

Corporate Priority Indicators

Appendix 2 - REVISED

| Code/Title | Current Target (10/11) | Latest Actual (Dec 10) | Proposed target for 2011/2012 | Corporate Priority |
|--|---------------------------|------------------------|---|--|
| 1. NI 111 -First time entrants to the Youth Justice System aged 10-17 | 310 | 48 (cumulative) | Awaiting input from Ministry of Justice | Safe - Ensure a well-maintained and attractive street scene, parks and open spaces. |
| 2. WSSLP4a - Use an area based approach to monitor contractor performance. Acceptable standard of cleanliness: Litter | 80% | 77% | 80% | |
| 3. WSSLP4b - Use an area based approach to monitor contractor performance. Acceptable standard of cleanliness: Detritus | 80% | 77% | 80% | |
| 4. NI 196 - Local Street and Environmental Cleanliness - Fly-tipping (BV199d) | 1 | 2 | Grade 1 | |
| 5. CP.1011.1.1 (i) - Score against 10 BCS crimes; Theft of vehicle, theft from vehicle, vehicle interference, domestic burglary, theft of cycle, theft from person, criminal damage, common assault, woundings, robbery. | 7528 (5019 to Nov '10) | 5400 (Nov '10) | Awaiting input from police | Safe - Continue to reduce crime, disorder and anti-social behaviour. |
| 6. NI 191 - Residual household waste per household | 560Kg | 402Kg | 520Kg | Clean - Where possible minimise our impact on the natural environment |

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| 7. PAF-AO/D40 - Clients receiving a review | 82% | 83.53% | 82% | Healthy - Maintain improved outcomes for vulnerable adults and older people |
| 8. NI 125 - Achieving independence for older people through rehabilitation/intermediate care | 81% | 87% | 84% | |
| 9. Social care clients receiving Self Directed Support as a percentage of service user population | 50% | 25.10% | 65% | |
| 10. Proportion of referrals receiving re-ablement | New indicator | New indicator | 45% | |
| 11. Number of people volunteering in Cultural Services | New indicator | 256 Baseline | 265 | Healthy - Support Southend to be active and alive with sport and culture |
| 12. The percentage of children and parents/carers accessing services from a Children's Centre who are from the 30% most deprived areas of Southend | New indicator | 30% (Latest) | 35% | Prosperous – Reduce inequalities and increase the life chance of people living in Southend |
| 13. C&L PI07 - Numbers of looked after children | 260 | 267 | 260 | Prosperous - Continue to Improve outcomes for vulnerable children |
| 14. C&L PI08 - Numbers of children with a Child Protection Plan | No target | 184 | 170 | |
| 15. Numbers of schools in Ofsted category Special measures or Notice to improve | No target | 4 | 0 | |
| 16. Children referred to Social Care - Number of referrals to Children's Social Care per 10,000 population (Cumulative) | No target | 371.8 | 500 | |

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| 17. NI117 - 16-18 year olds NEET | 5.3% | 5.2% | 5.3% | Prosperous – Encourage the prosperity of Southend and its residents |
| 18. BV 9 - % of Council Tax collected | 97.7% | 80.3% | 97.7% | |
| 19. BV 10 - % of Non-domestic Rates collected | 98.5% | 82.6% | 98.5% | |
| 20. NI 158 - % of decent council homes | 75% | 70.3% | 79% | Prosperous - Enable well-planned quality housing and developments that meet the needs of Southend's residents and businesses |
| 21. CP.1011.7.1 (vi) - Average time to re-let local authority housing (excluding sheltered) | 26 | 25 | 25 | |
| 22. NI 157a - Major applications determined in 13 weeks (BV109a) | 81% | 88.57% | 81% | |
| 23. NI 157c - Other applications determined in 8 weeks (BV109c) | 95% | 95.18% | 95% | |
| 24. Number of HMOs reaching a minimum standard | No target | 50 Expected outcome 10/11 | 55 | |
| 25. Number of people helped into accommodation | No target | 650 Expected outcome 10/11 | 660 | |
| 26. Number of accredited landlords | No target | 13 Expected outcome 10/11 | 25 | |

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| 27. CC.1011.1.3(ii) – H13 – Level of Current Rent Arrears (£'000s) | £500,000 | £487,102 | £480,000 | <p>Excellent - Deliver strong, relevant and targeted services that meet the needs of our community.</p> |
| 28. CC.0910.1.3(iii) - Govmetric measure of satisfaction - (3 channels – web, face to face and telephony) | 80% | 84.05% | 85% | |
| 29. CC.0910.CC1.1 - Working days lost per FTE due to sickness - excluding school staff. | 9.14 days | 5.41 days | 10% reduction on 10/11 outturn | |
| 30. SCS31 - Number of payments made online through the Council's website. | 2,100 | 2,243 | 2,400 | |

Outward facing indicators

Appendix 3 - REVISED

| Aim | Title | Current Target (10/11) | Latest Actual (Dec 10) | Proposed target for 2011/2012 |
|--|---|------------------------|------------------------|-------------------------------|
| 1. Removing offensive graffiti | % of offensive graffiti reports responded to within 24hrs | 100% | 100% | 100% |
| 2. Clearing dumped rubbish | Number of reported flytips cleared from relevant land within 24hrs | 100% | 100% | 100% |
| 3. Missed refuse collections | Number of reported missed collections per 100,000 scheduled collections | 60 | 34 | 57 |
| 4. Recycling of household waste | Percentage of household waste sent for reuse, recycling and composting | 43% | 45.51% | 45% |
| 5. Support for Carers | Carers receiving needs assessment or review and a specific carer's service, or advice and information | 31% | 28.70% | 30% |
| 6. Helping people to live independently | People supported to live independently through social services | 4000 | 3716 | 3700 |
| 7. Numbers attending council leisure events | Number of attendances at council run or affiliated arts and sports events and facilities | 3,275,783 (combined) | 2,467,870 (combined) | 3,471,500 |
| 8. School absence | a) % of total absence in primary schools | No target | 5.0% Autumn | 5.0% |
| | b) % of total absence in secondary schools | No target | 5.96% Autumn | 6.2% |
| 9. Speed in deciding residents planning applications | Minor applications determined in 8 weeks | 85% | 91.60% | 85% |
| 10. Do we get it right first time? | % of Contacts Resolved at First Point of Contact (Telephony and Face 2 Face services combined) | 75% | 81% | 75% |