

Public Document Pack

Southend-on-Sea Borough Council

Legal & Democratic Services

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03 April 2019

PLACE SCRUTINY COMMITTEE - MONDAY, 8TH APRIL, 2019

Please find enclosed, for consideration at the next meeting of the Place Scrutiny Committee taking place on Monday, 8th April, 2019, the following report which was unavailable when the agenda was printed.

| Agenda No | Item |
|----------------------|-------------|
|----------------------|-------------|

| | |
|----------|---|
| 6 | <u>Monthly Performance Report – February 2019 (Pages 1 - 26)</u> |
|----------|---|

Please note that this document will be the version to be discussed at the meeting and any questions at the meeting should therefore relate to this version of the MPR.

Tim Row
Principal Democratic Services Officer

MONTHLY PERFORMANCE REPORT

February 2019

Contents







| | |
|----------------------------------|--|
| Section 1 Page 1 - 6 | 2018-19 Exceptions – Current Month’s Performance Current Month’s performance information for indicators rated Red or Amber and highlighted Green indicators with commentary. |
| Section 2 Page 7 - 10 | 2018-19 Corporate Performance Indicators Performance Information for all Corporate Priority Indicators |
| Section 3 Page 11 - 19 | Detail of Indicators Rated Red or Amber Performance detail for indicators rated Red or Amber |
| Section 4 Page 20 - 24 | Partnership Indicators Health Wellbeing Indicators Local Economy Indicators Community Safety Indicators |

Version: **V1.0**

Published by the Corporate Strategy Group

Further information: LouisaThomas@southend.gov.uk (01702) 212039 or KellyRobertson@southend.gov.uk (01702) 212229

Key to Columns and symbols used in report

| Column Heading | Description |
|--------------------------------|--|
| Minimise or Maximise | Indicates whether higher or lower number is better: Minimise = lower is better, maximise = higher is better |
| Latest Month | The latest month for which performance information is available |
| Month's Value | Performance to date for the latest month |
| Month's Target | Target to date for the latest month |
| Annual Target 2018/19 | Annual target for 2018/19 |
| <u>Outcome</u> | <p>Symbol based on a traffic light system; Red, Amber, Green indicating whether an indicator's performance is on track to achieve the annual target. Symbols used and their meaning are:</p> <p> = at risk of missing target</p> <p> = some slippage against target, but still expected to meet year-end target (31/03/2019)</p> <p> = on course to achieve target</p> |
| Comment | Commentary for indicators not on track providing reasons for low performance and identifying initiatives planned to bring performance back on track |
| Better or worse than last year | <p>Symbol indicating whether performance for the Latest Month is better or worse than the same month in the previous year. Symbols and their meanings are:</p> <p> = Latest Month's performance is better than the same month last year</p> <p> = Latest Month's performance is worse than the same month last year</p> <p> = Data not available for current or previous year</p> |

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Section 1: 2018-2019 Exceptions - Current Month Performance







Comments on Indicators rated Red or Amber



Generated on: 28 March 2019 09:27

Expected Outcome At risk of missing target
Responsible OUs Department for People

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|--|--------------------|
| CP 1.2 | Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot] | Goldilocks | February 2019 | 79.76 | 57-67 | 57-67 | | | CLA rate remains above target and have slightly increased this month. This is a demand measurement and the key question is whether the right children are brought into care. Other than children who need to become CLA in an emergency, the decision for a child to become CLA is made by the Placement Panel to ensure that all options are considered before care is agreed. This has prevented numbers escalating and, where safely, put other measures in place to support the family. Planned work around reunification should ensure children do not remain in care for longer than necessary. This increase is in line with the national picture and is reviewed to ensure the right children become CLA at the right time. Social Worker caseloads kept under weekly review to ensure they can effectively deliver good practice. This is an area of particular scrutiny in the revised Children's Services Improvement plan. | People Scrutiny |
| CP 3.2 | Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. (ASCOF 2B(1)) [Rolling Quarter] | Aim to Maximise | February 2019 | 64.8% | 88.7% | 88.7% | | | The adoption of the fully inclusive "Home First" approach across the whole of the social care system means that our reablement services are offered to as wide a cohort of clients as possible. Inherently, this will impact on the number of clients who are deemed to be successful in their reablement as defined by the Adult Social Care Outcomes Framework (ASCOF) definition. This strategy will cause variability in the performance of this indicator on a month to month basis depending on the make-up of the cohort. In view of this, Adult Social care and the Performance team are reviewing the detail of this cohort to look at how we can continue to adopt a fully inclusive Home First approach as well as ensure those individuals receiving pure reablement services can be identified and reported for this indicator. | People Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|-------------|--|----------------------|---------------|---------------|----------------|-----------------------|---|---|--|-------------------------------|
| CP 3.10 | Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD] | Aim to Maximise | February 2019 | 75.6% | 90% | 90% |  |  | March 19 - Recent months have seen a more consistent performance moving towards the 90.0% target and where conferences are delayed we are clear as to the reason to ensure that the delay is a child focused decision. The average length between Apr-18 and Feb- 19 reduced from 16.2 days to 15.9 days which shows reduced delay. There will always be cases where delay is due to an informed practice decision and therefore missing this target on a month to month basis can be fully child centred. The important issue is the understanding of any delay and clear management oversight where this occurs. | People Scrutiny |
| CP 4.8 ↳ | Current Rent Arrears as % of rent due [Monthly Snapshot] | Aim to Minimise | February 2019 | 1.94% | 1.77% | 1.77% |  |  | The frontline teams continue to work together to tackle rent arrears at an early stage, and to support tenants in sustaining their tenancies. However as mentioned last month we are continuing to see an increase in both the numbers of Universal Credit (UC) claims, together with an increase in the level of arrears, and there is no indication that the number of cases will reduce. Based on the current trends we have forecast that the current arrears as a percentage of collectable debit is likely to increase to circa 2% by the end of this financial year. These forecasts are based on the current information available, and do not take into account any future changes that the DWP may introduce, or indeed the final transition of the residual Housing Benefit cases over to UC. | Policy and Resources Scrutiny |

Expected Outcome At risk of missing target
Responsible OUs Strategic Services

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|---|---|---|-----------------------------|
| CP 5.4 | Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD] | Aim to Minimise | February 2019 | 6.79 | 6.49 | 7.20 |  |  | The council has been below its sickness absence levels target for 3 consecutive months, and year to date is running above target by 0.30 average days lost per FTE. A new Occupational Health provider has been secured and a series of roadshows will be offered to people managers to ensure that they are effectively managing sickness absence. | Policy & Resources Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|--|-----------------------------|
| CP 5.5 | Increase the number of people signed up to MySouthend to 45,000 [Cumulative YTD] | Aim to Maximise | February 2019 | 37,334 | 44,166 | 45,000 | | | Registrations continue to increase steadily as more customers become aware of the product. A program of social media communications continues to encourage sign ups. | Policy & Resources Scrutiny |

Expected Outcome Some slippage against target
Responsible OUs Department for People

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|---|--------------------|
| CP 1.4 | Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month.[Monthly Snapshot] | Aim to Maximise | February 2019 | 90.7% | 95% | 95% | | | This month has shown a slight decrease and although above 90% this is missing target. This is still an area of focussed work with staff and managers. This is reported on a weekly basis and assurance is given that children are being appropriately safeguarded. | People Scrutiny |
| CP 1.5 | Percentage of children who have had their Child Protection Plan for at least 20 working days and who have had a visit in the 20 working days prior to the last day of the month [Monthly Snapshot] | Aim to Maximise | February 2019 | 93.6% | 95% | 95% | | | This is slightly below target when measured (but the revised figures at 13/3 for month end are 95% and on target) . This continues to be an area of focus and is monitored on a weekly basis and managers provide reassurance that all children not visited in timescales are appropriately safeguarded. Activity continues to ensure that the visits are consistently of a high quality. | People Scrutiny |





Expected Outcome Some slippage against target
Responsible OUs Strategic Services





| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|--|-----------------------------|
| CP 4.4 | % of Non-Domestic Rates for 2018/19 collected in year [Cumulative YTD] | Aim to Maximise | February 2019 | 92.10% | 93.20% | 98.30% | | | The collection rate for Business Rates for the period ending the 28th February 2019 is 92.1% and upon reviewing the historical data the end of February this collection rate is consistent with previous years. The difference arises due to the exceptional Discretionary Discounts awarded in January 2018. The overall target rate for the year end is still anticipated to be achieved. We are still pursuing several large outstanding accounts for both current year and | Policy & Resources Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|------------|----------------------|--------------|---------------|----------------|-----------------------|------------------|--------------------------------|--|--------------------|
| | | | | | | | | | previous years arrears where we are seeking professional legal advice. 680 letters have been issued this month inviting ratepayers to apply for the new Retail Discount which was announced in the Autumn 2018 budget. This relief is for occupied retail properties with a rateable value of less than £51,000 in each of the years 2019-20 and 2020-21. The value of the discount will be one third of the bill after other mandatory and discretionary reliefs have been applied. | |



Expected Outcome: Indicators on course to achieve target (Greens)

Expected Outcome On course to achieve target
Responsible OUs Department for People



| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|---|---|---|--------------------|
| CP 1.1 | Rate of children subject to a Child Protection Plan per 10,000 population under the age of 18. [Monthly Snapshot] | Goldilocks | February 2019 | 40.14 | 38-48 | 38-48 |  |  | We are within our expected rates - this equals 160 children and the number has risen since. In February we had 36 children going to Initial Child Protection Conference (this is a rise on previous months 11 in January and 21 in December). However this is only a measure of demand in the system and the key question is whether the correct children are made subject to Child Protection Plans. We assure ourselves through a number of quality assurance mechanisms, including audit and senior management oversight (e.g. the Principal Reviewing Officer reviews all requests for initial Child Protection Conferences). | People Scrutiny |
| CP 3.4 | The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [YTD Snapshot] | Aim to Maximise | February 2019 | 33% | 33% | 33% |  |  | The figures continue to be above the national benchmark and the teams have achieved the target this month. The social work teams continue to promote direct payments as a real choice for individuals to take control of how their care is personalised to meet their needs. This is promoted through the commissioning of Vibrance to support adults to employ their own care and support and the increase in our approved list of spot providers. | People Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|---|---|--|-------------------------------|
| CP 3.13 | Delayed transfers of care from hospital (DToC Beds), and those which are attributable to adult social care per 100,000 population [ASCOF(2C2) SOCIAL CARE ONLY][Cumulative YTD] | Aim to Minimise | February 2019 | 0.41 | 1.81 | 1.81 |  |  | Delayed transfers of care from the acute and non-acute settings for social care continues to be a high priority and continues to improve. Sustained performance is achieved from a strong system leadership approach and joint initiatives with partner agencies, which have been implemented to support safe and timely discharges. Nationally released DToC data for Feb 2019 by LG Inform continues to place Southend-on-Sea Borough Council within the top quartile of all English single-tier and county councils. | People Scrutiny |
| CP 4.10 | Rate of households in temporary accommodation per 1,000 households [Cumulative YTD] | Aim to Minimise | February 2019 | 2.06 | 3.19 | 3.19 |  |  | The data is currently only available quarterly, in line with the national statistics and monthly updates will continue. There remains pressure in this area with 163 households at the end of the month in TA which is up from 154 in January. Whilst current performance is better than the set target, it should be noted that at the end of Dec-17 local performance stood at 1.54 households per 1,000 households, compared to the England rate of 3.36. Both the local and national rates are increasing. This ranks Southend 99/294 reporting authorities, an improvement from 109 at the end of Sep-17 (292 reporting authorities), and the best position since Jun-16 where we ranked 106. It should be noted that this relatively strong position is based on the work of the proactive approach of the team, but that considerable pressures remain. Work is underway to improve the availability of private sector properties to discharge our homelessness duty into, relieving some of the pressure on the limited social housing stocks and reducing TA occupation levels. | Policy and Resources Scrutiny |

Expected Outcome On course to achieve target
Responsible OUs Department for Place

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|---|---|--|--------------------|
| CP 2.4 | Number of reported missed collections - per year value [Cumulative YTD] | Aim to Minimise | February 2019 | 6,730 | 7,326 | 8,000 |  |  | The month value of 417 missed collections represents a 0.03% missed rate against 1,476,795 collections per month. The missed collection target is back on track as was previously highlighted. Veolia management will be monitored closely to ensure that the end of year target will be met | Place Scrutiny |

Expected Outcome On course to achieve target
Responsible OUs Strategic Services

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Comment - explanation of current performance, actions to improve performance and anticipated future performance | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|---|---|--|-----------------------------|
| CP 4.3 | % of Council Tax for 2018/19 collected in year [Cumulative YTD] | Aim to Maximise | February 2019 | 92.40% | 92.40% | 97.50% |  |  | The collection rate for Council Tax as at the 28th February 2019 is 92.4%, which is equal to the profiled target to the end of February. We have now successfully recruited to the specialist roles of a Retention Officer and a Bankruptcy/ Liquidation Officer who will work on the more complex recovery cases as well as visiting properties within the borough to verify information and will ensure we have the specialisms to achieve our collection targets. We now are recruiting for the vacancies of two revenues officers that these promotions have created. Our two contracted enforcement agents continue with very similar acceptable levels of collection. We continue to work with the support sector to assist our residents in need, setting up a joint approach with our Citizens Advice team, working with people to agree payment plans or support with applications for hardship relief or benefit claims. A wider group of our support sector is being created to assist and encourage residents to discuss and plan their finances. We also continue to work with our commercial partners using new initiatives to pursue persistent defaulters where other methods have failed through Bankruptcy and Committal court action. | Policy & Resources Scrutiny |

Section 2: 2018- 2019 Corporate Performance Indicators

Information for all 2013-2014 Corporate Priority Indicators

Generated on: 28 March 2019 09:27



Performance Data Expected Outcome: At risk of missing target 6 On course to achieve target 19 Some slippage against target 3 No Value 1

Aim: SAFE: Priorities • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|-----------------|--------------------|
| CP 1.1 | Rate of children subject to a Child Protection Plan per 10,000 population under the age of 18. [Monthly Snapshot] | Goldilocks | February 2019 | 40.14 | 38-48 | 38-48 | | | John O'Loughlin | People Scrutiny |
| CP 1.2 | Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot] | Goldilocks | February 2019 | 79.76 | 57-67 | 57-67 | | | John O'Loughlin | People Scrutiny |
| CP 1.4 | Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month. [Monthly Snapshot] | Aim to Maximise | February 2019 | 90.7% | 95% | 95% | | | John O'Loughlin | People Scrutiny |
| CP 1.5 | Percentage of children who have had their Child Protection Plan for at least 20 working days and who have had a visit in the 20 working days prior to the last day of the month [Monthly Snapshot] | Aim to Maximise | February 2019 | 93.6% | 95% | 95% | | | John O'Loughlin | People Scrutiny |

Aim: CLEAN: Priorities • Continue to promote the use of green technology and initiatives to benefit the local economy and environment. • Encourage and enforce high standards of environmental stewardship.

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|---|----------------------|----------------|---------------|----------------|-----------------------|------------------|--------------------------------|---------------|--------------------|
| CP 2.2 | % acceptable standard of cleanliness: litter [Cumulative YTD] | Aim to Maximise | February 2019 | 94% | 94% | 94% | | | Carl Robinson | Place Scrutiny |
| CP 2.3 | Percentage of household waste sent for reuse, recycling and composting [Cumulative YTD] | Aim to Maximise | September 2018 | 48.50% | - | 46.38% | | - | Carl Robinson | Place Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|---------------|--------------------|
| CP 2.4 | Number of reported missed collections - per year value [Cumulative YTD] | Aim to Minimise | February 2019 | 6,730 | 7,326 | 8,000 | | | Carl Robinson | Place Scrutiny |

Aim: HEALTHY: Priorities • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing. • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.









| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|---------------------|--------------------|
| CP 3.1 | Proportion of adults in contact with secondary mental health services who live independently with or without support. (ASCOF 1H) [Monthly Snapshot] | Aim to Maximise | February 2019 | TBC | 74% | 74% | - | - | Sarah Baker | People Scrutiny |
| CP 3.2 | Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. (ASCOF 2B(1)) [Rolling Quarter] | Aim to Maximise | February 2019 | 64.8% | 88.7% | 88.7% | | | Sarah Baker | People Scrutiny |
| CP 3.4 | The proportion of people who use services who receive direct payments (ASCOF 1C (2A)) [YTD Snapshot] | Aim to Maximise | February 2019 | 33% | 33% | 33% | | | Sarah Baker | People Scrutiny |
| CP 3.5 | Proportion of adults with a learning disability in paid employment. (ASCOF 1E) [Monthly Snapshot] | Aim to Maximise | February 2019 | 10.2% | 10% | 10% | | | Sarah Baker | People Scrutiny |
| CP 3.6 | Participation and attendance at council owned / affiliated cultural and sporting activities and events and visits to the Pier [Cumulative YTD] | Aim to Maximise | February 2019 | 5,262,323 | 4,033,333 | 4,400,000 | | | Scott Dolling | Place Scrutiny |
| CP 3.7 | PHRD Public Health Responsibility Deal [Cumulative YTD] | Aim to Maximise | February 2019 | 43 | 36 | 40 | | | Krishna Ramkhelawon | People Scrutiny |
| CP 3.9 | Take up of the NHS Health Check programme - by those eligible [Cumulative YTD] | Aim to Maximise | February 2019 | 5,041 | 5,038 | 5,740 | | | Krishna Ramkhelawon | People Scrutiny |
| CP 3.10 | Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD] | Aim to Maximise | February 2019 | 75.6% | 90% | 90% | | | John O'Loughlin | People Scrutiny |

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|-------------|--------------------|
| CP 3.11 | Smoking Cessation (quits) - Number of people successfully completing 4-week stop smoking course [Cumulative YTD] | Aim to Maximise | February 2019 | 715 | 707 | 771 | ✔ | ↑ | Ian Diley | People Scrutiny |
| CP 3.13 | Delayed transfers of care from hospital (DToC Beds), and those which are attributable to adult social care per 100,000 population [ASCOF(2C2) SOCIAL CARE ONLY][Cumulative YTD] | Aim to Minimise | February 2019 | 0.41 | 1.81 | 1.81 | ✔ | ↑ | Sarah Baker | People Scrutiny |

Aim: PROSPEROUS: Priorities • Maximise opportunities to enable the planning and development of quality, affordable housing. • Ensure residents have access to high quality education to enable them to be lifelong learners & have fulfilling employment. • Ensure the town is 'open for businesses' and that new, developing and existing enterprise is nurtured and supported • Ensured continued regeneration of the town through a culture led agenda.

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|---|----------------------|---------------|---------------|----------------|-----------------------|------------------|--------------------------------|-----------------|-------------------------------|
| CP 4.3 | % of Council Tax for 2018/19 collected in year [Cumulative YTD] | Aim to Maximise | February 2019 | 92.40% | 92.40% | 97.50% | ✔ | ↓ | Joe Chesterton | Policy & Resources Scrutiny |
| CP 4.4 | % of Non-Domestic Rates for 2018/19 collected in year [Cumulative YTD] | Aim to Maximise | February 2019 | 92.10% | 93.20% | 98.30% | ⚠ | ↓ | Joe Chesterton | Policy & Resources Scrutiny |
| CP 4.5 | Major planning applications determined in 13 weeks [Cumulative YTD] | Aim to Maximise | February 2019 | 100.00% | 79.00% | 79.00% | ✔ | ↑ | Peter Geraghty | Place Scrutiny |
| CP 4.6 | Minor planning applications determined in 8 weeks [Cumulative YTD] | Aim to Maximise | February 2019 | 98.28% | 84.00% | 84.00% | ✔ | ↑ | Peter Geraghty | Place Scrutiny |
| CP 4.7 | Other planning applications determined in 8 weeks [Cumulative YTD] | Aim to Maximise | February 2019 | 98.52% | 90.00% | 90.00% | ✔ | ↑ | Peter Geraghty | Place Scrutiny |
| CP 4.8 | Current Rent Arrears as % of rent due [Monthly Snapshot] | Aim to Minimise | February 2019 | 1.94% | 1.77% | 1.77% | ❌ | ↓ | Glyn Halksworth | Policy and Resources Scrutiny |
| CP 4.9 | Percentage of children in good or outstanding schools. [Monthly Snapshot] | Aim to Maximise | February 2019 | 85.8% | 82.5% | 82.5% | ✔ | ↑ | Brin Martin | People Scrutiny |
| CP 4.10 | Rate of households in temporary accommodation per 1,000 households [Cumulative YTD] | Aim to Minimise | February 2019 | 2.06 | 3.19 | 3.19 | ✔ | ↓ | Glyn Halksworth | Policy and Resources Scrutiny |

Aim: EXCELLENT: Priorities • Work with & listen to our communities & partners to achieve better outcomes for all • Enable communities to be self-sufficient & foster pride in the town • Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.

| MPR Code | Short Name | Minimise or Maximise | Latest Month | Month's Value | Month's Target | Annual Target 2018/19 | Expected Outcome | Better or worse than last year | Managed By | Scrutiny Committee |
|----------|--|----------------------|---------------|---------------|----------------|-----------------------|---|---|---------------|-----------------------------|
| CP 5.1 | Number of hours delivered through volunteering within Culture, Tourism and Property, including Pier and Foreshore and Events. [Cumulative YTD] | Aim to Maximise | February 2019 | 17,787 | 17,875 | 19,500 |  |  | Scott Dolling | Place Scrutiny |
| CP 5.4 | Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD] | Aim to Minimise | February 2019 | 6.79 | 6.49 | 7.20 |  |  | Joanna Ruffle | Policy & Resources Scrutiny |
| CP 5.5 | Increase the number of people signed up to MySouthend to 45,000 [Cumulative YTD] | Aim to Maximise | February 2019 | 37,334 | 44,166 | 45,000 |  |  | Joanna Ruffle | Policy & Resources Scrutiny |
| CP 5.6 | Percentage of new Education Health and Care (EHC) plans issued within 20 weeks including exception cases. [Cumulative YTD] | Aim to Maximise | February 2019 | 95.6% | 95% | 95% |  |  | Brin Martin | People Scrutiny |

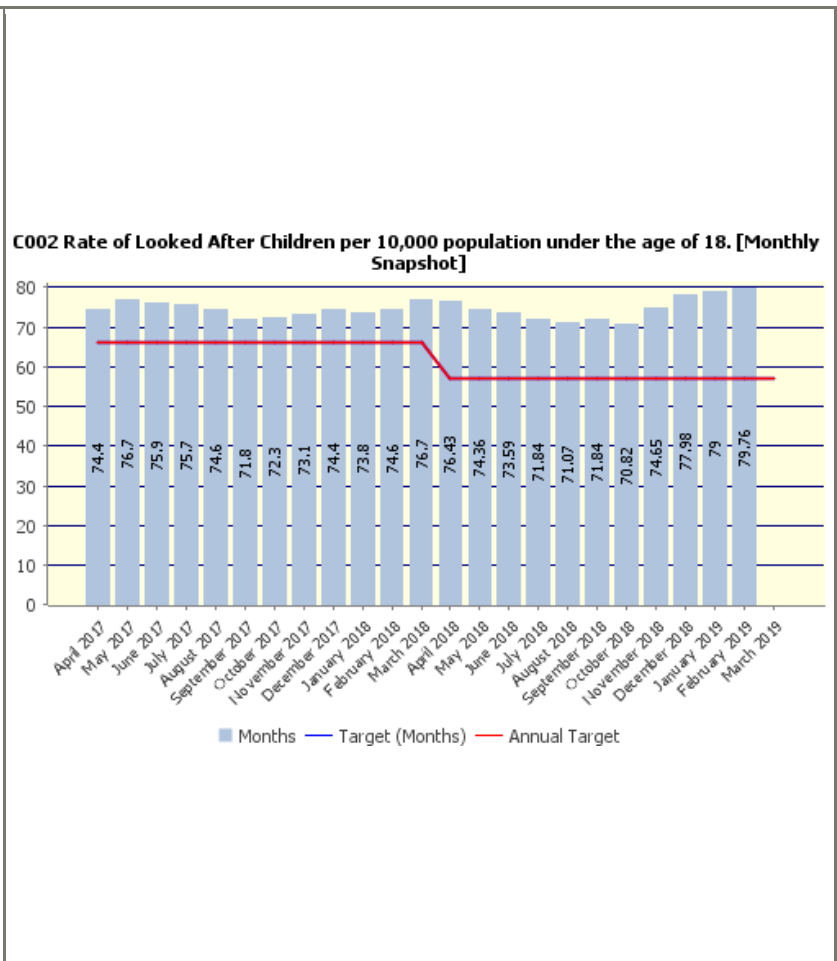
Section 3: Detail of indicators rated Red or Amber

Aim: SAFE: Priorities • Create a safe environment across the town for residents, workers and visitors. • Work in partnership with Essex Police and other agencies to tackle crime. • Look after and safeguard our children and vulnerable adults.

Expected Outcome: At risk of missing target 1 Some slippage against target 2

| | | | | |
|-------------------------|--|---------------|------------|--|
| CP 1.2 | Rate of Looked After Children per 10,000 population under the age of 18. [Monthly Snapshot] | | | <p>February 2019 result</p> <p>59.85 57 57 54.15 0 79.76 120</p> |
| Expected Outcome | | Format | Goldilocks | |
| Managed By | John O'Loughlin | | | |
| Year Introduced | 2014 | | | |

| Date Range 1 | | |
|----------------|-------|---------|
| | Value | Target |
| April 2017 | 74.4 | 66 |
| May 2017 | 76.7 | 66 |
| June 2017 | 75.9 | 66 |
| July 2017 | 75.7 | 66 |
| August 2017 | 74.6 | 66 |
| September 2017 | 71.8 | 66 |
| October 2017 | 72.3 | 66 |
| November 2017 | 73.1 | 66 |
| December 2017 | 74.4 | 66 |
| January 2018 | 73.8 | 66 |
| February 2018 | 74.6 | 66 |
| March 2018 | 76.7 | 66 |
| April 2018 | 76.43 | 57 - 67 |
| May 2018 | 74.36 | 57 - 67 |
| June 2018 | 73.59 | 57 - 67 |
| July 2018 | 71.84 | 57 - 67 |
| August 2018 | 71.07 | 57 - 67 |
| September 2018 | 71.84 | 57 - 67 |
| October 2018 | 70.82 | 57 - 67 |
| November 2018 | 74.65 | 57 - 67 |
| December 2018 | 77.98 | 57 - 67 |
| January 2019 | 79 | 57 - 67 |
| February 2019 | 79.76 | 57 - 67 |

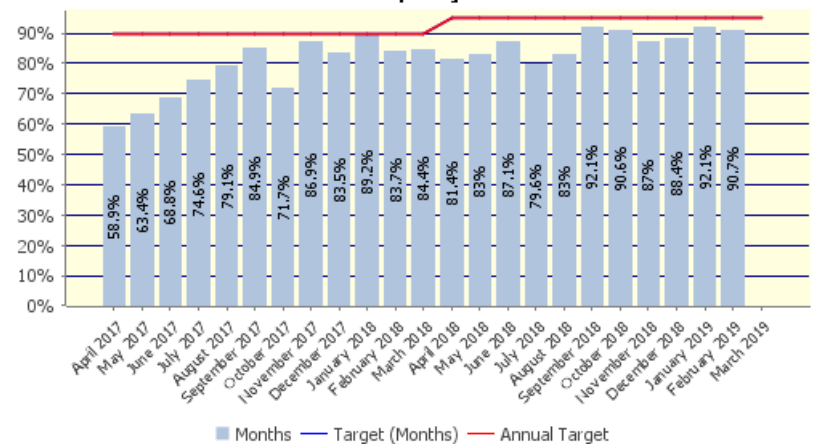


CLA rate remains above target and have slightly increased this month. This is a demand measurement and the key question is whether the right children are brought into care. Other than children who need to become CLA in an emergency, the decision for a child to become CLA is made by the Placement Panel to ensure that all options are considered before care is agreed. This has prevented numbers escalating and, where safely, put other measures in place to support the family. Planned work around reunification should ensure children do not remain in care for longer than necessary. This increase is in line with the national picture and is reviewed to ensure the right children become CLA at the right time. Social Worker caseloads kept under weekly review to ensure they can effectively deliver good practice. This is an area of particular scrutiny in the revised Children's Services Improvement plan.

| | | | | |
|------------------|--|--------|-----------------|-----------------------------|
| CP 1.4 | Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month.[Monthly Snapshot] | | | <p>February 2019 result</p> |
| Expected Outcome | | Format | Aim to Maximise | |
| Managed By | John O'Loughlin | | | |
| Year Introduced | 2017 | | | |

| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 58.9% | 90% |
| May 2017 | 63.4% | 90% |
| June 2017 | 68.8% | 90% |
| July 2017 | 74.6% | 90% |
| August 2017 | 79.1% | 90% |
| September 2017 | 84.9% | 90% |
| October 2017 | 71.7% | 90% |
| November 2017 | 86.9% | 90% |
| December 2017 | 83.5% | 90% |
| January 2018 | 89.2% | 90% |
| February 2018 | 83.7% | 90% |
| March 2018 | 84.4% | 90% |
| April 2018 | 81.4% | 95% |
| May 2018 | 83% | 95% |
| June 2018 | 87.1% | 95% |
| July 2018 | 79.6% | 95% |
| August 2018 | 83% | 95% |
| September 2018 | 92.1% | 95% |
| October 2018 | 90.6% | 95% |
| November 2018 | 87% | 95% |
| December 2018 | 88.4% | 95% |
| January 2019 | 92.1% | 95% |
| February 2019 | 90.7% | 95% |

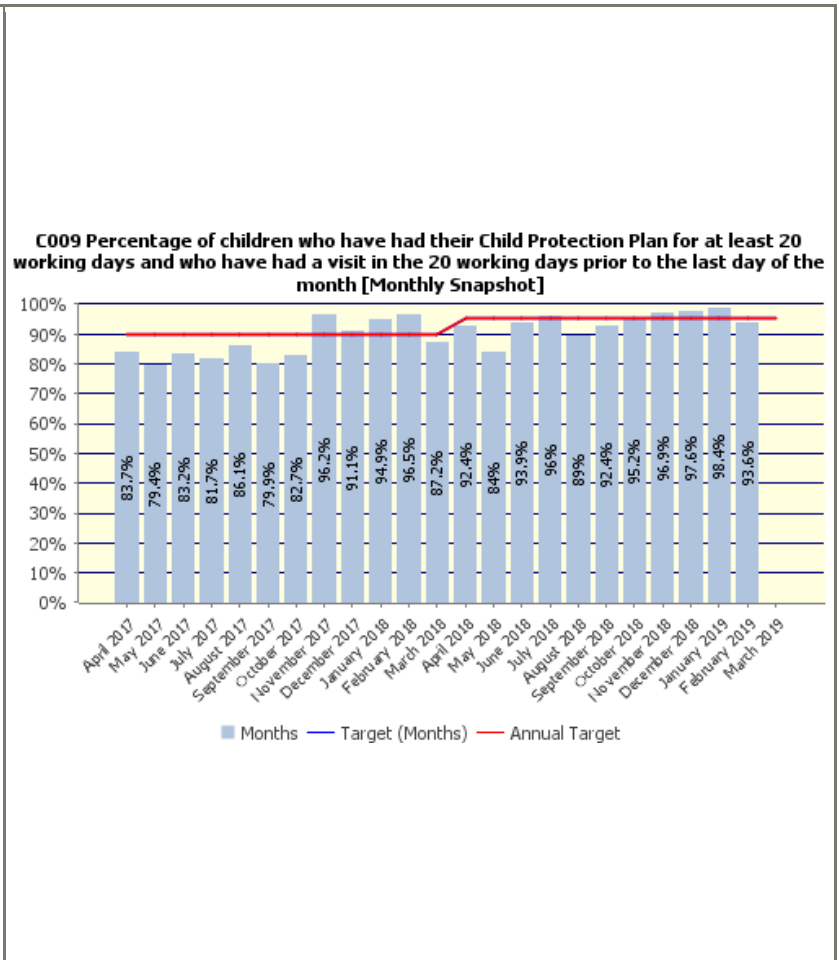
C008 Percentage of children who have been LAC for at least 5 working days, who have had a visit in the 6 weeks (30 working days), prior to the last day of the month.[Monthly Snapshot]



This month has shown a slight decrease and although above 90% this is missing target. This is still an area of focussed work with staff and managers. This is reported on a weekly basis and assurance is given that children are being appropriately safeguarded.

| | | | | |
|------------------|--|--------|-----------------|-----------------------------|
| CP 1.5 | Percentage of children who have had their Child Protection Plan for at least 20 working days and who have had a visit in the 20 working days prior to the last day of the month [Monthly Snapshot] | | | <p>February 2019 result</p> |
| Expected Outcome | | Format | Aim to Maximise | |
| Managed By | John O'Loughlin | | | |
| Year Introduced | 2017 | | | |

| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 83.7% | 90% |
| May 2017 | 79.4% | 90% |
| June 2017 | 83.2% | 90% |
| July 2017 | 81.7% | 90% |
| August 2017 | 86.1% | 90% |
| September 2017 | 79.9% | 90% |
| October 2017 | 82.7% | 90% |
| November 2017 | 96.2% | 90% |
| December 2017 | 91.1% | 90% |
| January 2018 | 94.9% | 90% |
| February 2018 | 96.5% | 90% |
| March 2018 | 87.2% | 90% |
| April 2018 | 92.4% | 95% |
| May 2018 | 84% | 95% |
| June 2018 | 93.9% | 95% |
| July 2018 | 96% | 95% |
| August 2018 | 89% | 95% |
| September 2018 | 92.4% | 95% |
| October 2018 | 95.2% | 95% |
| November 2018 | 96.9% | 95% |
| December 2018 | 97.6% | 95% |
| January 2019 | 98.4% | 95% |
| February 2019 | 93.6% | 95% |



This is slightly below target when measured (but the revised figures at 13/3 for month end are 95% and on target) . This continues to be an area of focus and is monitored on a weekly basis and managers provide reassurance that all children not visited in timescales are appropriately safeguarded. Activity continues to ensure that the visits are consistently of a high quality.

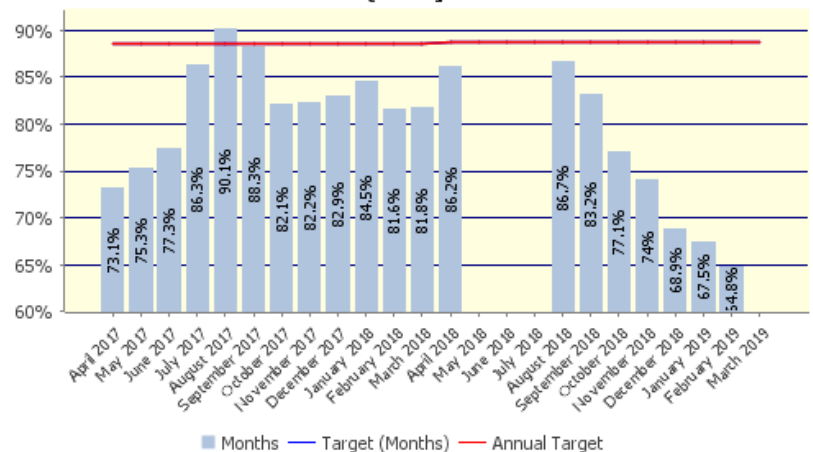
Aim: HEALTHY: Priorities • Actively promote healthy and active lifestyles for all. • Work with the public and private rented sectors to provide good quality housing • Improve the life chances of our residents, especially our vulnerable children & adults, by working to reduce inequalities and social deprivation across our communities.

Expected Outcome: At risk of missing target 2


| | | | | |
|-------------------------|---|---------------|-----------------|-----------------------------|
| CP 3.2 | Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. (ASCOF 2B(1)) [Rolling Quarter] | | | <p>February 2019 result</p> |
| Expected Outcome | | Format | Aim to Maximise | |
| Managed By | Sarah Baker | | | |
| Year Introduced | 2012 | | | |

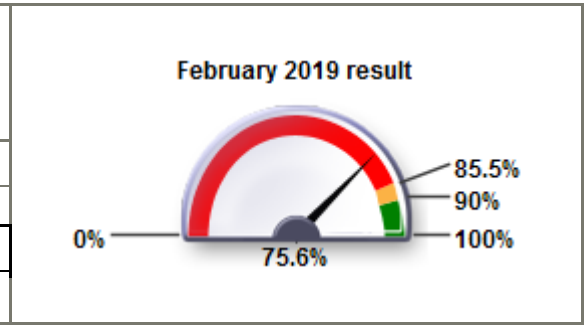
| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 73.1% | 88.6% |
| May 2017 | 75.3% | 88.6% |
| June 2017 | 77.3% | 88.6% |
| July 2017 | 86.3% | 88.6% |
| August 2017 | 90.1% | 88.6% |
| September 2017 | 88.3% | 88.6% |
| October 2017 | 82.1% | 88.6% |
| November 2017 | 82.2% | 88.6% |
| December 2017 | 82.9% | 88.6% |
| January 2018 | 84.5% | 88.6% |
| February 2018 | 81.6% | 88.6% |
| March 2018 | 81.8% | 88.6% |
| April 2018 | 86.2% | 88.7% |
| May 2018 | | 88.7% |
| June 2018 | | 88.7% |
| July 2018 | | 88.7% |
| August 2018 | 86.7% | 88.7% |
| September 2018 | 83.2% | 88.7% |
| October 2018 | 77.1% | 88.7% |
| November 2018 | 74% | 88.7% |
| December 2018 | 68.9% | 88.7% |
| January 2019 | 67.5% | 88.7% |
| February 2019 | 64.8% | 88.7% |

A013 Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services. (ASCOF 2B(1)) [Rolling Quarter]

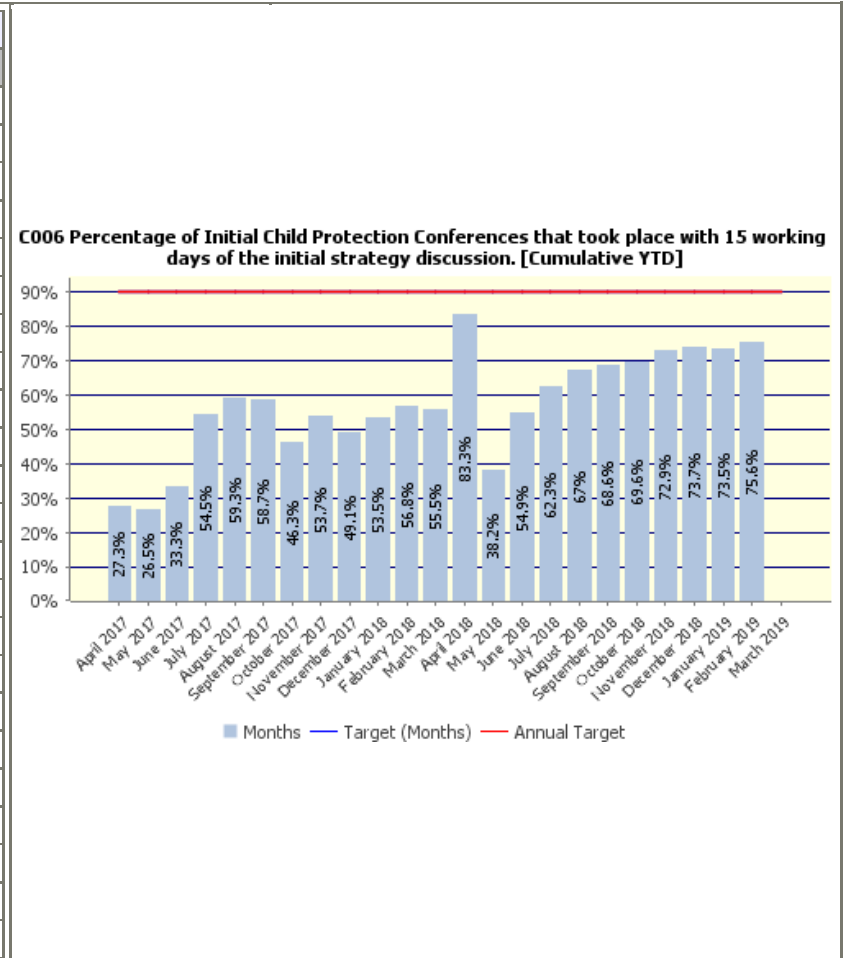


The adoption of the fully inclusive "Home First" approach across the whole of the social care system means that our reablement services are offered to as wide a cohort of clients as possible. Inherently, this will impact on the number of clients who are deemed to be successful in their reablement as defined by the Adult Social Care Outcomes Framework (ASCOF) definition. This strategy will cause variability in the performance of this indicator on a month to month basis depending on the make-up of the cohort. In view of this, Adult Social care and the Performance team are reviewing the detail of this cohort to look at how we can continue to adopt a fully inclusive Home First approach as well as ensure those individuals receiving pure reablement services can be identified and reported for this indicator.

| | | | |
|-------------------------|---|---------------|-----------------|
| CP 3.10 | Percentage of Initial Child Protection Conferences that took place with 15 working days of the initial strategy discussion. [Cumulative YTD] | | |
| Expected Outcome |  | Format | Aim to Maximise |
| Managed By | John O'Loughlin | | |
| Year Introduced | 2017 | | |



| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 27.3% | 90% |
| May 2017 | 26.5% | 90% |
| June 2017 | 33.3% | 90% |
| July 2017 | 54.5% | 90% |
| August 2017 | 59.3% | 90% |
| September 2017 | 58.7% | 90% |
| October 2017 | 46.3% | 90% |
| November 2017 | 53.7% | 90% |
| December 2017 | 49.1% | 90% |
| January 2018 | 53.5% | 90% |
| February 2018 | 56.8% | 90% |
| March 2018 | 55.5% | 90% |
| April 2018 | 83.3% | 90% |
| May 2018 | 38.2% | 90% |
| June 2018 | 54.9% | 90% |
| July 2018 | 62.3% | 90% |
| August 2018 | 67% | 90% |
| September 2018 | 68.6% | 90% |
| October 2018 | 69.6% | 90% |
| November 2018 | 72.9% | 90% |
| December 2018 | 73.7% | 90% |
| January 2019 | 73.5% | 90% |
| February 2019 | 75.6% | 90% |



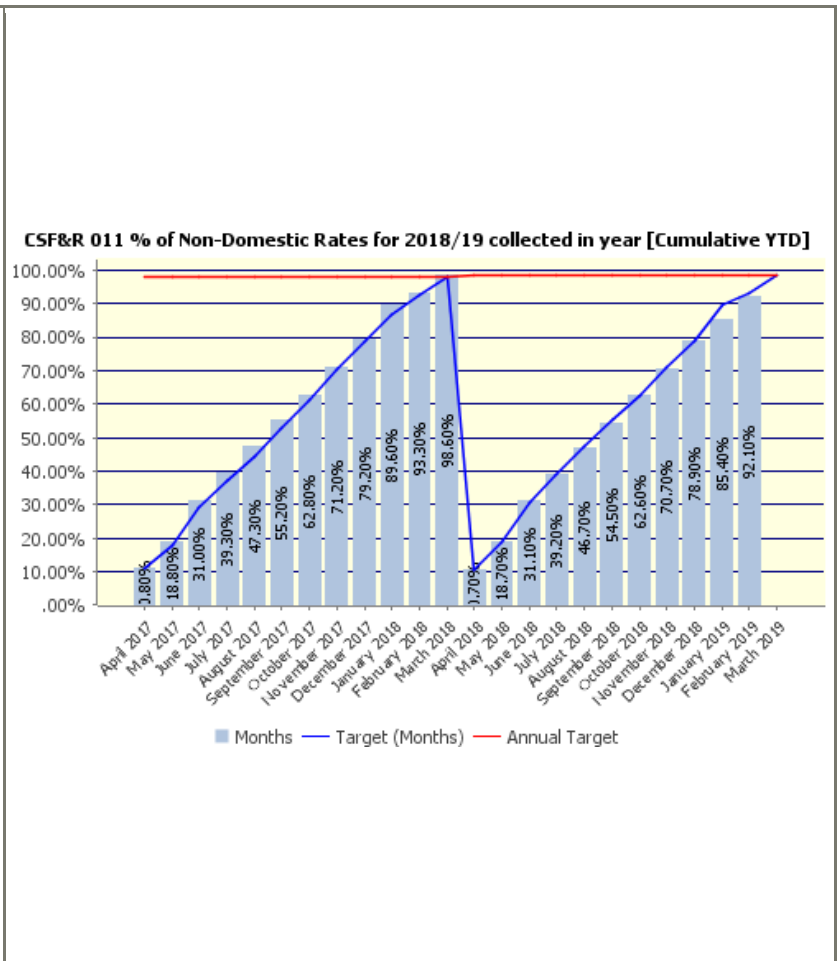
March 19 - Recent months have seen a more consistent performance moving towards the 90.0% target and where conferences are delayed we are clear as to the reason to ensure that the delay is a child focused decision. The average length between Apr-18 and Feb- 19 reduced from 16.2 days to 15.9 days which shows reduced delay. There will always be cases where delay is due to an informed practice decision and therefore missing this target on a month to month basis can be fully child centred. The important issue is the understanding of any delay and clear management oversight where this occurs.

Aim: PROSPEROUS: Priorities • Maximise opportunities to enable the planning and development of quality, affordable housing. • Ensure residents have access to high quality education to enable them to be lifelong learners & have fulfilling employment. • Ensure the town is 'open for businesses' and that new, developing and existing enterprise is nurtured and supported • Ensured continued regeneration of the town through a culture led agenda.


Expected Outcome: At risk of missing target 1 Some slippage against target 1

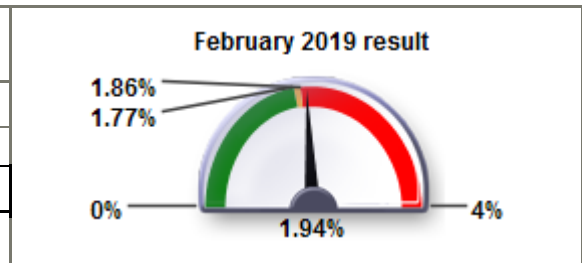
| | | | |
|-------------------------|---|-------------------------------|------------------------------------|
| CP 4.4 | % of Non-Domestic Rates for 2018/19 collected in year [Cumulative YTD] | | <p>February 2019 result</p> |
| Expected Outcome | | Format Aim to Maximise | |
| Managed By | Joe Chesterton | | |
| Year Introduced | 2000 | | |

| Date Range 1 | | |
|----------------|--------|--------|
| | Value | Target |
| April 2017 | 10.80% | 10.80% |
| May 2017 | 18.80% | 17.80% |
| June 2017 | 31.00% | 29.00% |
| July 2017 | 39.30% | 37.10% |
| August 2017 | 47.30% | 44.50% |
| September 2017 | 55.20% | 53.00% |
| October 2017 | 62.80% | 61.10% |
| November 2017 | 71.20% | 70.60% |
| December 2017 | 79.20% | 78.70% |
| January 2018 | 89.60% | 86.60% |
| February 2018 | 93.30% | 92.40% |
| March 2018 | 98.60% | 97.90% |
| April 2018 | 10.70% | 10.70% |
| May 2018 | 18.70% | 18.70% |
| June 2018 | 31.10% | 30.50% |
| July 2018 | 39.20% | 39.20% |
| August 2018 | 46.70% | 47.20% |
| September 2018 | 54.50% | 55.00% |
| October 2018 | 62.60% | 62.70% |
| November 2018 | 70.70% | 71.10% |
| December 2018 | 78.90% | 79.00% |
| January 2019 | 85.40% | 89.50% |
| February 2019 | 92.10% | 93.20% |

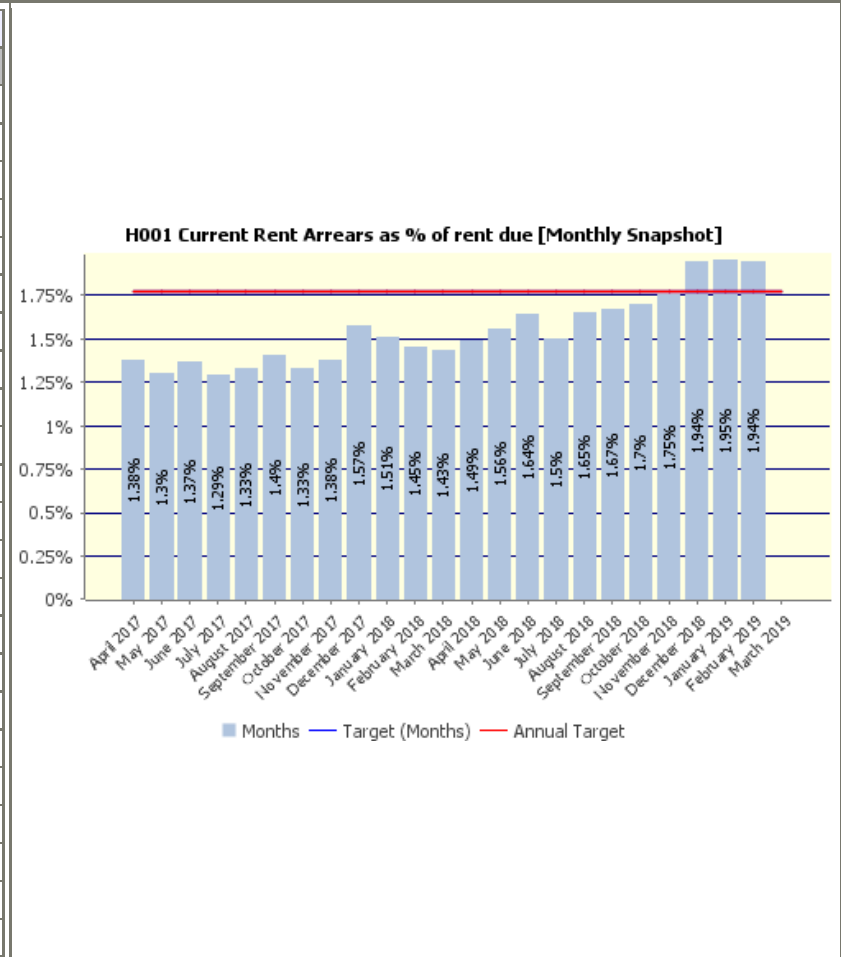


The collection rate for Business Rates for the period ending the 28th February 2019 is 92.1% and upon reviewing the historical data the end of February this collection rate is consistent with previous years. The difference arises due to the exceptional Discretionary Discounts awarded in January 2018. The overall target rate for the year end is still anticipated to be achieved. We are still pursuing several large outstanding accounts for both current year and previous years arrears where we are seeking professional legal advice. 680 letters have been issued this month inviting ratepayers to apply for the new Retail Discount which was announced in the Autumn 2018 budget. This relief is for occupied retail properties with a rateable value of less than £51,000 in each of the years 2019-20 and 2020-21. The value of the discount will be one third of the bill after other mandatory and discretionary reliefs have been applied.

| | | | |
|-------------------------|---|---------------|-----------------|
| CP 4.8 | Current Rent Arrears as % of rent due [Monthly Snapshot] | | |
| Expected Outcome |  | Format | Aim to Minimise |
| Managed By | Glyn Halksworth | | |
| Year Introduced | 200809 | | |



| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 1.38% | 1.77% |
| May 2017 | 1.3% | 1.77% |
| June 2017 | 1.37% | 1.77% |
| July 2017 | 1.29% | 1.77% |
| August 2017 | 1.33% | 1.77% |
| September 2017 | 1.4% | 1.77% |
| October 2017 | 1.33% | 1.77% |
| November 2017 | 1.38% | 1.77% |
| December 2017 | 1.57% | 1.77% |
| January 2018 | 1.51% | 1.77% |
| February 2018 | 1.45% | 1.77% |
| March 2018 | 1.43% | 1.77% |
| April 2018 | 1.49% | 1.77% |
| May 2018 | 1.56% | 1.77% |
| June 2018 | 1.64% | 1.77% |
| July 2018 | 1.5% | 1.77% |
| August 2018 | 1.65% | 1.77% |
| September 2018 | 1.67% | 1.77% |
| October 2018 | 1.7% | 1.77% |
| November 2018 | 1.75% | 1.77% |
| December 2018 | 1.94% | 1.77% |
| January 2019 | 1.95% | 1.77% |
| February 2019 | 1.94% | 1.77% |



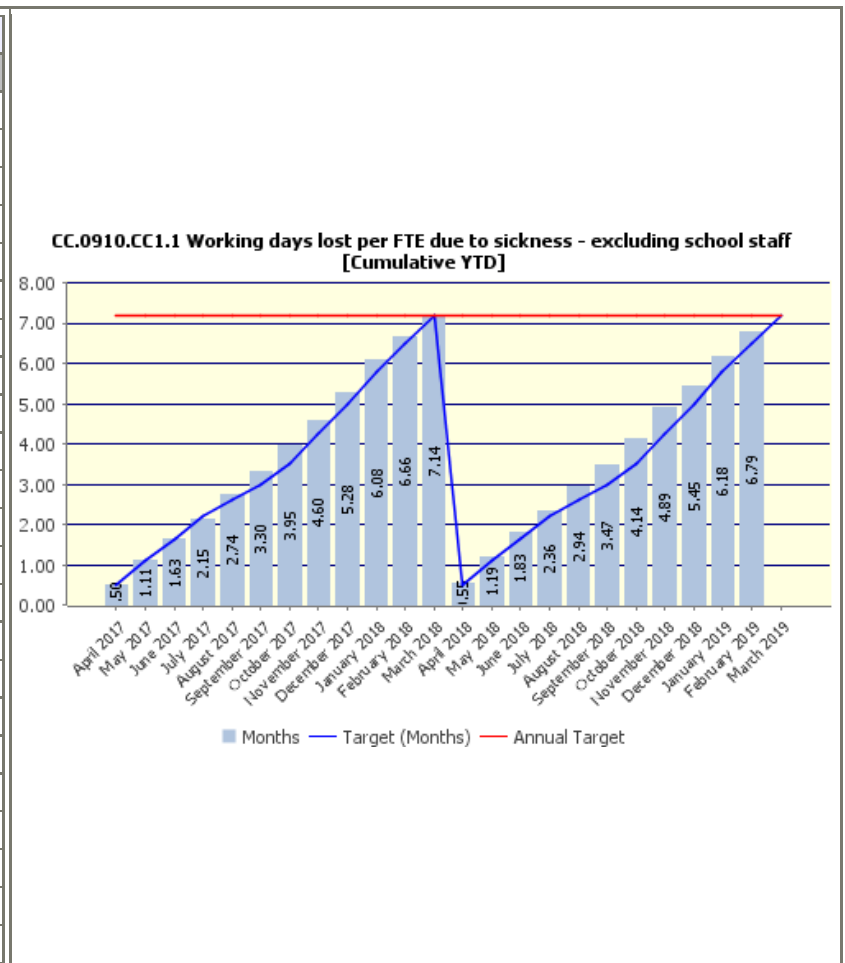
The frontline teams continue to work together to tackle rent arrears at an early stage, and to support tenants in sustaining their tenancies. However as mentioned last month we are continuing to see an increase in both the numbers of Universal Credit (UC) claims, together with an increase in the level of arrears, and there is no indication that the number of cases will reduce. Based on the current trends we have forecast that the current arrears as a percentage of collectable debit is likely to increase to circa 2% by the end of this financial year. These forecasts are based on the current information available, and do not take into account any future changes that the DWP may introduce, or indeed the final transition of the residual Housing Benefit cases over to UC.

Aim: EXCELLENT: Priorities • Work with & listen to our communities & partners to achieve better outcomes for all • Enable communities to be self-sufficient & foster pride in the town • Promote & lead an entrepreneurial, creative & innovative approach to the development of our town.


Expected Outcome: At risk of missing target 2

| | | | | |
|-------------------------|--|---------------|-----------------|------------------------------------|
| CP 5.4 | Working days lost per FTE due to sickness - excluding school staff [Cumulative YTD] | | | <p>February 2019 result</p> |
| Expected Outcome | | Format | Aim to Minimise | |
| Managed By | Joanna Ruffle | | | |
| Year Introduced | 2009 | | | |

| Date Range 1 | | |
|----------------|-------|--------|
| | Value | Target |
| April 2017 | 0.50 | 0.51 |
| May 2017 | 1.11 | 1.10 |
| June 2017 | 1.63 | 1.65 |
| July 2017 | 2.15 | 2.21 |
| August 2017 | 2.74 | 2.61 |
| September 2017 | 3.30 | 3.01 |
| October 2017 | 3.95 | 3.51 |
| November 2017 | 4.60 | 4.27 |
| December 2017 | 5.28 | 4.99 |
| January 2018 | 6.08 | 5.82 |
| February 2018 | 6.66 | 6.49 |
| March 2018 | 7.14 | 7.20 |
| April 2018 | 0.55 | 0.51 |
| May 2018 | 1.19 | 1.10 |
| June 2018 | 1.83 | 1.65 |
| July 2018 | 2.36 | 2.21 |
| August 2018 | 2.94 | 2.61 |
| September 2018 | 3.47 | 3.01 |
| October 2018 | 4.14 | 3.51 |
| November 2018 | 4.89 | 4.27 |
| December 2018 | 5.45 | 4.99 |
| January 2019 | 6.18 | 5.82 |
| February 2019 | 6.79 | 6.49 |

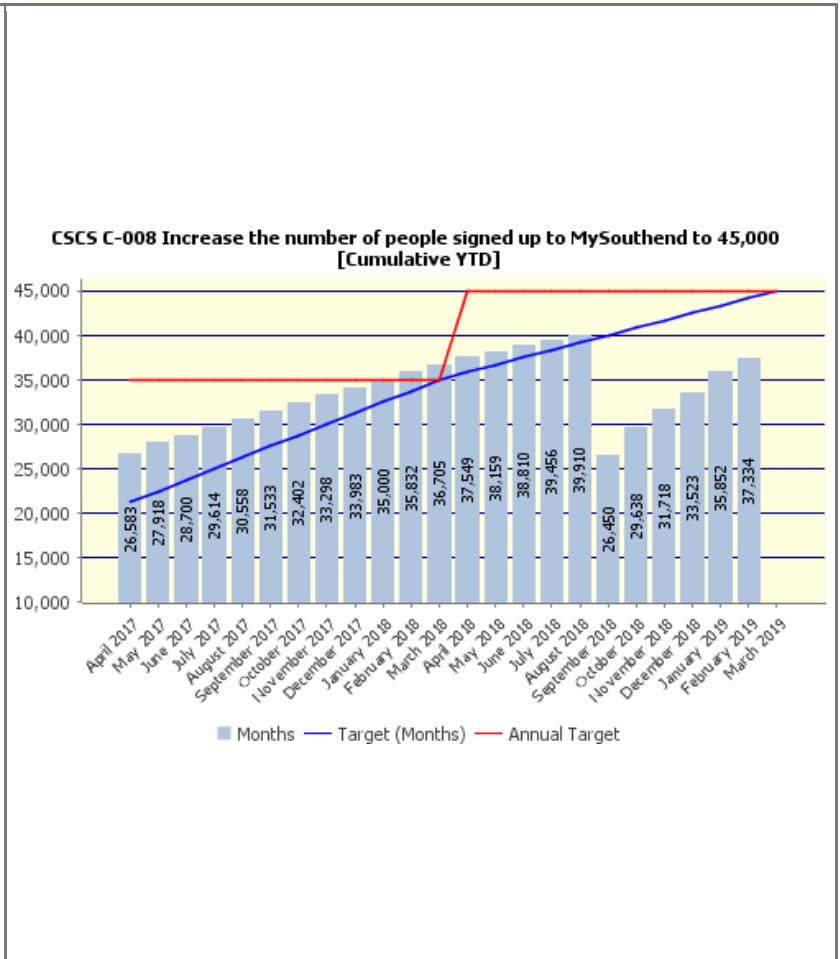


The council has been below its sickness absence levels target for 3 consecutive months, and year to date is running above target by 0.30 average days lost per FTE. A new Occupational Health provider has been secured and a series of roadshows will be offered to people managers to ensure that they are effectively managing sickness absence.

| | | | | |
|-------------------------|---|---------------|-----------------------------|--|
| CP 5.5 | Increase the number of people signed up to MySouthend to 45,000 [Cumulative YTD] | | February 2019 result | |
| Expected Outcome |  | Format | Aim to Maximise | |
| Managed By | Joanna Ruffle | | | |
| Year Introduced | 2016 | | | |



| Date Range 1 | | |
|----------------|--------|--------|
| | Value | Target |
| April 2017 | 26,583 | 21,250 |
| May 2017 | 27,918 | 22,500 |
| June 2017 | 28,700 | 23,750 |
| July 2017 | 29,614 | 25,000 |
| August 2017 | 30,558 | 26,250 |
| September 2017 | 31,533 | 27,500 |
| October 2017 | 32,402 | 28,750 |
| November 2017 | 33,298 | 30,000 |
| December 2017 | 33,983 | 31,250 |
| January 2018 | 35,000 | 32,500 |
| February 2018 | 35,832 | 33,750 |
| March 2018 | 36,705 | 35,000 |
| April 2018 | 37,549 | 35,833 |
| May 2018 | 38,159 | 36,666 |
| June 2018 | 38,810 | 37,500 |
| July 2018 | 39,456 | 38,333 |
| August 2018 | 39,910 | 39,166 |
| September 2018 | 26,450 | 40,000 |
| October 2018 | 29,638 | 40,833 |
| November 2018 | 31,718 | 41,666 |
| December 2018 | 33,523 | 42,500 |
| January 2019 | 35,852 | 43,333 |
| February 2019 | 37,334 | 44,166 |



Registrations continue to increase steadily as more customers become aware of the product. A program of social media communications continues to encourage sign ups.

SECTION 4 – Partnership Indicators

Health and Wellbeing Indicators

| | Performance Measures | Rationale for inclusion | Latest Performance |
|----|--|--|---|
| 1. | <p>Referral for treatment - % of patients referred from GP to hospital treatment within 18 weeks (SCCG) (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/march-2019/2738-item-11-appendix-3-2018-19-performance-dashboard-270319/file</p> | <p>National standard, providing a measurement of key area of performance and a key area of public concern. Can be produced monthly and is easy to benchmark.</p> | <p style="text-align: center;">83.62% (December 2018)</p> <p style="text-align: center;">Against national target of 92%</p> |
| 2. | <p>Cancer treatment - % patients treated within 62 days of GP urgent suspected cancer referral (Southend University Hospital Foundation Trust)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/march-2019/2738-item-11-appendix-3-2018-19-performance-dashboard-270319/file</p> | <p>National standard, providing a measurement of key area of performance and a key area of public concern. Can be produced monthly and is easy to benchmark.</p> | <p style="text-align: center;">62 Day Operational Standard 63.28% (December 2018) YTD 67.18%</p> <p style="text-align: center;">Against 85% target</p> |
| 3. | <p>A&E - % of patients attending Southend University Hospital A&E, seen and discharged in under 4 hours (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/march-2019/2738-item-11-appendix-3-2018-19-performance-dashboard-270319/file</p> | <p>National standard. Provides information relating to the effectiveness of the urgent care system. Can be produced monthly and is easy to benchmark.</p> | <p style="text-align: center;">79.21% (January 2019)</p> <p style="text-align: center;">Against national target of 95%</p> |
| 4. | <p>Mental health - Improving Access to Psychological Therapy (IAPT) - % of people with common mental health problems accessing the service and entering treatment in the current year (monthly snapshot)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/march-2019/2738-item-11-appendix-3-2018-19-performance-dashboard-270319/file</p> | <p>Provides an indicator for a priority area for councillors and one of the HWB Strategy ambitions. Can be produced monthly and is easily benchmarked.</p> | <p style="text-align: center;">0.80% (January 2019)</p> <p style="text-align: center;">Against target of 1.40%</p> |
| 5. | <p>Dementia - % of people diagnosed with dementia against the estimated prevalence. (66.7% national ambition)</p> <p>https://southendccg.nhs.uk/news-events/governing-body-papers/march-2019/2738-item-11-appendix-3-2018-19-performance-dashboard-270319/file</p> | <p>Issue of increasing prevalence and concern among the public. Can be produced monthly and is easy to benchmark.</p> | <p style="text-align: center;">Southend achieved 78.92% in January 2019 against the 67% diagnosis ambition target.</p> |

| | | | |
|----|---|---|--|
| 6. | <p>Primary Care – GP Patient Survey: - Overall experience of the GP surgery (very/fairly good; fairly/very poor; neither good nor poor)</p> <p>https://gp-patient.co.uk/Slidepacks2018</p> | <p>Provides residents views on the quality of GP service in the borough. Survey is now produced annually.</p> | <p>Overall experience of GP surgery – July 2018</p> <p>Very good – 41% Fairly good – 39% Neither good nor poor – 12% Fairly poor – 5% Very poor – 3%</p> <p>National Average of patients rating ‘Good’ is 84%</p> |
| 7. | <p>End of life care - Preferred Place of Death (PPoD) – Percentage of patients referred to the Palliative Care Support Register (PCSE) who have expressed a preference for place of death and who achieve this preference. *</p> | <p>Nationally accepted as a key performance indicator for end of life care; integral to Ambitions for Palliative and End of Life Care: a national framework for local action 2015-2020.</p> <p>Can be produced monthly.</p> | <p>Southend: 87.9%</p> <p>The PPoD achievement for Southend in February 2019 is 51 out of 58</p> <p>(no national target at present)</p> |

*although patients make a preference for a place of death, often home, the reality of the last days/hours of life often prompts patients and/or relatives/carers to change their mind and seek what they consider to be a place of safety and support, which is invariably the acute trust. Patients are documented for PPoD as: Home; Hospital; Hospice; Care/Nursing Home; Community Hospital.

Local Economy Indicators

| Performance Measures | | Latest Performance Economic Scorecard Reported Quarterly | | | | | | | | | | |
|---|---|--|--|--------------|------------------|------------------|---|-------------|-------------|--|--------------------------|-----------------------------|
| 1. | Average House Prices | <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th></th> <th style="text-align: center;">January 2018</th> <th style="text-align: center;">January 2019</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Average Price</td> <td style="text-align: center;">£277,918.00</td> <td style="text-align: center;">£278,084.00</td> </tr> <tr> <td style="text-align: center;">% Change</td> <td style="text-align: center;">5% (January 17-18)</td> <td style="text-align: center;">-0.7% (January 18-19)</td> </tr> </tbody> </table> | | | January 2018 | January 2019 | Average Price | £277,918.00 | £278,084.00 | % Change | 5% (January 17-18) | -0.7% (January 18-19) |
| | January 2018 | January 2019 | | | | | | | | | | |
| Average Price | £277,918.00 | £278,084.00 | | | | | | | | | | |
| % Change | 5% (January 17-18) | -0.7% (January 18-19) | | | | | | | | | | |
| 2. | Planning Applications | <table border="1" style="margin: auto; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">January 2019</td> <td style="text-align: center;">181</td> </tr> <tr> <td style="text-align: center;">January 2018</td> <td style="text-align: center;">151</td> </tr> </tbody> </table> | | January 2019 | 181 | January 2018 | 151 | | | | | |
| January 2019 | 181 | | | | | | | | | | | |
| January 2018 | 151 | | | | | | | | | | | |
| 3. | Out-of-Work Benefits Claimants (All People) | <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th></th> <th style="text-align: center;">February 2018</th> <th style="text-align: center;">February 2019</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Out-of-Work Benefit Claimants (Number)</td> <td style="text-align: center;">3,025</td> <td style="text-align: center;">4,115</td> </tr> <tr> <td style="text-align: center;">Out-of-Work Benefit Claimants (%)</td> <td style="text-align: center;">2.7%</td> <td style="text-align: center;">3.7%</td> </tr> </tbody> </table> <p style="text-align: center; margin-top: 10px;">Source: Office of National Statistics & Southend-on-Sea Borough Council</p> | | | February 2018 | February 2019 | Out-of-Work Benefit Claimants (Number) | 3,025 | 4,115 | Out-of-Work Benefit Claimants (%) | 2.7% | 3.7% |
| | February 2018 | February 2019 | | | | | | | | | | |
| Out-of-Work Benefit Claimants (Number) | 3,025 | 4,115 | | | | | | | | | | |
| Out-of-Work Benefit Claimants (%) | 2.7% | 3.7% | | | | | | | | | | |

Community Safety Indicators

| Short name | Month's value (Jan 2019) | Comment – explanation of current performance, actions to improve performance and anticipated future performance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|---------------------------|---|-----------------------|-------|-------|--------------------|----|-----|--------------------|-----|-------|----------------------|----|-----|--|----|-----|---------------|----|-----|-----------------------|----|-----|--------------------------|-----|-------|------------------------------|-----|-------|-----------------------------|-----|---|-----------------------------|----|-----|
| 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, wounding's, robbery. [Cumulative] | 8073 | <p>February commentary: Continuing to promote vehicle crime security to the public, following a spike in this crime type. Working with trading standards to complete checks and make sure knives are being sold responsibly. Working with partner agencies organising the next Community Safety Partnership day.</p> <p>January 2019 BCS Breakdown: Theft of a vehicle – 4%; Theft from a vehicle - 8% ; Vehicle interference – 2%; Burglary in a dwelling – 8%; Bicycle Theft – 3%; Theft from the person -2%; Criminal damage (exc 59) - 16%; HMIC Violence without injury – 40%; Wounding (Serious or Other) – 15%; Personal Robbery – 2%.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Performance Measures | Rationale for inclusion | Latest Performance Available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 BCS crimes | Provides a broad indication of the level of crime in the borough, is a familiar performance measure and is easy to benchmark. | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Individual Components of 10 BCS Comparator Crime</th> <th style="width: 20%;">BCS Crimes (January 2019)</th> <th style="width: 50%;">Essex Police Performance Summary Offences (Rolling 12 months to January 2019)</th> </tr> </thead> <tbody> <tr> <td>10 BCS Crimes - total</td> <td style="text-align: center;">1,136</td> <td style="text-align: center;">6,654</td> </tr> <tr> <td>Theft of a vehicle</td> <td style="text-align: center;">41</td> <td style="text-align: center;">522</td> </tr> <tr> <td>Theft from Vehicle</td> <td style="text-align: center;">101</td> <td style="text-align: center;">1,022</td> </tr> <tr> <td>Vehicle Interference</td> <td style="text-align: center;">24</td> <td style="text-align: center;">246</td> </tr> <tr> <td>Burglary in a dwelling (Pre-April 17 definition)</td> <td style="text-align: center;">72</td> <td style="text-align: center;">769</td> </tr> <tr> <td>Bicycle theft</td> <td style="text-align: center;">16</td> <td style="text-align: center;">427</td> </tr> <tr> <td>Theft from the person</td> <td style="text-align: center;">10</td> <td style="text-align: center;">225</td> </tr> <tr> <td>Criminal Damage (exc 59)</td> <td style="text-align: center;">174</td> <td style="text-align: center;">2,068</td> </tr> <tr> <td>HMIC Violence Without Injury</td> <td style="text-align: center;">517</td> <td style="text-align: center;">2,742</td> </tr> <tr> <td>Wounding (Serious or Other)</td> <td style="text-align: center;">158</td> <td style="text-align: center;">*</td> </tr> <tr> <td>Robbery (Personal Property)</td> <td style="text-align: center;">23</td> <td style="text-align: center;">279</td> </tr> </tbody> </table> <p>*Not recorded.</p> | Individual Components of 10 BCS Comparator Crime | BCS Crimes (January 2019) | Essex Police Performance Summary Offences (Rolling 12 months to January 2019) | 10 BCS Crimes - total | 1,136 | 6,654 | Theft of a vehicle | 41 | 522 | Theft from Vehicle | 101 | 1,022 | Vehicle Interference | 24 | 246 | Burglary in a dwelling (Pre-April 17 definition) | 72 | 769 | Bicycle theft | 16 | 427 | Theft from the person | 10 | 225 | Criminal Damage (exc 59) | 174 | 2,068 | HMIC Violence Without Injury | 517 | 2,742 | Wounding (Serious or Other) | 158 | * | Robbery (Personal Property) | 23 | 279 |
| Individual Components of 10 BCS Comparator Crime | BCS Crimes (January 2019) | Essex Police Performance Summary Offences (Rolling 12 months to January 2019) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 BCS Crimes - total | 1,136 | 6,654 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theft of a vehicle | 41 | 522 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theft from Vehicle | 101 | 1,022 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Interference | 24 | 246 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Burglary in a dwelling (Pre-April 17 definition) | 72 | 769 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bicycle theft | 16 | 427 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theft from the person | 10 | 225 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Criminal Damage (exc 59) | 174 | 2,068 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HMIC Violence Without Injury | 517 | 2,742 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wounding (Serious or Other) | 158 | * | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Robbery (Personal Property) | 23 | 279 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | **Solved rates show the ratio between the number of police-recorded crimes where the offender has received a formal sanction (includes; charges, cautions, penalty notices and cannabis warnings), and the total number of crimes recorded in the time period covered. (Solved rates do not include restorative justice or a community resolution). | | | |
|--------------------------------|---|---|-----------------------------------|-------------------------------|---------------------------------------|
| Potential Performance Measures | | Rationale for inclusion | Latest Performance | | |
| | | | Rolling 12 months to January 2019 | | Rolling 12 month Increase/ Decrease % |
| 2 | Total number of crimes +/- incidents | Provides a broad indication of the level of crime in the borough, covering all crimes | Total number of Incidents | Total number of Crimes | Crimes – ↑24.6% |
| | | | 3,397 | 19,577 | Incidents – ↑0.3% |
| 3 | Anti-social Behaviour reported | A key concern of members and public that is not reflected in the 10 BCS crimes performance measure. | 6,654 | | ↓0.3% |
| 4 | Number of arrests (cumulative) | Provides key performance information relating to Police activity to tackle crime. However, the measure may be misleading as the number of arrests has been declining as a result of greater use of alternatives to formal charges (penalty notices, community resolution, cautions etc..) – a trend which is likely to continue. | TBC | | TBC |
| 5 | 'Positive disposals' (outcomes of crimes 'cleared up' other than a formal conviction –..) | Recognises the full range of possible outcomes taken following arrest, such as community resolution, cautions etc... | 159 | | ↑19.3% |
| 6 | Number of domestic abuse incidents | High profile area of work and a demand pressure on resources. | 1,805 | | ↓3.0% |
| 7 | Number of incidents of missing people reported | High profile area of work and a demand pressure on resources. | 75 | | ↓13.7% |