



Objectives	Measures	Outturn 2006/07	Responsible Service	Target 2007/08	Q1	Traffic light	Dir of travel	Jul	Aug	Sep	Q2	Traffic light	Comment	Dir of travel
Help people stay in control of their lives														
Maximise the independence of older people and those requiring care support	Total number of Direct Payments for adults (including carers and carers of disabled children) and for young disabled people 16-17 (L)	449	Adult Social Services	463	454	On target	▲				492	Achieved	Target achieved. National banding 'very good'.	▲
Promote choice	Take up of housing options in the private sector and via New Start Scheme -	447	Housing	500 (target amended from CP)	135	Achieved	▲	67	36	43	146	Achieved	Figures in bold for Q1 have been updated YTD 281	▲
Increase affordable housing and provide real alternatives to homelessness	Affordable Homes started on site	323	Housing	275	25	On target	—	N/A	N/A	N/A	12	On target	The majority of homes are predicted to start on site in Q3 & Q4	N/A
	Cases where housing advice prevented homelessness (BVPI 213)	416	Housing	425	132	Achieved	▲	N/A	N/A	N/A	163	Achieved	The figure in bold for Q1 has been updated YTD 295	▲
	Sales under low cost home ownership schemes	New Indicator	Housing	100 in total between April 2007 and March 2011	18	Achieved		N/A	N/A	N/A	28	Achieved	YTD 46	N/A

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	Minimises repeat homelessness (BVPI 214)	0.42%	Housing	Less than 2% of acceptances	N/A	No data	N/A						Best Value Performance Indicator deleted 2007/8	N/A
	Reduce the number of homeless acceptances	476	Housing	435 (target amended from CP)	101	Achieved	▲	36	30	29	95	Achieved	YTD 196	▲
	Number of rough sleepers in the borough in any one night (BVPI 202)	Fewer than 10	Housing	Fewer than 10	2	Achieved	▲	N/A	N/A	N/A	2	Achieved	YTD 4	N/A
	Average length of stay in bed and breakfast or hostels for households which include dependent children or a pregnant woman (BVPI 183)	0 weeks	Housing	6 weeks or less	0	Achieved	▲	N/A	N/A	N/A	0	Achieved		—
	The % change in the average number of families, which include dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year (BVPI 203)	2.28%	Housing	-10%	N/A	No data		N/A	N/A	N/A	N/A		Best Value Performance Indicator deleted 2007/8	

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	Reduce the number of temporary accommodation admissions	504	Housing	500 (target amended from CP)	124	Achieved	▲	49	50	38	137	On target	The TA Admissions target was not met in July & August but Performance has improved in September. The figures in bold for Q1 have been updated YTD 261	▲
Improve the quality, effectiveness, accessibility and customer satisfaction of housing and social care services	% Customers satisfied with Housing Benefit Service	63% (resident's survey 05/6)	Housing	64%	N/A	No data	N/A	N/A	N/A	N/A	N/A		Data is reported annually	N/A
	Average Processing time for all new Housing and Council Tax Benefits claims (BVPI 78a)	89.4 Days	Housing	35 Days	36.28	On target	▲	N/A	N/A	N/A	26.7	Achieved		▲
	C62 – Services for Carers	17.50%	Adult Services	23%	10.6%	On target	▲	N/A	N/A	N/A	14%	On target	On target. National banding 'very good'. Cumulative indicator which will build throughout the year	▲
	D40 – clients receiving a review	68%	Adult Social Services	75%	60.5%	On target	▲	N/A	N/A	N/A	65.6%	On target	On target. National banding 'good'. Priority indicator for 2007/08.	▲
	D41 – delayed transfers of care (attributable to Social Services)	17.5	Adult Social Services	15	7	Achieved	▲	N/A	N/A	N/A	6.9	Achieved	Achieved. National banding 'very good'.	▲

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	D54 - % of items of equipment and adaptations delivered within seven working days	90%	Adult Social Services	92%	82.2	On target	▼	N/A	N/A	N/A	81.51	Below target	Below target. National banding 'good'. Working with provider to achieve local target by year-end	▼
	D55 – acceptable waiting times for assessments	92.30%	Adult Social Services	95%	92.7	On target	▲	N/A	N/A	N/A	92.4	On target	On target. National banding 'very good'.	▲
	D56 – acceptable waiting times for care packages	88.88%	Adult Social Services	90%	77.9	On target	▲	N/A	N/A	N/A	81.4	On target	On target. National banding 'acceptable'.	▲
	E47 – ethnicity of older people receiving assessment	1.22	Adult Social Services	1.25	1.27	Achieved	▲	N/A	N/A	N/A	1.29	Achieved		▲
	E48 – ethnicity of adults and older people receiving services following an assessment	0.95	Adult Social Services	1	0.88	On target	▲	N/A	N/A	N/A	1	Achieved		▲
	E82 – the percentage of assessment which lead to a provision of service	55.69%	Adult Social Services	70%	49.76	On target	▲	N/A	N/A	N/A	58.2	On target	On target. Work in local teams to actively reduce inappropriate referrals.	▲
Meet the Decent Home Standards by 2010	% council dwellings non decent at 1 April (vii) (BVPI 184a) (viii)(L)	46%	Housing	41%	N/A	No data	N/A						Data is reported annually	N/A

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	% change in proportion of non-decent council dwellings (BVPI 184b)	-15%	Housing	-15%	N/A	No data	N/A						Data is reported annually	N/A
Note that indicators shaded in blue are BVPI's				Direction of travel key:									£ = Value for Money L = Local Agreement Indicator E = Estimate	
Achieved	Targets have been achieved or performance has exceeded targets			Green arrow	▲	Performance improved								
On target	Measures to meet target are clear and effective and performance is improving but targets have not yet been achieved			Red arrow	▼	Performance declined								
Below target	Targets have not been met			Amber line	—	No change								
Not available	Data is unavailable for legitimate reasons such as annual monitoring			N/A	New indicator or new measure									