

Appendix A: Corporate Plan Performance (Quarter 4/End of Year 2015/16)

Corporate Indicators by Theme Committee

The Corporate Plan identifies a suite of indicators that help us to monitor performance; and targets have been set to encourage improvement against our strategic priorities. The tables below provide an **Annual** overview of performance for the Council in relation to the suite of indicators set out in the Corporate Plan. Please note, all Public Health indicators are returned a quarter in arrears, therefore their Quarter 3 results are presented below. Where other indicators have not returned a final 2015/16 result, this is stated in the comments column.

89 indicators comprise the 2015/16 Corporate Plan indicator set. Of these, **79** have been given an end of year RAG rating: **59% (47)** are “on or above target” and **41% (32)** are “off target”. **74** have been given a Direction of Travel status: **66% (49)** have an “improved or maintained” DOT and **34% (25)** have a “worsened” DOT.

Theme Committee	No. reported at EOY	No. with a RAG rating at EOY	RAG Ratings				Monitor / NYA	No. with a DOT at EOY	Direction of Travel	
			Green	Green Amber	Red Amber	Red			Improved/Maintained	Worsened
Adults and Safeguarding	15	15	27% (4)	20% (3)	7% (1)	47% (7)	0	14	57% (8)	43% (6)
Assets, Regeneration and Growth	6	4	0% (0)	25% (1)	0% (0)	75% (3)	2	4	50% (2)	50% (2)
Children, Education, Libraries and Safeguarding	19	13	77% (10)	8% (1)	0% (0)	15% (2)	6	15	87% (13)	13% (2)
Community Leadership	5	5	60% (3)	20% (1)	0% (0)	20% (1)	0	5	60% (3)	40% (2)
Environment	20	20	70% (14)	10% (2)	5% (1)	15% (3)	0	17	53% (9)	47% (8)
Housing	9	7	86% (6)	0% (0)	0% (0)	14% (1)	2	8	63% (5)	38% (3)
Health and Wellbeing	9	9	67% (6)	11% (1)	0% (0)	22% (2)	0	5	100% (5)	0% (0)
Customer Service	6	6	67% (4)	0% (0)	17% (1)	17% (1)	0	6	67% (4)	33% (2)
Total	89	79	47	9	3	20	10	74	49	25
Total %			59%	11%	4%	25%			66%	34%

Adults and Safeguarding

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
AC/S1	Percentage of people who use adult social care services satisfied with their care and support	Apr 2015 - Mar 2016	88.3% (2013/14)	90.0%	88.2% (GA) (2014/15)	Worsening	Comparator group 60.2% (2014/15, ASCOF)	Latest results from the Annual Social Care Survey are for 2014/15. Performance is stable and has not declined significantly between 2013/14 and 2014/15, despite increased pressures on the service, and remains above the average for our comparator group
AC/S2	Service users who find it easy to get information	Apr 2014 - Mar 2015	71.3% (2013/14)	74.5%	71.3% (R) (2014/15)	Same	Comparator group 74.4% (2014/15, ASCOF)	Latest results from the Annual Social Care Survey are for 2014/15. In 2015/16 the DU has improved the quality and accessibility of its information and advice offer through implementation of the enhanced Social Care Direct offer at its front door, as well as launching a new information, advice and advocacy contract with CAB.
AC/S3	Percentage of adults with learning disabilities who live in stable accommodation	As at 31 March	59.52%	60.0%	63.6% (G)	Improving	Comparator group 68.3% (2014/15, ASCOF)	
AC/S4	Percentage of adults with learning disabilities in paid employment	As at 31 March	9.4%	10.6%	9.2% (R)	Worsening	Comparator group 9.8% (2014/15, ASCOF)	The actual number of adults with learning disabilities in employment has increased over the quarter (from 61 in Q3 to 68 in Q4); the percentage decrease is due to a higher overall caseload (from 728 in Q3 to 742 in Q4).A
AC/S5	Percentage of adults with mental health needs in paid employment	As at 31 March	5.7%	7.0%	4.8% (R)	Worsening	Comparator group 7.0% (2014/15, ASCOF)	commissioning lead for workplace inclusion has been appointed to develop the supported employment offer in the borough for both LD and MH and is identifying service users who might benefit from the programme.

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
AC/S6	Percentage of adults with mental health needs who live in stable accommodation	As at 31 March	70.9%	75.0%	81.0% (G)	Improving	Comparator group 79.6% (2014/15, ASCOF)	
AC/S7	Percentage of people who use services, who reported that they had as much social contact as they would like	Apr 2015 - Mar 2016	41.1%	45.0%	45.0% (G)	Improving	Comparator group 43.1% (2014/15, ASCOF) (Barnet in top 50%)	
AC/S8	Percentage of new clients, older people accessing enablement	Apr 2015 - Mar 2016	N/A	50.0%	61.5% (G)	N/A	N/A	
AC/S9	Permanent admissions to residential and nursing care homes, per 100,000 population age 65+	Apr 2015 - Mar 2016	475.10	399.0	426.55 (GA)	Improving	Comparator group 408 (2014/15, ASCOF)	A significant spike in admissions was seen in November (Q3) and while the rate was brought down consistently across the remainder of the year this was not enough to return the DU below target. Work is beginning to roll out Barnet's integrated locality team approach across the borough and develop its preventative focus, including provision of care navigators to promote earlier access to preventative services.
AC/S10	Percentage of people who feel in control of their own lives	Apr 2015 - Mar 2016	68.5% (2013/14)	75.5%	68.4% (R) (2014/15)	Worsening	Comparator group 71.8% (2014/15, ASCOF) (Barnet in bottom 25%)	Latest results from the Annual Social Care Survey are for 2014/15. Marginal reduction on the previous outturn. New service delivery models implemented in 2015/16, for example, mental health, will focus on building and promoting community capacity, social and family resilience, and active citizenship.

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
AC/S11	Percentage of older people remaining at home 91 days after discharge	Apr 2015 - Mar 2016	71.9%	81.5%	73.8% (RA)	Improving	N/A	Work is underway to better understand the causes of this outturn. It relies on health data and there are concerns that Barnet under-reports in comparison to other local authorities. The increase of discharge of increasingly frail older adults through intermediate care and enablement may also be a major cause of the current performance level.
AC/S12	Percentage of carers satisfied with social services	Apr 2015 - Mar 2016	34.6% (2013/14)	35.7%	33.5% (R) (2014/15)	Worsening	Comparator group 35.4% (2014/15, ASCOF)	Latest results from the Annual Social Care Survey are for 2014/15. In 2015/16 the DU is continuing to develop the Carers' Strategy, planned for implementation from January 2016, and is also working with carers to develop a new lead provider service specification for implementation in 2016.
AC/S13	Carers' reported quality of life	Apr 2015 - Mar 2016	7.3% (2013/14)	7.8	7.3% (R) (2014/15)	Same	N/A	
AC/S14	Percentage of adult carers who have as much social contact as they would like	Apr 2015 - Mar 2016	35.8% (2013/14)	36.5%	32.4% (R) (2014/15)	Worsening	Comparator group 35.2% (2014/15, ASCOF)	
AC/S15	Percentage of people who use services who feel safe	Apr 2015 - Mar 2016	67.4% (2013/14)	68.1%	67.5% (GA) (2014/15)	Improving	Comparator group 65.8% (2014/15, ASCOF) (Barnet in top 50%)	Again, this is an annual measure for 2014/15. It shows that Barnet is in the top 50% of benchmarked local authorities and improved on 2013/14 performance. This year, the number of safeguarding concerns raised so far is high, indicating that the service is trusted with concerns.

Assets, Regeneration and Growth

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CG/S1	Unemployment	Jan 2015 – Dec 2015	6.5% (Jan 2014 – Dec 2014)	Monitor	5.8%	Improving	London 6.1% (Jan 2015 - Dec 2015, Nomisweb)	
CG/S2	Sickness benefit, as measured by the Employment Support Allowance (ESA) claimant count (0-65 weeks) or equivalent benefit	August 2015	4.5% (Aug 2014)	4.4%	4.5% (GA)	Same	London 5.3% (Aug 2015, Nomisweb)	In the last year claimant numbers fluctuated by around 250 and the percentage has stayed around 4.5% with one reporting instance of 4.6%. Looking at the long term series there seems to be a very slow downward trend in claims since 2005, but this remains the borough's most significant out of work benefit claim.
CG/S8	Residents' long-term sickness	Jan 2015 – Dec 2015	5600 (Jan 2014 – Dec 2014)	Monitor	8,200	Worsening	Barnet 13.6% London 16% (Oct 2014 - Sept 2015, Nomisweb)	
SK1 (Re/S1)	Business survival rate across the borough (end of year 2)*	Apr 2015 - Mar 2016	4.29%	4.16%	1.94% (R)	Worsening	N/A	Barnet continues to improve compared to its 2011 baseline figure (69.78% from 67.84% in 2011), the rate of improvement has slowed compared to last year (by 1.94% compared to 4.29% in the previous year). Improvement in business growth and survival will continue with a number of projects and initiatives proposed for 2016/17. Re will continue to engage with businesses who have shown particularly strong rates of business survival; and will work with the Council to identify why businesses fail in Barnet and factor in exceptional circumstances into the creation of a business support model tailored to Barnet.

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
SK2 (Re/S2)	Reduction in Youth Unemployment (including graduates and school leavers) - 16-24 year olds	Apr 2015 - Mar 2016	11.90%	3.8%	NYA	N/A	N/A	
SK3 (Re/S3)	Reduce the number of "Vacant High Street Properties" ("VHSP") across the Borough	Apr 2015 - Mar 2016	4.64%	-0.7%	NYA	N/A	N/A	This Super KPI will report in Q1 2016/17 when analysed and verified data will be available.
REGENK PI01 (Re/S11)	Number of New Homes completed	Apr 2015 - Mar 2016	1,108	1,253	NYA	N/A	N/A	End of year results to be confirmed.
Re/S12	Total number of new homes created through regeneration schemes	Apr 2015 - Mar 2016	N/A	1,423	811 (R)	N/A	N/A	
Re/S13	Number of affordable homes created through regeneration schemes	Apr 2015 - Mar 2016	N/A	248	148 (R)	N/A	N/A	No affordable housing has been delivered in Colindale for this year which has affected the overall target. Affordable homes are scheduled for delivery in 2016/17.
SPI 9 (Re/S14)	Business satisfaction	Apr 2015 - Mar 2016	N/A	N/A	N/A	N/A	N/A	Not Reported: This is a new Super PI proposed by LBB and was introduced after commencement of the contract. LBB are currently in dialogue on the methodology and approach for this Super PI that involves an Annual Business Survey.

* This target refers to the net gap between Barnet and other comparable London Boroughs to increase business survival rates. The Barnet target is to achieve 2.0 percentage points more than the comparable Boroughs' improvement i.e. $2.16 + 2.0 = 4.16$ i.e. Barnet had to improve by 4.16 percentage points. Since the Barnet target was to better that by 2.0 percentage points, the Barnet target is to improve by 4.16 percentage points (i.e. $2.16 + 2.0$).

Children, Education, Libraries and Safeguarding

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CES/S1	Percentage of primary schools rated as 'good' or better	As at 4 Apr 2016	90.9%	92.0%	92.0% (G)	Improving	Outer London 88.6% England 86.7% (April 2016, Watchsted)	
CES/S3	Percentage of secondary schools rated as 'good' or better	As at 4 Apr 2016	87.5%	87.5%	80.0% (GA)	Worsening	Outer London 85.2% England 75.8% (April 2016, Watchsted)	Ongoing challenge and monitoring strategy in place.
CES/S8	Percentage of primary pupils achieving end of key stage expectations in nationally reported subjects-two levels progress in reading between Key Stages 1 and 2*	Academic year 2014/15	94.0%	94.0%	95.0% (G)	Improving	National 91% London 93% (2014/15, DfE Statistical Release)	
CES/S9	Percentage of primary pupils reaching achieving end of key stage expectations in nationally reported subjects-two levels progress in writing between Key Stages 1 and 2*	Academic year 2014/15	94.0%	94.5%	95.0% (G)	Improving	National 94% London 96% (2014/15, DfE Statistical Release)	
CES/S11 (Annual)	Achievement gap between pupils eligible for FSM and their peers achieving end of key stage expectations in nationally reported subjects (Reading Writing and Maths) at Key Stage 2	Academic year 2014/15	13.0%	10.0%	12.0% (R)	Improving	National Gap 15pp London Gap 10pp (Disadvantaged) (2014/15, DfE Statistical Release)	Narrowing the gap action plan is scheduled to investigate attainment gaps in more detail.
CES/S13	Percentage of pupils achieving 5 or more A*-C GCSE's including English and Maths	Academic year 2014/15	67.5%	68.0%	70% (G)	Improving	National 57.3% London 60.9% (2014/15, DfE Statistical Release)	

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CES/S15 (Annual)	Percentage of looked after children making the expected level of progress in English between Key Stages 2 and 4*	Academic year 2014/15	15.6%	N/A	24.0%	Improving	N/A	Methodology change: Outturn is incomparable with previous year. Target is tied to National data released in April.
CES/S16 (Annual)	Percentage of looked after children making the expected level of progress in Maths between Key Stages 2 and 4*	Academic year 2014/15	15.6%	N/A	24.0%	Improving	N/A	Methodology change: Outturn is incomparable with previous year. Target is tied to National data released in April.
CES/S17	Percentage of 17 year olds recorded in education and training (participation rates 17 year olds) (incl. part time) and work based learning	As at 31st March 2016	88.6%	91.0%	96.8% (G)	Improving	N/A	
CES/S18	Percentage of young people who are not in education, employment or training (16 to 18 year olds)	As at 31st March 2016	2.6%	2.3%	2.0% (G)	Improving	West London and Barnet 2.4% (March 2016, West London Partnership Support Unit)	
FS/S1	Number of children made subject to Child Protection Plans	Apr 2015 - Mar 2016	232	Monitor	310	N/A	TBC	
FS/S2	Number of children made subject to Children Protection Plan for a second or subsequent time	As at 31st March 2016	N/A	Monitor	60	N/A	Barnet 14.5% Statistical Neighbours: 14.8%, London 13%, England 15.8% (2014/15, LAIT)	Reported at a point in time. FS use the last day of the month as an anchor point to pull data. This is the final return for the year.
FS/S3	Number of children subject to Children Protection Plans for two or more years	As at 31st March 2016	6.8%	5%	2.5%	N/A	Barnet 4.5% Statistical Neighbours 5%, London 3.6%, England 2.6% (2014/15, LAIT)	

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
FS/S4	Number of referrals to social care (per 10,000 of the under-18 population)	Apr 2015 - Mar 2016	389.8	Monitor	396	N/A	Barnet 405.9 Statistical Neighbours 458.9, London 469, England 573, (2014/15, LAIT)	
FS/S5	Number of children adopted	As at 31 March 2016	15	20	12 (R)	Worsening	TBC	This target was ambitious against the national context of lower adoptions as an interpretation of case law. This impacted significantly on the first half of the year; however numbers have been on the increase in the final two quarters. There are now 11 children in the system with a placement order and a plan of adopting. In 2015/16 eight children placed with adopters were contested and seven children that had a plan of adoption were instead granted an SGO by the court.
FS/S6	Percentage of children in LBB foster care	As at 31 March 2016	35%	39%	44% (G)	Improving	N/A	
FS/S7	Percentage of free entitlement early years places taken up by parents/carers that are eligible for a place	Apr 2015 - Mar 2016	41%	50%	60% (G)	Improving	N/A	
FS/S8	Percentage of the target groups that are registered with the children centre within the area it serves	Apr 2015 - Mar 2016	75%	65%	76% (G)	Improving	TBC	
FS/S15	Proportion of care leavers age 19 – 21 in education, employment or training.	As at 31 March 2016	49%	55%	55% (G)	Improving	Statistical Neighbours 51%, London 54%, England 45% (2014/15, LAIT)	

Community Leadership

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CG/S3	Decrease in the level of crime across the Mayor's Office for Policing And Crime set of crimes (burglary, vandalism, criminal damage, theft of/ from motor vehicle, violence with injury, robbery, and theft from the person)	Mar 2015 - Feb 2016	17.0%	20.0%	17.4% (R)	Improving	London 19.8% (2014/15)	The upward pressure on the volume of MOPAC7 offences is mainly driven by the higher rate of Violence with Injury Offences linked to changes in reporting, a trend which is London wide. It should be noted that Barnet remains one of the safest boroughs in London (with the 4th lowest rate of violent crime per 1000 population out of all 32 London boroughs; and a rate of violent crime per 1000 population that is 29% below the London average).
CG/S4 (RPS)	Public confidence in police and council in dealing with anti-social behaviour and crime issues that matter in their area	Autumn 2015	72% (Autumn 2014)	68%	64% (G)	Worsening	N/A	95% confidence interval applied to result.
CG/S5 (RPS)	Percentage of residents who report feeling they belong to their neighbourhood	Autumn 2015	78% (Autumn 2014)	74%	73% (G)	Worsening	National 72% (2014/15, Community Life Survey)	95% confidence interval applied to result.

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CG/S9	Percentage of residents that volunteer at least once a month	Spring 2015	25% (Spring 2014)	27%	26% (GA)	Improving	National 24% (Spring 2010/11, RPS)	The Council commissioned a new Local Infrastructure Organisation contract to Volunteering Barnet at the end of 2014. The Council's volunteering brokerage service contract was transferred from CommUNITY Barnet to Volunteering Barnet, Groundwork. As a new organisation within the borough, it has taken Volunteering Barnet time to develop contacts and make residents aware of the services they offer. At the start of the second year of Volunteering Barnet's contract there has been a significant improvement in the number of residents who have signed up to become volunteers within the borough.
CG/S10	Percentage of residents who agree that people pull together to help improve their area	Spring 2015	49% (Spring 2014)	50%	52% (G)	Improving	National 62% (2012/13, Community Life Survey)	

Environment

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CG/S11 (RPS)	Percentage of residents who are satisfied with repair of roads	Autumn 2015	33% (Autumn 2014)	35%	35% (G)	Improving	London 41% (Autumn 2014, RPS)	
CG/S12 (RPS)	Percentage of residents who are satisfied with quality of pavements	Autumn 2015	33% (Autumn 2014)	35%	35% (G)	Improving	N/A	
PI/S1	Parking transaction in town centres and on street	Apr 2015 - Mar 2016	N/A	1,650,326	2,024,492 (G)	N/A	N/A	Methodology change: 2014/15 Outturn is incomparable
PI/S2	Parking transactions in car parks	Apr 2015 - Mar 2016	N/A	278,036	517,610 (G)	N/A	N/A	Methodology change: 2014/15 Outturn is incomparable
PI/S3 (RPS)	Percentage of residents who are satisfied with parking services	Autumn 2015	26.0% (Autumn 2014)	28.0%	30.0% (G)	Improving	TBC	
EH01A (Re/S4)	Compliance with Environmental Health Service Standards (Priority 2)	Apr 2015 - Mar 2016	97%	95.0%	96.9% (G)	Worsening	Ealing 75.7% 2013/14 Q1 81.5% 2014/15, Barnet Survey	
EH01B (Re/S5)	Compliance with Environmental Health Service Standards (Priority 1)	Apr 2015 - Mar 2016	83.3%	100.0%	100.0% (G)	Improving	Ealing 75.7% 2013/14 Q1 81.5% 2014/15 Barnet Survey	
KPI 1.2 NM (Re/S7)	Annual Programme relating to Carriageway Resurfacing schemes	Apr 2015 - Mar 2016	100.0%	100.0%	100.0% (G)	Same	N/A	
KPI 1.3 NM (Re/S8)	Annual Programme relating to Footway Relay schemes	Apr 2015 - Mar 2016	100.0%	100.0%	100% (G)	Same	N/A	
KPI1001 (Re/S9)	Meet building regulation applications within statutory timescales	Apr 2015 - Mar 2016	98.7%	94.0%	97.4% (G)	Worsening	N/A	

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
KPI1001 (A&A) (Re/S10)	Compliance with planning application statutory timescales	Apr 2015 - Mar 2016	76.5%	75.0%	87.3% (G)	Improving	Newham 97%, Brent 70%, Enfield 83% Haringey 76% (Q4 2015/16 DCLG)	
Re/S15: KPI NM 2.1 (Re/C43), KPI NM 2.2 (Re/C44), KPI NM 2.3 (Re/C45)	Highways defects made safe (composite indicator - KPI 2.1-2.3NM)	Apr 2015 - Mar 2016	99.7%	100%	97.3% (R)	Worsening	N/A	Performance has been affected during the year by a number of difficulties including routine obstructions preventing some work from taking place; LOHAC contractors closure during the Christmas period; and IT errors related to connectivity in the Highways Reporting system. During the year Re has worked with the LOHAC contractor to improve communication to minimise the impact on completion times when these instances occur and are monitoring the IT errors to identify root cause and solutions.
SS/S1 (RPS)	Percentage of residents who are satisfied with parks and open spaces	Autumn 2015	72% (Autumn 2014)	72%	67% (GA)	Worsening	London 68% (Autumn 2014, RPS)	95% confidence interval applied to result. Analysis is being carried out on this data and a commentary will be supplied for Q1 addressing the position.
SS/S2	Percentage of households which have used parks, playgrounds or open spaces in the last 12 months	Autumn 2015	73.5% (Autumn 2014)	86%	69% (R)	Worsening	N/A	95% confidence interval applied to result. Analysis is being carried out on this data and a commentary will be supplied for Q1 addressing the position.
SS/S3	Percentage of household waste sent for reuse, recycling and composting	Oct 2015 - Dec 2015	35.79%	42.0%	37.95% (RA)	Improving	N/A	This is the Q3 result. End of year result expected in Q1 2016/17.
SS/S4 (RPS)	Percentage of residents who are satisfied with refuse and recycling services	Autumn 2015	76% (Autumn 2014)	80%	78% (G)	Improving	N/A	95% confidence interval applied to result.

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
SS/S5	Recycling participation (blue bin)	Apr 2015 - Mar 2016	N/A	71%	85% (G)	N/A	N/A	
SS/S6 (RPS)	Percentage of residents who are satisfied with street cleaning	Autumn 2015	53% (Autumn 2014)	58%	52% (R)	Worsening	London 55% (Autumn 2014, RPS)	95% confidence interval applied to result. Analysis is being carried out on this data and a commentary will be supplied for Q1 addressing the position.
SS/S7	Percentage of unacceptable levels of litter	Apr 2015 - Mar 2016	2.67%	3%	3.76% (GA)	Worsening	N/A	Whole year under performance was due to low results for one tranche. Refresher training of all relevant officers was undertaken by Keep Britain Tidy to ensure officers' consistency of recording results.
SS/S8	Percentage of unacceptable levels of detritus	Apr 2015 - Mar 2016	9.17%	14%	10.67% (G)	Worsening	N/A	

Housing

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
BH/S1	Numbers in Emergency Temporary Accommodation (ETA)	As at 31 March 2016	455	500	251 (G)	Improving	London - 16 th (Q3 2015/16, DCLG)	
BH/S2	Number of homelessness preventions	Apr 2015 - Mar 2016	832	700	905 (G)	Improving	London 2 nd quartile (2014/15, DCLG)	
BH/S3	Length of stay in Emergency Temporary Accommodation	As at 31 March 2016	53.3	Monitor	63.1	Worsening	N/A	
BH/S4	Current arrears as a percentage of debit	As at 31 March 2016	3.53%	3.30%	3.24% (G)	Improving	London Lower quartile (Q3 2015/16, Housemark)	
BH/S5	Temporary Accommodation arrears as a percentage of debit	As at 31 March 2016	6.33%	5.50%	5.04% (G)	Improving	N/A	
CG/S6 (RPS)	Percentage of residents who list affordable housing as a concern	Autumn 2015	29.0% (Autumn 2014)	Monitor	36.0%	Worsening	London 23% (Autumn 2014, RPS)	
CG/S18	Percentage of respondents very or fairly satisfied with the service provided by their social housing provider (Barnet Homes)	Jan-Mar 2016	N/A	81%	81% (G)	N/A	N/A	Reported every 2 years.
EH021 (Re/S6)	Compliance with licensing requirements for Houses in Multiple Occupation	Apr 2015 - Mar 2016	61.9%	60.0%	80% (G)	Improving	N/A	

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
Re/S17	Percentage of new build homes that are affordable	Apr 2015 - Mar 2016	Not available	40%	18% (R)	Worsening	N/A	The percentage of affordable homes will change from year to year depending on developer delivery programmes. Developers will not consistently be delivering 40% social housing every year. In some years it may be more in other years it may be less. The percentage is particularly low for 2015/16 as only private homes were delivered in Colindale.

Public Health and Wellbeing*

Ref	Indicator	Period covered	Q3 2014/15 Result	2015/16 Target	Q3 2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
PH/S1	Smoking status at time of delivery	Oct - Dec 2015	2.9%	5.0%	3.7% (G)	Same	England 11.4% London 4.8% (2014/15, PHOF)	
PH/S2	Excess weight in 4-5 year olds (overweight or obese)	Oct - Dec 2015	20.8% (July – Sept 2014)	21.0%	19.9% (G)	Improving	England 22.5% London 23.1% (2014/15, PHOF)	
PH/S3	Excess weight in 10-11 year olds (overweight or obese)	Oct - Dec 2015	33.6% (July – Sept 2014)	36.7%	32.6% (G)	Improving	England 33.5% London 37.6% (2014/15, PHOF)	
PH/S4	Rate of hospital admissions related to alcohol	Oct - Dec 2015	New	458.76	404.78 (G)	N/A	N/A	Q2 and Q3 results are the same as PHE refresh the results of some KPIs every 6 months.
PH/S5	Smoking Prevalence	Oct - Dec 2015	15.0% (July – Sept 2014)	15.0%	13.2% (G)	Same	England 18.0% London 17.0% (2014/15, PHOF)	Q2 and Q3 results are the same as PHE refresh the results of some KPIs every 6 months.
PH/S7	Physical activity participation	Oct - Dec 2015	56.0% (2012)	54.0%	58.5% (G)	Same	England 57.0% London 57.8% (2014/15, PHOF)	Q2 and Q3 results are the same as PHE refresh the results of some KPIs every 6 months.
PH/S8	Cumulative percentage of the eligible population aged 40-74 who have received an NHS Health Check	Oct - Dec 2015	New	2225	902 (R)	N/A	Barnet 0.94% England 2.3% London 2.7% (2014/15, PHOF)	Ongoing issues with data sharing and some practices having difficulty using the new IT system.
PH/S9	Number of people with mental health problems who have accessed the MaPS employment support programme	Oct - Dec 2015	New	63	61 (GA)	N/A	N/A	The capacity of this service is proportionate to demand, and there is no waiting list. Motivational and Psychological Support activity will continue in Q4 2015/16 and into 2016/17; if the current level of activity continues, the annual target will be met.

Ref	Indicator	Period covered	Q3 2014/15 Result	2015/16 Target	Q3 2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
PH/S10	Number of people with mental health problems who have accessed the IPS employment support programme	Oct - Dec 2015	New	38	19 (R)	N/A	N/A	Delay between clients starting the programme and securing employment.

*All Public Health results are delivered a quarter in arrears.

Customer Experience and Effective Services

Ref	Indicator	Period covered	2014/15 Result	2015/16 Target	2015/16 Result	Direction of Travel	Benchmarking	Comment where "off target"
CG/S7	Spend (total net spend per head)	As at 31 March 2016	£1272	£1254	£1278 (RA)	Worsening	Nearest Neighbour spend per head £1379 (March 2016)	Aspirational target to be in the lowest quartile of Nearest Neighbours was not achieved. However Barnet is still providing significantly better value than the Nearest Neighbour average.
CG/S14 (RPS)	Percentage of residents who are satisfied with the way the Council runs things	Autumn 2015	71.0% (Autumn 2014)	73.0%	74.0% (G)	Improving	National 67% (June 2015, LGA Survey)	
CG/S15	Performance of services	As at 31 March 2016	83%	100%	82% (R)	Worsening	N/A	Stretching target. Further analysis to be undertaken to compare against other benchmarking groups and authorities.
CG/S16	Percentage of residents who are satisfied with Barnet as a place to live	Autumn 2015	88.0% (Autumn 2014)	90.0%	88% (G)	Same	National 82% (June 2015, LGA Survey)	95% confidence interval applied to result.
CG/S19	Resident Satisfaction - It is easy to access Council services	Spring 2015	71.0% (Spring 2014)	70.0%	70% (G)	Same	N/A	95% confidence interval applied to result.
CSG/S1	Resident Satisfaction - It is easy to access Council services	Spring 2015	66% Autumn 2014	54.0%	70% (G)	Improving	N/A	95% confidence interval applied to result.