Key for Performance (All indicators)

Key	Performance over time
⬆	Improved from the same period one year ago
➡	Not changed since the same period one year ago
⬇	Deteriorated since the same period one year ago
N/A	Data not available or appropriate to show direction of travel

Start Well				
Indicator	**DOT on previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
Good level of development at age 5: children defined as having reached a good level of development at the end of the Early Years Foundation Stage (EYFS) as a percentage of all eligible children	⬆	63.8%	67.0%	69% (provisional)
Hospital admissions caused by unintentional and deliberate injuries in children per 1,000 (aged 0-14)	N/A	127.8 (144.2 in 2013/14)	121.0	Due later in 2017
Number of child protection plans per 10,000 population	⬆	46.8	40.4	38.5 (snapshot at 31.3.17)
No of Children in Care per 10,000 population of children aged 0-17	⬆	75	71	66 (snapshot at 31.3.17)
A1, Average time between a child entering care and moving in with its adoptive family (adopted only). Results expressed as a three-year rolling average	⬆	655 (2012/15)	580 (2013/16)	522 (1.4.14 to 31.3.17)
Child Mortality rate per 100,000 (children aged 1-17 years) (3 year rolling average) (CHIMAT)	N/A	12.7 (2013-15) 11.6 (2012-14)	Due later in 2017	
Number of episodes of Children reported Missing or Absent from Home or Care	N/A	776	834	1,090

Indicator	Trend			
Total Referrals to Social Care per 10,000 population – population is children aged 0 to 17 (latest estimate is 67,500)	↑	702	683	659
% of referrals to Social Care that are re- referrals	↑	24.1%	25.4%	22.8%
% Good/outstanding schools	→	90	91	91
Good level of development at age 5 with free school meal status: children known to be eligible for free school meals defined as having reached a good level of as a percentage of all children eligible for free school meals	↑	41%	47%	49% (provisional)
GCSE achieved (5A*-C including English & Maths) with free school meal status: pupils known to be eligible for free school meals achieving 5 or more GCSEs at grades A*-C (including English and Maths) or equivalent, as a percentage of all pupils eligible for free school meal	↑	31.3%	39.2%	N/A
KS4 (GCSE) – Attainment 8 Score	↑	N/A	48.3	50.6
% of children leaving care who are adopted	→	35%	23.2%	23.7%
Number of CSE contacts (with a contact reason of CSE concern)	N/A	135	210	439
First time entrants to the youth justice system (per 100,000)	↑	328	242	2016/17 published later in 2017
Excess weight in 4-5 year olds	↓	24%	24.6%	2016/17 published later in 2017

Excess weight in 10-11 year olds	⬇	35.4%	35.9%	2016/17 published later in 2017
% of 16-18 year olds not in education, employment or training	⬆	4.9%	4.7%	2.5%
Hospital admissions as a result of self-harm (10-24 years) (rate per 100,000)	N/A	690.4 (784 in 2013/14)	700	Due later in 2017
% of young people (age 16-17 academic age) in education or training to 18	⬇	93.2%	93.2%	89.7%
% of working age residents with NVQ Level 3	⬇	48.9%	51.2%	46.0%

Live Well/Age Well				
Indicator	**DOT on Previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
Proportion of people using Social Care who receive Self-Directed Support (%)	⬆	88.1%	89.3%	99.2%
Permanent admissions of older people 65+ to res/nursing per 100,000 population (BCF)	⬆	750.76	714.2	682.2
Proportion of people using social care who receive direct payments (%)	⬆	21.3%	24.0%	26.9%
Proportion of service users with a completed review in the year (%)	⬆	58.0%	35.9%	52%
% of older people 65+ still at home 91 days after discharge from hospital into reablement/rehabilitation	⬆	79.6%	79.7%	93.4%
Delayed Transfers of Care from hospital that are attributable to Adult Social Care & Both, per 100,000 population	⬇	1.1	1.8	3.2
Healthy Life Expectancy at birth – Males	➡	60.9 (2011-13)	59.5 (2012-14)	59.3 (2013-15)
Healthy Life Expectancy at birth – Females	➡	62.15 (2011-13)	61.24 (2012-14)	61.08 (2013-15)
Smoking Prevalence	⬆	20.74 (2014)	18.67 (2015)	17.7 (2016)

Environment				
Indicator	**DOT on Previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
% of waste recycled	⬆	45.3	42.2	43.7% (provisional)
Number of recorded reports of fly tipping	⬇	2,581	1,786	2,139
% of reported missed bins	➡	0.03%	0.02%	0.02%
% of principal roads needing planned maintenance soon	⬇	3%	3%	4%
KSI (Killed, Seriously Injured) Casualties (road traffic accidents)	⬆	62	73	64
Child KSI (Killed, Seriously Injured) Casualties	➡	11	8	8

Economy				
Indicator	**DOT on Previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
Gross Value Added of the Local economy (£)	⬆	£4202m (2014)	£4539m (2015)	£4673m (2016)
Employment Rate (%)	➡	75.8%	77.1%	75.3%
Number of residents claiming out of work benefits (including Universal Credit)	➡	11.8%	11.5%	11.5%
Number of new homes completed	⬆	529	569	706
Number of affordable homes delivered (cumulative)	⬆	131	110	216
Planning applications completed in a timely manner – Major (<13 weeks)	⬆	72.0%	90.5%	100%
Planning applications completed in a timely manner – Minor (<8 weeks)	⬆	84.0%	94.5%	97.2%
Planning applications completed in a timely manner – Other (<8 weeks)	⬆	94.0%	96.6%	98%
% of plans checked in time (15 working days)	⬇	N/A	98.1%	93.6%

Resources & Contracts					
Indicator		**DOT on Previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
Reduce carbon emissions by 30% between 2012 and 2020		➡️	22%	14%	14%
Reduction of buildings maintenance budget (total spend)		⬇️	18%	18%	8%
Identification of savings from audit reviews	Actual	N/A	£862,530	£580,000	£310,739
	Potential	N/A	£60,993	£630,000	£185,396
Disposal of buildings (£)		N/A	£6,867,235	£4,786,164	£12,963,017
Amount of debt outstanding		⬇️	N/A	£15.8m	£20.9m
Payment of invoices (days)		⬆️	N/A	17	11
Contracts – File open to contract sent to contractor / substantive action within 28 working days		⬆️	N/A	90%	100%
Care Proceedings – File open to substantive action within 14 working days		⬆️	N/A	90%	100%
Treasury management (% interest earned compared to LIBOR rate)		➡️	N/A	0.57%	0.57%

Customer Transformation				
Indicator	**DOT on Previous year**	**Performance 14/15**	**Performance 15/16**	**Performance 16/17**
Overall Customer Satisfaction (%)	⬇	97%	100%	95%
Staff survey response rate (%)	⬆	62%	63%	N/A
Staff engagement level (BCI Score)	⬆	641.7	685.9	N/A
Confident Families (Number of families identified) (cumulative)	⬆	381	1,080	1,800
Council Tax Collection (in year) - %	➡	95%	95%	95.14%
Business Rates Collection - %	⬆	97.05%	97.12%	98%
Processing times for new benefit claims (days)	⬆	36	46	26
Satisfaction with IT services (net promoter score)	➡	9.20	9.36	9.27
Average working days lost per FTE to sickness (Corporate)	⬆	9.53	10.27	10.04
My Account registrations	⬆	23,290	49,202	80,005