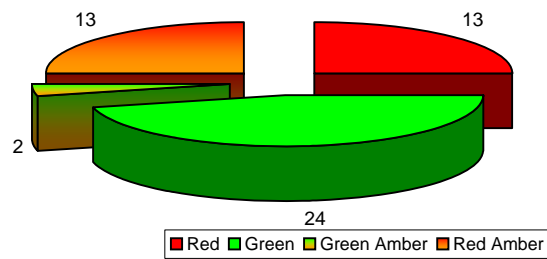
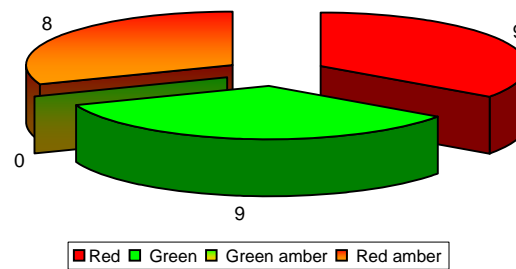


## London Borough of Barnet: Quarter 3 Performance

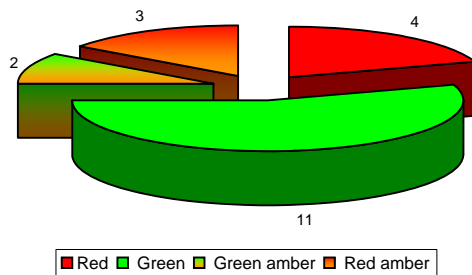
**Overall Performance**



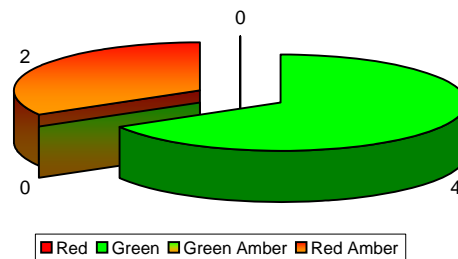
**[Sharing Opportunities, Sharing responsibilities \(Page 2\)](#)**



**[Better Services with less money \(Page 4\)](#)**



**[Successful London Suburb \(Page 6\)](#)**



**Notes**

Missed targets are covered in detail in quarterly Cabinet Resources Committee reports which can be found here: [Cabinet Resource Committee](#). Click on the name of our corporate priorities to view the indicators that make up the priority.

Please note:

Three CPIs have not been colour rated, contributing to the Sharing Opportunities, Sharing Responsibilities and Better Services with Less Money priorities. The above pie-charts include all Corporate Plan indicators that reported data in quarter 3

## Sharing Opportunities, Sharing responsibilities

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Promote personalisation of services and enhanced quality of life for adult social service users	6015	Number of social care clients and carers receiving Self Directed Support	Up	Apr 11 - Dec 11	2441	3528	3262	Red amber	▲
	6011	No of people who have received a Right to Control support plan	Up	Apr 11 - Dec 11	19	65	28	Red	▲
Improving health and well-being through early detection and management of disease and improvement in lifestyle to reduce the risk of avoidable disease	6014	Reducing the mortality rate from all cardiovascular disease (including heart disease and stroke) per 100 000 people aged under 75 years	Down	Jan 11 - Oct 11	42.1	37.0	39.2	Red amber	▲
	6002	Reducing the mortality rate from cancer of all types per 100 000 people aged under 75 years	Down	Jan 11 - Oct 11	94.1	85.0	90.3	Red amber	▲
	6003	Number of smoking quitters in people aged 18 years and over (NHS four-week smoking quitter target)	Down	April 11 - Sep 11	563	1034	1042	Green	▲
Use the Pledgebank platform to initiate community efforts in partnership with the	6001	At least three Pledgebank pledges supported per year per directorate	Up	Apr 11 - Dec 11	3	10	8	Red amber	▲
Create an exceptional reading service, putting learning and literacy at the heart of what we do, enabling easy access to information, and providing high-quality spaces designed to meet the needs of communities	3009	Increase in membership of children (0 – 4) by 5%	Up	1 Oct - Dec 11	-0.2%	3.8%	-1.7	Red	▼
	3011	Increase membership of children (5–11) by 5%	Up	1 Oct - Dec 11	2.1%	3.8%	1.9%	Red	▼
	3012	% increase number of children (5-11) using the library 3 or more times	Up	1 Oct - Dec 11	N/A	No target set	11.9%	This will not be traffic lighted	N/A
	3015	% customer satisfaction with library service	Up	1 Oct - Dec 11	85.0%	85.0%	95.4%	Green	

Create the conditions for children to develop skills and acquire knowledge to lead successful adult lives	5007	% reduction in the achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS2	Down	Sep 10 - Jul 11	17.8%	15.0%	19%P	Red	▼
	5008	% reduction the achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS4	Down	Sep 10 - Jul 11	28.7%	23.0%	27%P	Red	▲
	5009	% reduction in the Special Education Needs (SEN)/non-SEN gap for achieving 5 A*-C GCSE including English and Maths	Down	Sep 10 - Jul 11	52.0%	46.5%	49.0%	Red amber	▲
	5010	% of care leavers in suitable accommodation maintained	Up	Apr 11 - Dec 11	94.4%	94.0%	92.6%	Red amber	▼
	5011	% proportion of young people who are not in education, employment or training (NEET) maintained	Down	Apr 11 - Dec 11	5.7%	4.3%	4.0%	Green	▲
	5012	% increase in the percentage of children in care under 16 that are in council (rather than agency) foster placements	Up	Apr 11 - Dec 11	52.5%	55.0%	53.6%	Red amber	▲
Increase levels of democratic engagement and creating an open council	8002	% improvement in response times to Freedom of Information requests responded to within 20 working days	Up	Apr 11 - Dec 11	76.3%	90.0%	77.2%	Red	▲
	8001	increase in % of residents enrolled on the Electoral Register	Up	Apr 11 - Dec 11	89.2%	47.5%	90.2%	Green	▲
Internal transformation of legal, estates, IS and procurement to	2001	% of services that are in the high performance/low spend quadrant of the Capital Ambition analysis	Up	Jul 11 - Sep 11	66.7%	80.0%	63.6%	Red	▼
Reduce sickness absence within the authority	2003	Reduce the average number of absence days per employee per year	Down	Jan 11 - Dec 11	8.09	6	7.7	Red	▲
Decrease overall levels of household waste whilst increasing the proportion of waste being recycled	4001	Number of kgs of residual household waste per household	Down	Jul 11 - Sep 11	742.6	725	720.0	Green	▲
	4002	% of household waste sent for reuse, recycling and composting	Up	Jul 11 - Sep 11	34.0%	34.9%	35.8%	Green	▲
Work with residents to reduce CO2 emissions in Barnet	1001	% of new homes granted planning permission on major applications required to meet level 4 for the Code for Sustainable Homes	Up	Apr 11 -Dec 11	11.1%	100%	33.3%	Red	▲
	1007	Number of private sector homes with improved insulation and/or heating achieved through grants, advice and compliance as necessary	Up	Oct 11 - Dec 11	17	15	23	Green	▲
Ensure that effective and efficient housing advice and assistance is provided to residents in housing need	1004	Number of short-term nightly purchased temporary accommodation	Down	Dec-11	218	250	242	Green	▼
	1009	Number of homelessness acceptances	Down	Apr 11 - Dec 11	130	225	234	Red amber	▲
A new relationship with citizens	3017	% of £200k allocated to projects meeting the criteria by 31 December 2011	Up	April 11-Dec 11	0.0%	75.0%	100.0%	Green	N/A

## Better Services with less money

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Integrate health and social care services to promote better outcomes, increase independence and reduce bureaucracy	6013	25 % reduction in avoidable re-admissions within 28 days of discharge	Up	Apr 11 - Oct 11	898	1412	1326	Green	▲
	6016	% of people aged 65+ who are still at home 91 days after discharge into rehabilitation services	Up	Apr 11 - Jul 11	90.2%	87.0%	89.2%	Green	▼
	6018	Reduction of 5% of budget spent on residential and nursing care	Down	Apr 11 - Dec 11	£39.8m	£39.0m	£39.9m	Red amber	▼
	6009	Reduction in the total number of people in residential and nursing care	Down	Apr 11 - Dec 11	1191	1176	1207	Red amber	▼
Continue to safeguard vulnerable adults from avoidable harm at a time of reduced resources	6017	% of Adult Protection Plans to be developed for those who need them with people identified as responsible for delivery	Up	Apr 11 - Dec 11	100%	100%	100%	Green	↔
	6010	% of Adult Protection Plans reviewed by team manager within the timescales set at the case conference	Up	Apr 11 - Dec 11	100%	100%	100%	Green	↔
Improve customer experience with more accessible services and modernised access points	3002	% of telephone calls answered within 20 seconds	Up	Oct 11 - Dec 11	55.8%	75%	62.3%	Red	▲
	3003	Initial waiting times reduced at corporate receptions	Down	Oct 11 - Dec 11	3.5	10	5.5	Green	▼

Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Improve customers' access to the Council, and encourage more contact and transactions to be carried out online	3004	% satisfaction with quality of web, email, face-to-face and telephone interactions	Up	Oct 11 - Dec 11	77.4	85.0%	67.7%	Red	▼
	3005	% of customers emails responded to within 10 days with resolution of query or information on progress	Up	Oct 11 - Dec 11	63.1%	85%	82.1%	Green amber	▲
	3006	% increase in Customer Contact online as a proportion of total contacts with the council	Up	Apr 11 – Dec 11	N/A	N/A	4.0%	This will not be traffic lighted	N/A
	3007	% increase proportion of customer payments carried out online	Up	Oct 11 - Dec 11	16.5%	20%	17.0%	Red	▲
Invest in early intervention to reduce the number of children and families experiencing complex problems	5002	A reduction in the number of children becoming the subject of a child protection plan	Down	Apr 11 - Dec 11	285	No target for this indicator	273	This will not be traffic lighted	▼
	5003	A reduction in the number of children becoming the subject of a child protection plan for the second or subsequent time	Down	Apr 11 - Dec 11	13.7%	12.0%	14.5%	Red	▼
	5004	Maintain the number of children with a statement placed in residential or out-of-borough placements	Down	Apr 11 - Dec 11	25	36	25	Green	↔
	5005	% of domestic violence cases being reviewed by the Multi-Agency Risk Assessment Conference more than once within 12 months	Down	Apr 11 - Dec 11	9.2%	26%	8.8%	Green	▲
Continue to safeguard vulnerable children from	5006	% increase of children's social care assessments carried out within 35 working days	Up	Apr 11 - Dec 11	77.3%	80%	76.6%	Red amber	▼
Drive efficient and effective procurement processes	7003	Number of vendors reduced by 40% between November 2010 and end of June 2011	Down	Apr 11 - Dec 11	5694	5820	3119	Green	▲
	7004	% increase of 50 largest vendors under formal contract	Up	Apr 11 - Dec 11	80.0%	90.0%	100.0%	Green	▲
	7006	% of the value of compliant contracts	Up	Apr 11 - Dec 11	82.1%	90.0%	86.90%	Green amber	▲
Manage resources and assesses effectively and sustainably across the public sector in Barnet	8003	Number of recovered tenanted properties obtained by fraudulent means	Up	Apr 11 - Dec 11	9	10	15	Green	▲
	4007	Number of anticipated parking income levels in each quarter of the year	Up	Oct 11 - Dec 11	£6.02m	£9.30m	£9.30m	Green	▲

## Successful London Suburb

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Ensure a positive experience of care and support for carers	6004	Number of carers' assessments/re-assessments completed	Up	Apr 11 - Sep 11	1524	1034	1597	Green	▲
Keep traffic moving	4005	% intervention level pot hole defects rectified within 48 hours	Up	Oct 11 - Dec 11	79.5%	75.0%	79.6%	Green	▲
	4006	% of intervention level pot holes rectified within 28 days	Up	Oct 11 - Dec 11	93.7%	95.0%	93.7%	Red Amber	↔
Sustain Barnet as a successful place through our plans for regeneration and strategic growth	1005	% of planning permissions granted for family homes	Up	Apr 11 - Dec 11	65.6%	65.0%	67.1%	Green	▲
	1002	Number of new dwellings completed on the regeneration estates	Up	Apr 11 - Dec 11	162	254	232	Red Amber	▲
	1003	Number of new dwellings started on the regeneration estates	Up	Apr 11 - Dec 11	0	39	186	Green	▲