08 - No. of social rented completions	Scorecard	Annual	NA	-	-	EDSI
	HSN3 - Percentage of dwellings meeting SHQS	LGBF	Annual	92.0	-	a	Community Housing
	ENV7b - % of adults satisfied with street cleaning	LGBF	Annual	85.7	-	g	Sports, Countryside and Leisure
	ENV7a - % of adults satisfied with refuse collection	LGBF	Annual	89.7	-	g	Waste Services
	ENV6 - The % of total household waste arising that is recycled	LGBF	Annual	51.4	-	g	Waste Services
	ENV5b - Cost of environmental health per 1,000 population	LGBF	Annual	12003.9	-	g	Environmental Health
	ENV5a - Cost of trading standards perr 1,000 population	LGBF	Annual	1999.0	-	g	Trading Standards
	ENV4e - Percentage of unclassified roads that should be considered for maintenance treatment	LGBF	Annual	31.6	-	g	Roads
	ENV4d - Percentage of C class roads that should be considered for maintenance treatment	LGBF	Annual	31.1	-	g	Roads
	ENV4c - Percentage of B class roads that should be considered for maintenance treatment	LGBF	Annual	36.9	-	a	Roads
	ENV4b - Percentage of A class roads that should be considered for maintenance treatment	LGBF	Annual	34.0	-	a	Roads
	ENV4a - Cost of maintenance per kilometre of roads	LGBF	Annual	15720.1	-	a	Roads
	ENV3c - Cleanliness Score (%age Acceptable)	LGBF	Annual	85.8	-	a	Sports, Countryside and Leisure
	ENV3a - Net cost of street cleaning per 1,000 population	LGBF	Annual	13013.1	-	g	Sports, Countryside and Leisure
	ENV2a - Net cost per Waste disposal per premises	LGBF	Annual	55.7	-	g	Waste Services

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
	ENV1a - Net cost of Waste collection per premises	LGBF	Annual	81.8	-	a	Waste Services
	Econ 4 - % of procurement spent on local small/medium enterprises	LGBF	Annual	22.3	-	g	EDSI
	Econ 3 - Average Time Per Planning Application	LGBF	Annual	10.4	-	g	Planning
	Econ 2 - Cost of Planning Per Application	LGBF	Annual	2504.5	-	g	Planning
	CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on site	LGBF	Annual	0.5	-	g	Environmental Health
	CHN8b - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	LGBF	Annual	276.3	-	g	Children's Services
	CHN8a - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	LGBF	Annual	3349.7	-	a	Children's Services
	C&L5d - % of adults satisfied with leisure facilities	LGBF	Annual	84.0	-	-	Sports, Countryside and Leisure
	C&L5c - % of adults satisfied with museums and galleries	LGBF	Annual	72.3	-	a	Customer Services
	C&L5b - % of adults satisfied with parks and open spaces	LGBF	Annual	89.7	-	-	Sports, Countryside and Leisure
	C&L5a - % of adults satisfied with libraries	LGBF	Annual	78.3	-	g	Customer Services
	C&L4 - Cost of Parks & Open Spaces per 1,000 Population	LGBF	Annual	25327.5	-	-	Sports, Countryside and Leisure
	C&L3 - Cost of Museums per Visit	LGBF	Annual	1.6	-	g	Customer Services
	C&L2 - Cost Per Library Visit	LGBF	Annual	1.9	-	g	Customer Services
	C&L1 - Cost per attendance at Sports facilities	LGBF	Annual	4.0	-	-	Sports, Countryside and Leisure
	HSN4b - Average time in days taken to complete non-emergency repairs	LGBF	Annual	12.75	-	a	property maintenance
Growing Our Economy	EDSI_ELW05 Number of unemployed people participating in ELC operated or funded programmes muuhs95736	PPRC	Qrt No.	458.0	450	g	EDSI
	EDSI_ELW04 Number of people entering employment following assistance from Council operated/funded employability programme MXKEZ89356	PPRC	Qrt No.	59.0	150	r	EDSI
	EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months mc36619	PPRC	Qrt %	36.0	80	r	EDSI
	EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	PPRC	Qrt YtD %	36	0.8	r	EDSI
	EDSI_B01 Number of Business Gateway-Start ups	PPRC	Qrt No.	22.0	50	r	EDSI
	EDSI_B01 Number of Business Gateway-Start ups - quarterly	PPRC	Qrt No.	22	50	g	EDSI
	EDSI_B20 Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway MCTCK69885	PPRC	Annual	31	28	g	EDSI
	EDSI_ELW04 Number of people assisted into work from ELC employability programmes	PPRC	Annual	59	50	g	EDSI
	EDSI_ELW05 - Number of people participating in ELC operated or funded employability programmes	PPRC	Annual	458	450	g	EDSI
	Number of businesses benefitting from sustainable business growth interaction	Scorecard	Annual	NA	-	-	EDSI
	ELC CO2 corporate emission figure - annual	Scorecard	Annual	NA	-	-	EDSI
	EDSI_B15 Average increase in net profit of companies awarded financial assistance - annual	Scorecard	Annual	NA	10000	-	EDSI

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
Growing Our Economy	EDSI_B14 Average increase in turnover of companies awarded financial assistance - annual	**Scorecard**	Annual	**NA**	80000	-	EDSI
	EDSI_B13 Business Gateway Start up average net profit after 12 months of trading	**Scorecard**	Annual	**NA**	10000	-	EDSI
	EDSI_B12 Business Gateway Start up average turnover after 12 months of trading	**Scorecard**	Annual	**NA**	43000	-	EDSI
	EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_B10 Number of Business Gateway pre start up meetings held	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_B08 Number of businesses per 10,000 adults (business density)	**Scorecard**	Annual	**407**	380	g	EDSI
	EDSI_B07 Number of jobs per 10,000 adults (employment density)	**Scorecard**	Annual	**3589**	3600	a	EDSI
	EDSI_B05 Number of jobs protected through grant and loan awards	**Scorecard**	Annual	**466.5**	275	-	EDSI
	EDSI_B04 Number of jobs created through grant and loan awards	**Scorecard**	Annual	**97**	65	g	EDSI
	EDSI_B03 Number of business/trade representative meetings attended/facilitated by Economic Development	**Scorecard**	Qrt No.	**38**	-	-	EDSI
	EDSI_B16 Number of businesses in growth pipeline and number accepted for Scottish Enterprise Account Management	**Scorecard**	Annual	**5**	5	g	EDSI
	EDSI_B18 Number of social enterprises assisted to research idea, start and develop	**Scorecard**	Annual	**26**	15	g	EDSI
	EDSI_S10 Per capita CO2 emissions (within the scope of local authorities) in East Lothian - annual	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_B19 Number of Business Gateway-Start ups - annual	**Scorecard**	Annual	**236**	200	g	EDSI
	EDSI_T05 - Average number of visitors attending events financially supported - annual	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_T06 - Economic impact multiplier of events financially supported - annual	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_T01 - Economic impact of day visitors - annual (STEAM report)	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_T02 - Economic impact of overnight stays - annual (STEAM report)	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_T07 - Number of events financially supported - annual	**Scorecard**	Annual	**NA**	-	-	EDSI
	EDSI_T04 - Total number of tourist days staying visitors (STEAM report)	**Scorecard**	Annual	**NA**	1780000	g	EDSI
	EDSI_T03 Total number of tourist days staying visitors and day visitors (STEAM report)	**Scorecard**	Annual	**NA**	-	-	EDSI
	ELC_Econ 5 Number of business gateway start-ups per 10,000 population	**LGBF**	Annual	**14.4**	-	a	EDSI
	ELC_ECON1 Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	**LGBF**	Annual	**2.92**	-	g	EDSI
Growing Our People	Proportion of Criminal Justice Social Work Reports submitted to court by due date MHBUZ99975	**PPRC**	Qrt %	**100.0**	100	g	Adult Wellbeing

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
Growing Our People	Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days MDKVD27886	**PPRC**	Qrt %	**33.3**	67	r	Adult Wellbeing
	Proportion of care at home clients (age 65+) receiving Personal Care MTVGH65432	**PPRC**	Qrt %	**97.1**	-	-	Adult Wellbeing
	Proportion of care at home clients (65+) receiving evening/overnight service MVBNQ15876	**PPRC**	Qrt %	**53.5**	-	-	Adult Wellbeing
	Proportion of care at home clients (65+) receiving a service at weekends MMMHS23365	**PPRC**	Qrt %	**89.0**	-	-	Adult Wellbeing
	Percentage of people aged 65+ with intensive needs receiving Care at Home MGILB75435	**PPRC**	Qrt %	**39.0**	35	g	Adult Wellbeing
	Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved MGJKH25592	**PPRC**	Qrt %	**17.6**	-	-	Building Standards
	Number of delayed discharge patients waiting over 2 weeks MWVGY95264	**PPRC**	Qrt No.	**11.0**	0	r	Adult Wellbeing
	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) MC30556	**PPRC**	Qrt Score	**81.0**	70	g	CLD
	Average Time in working days to Issue Building Warrants MWVLT41479	**PPRC**	Qrt days	**108.8**	-	-	Building Standards
	HSCP_CS01 Average number of Placements for looked after children MNBYY83692	**PPRC**	Mth No.	**1.8**	-	-	Children's Services
	HSCP_CS02 Percentage of children on Child Protection Register for more than 6 Months MQFVD33388	**PPRC**	Mth %	**29.7**	-	-	Children's Services
	HSCP_CS03 Percentage of children who are re-registered within a 12 month period MMORY58668	**PPRC**	Mth %	**0**	-	-	Children's Services
	HSCP_CS04 Rate per 1,000 children in Formal Kin Care MUWBL14486	**PPRC**	Mth No./1000	**2.2**	-	-	Children's Services
	HSCP_CS05 Rate per 1,000 children in Foster Care MGYSN95781	**PPRC**	Mth No./1000	**4.3**	-	-	Children's Services
	HSCP_CS06 Rate per 1,000 children in Residential Care MQTSR94165	**PPRC**	Mth No./1000	**0.9**	-	-	Children's Services
	HSCP_CS07 Rate per 1,000 children on Home Supervision MNFVP38865	**PPRC**	Mth No./1000	**3.1**	-	-	Children's Services
	ED10 -% of P6 and S2 pupils agreeing that their school recognises their achievements in school	**PPRC**	Annual	**83.1**	85	a	Education
	ED11 - % of P6 and S2 pupils agreeing that their school recognises their achievements out of school	**PPRC**	Annual	**59.1**	61	a	Education
	ED01 - % of LAC school leavers entering positive destinations	**NIF**	Annual	**NA**	65	-	Education
	ED02 - % of school leavers with ASN in positive destinations	**NIF**	Annual	**NA**	88.6	-	Education
	ED03 - % of school leavers achieving literacy and numeracy at SCQF Level 4 or above	**NIF**	Annual	**NA**	set to Scottish	-	Education

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
	ED04 - % of school leavers achieving literacy and numeracy at SCQF Level 5 or above	NIF	Annual	NA	64.21	-	Education
	ED05 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Reading relevant for their stage	NIF	Annual	NA	85	-	Education
	ED06 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Writing relevant for their stage	NIF	Annual	NA	85	-	Education
	ED07 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Listening & Talking relevant for their stage	NIF	Annual	NA	85	-	Education
	ED08 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in Numeracy relevant for their stage	NIF	Annual	NA	85	-	Education
	ED09 - % of P6 and S2 pupils that perceive themselves as being safe	SOA	Annual	91.2	92.5	-	Education
	SW5 - Older persons (over 65's) Residential Care Costs per week per resident	LGBF	Annual	422.3	-	a	Adult Wellbeing
	SW4b - Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	LGBF	Annual	92.3	-	g	Adult Wellbeing
	SW4a - Percentage of adults receiving any care or support who rate it as excellent or good.	LGBF	Annual	83.8	-	a	Adult Wellbeing
	SW3 - % of people 65+ with intensive needs receiving care at home	LGBF	Annual	37.4	-	g	Adult Wellbeing
	SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+	LGBF	Annual	3.7	-	a	Adult Wellbeing
	SW1 - Older Persons (Over65) Home Care Costs per Hour	LGBF	Annual	15.4	-	g	Adult Wellbeing
	CHN9 - Balance of Care for looked after children: % of children being looked after in the Community	LGBF	Annual	91.0	-	g	Children's Services
	CHN7 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	LGBF	Annual	18.0	-	g	Education
	CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	LGBF	Annual	42.0	-	g	Education
	CHN5 - % of Pupils Gaining 5+ Awards at Level 6	LGBF	Annual	35.0	-	g	Education
	CHN4 - % of Pupils Gaining 5+ Awards at Level 5	LGBF	Annual	60.0	-	g	Education
	CHN3 - Cost per Pre-School Education Registration	LGBF	Annual	3046.7	-	g	Education
	CHN2 - Cost per Secondary School Pupil	LGBF	Annual	6260.5	-	g	Education
	CHN12f - Average Total Tariff SIMD Quintile 5	LGBF	Annual	1206.0	-	g	Education
	CHN12e - Average Total Tariff SIMD Quintile 4	LGBF	Annual	996.0	-	g	Education
	CHN12d - Average Total Tariff SIMD Quintile 3	LGBF	Annual	905.0	-	a	Education
	CHN12c - Average Total Tariff SIMD Quintile 2	LGBF	Annual	659.0	-	a	Education
	CHN12b - Average Total Tariff SIMD Quintile 1	LGBF	Annual	576.0	-	a	Education
	CHN12a - Overall Average Total Tariff	LGBF	Annual	933.7	-	g	Education
	CHN11 - Proportion of Pupils Entering Positive Destinations	LGBF	Annual	93.5	-	g	Education
	CHN10 - % of Adults Satisfied with Local Schools	LGBF	Annual	82.0	-	g	Education
	CHN1 - Cost Per Primary School Pupil	LGBF	Annual	4344.0	-	g	Education

Council Objective	Indicator	Framework 1	Timeframe	Latest result	Timeframe Target	RAG Status	Service
Growing the Capacity of our Council	Value of current tenants rent arrears MCDZK85229	**PPRC**	Mth £	**1676047**	1000000	r	Revenues
	Council Tax in-year collection MRSNY54724	**PPRC**	Mth %	**97.51**	96.6	-	Revenues
	Business Rates in-year collection MJPFG17266	**PPRC**	Mth %	**97.83**	98.9	a	Revenues
	% spend with contracted suppliers quarterly MEEHH82217	**PPRC**	Qrt %	**79.25**	80	a	Legal & Procurement Services
	% of invoices paid on time M4941	**PPRC**	Qrt %	**89.02**	-	-	Corporate Finance
	Time taken to process change of circumstances in housing benefit NFM2S2	**PPRC**	Mth days	**2.56**	6	g	Benefits
	Time taken to process new claims for housing benefit NFM1S2	**PPRC**	Mth days	**24.32**	25	g	Benefits
	Rent collected as percentage of total rent due in the reporting year MBDES34687	**PPRC**	Annual	**NA**	98.8	g	Revenues
	Time taken to process change of circumstances in housing benefit and council tax rebate	**Scorecard**	Mth days ,	**4.23**	6	g	Benefits
	Time taken to process new claims for housing benefit and council tax rebate	**Scorecard**	Mth days ,	**32.54**	25	a	Benefits
	HSN5 - Percentage of council dwellings that are energy efficient	**LGBF**	Annual	**93.8**	-	a	Community Housing
	HSN2 - Percentage of rent due in the year that was lost due to voids	**LGBF**	Annual	**0.6**	-	g	Community Housing
	HSN1b - Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	**LGBF**	Annual	**8.6**	-	a	Revenues
	CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	**LGBF**	Annual	**95.6**	-	g	Building Standards
	CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use	**LGBF**	Annual	**84.8**	-	g	Building Standards
	CORP 8 - Percentage of invoices sampled that were paid within 30 days	**LGBF**	Annual	**90.0**	-	a	Corporate Finance
	CORP 7 - Percentage of income due from Council Tax received by the end of the year	**LGBF**	Annual	**96.8**	-	g	Revenues
	CORP 6b - Sickness Absence Days per Employee (non-teacher)	**LGBF**	Annual	**10.8**	-	a	Human Resources
	CORP 6a - Sickness Absence Days per Teacher	**LGBF**	Annual	**7.0**	-	a	Human Resources
	CORP 4 - The cost per dwelling of collecting Council Tax	**LGBF**	Annual	**8.5**	-	g	Revenues
	CORP 3c - The gender pay gap	**LGBF**	Annual	**-1.2**	-	-	Human Resources
	CORP 3b - The percentage of the highest paid 5% of employees who are women	**LGBF**	Annual	**53.6**	-	g	Human Resources
	CORP 2 - Cost of Democratic Core per 1,000 population	**LGBF**	Annual	**19476.0**	-	g	Corporate Policy
	CORP 1 - Support services as a % of Total Gross expenditure	**LGBF**	Annual	**3.7**	-	g	Corporate Policy