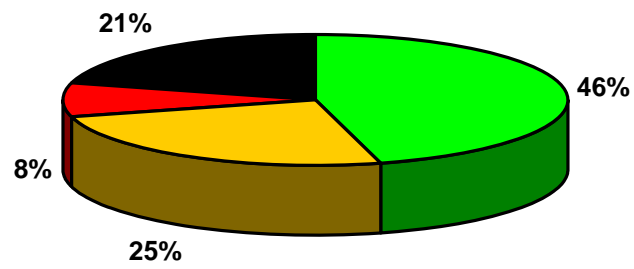


Q3



■ Achieved
 ■ On target
 ■ Below target
 ■ No Data

Objectives	Measures	Outturn 2006/07	Responsible Service	Target 2007/08	Q1	Traffic light	Comment	Sep	Q2	Traffic light	Comment	Dir of travel	Oct	Nov	Dec	Q3	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	On target. National banding 'good'. Cumulative indicator which will build throughout the year	N/A	492	Achieved	Target achieved. National banding 'very good'.	▲	N/A	N/A	N/A	598	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		45	149	Achieved	Figures for Q1 & Q2 in bold have been updated YTD 284	▲	45	31	48	124	Achieved	408 Private Sector Lettings have been achieved YTD which is ahead of our Qtr3 target of 375	▲
Increase affordable housing and provide real alternatives to homelessness	Affordable Homes started on site	323	Housing	275	25	On target	The majority of homes are predicted to start on site in Q3 & Q4	N/A	12	On target	The majority of homes are predicted to start on site in Q3 & Q4	—	N/A	N/A	N/A	124	On target	161 homes started YTD. The majority of homes were started on site in Q3. The target is expected to be achieved by the end of Q4	—
	Cases where housing advice prevented homelessness (BVPI 213)	416	Housing	425	137	Achieved		N/A	171	Achieved	The figures in bold for Q1 & Q2 have been updated YTD 308	▲	N/A	N/A	N/A	133	Achieved	441 homeless cases prevented YTD	▲
	Sales under low cost home ownership schemes	New Indicator	Housing	100 in total between April 2007 and March 2011	18	Achieved		N/A	28	Achieved	YTD 46	N/A	N/A	N/A	N/A	19	Achieved	65 sales YTD	

Objectives	Measures	Outturn 2006/07	Responsible Service	Target 2007/08	Q1	Traffic light	Comment	Sep	Q2	Traffic light	Comment	Dir of travel	Oct	Nov	Dec	Q3	Traffic light	Comment	Dir of travel
	Minimises repeat homelessness (BVPI 214)	0.42%	Housing	Less than 2% of acceptances	N/A	No data	Best Value Performance Indicator deleted 2007/8	N/A	N/A	No data	Best Value Performance Indicator deleted 2007/8	N/A	N/A	N/A	N/A	N/A	No data	Best Value Performance Indicator deleted 2007/8	N/A
	Reduce the number of homeless acceptances	476	Housing	435 (target amended from CP)	101	Achieved		29	95	Achieved	YTD 196	▲	29	36	37	102	Achieved	298 homeless acceptances YTD.	▲
	Number of rough sleepers in the borough in any one night (BVPI 202)	Fewer than 10	Housing	Fewer than 10	2	Achieved		N/A	2	Achieved	YTD 4	▲	N/A	N/A	N/A	3	Achieved	7 rough sleepers validated YTD	▲
	Average length of stay in shared hostels for households which include dependent children or a pregnant woman (BVPI 183b)	0 weeks	Housing	6 weeks or less	0	Achieved		N/A	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	Best Value Performance Indicator deleted 2007/8	N/A	N/A	No data	Best Value Performance Indicator deleted 2007/8	N/A	N/A	N/A	N/A	N/A	No data	Best Value Performance Indicator deleted 2007/8	N/A
	Reduce the number of temporary accommodation admissions	504	Housing	500 (target amended from CP)	124	Achieved	Figures in bold for Q1 have been updated YTD 124	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	▲	50	59	36	145	Below target	An increase of 8 from Q2. 406 new TA admissions YTD. 31 admissions per month needed to meet target	▼

Objectives	Measures	Outturn 2006/07	Responsible Service	Target 2007/08	Q1	Traffic light	Comment	Sep	Q2	Traffic light	Comment	Dir of travel	Oct	Nov	Dec	Q3	Traffic light	Comment	Dir of travel
Achieve better outcomes for vulnerable adults																			
Improve the quality, effectiveness, accessibility and customer satisfaction of housing and social care services	% Customers satisfied with Housing Benefit Service	63% (residents survey 05/06)	Housing	64%	N/A	No data	Data is reported annually	N/A	N/A		Data is reported annually	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	Q1 performance indicates significant improvement on 06/07 outturn	N/A	26.7	Achieved		▲	N/A	N/A	N/A	24.38	Achieved	YTD 29.16 days	▲
	C62 – Services for Carers	17.50%	Adult Services	23%	10.6%	On target	On target. National banding 'good'. Cumulative indicator which will build throughout the year	N/A	14%	On target	On target. National banding 'very good'. Cumulative indicator which will build throughout the year	▲	N/A	N/A	N/A	17.14	On target	On target. National band "very good".	▲
	D40 – clients receiving a review	68%	Adult Social Services	75%	60.5%	On target	On target. National banding 'good'. Priority indicator for 2007/08."	N/A	65.6%	On target	On target. National banding 'good'. Priority indicator for 2007/08.	▲	N/A	N/A	N/A	64.7	On target	On target. Priority indicator for 2007/08. Plans in place to achieve this target by March 2008'	—
	D41 – delayed transfers of care (attributable to Social Services)	17.5	Adult Social Services	15	7	Achieved	Achieved. National banding 'very good'.	N/A	6.9	Achieved	Achieved. National banding 'very good'.	▲	N/A	N/A	N/A	3.16	Achieved	Achieved. National banding 'very good'.	▲
	D54 - % of items of equipment and adaptations delivered within seven working days	90%	Adult Social Services	92%	82.2	On target	On target. National banding 'good'. Working with provider to achieve local target by year-end	N/A	81.51	Below target	Below target. National banding 'good'. Working with provider to achieve local target by year-end	▼	N/A	N/A	N/A	81.16	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	On target. National banding 'very good'.	N/A	92.4	On target	On target. National banding 'very good'.	▲	N/A	N/A	N/A	92.7	On target	On target. National banding 'very good'.	▲

Objectives	Measures	Outturn 2006/07	Responsible Service	Target 2007/08	Q1	Traffic light	Comment	Sep	Q2	Traffic light	Comment	Dir of travel	Oct	Nov	Dec	Q3	Traffic light	Comment	Dir of travel
	D56 – acceptable waiting times for care packages	88.88%	Adult Social Services	90%	77.9	On target	On target.	N/A	81.4	On target	On target. National banding 'acceptable'.	▲	N/A	N/A	N/A	85.78	On target	On target. Moved into the National banding 'good'.	▲
	E47 – ethnicity of older people receiving assessment	1.22	Adult Social Services	1.25	1.27	Achieved		N/A	1.29	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	On target. Cumulative indicator that builds over the year	N/A	1	Achieved		▲	N/A	N/A	N/A	1.02	Achieved		▲
	E82 – the percentage of assessment which lead to a provision of service	55.69%	Adult Social Services	70%	49.76	On target	On target. Work in local teams to actively reduce inappropriate referrals	N/A	58.2	On target	On target. Work in local teams to actively reduce inappropriate referrals	▲	N/A	N/A	N/A	60.74	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	Data is reported annually	N/A	N/A		Data is reported annually	N/A	N/A	N/A	N/A	N/A		Data is reported annually	N/A
	% change in proportion of non-decent council dwellings (BVPI 184b)	-15%	Housing	-15%	N/A	No data	Data is reported annually	N/A	N/A		Data is reported annually	N/A	N/A	N/A	N/A	N/A		Data is reported annually	N/A

Traffic light key		Direction of travel key:		£ = Value for Money L = Local Agreement Indicator
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	