

Appendix 1: Council Plan - performance report

This scorecard sets out performance in relation to the 25 indicators that measure delivery of the Council Plan, as at 30 September 2017.

DoT = Direction of Travel arrows reflect overall progress against target (not performance against the previous period).

Council Strategic PMF 2017/18										
Council Priority	Measure Name	Current Period	DoT	Actual	Target	Previous Period	Previous Period Actual	Previous Period Target	Service	Lead Member
Healthy, skilled and independent residents	(1.1.2) Percentage of persons offered a NHS health-check from the target cohort (40-74yrs)	★	➡	69.8	50.0	★	50.8	50.0	Strategy & Commissioning	Cllr Carroll
Healthy, skilled and independent residents	(1.1.7) Number of training sessions delivered to schools/professionals in relation to mental health	★	➡	4	4	★	8	7	Strategy & Commissioning	Cllr Carroll
Healthy, skilled and independent residents	(1.2.1) Percentage of children with a review at 2-2.5 years of age	★	➡	100.0	99.0	★	99.1	99.0	Children's Services	Cllr N Airey
Healthy, skilled and independent residents	(1.2.3) Percentage of care-leavers in education, employment or training	★	➡	75.0	70.0	★	77.3	70.0	Children's Services	Cllr N Airey
Healthy, skilled and independent residents	(1.4.1) Number of permanent admissions to care for those aged 65+yrs	●	➡	61	52	★	38	53	Adult Services	Cllr Carroll
Healthy, skilled and independent residents	(1.4.2) Number of delayed transfers of care, per 100,000 population, which are attributable to ASC	●	➡	1.6	1.5	★	0.9	1.5	Adult Services	Cllr Carroll
Healthy, skilled and independent residents	(1.4.3) Percentage of residents living independently 91 days after discharge from hospital	●	➡	83.5	87.5	●	82.9	87.5	Adult Services	Cllr Carroll
Safe and vibrant communities	(2.1.1) Percentage of Child Protection Plans lasting 2yrs or more	★	➡	0.0	0.0	★	0.0	0.0	Children's Services	Cllr N Airey
Safe and vibrant communities	(2.1.2) Percentage of children referred to children's social care more than once within last 12mths	●	➡	23.5	18.0	★	11.2	18.0	Children's Services	Cllr N Airey
Safe and vibrant communities	(2.1.4) Percentage of adult safeguarding service users reporting satisfaction	●	➡	73.6	80.0	★	90.5	80.0	Adult Services	Cllr Carroll
Safe and vibrant communities	(2.3.1) Number of volunteers supporting council services	★	➡	5,216	1,325	★	2,923	1,325	Communities & Highways	Cllr S Rayner
Growing economy, affordable housing	(3.2.1) Percentage of shops, offices, commercial spaces vacant	★	➡	12.4	13.0	★	12.3	13.0	Revenue & Benefits	Cllr Rankin
Growing economy, affordable housing	(3.4.1) Number of affordable homes delivered	★	➡	17	12	★	0	0	Strategy & Commissioning	Cllr McWilliams
Growing economy, affordable housing	(3.5.1) Number of homelessness preventions through council advice and activity	★	➡	474	400	▲	306	400	Library & Residents' Services	Cllr McWilliams
Growing economy, affordable housing	(3.5.2) Number of homeless households placed in temporary accommodation	★	➡	35	80	★	72	80	Library & Residents' Services	Cllr McWilliams
Attractive and well-connected borough	(4.1.2) Percentage of residents reporting satisfaction with borough parks and open spaces	★	➡	88.8	80.0	★	87.4	80.0	Communities & Highways	Cllr S Rayner
Attractive and well-connected borough	(4.1.4) Percentage of Minor planning applications processed in time	★	➡	69.3	65.0	★	65.7	65.0	Planning	Cllr Coppinger
Attractive and well-connected borough	(4.2.1) Percentage of household waste sent for reuse, recycling	●	➡	48.0	50.0	●	49.1	50.0	Community Protection & Enforcement	Cllr Cox
Attractive and well-connected borough	(4.4.1) Number of days of roadworks on highways saved	▲	➡	16	28	★	45	40	Communities & Highways	Cllr Bicknell
An excellent customer experience	(5.3.1) Percentage of calls answered within 60 seconds	●	➡	74.4	80.0	▲	36.8	80.0	Library & Residents' Services	Cllr S Rayner

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Council Priority	Measure Name	Current Period	DoT	Actual	Target	Previous Period	Previous Period Actual	Previous Period Target	Service	Lead Member
An excellent customer experience	⊞ (5.3.2) Percentage of calls abandoned after 5 seconds	●	↗	5.2	5.0	▲	19.0	5.0	Library & Residents' Services	Cllr S Rayner
An excellent customer experience	(5.3.3) Average no. days to process new claims and changes in circumstances (Housing Benefits)	★	↗	3.3	3.5	●	4.3	3.5	Revenue & Benefits	Cllr S Rayner
An excellent customer experience	⊞ (5.3.4) Percentage of calls resolved right first time	★	↘	93.7	83.0	★	97.3	83.0	Library & Residents' Services	Cllr S Rayner
Well-managed resources delivering value for money	⊞ (6.1.1) Percentage collection rate for Council Tax	★	↗	58.8	58.6	●	30.9	31.0	Revenue & Benefits	Cllr Saunders
Well-managed resources delivering value for money	⊞ (6.1.2) Percentage collection rate for Non Domestic Rates (Business Rates)	★	↘	58.7	57.9	★	33.0	32.3	Revenue & Benefits	Cllr Saunders