

Wandsworth Council topline indicator results for 2014/15 - Published July 2015

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***Key to the Overall Performance Assessment**

A traffic-light assessment (Red – Amber – Green – RAG) has been conducted for each indicator in the table below. This assessment is based on both the performance trend (direction of travel) and whether the agreed target has been met. The following rules have been used to apply the RAG rating in the table below:

- a) Performance improvement and target achieved – GREEN
- b) Performance improvement and target not achieved – AMBER
- c) Performance deterioration but target achieved – AMBER
- d) Performance deterioration and target missed – RED
- e) If a performance trend cannot be determined (e.g. not comparable, no data for previous years, or the data is unchanged year to year) the assessment is made purely on whether the target has been hit.

| REF | INDICATOR DESCRIPTION | ACTUAL 2012/13 | ACTUAL 2013/14 | ACTUAL 2014/15 | COMMENT ON LATEST AVAILABLE DATA | TARGET 2014/15 | END YEAR OPA (Red, Amber or Green) |
|-----------------------|--|----------------|----------------|----------------|--|----------------------|------------------------------------|
| | ADULT CARE AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE | | | | | | |
| | Adult Social Care | | | | | | |
| 1Ciia | % clients on Direct Payments (snapshot) | n/a | 17.3% | 21.0% | Provisional unvalidated result | 20.7% | GREEN |
| 1E (Former NI146) | % adults with learning disabilities known to the Council in paid employment at time of assessment or latest review | 8.5% | 9.2% | | Data not yet available | 9.2% | |
| 1F (Former NI150) | Adults in contact with secondary mental health services in employment | 8.7% | 7.0% | 7.3% | Provisional unvalidated result | 7.0% | GREEN |
| 1G (Former NI145) | % adults with learning disabilities known to the Council in settled accommodation at time of assessment or latest review | 67.1% | 68.5% | | Data not yet available | 68.7% | |
| 1H (Former NI149) | Adults in contact with secondary mental health services in settled accommodation | 83.5% | 81.2% | 77.1% | December 2014 data. Data is published by the HSIC with a 3 or 4 months timelag and performance can change significantly in final quarter hence too early to rag-rate as red. | 81.2% | AMBER |
| 2Ai | Admissions into residential and nursing care 18-64 per 100,000 population | 5.78 | 4.0 | 5.8 | Provisional unvalidated result | 6.7 (15 admissions) | GREEN |
| 2Aii | Admissions into residential and nursing care 65+ per 100,000 population | 554.00 | 521.6 | 464.6 | Provisional unvalidated result. Using mid 2012 65+ pop as that is the figure used by Better Care fund nationally. | 486 (135 admissions) | GREEN |
| 2Bi (Former NI125) | % older people (aged 65+) achieving independence through rehabilitation/intermediate care following a hospital episode | 93.4% | 93.0% | | Result not yet available - awaiting data from health | 90.0% | |
| 2Bii | % older people (aged 65+) receiving rehabilitation/intermediate care following a hospital episode | n/a | | | Result not yet available - awaiting data from health | 4.3% | |
| 2Ci (Former NI131) | Av. weekly rate of delayed transfers of care from all hospitals, acute and non-acute per 100,000 aged 18+ | 2.82 | 2.86 | 4.20 | Provisional unvalidated result | 4.5 | AMBER |
| 2Cii | Av. weekly rate of delayed transfers of care from all hospitals, acute and non-acute per 100,000 aged 18+ (Social Services only or jointly attributable) | 0.50 | 0.48 | 0.91 | Provisional unvalidated result | 1 | AMBER |
| Local | No. total days delayed per 100,000 (both NHS and Social Care) | n/a | | 1367 | This is based on February data - timelag. Using BCF population data (mid 2012 -256,739). | 1200 | RED |
| 3A | Overall satisfaction of people who use services with their care and support (Survey Based) | 56.6% | 59.0% | | Data not yet available- delayed by HSCIC data sheet being incorrect | n/a | |
| 3B | Overall satisfaction of carers with social services | 33.7% | | 31.8% | Provisional unvalidated result | n/a | |
| Local | No. clients receiving a review as % those receiving a service. | 80.4% | 83.4% | 80.1% | Provisional unvalidated result | 80.0% | AMBER |
| Local | Repeat safeguarding referrals as % all referrals | 10.0% | 10.6% | | Data not yet available | 10.0% | |
| | Public Health Indicators | | | | | | |
| Former NI40 | Drug users in effective treatment | 634 | 582 | 582 | This is rolling 12 month data to July 2014. Data source (NDTMS) has been unavailable for 6 months and these are therefore the latest figures available | 648 | AMBER |
| Local | No. problem drug users (crack or heroin) leaving treatment having completed treatment | 81 | 74 | 51 | April-October 2014 data. Also affected by NDTMS downtime. | 81 | AMBER |
| Local | No. all drug users leaving treatment having completed treatment | 128 | 161 | 111 | April-October 2014 data. Also affected by NDTMS downtime. | 151 | AMBER |
| New local for 13/14 | % patients at GUM services commissioned by the Council seen within 48 hours of first contacting the service | | n/a | | Unable to provide data as not collected nationally. | TBC | |
| New local for 13/14 | % patients of reproductive sexual health services commissioned by the Council seen within 1.5 hours of registration at the clinic | | n/a | | Unable to provide data as not collected nationally. | TBC | |

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|---------------------------------------|--|---------------|-------|-------|---|---------------------------------|-------|
| Former NI120 | All-age all cause mortality rate (age-standardised rate per 100,000 - females) | | 852.4 | 839 | DSR data over three years. 2012/14 not yet available. This is latest available date and reflects 2011-2103 | Improvement on last data period | GREEN |
| Former NI120 | All-age all cause mortality rate (age-standardised rate per 100,000 - males) | | 1212 | 1195 | DSR data over three years. 2012/14 not yet available. This is latest available date and reflects 2011-2104 | Improvement on last data period | GREEN |
| Former NI121 | Under 75 mortality rate from cardiovascular disease (standardised rate per 100,000 population) | 89.10 | 83.10 | 87.2 | DSR data over three years. 2012/14 not yet available. Latest data therefore shown. | Improvement on last data period | AMBER |
| Former NI122 | Under 75 mortality rate from cancer | 116.45 | 141.5 | 145.3 | As above | Improvement on last data period | AMBER |
| Former NI123 | No. people quitting through smoking cessation service | 1526 | 1530 | 1303 | Quit figures for 2014/15 available from 16th June 2015. This is latest data | 1565 | AMBER |
| Local | % eligible people offered an NHS Health Check | 28.0% | 24% | 30.6% | | 20% | GREEN |
| Local | % eligible people who have received an NHS Health Check | 22.4% | 18% | 16% | | 15.0% | AMBER |
| New local for 14/15 | Emergency hospital admissions for injuries due to falls in people aged over 65 per 100,000 resident population | new for 14/15 | 2667 | | | 2,280.2 | |
| Former NI39 | Alcohol-harm related hospital admission rates, per 100,000 population | 2009 | 2086 | 2056 | 2014/15 figure is a projection based on Q1 & Q2 data (which in itself is provisional) | Improvement on last data period | |
| | EDUCATION AND CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE | | | | | | |
| | Education and Children's Services | | | | | | |
| Local (L76) | % children with a child protection plan who had been visited at least once every 15 days by their social worker | 26.1% | 61.2% | 71.0% | Provisional unvalidated result | 100% | AMBER |
| Local (former N14 variant) | % child and family assessments completed in the year which took over 45 days to complete. | 13.3% | 22.2% | 36.5% | Provisional unvalidated result | <20% | RED |
| Local (N17 (former NI64) | % children with Child Protection Plans that have ended in the year, whose plan lasted for 2 years or more. | 8.1% | 5.4% | 2.8% | Provisional unvalidated result | <5% | GREEN |
| Local - AS1 (Adoption scorecard) | Av. time (days) between entering care and moving in with adoptive family, for all children who have been adopted | 792 | 566 | 512 | Provisional unvalidated result | 550 days | GREEN |
| Local Former NI63 (now P2 placements) | Stability of placement (length of placement): % children looked after aged under 16 at 31st March and who had been looked after continuously for 2.5 years, who were living in the same placement for at least 2 years | 76.2% | 71.0% | 60.3% | Provisional unvalidated result | 72% | RED |
| Local (former C19) | % children looked after for 12 months as at 30th March who had received a health assessment and had their teeth checked in the previous 12 months | 90% | 77.1% | 84.8% | Provisional result | 92% | AMBER |
| Local (Former NI148) | % former care leavers looked after on 1st April in their 17th year, who were in education, employment or training at age 19. | 85.7% | 47.1% | 53.8% | Provisional result | 75% | AMBER |
| | % troubled families (cumulative) meeting the following qualifying criteria that had a positive outcome: | | | | In total Wandsworth has turned around 100% of its allocated families. Wandsworth were the first London borough to achieve 100%. As at March 2015, 8 London boroughs have reached 100% Family Turned Around (FTA). | | |
| Local | Crime | 5.5% | 98.5% | 94.2% | | 70% (by Mar 2015) | GREEN |
| Local | Worklessness | 4.4% | 11.3% | 9.7% | | 25% (by Mar 2015) | RED |
| Local | Education | 12.4% | 98.5% | 94.2% | | 70% (by Mar 2015) | GREEN |
| Local | % Payment by Results pot available to Wandsworth claimed (cumulative between April 2012 and March 2015) | 0.6% | 20.9% | 77.3% | | 70% (by Mar 2015) | GREEN |
| Local (former BV45) | % half days missed due to total absence in: | | | | | | |
| Local (Former BV45) | local authority secondary schools | 5.5% | 5.3% | 4.7% | Six half term data (=Full academic year 2013/14) from March 2015 Statistical First Return (DfE) | 5.3% | GREEN |

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|--|--|--------|--------|--------|--|--------|-------|
| Local (Former BV46) | local authority primary schools | 4.4% | 4.7% | 3.9% | Six half term data (=Full academic year 2013/14) from March 2015 Statistical First Return (DfE) | 4.3% | GREEN |
| Local | local special schools | 12.4% | 11.1% | 11.1% | Six half term data (=Full academic year 2013/14) from March 2015 Statistical First Return (DfE) | 10.0% | AMBER |
| Local (Former NI87) | Secondary school persistent absence rate | 5.9% | 5.40% | 3.8% | Six half term data (=Full academic year 2013/14) from March 2015 Statistical First Return (DfE) | 5.3% | GREEN |
| Local | Primary school persistent absence rate | 3.6% | 3.40% | 2.2% | Six half term data (=Full academic year 2013/14) from March 2015 Statistical First Return (DfE) | 3.3% | GREEN |
| Local (Former NI114) | Rate of permanent exclusions from school (no. permanent exclusions in the academic year expressed as % school population) | 0.14% | 0.11% | 0.13% | This data (13-14 academic yr) is only available annually and after the January school census collection has closed - First statistical release not published until July 2015 so this figure is <u>provisional</u> until that time. | 0.11% | RED |
| Local | % CLA with at least one fixed term exclusion (permanent exclusions are tiny cohort) | 11.8% | 29% | 9.9% | 2013-14 academic year | 13% | GREEN |
| Local | % CLA classed as persistent absentees (28 day threshold) | 5.7% | 12.5% | 9.3% | 2013-14 academic year | 11.0% | GREEN |
| Local (Former NI111) | No. first time entrants to the youth criminal justice system based on PNC data (police national computer) per 100,000 10-17 population | 595 | 427 | 351 | Relates to January to December 2014, 12mth period which is currently latest available data for reporting. Previous yrs figure relates to financial yr. | 496 | GREEN |
| Local (Former NI19) | Re-offending frequency rate after 12 months (av. no. re-offences committed by 12 month cohort) | 0.94 | 1.05 | 1.22 | Relates to July 2012 - June 2013 monitored cohort. Previous yr relates to April 2011-March 2012 monitored cohort. | 1.03 | RED |
| Local (variant on former NI91) | % in year group 12-14 participating in education or training (includes YP aged 17-19) | 94.9% | 83.0% | 86.4% | | 93.5% | AMBER |
| Local | No. attendances of 11-19 year olds at youth clubs | 91,173 | 81,319 | 64,794 | | 82,945 | RED |
| Local (Former BV221b) | % young people aged 13-19 participating in youth work, who gain an accredited outcome | 30.1% | 44% | 47% | | 53% | AMBER |
| Local | No. under 16 regular library users | 13,056 | 12,338 | 11,295 | | 12,590 | RED |
| Local | No. under 5 regular library users | 3,737 | 3,474 | 2,876 | | 3,545 | RED |
| Local | % under 16s rating the service as good or very good | n/a | n/a | 87% | | 88% | AMBER |
| Local | % Bookstart Packs delivered by the Library and Heritage Service to children aged birth - 3 years. | 88% | 89% | 97% | | 91% | GREEN |
| Local | % children reaching a good level of development, as assessed under new EYFS (achieving 2 or more in each of the primary areas of learning, plus literacy and numeracy) | n/a | 54% | 64% | 2013-14 academic year | 55% | GREEN |
| | % KS1 pupils achieving level 2 or better based on teacher assessment: | | | | | | |
| Local | Reading | 88.0% | 90.0% | 90% | 2013-14 academic year. Wandsworth result is in line with the previous year, national average, London average and statistical neighbours average | 92.3% | AMBER |
| Local | Writing | 86.0% | 88.0% | 90% | 2013-14 academic year | 89.7% | GREEN |
| Local | Mathematics | 90.0% | 93.0% | 92% | 2013-14 academic year | 93.5% | RED |
| Local | Progression by 2 levels in reading between KS1 and KS2 | n/a | 94.0% | 94% | Final 2013-14 academic yr result. Wandsworth result is in line with the previous year, above national average, London average and statistical neighbours average. Ranked equal 4th nationally, quartile A | 94.9% | AMBER |
| Local | Progression by 2 levels in writing between KS1 and KS2 | n/a | 96.0% | 96% | Final 2013-14 academic yr result, Wandsworth result is above the national average. In line with London average and statistical neighbours average. Ranked equal 4th nationally. | 97.0% | AMBER |
| Local (Former NI94) | Progression by 2 levels in Maths between KS1 and KS2 | 92.0% | 94% | 93% | Final 2013-14 academic yr result | 95% | RED |

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|---|--|--------|--------|--------|--|--------------|-------|
| Local (Former NI73 - amende d in 13/14) | Achievement at level 4 or above in reading, writing and mathematics at KS2 | 82% | 82% | 82% | Final 2013-14 academic yr result. Wandsworth result is above the national average. In line with London average and statistical neighbours average. Ranked equal 7th nationally. | 85% | AMBER |
| Local (former NI 76) - amende d in 13/14 | no. schools where fewer than 60% of pupils achieve Level 4 or above in reading, writing and mathematics combined at KS2 | 0 | 1 | 1 | Final 2013-14 academic yr result | 0 | AMBER |
| | Achievement gap between pupils in the Black & Minority Ethnic groups and all pupils at KS2: | | | | | | |
| Local (Former NI 106a) | Black Caribbean | -4.6% | -3.8% | -8.2% | Provisional 13-14 academic year results (from REU website). Note - only provisional data available for this group. | -3.8% to 0% | RED |
| Local (Former NI 106b) | Black Somali | -8.4% | -6.6% | -6.3% | Provisional 13-14 academic year results (from REU website). Note - only provisional data available for this group. | -6.6% to 0% | GREEN |
| Local | Looked after children reaching level 4 in Reading and Maths at KS2 | 54.0% | 85.0% | 80.0% | Final 2013-14 academic yr result | 70% | GREEN |
| Local (Former NI102a) | Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS2 (Level 4 and above in reading, writing and mathematics combined) | -15.7% | -12.0% | -12.0% | Final 2013-14 academic yr result. Gap is narrower than the national and London average. | -10.9% | AMBER |
| Local (Former NI104) - amende d in 13/14 | Narrowing the gap: % point difference between pupils with special educational needs and their peers at the expected level at KS2 (Level 4 and above in reading, writing and mathematics) | -41.3% | -38.0% | -40.0% | Final 2013-14 academic yr result | -34.3% | RED |
| Local - amende d in 13/14 | % pupils making expected progress between KS2 and KS4 in English (state-funded mainstream, inc academies) | 69.6% | 72.9% | 74.9% | Final 2013-14 academic yr result | 74.8% | GREEN |
| Local | % pupils making expected progress between KS2 and KS4 in Maths (state-funded mainstream, inc academies) | 72.2% | 76.0% | 70.2% | Final 2013-14 academic yr result | 77% | RED |
| Local (Former NI78) | No. schools where fewer than 45% of people achieve 5 or more A* - C grades at GCSE and equivalent including GCSEs in English and Maths | 1 | 0 | 0 | Final 2013-14 academic yr result | 0 | GREEN |
| Local (Former NI75) | % pupils in maintained schools in Wandsworth achieving at least 5 GCSEs (or equivalent) at grades A*-C including English and Maths, as measured by DFES performance tables (Includes Ashcroft Academy) | 58.3% | 61.3% | 59.1% | Final 2013-14 academic yr result | 64.2% | RED |
| | Achievement gap between pupils in the Black & Minority Ethnic groups and all pupils at KS4: | | | | | | |
| Local (Former NI 107a) | Black Caribbean | -14.1% | -10.2% | -15.2% | Provisional 13-14 academic year results (from REU website) | -10.2% to 0% | RED |
| Local (Former NI 107b) | Black Somali | -9.5% | -10.0% | -6.7% | Provisional 13-14 academic year results (from REU website) | -10% to 0% | GREEN |
| Local | % year 11 pupils who were looked after as at 31st March for 12 months or more who achieved 1 or more A* - G GCSE/GNVQ | 83.3% | 87.5% | 83.0% | Final 2013-14 academic yr result | 85.0% | RED |
| Local (Former NI101) | Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS4 (including English and Maths) | 11.1% | 12.5% | 0.0% | Final 2013-14 academic yr result | 20% | RED |
| Local (Former NI102b) | Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS4 | -16.5% | -18.1% | -22.9% | Final 2013-14 academic yr result | -16.0% | RED |

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|--------------------------|--|----------------------|----------------------|------------------------|---|----------|-------|
| Local (Former NI105) | Narrowing the gap: % point difference between pupils with special educational needs and their peers at GCSE (5A*-C inc Eng & Maths) | -40.5% | -41.9% | -41.7% | Final 2013-14 academic yr result | -38.2% | RED |
| Local | A-Level - Average Point Score per full time equivalent Academic student | new for 14/15 | new for 14/15 | 719.2 | Final DfE 13/14 academic year result. | Baseline | |
| Local | A-Level - Average Point Score per Academic entry | new for 14/15 | new for 14/15 | 203.5 | Final DfE 13/14 academic year result. | Baseline | |
| Local | A-Level - Average Point Score per full time equivalent Vocational student | new for 14/15 | new for 14/15 | 578.9 | Final DfE 13/14 academic year result. | Baseline | |
| Local | A-Level - Average Point Score per Vocational entry | new for 14/15 | new for 14/15 | 211.7 | Final DfE 13/14 academic year result. | Baseline | |
| Local (Former NI79) | Achievement of a Level 2 qualification by the age of 19 | 86.0% | 85.0% | 87.0% | Final DfE 13/14 academic year result. | 86.7% | GREEN |
| Local (Former NI80) | Achievement of a Level 3 qualification by the age of 19 | 60.0% | 61.0% | 62.0% | Final DfE 13/14 academic year result. | 62.2% | GREEN |
| Local (Former NI81) | Narrowing the gap: gap in attainment of level 3 qualification at age 19 between those young people who were in receipt of free school meals at age 15 and those who were not | -6.0% | -16.0% | -14.0% | Final DfE 13/14 academic year result. | -10.8% | AMBER |
| Local | % primary school admissions made on line | 57% (2013 intake) | 66% (2014 intake) | 82.6% | 2015 intake | 70% | GREEN |
| Local | % secondary school admissions made on line | 40% (2013 intake) | 59% (2014 intake) | 81.2% | 2015 intake | 60% | GREEN |
| Local (Former NI89a) | No. schools in special measures | 0 | 1 | 1 | Final 13/14 academic year result. | 0 | RED |
| | Special Educational Needs – statements issued within 26 weeks: | | | | | | |
| Local (Former NI103a) | excluding exception cases | 91.0% | 92% | 88% | | 89.0% | RED |
| Local (Former NI103b) | including exception cases | 90.9% | 89.5% | 42.4% | | 90.0% | RED |
| Local (Former NI55b) | Obesity among primary school age children in Reception Year with height and weight recorded who are obese. | 10.3% | 9.8% | 7.7% | 2013-14 academic year | 9.8% | GREEN |
| Local (Former NI56b) | Obesity among primary school age children in Year 6 with height and weight recorded who are obese. | 20.0% | 20.2% | 20.3% | 2013-14 academic year. Compared with 2012-13 academic year, difference is statistically insignificant. | 20.2% | AMBER |
| Local | % parent whose children are measured as part of NCMP (national child measuring programme) sent results letters within six weeks of the measurement | n/a | <100% | data not yet available | Data awaited from the HSIC (Health and Social Care Information Centre) | 100% | |
| Local | % children with a BMI >99.6 th percentile who had their GPs sent a letter about their status | n/a | <100% | data not yet available | Data awaited from the HSIC (Health and Social Care Information Centre) | 100% | |
| Local | % children aged 4-5 years with completed health assessment questionnaire at school entry in reception/Year 1 | n/a | n/a | data not yet available | This is Health Visiting Target. Contract currently with NHS England. Performance report will be shared with LA as part of transition arrangements. Reports are awaited. | 95% | |
| Local (Former NI53) | Prevalence of breast-feeding at 6-8 wks from birth | 73.3% | 76.0% | 76.6% | Latest available data is to Q3 2014/15 | 75.7% | GREEN |
| Local (Former NI112) | Under 18 conception rate (defined as the number of conceptions under 18 per 1000 females aged 15-17) | 29.4 | 25.5 | 21.4 | Latest available data relates to 2013 calendar year. | 25.5 | GREEN |
| Local - amended in 13/14 | Under 16 conception rate (defined as the number of conceptions under 16 per 1000 females aged 13-15) - rolling average for most recently available 3 year period (AMENDED) | 6.4 | 5.5 | | | 4.7 | |
| Local | Chlamydia diagnoses per 100,000 population aged 15 to 24 (including NCSP, non-NCSP and GUM screens) | 2885 | 4682 | data not yet available | Most recent PHE data (2013/14) of 4682 is not accurate. Double-counting issues (which cause the diagnostic rate to be inflated) raised with service provider. | 2300 | |
| | FINANCE AND CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE | | | | | | |
| | Council Tax and Benefits | | | | | | |

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|---------------------------------|---|---------------|-----------------------|--------|--|-------|-------|
| Former BV78a - amended in 13/14 | Av. time in days for processing new HB claims | new for 13/14 | 24.0 | 24.0 | | 25 | GREEN |
| Local | Av. time in days for processing new CTR claims | new for 13/14 | 23.9 | 23.5 | | 25 | GREEN |
| Local | Av. time in days for processing HB change events | new for 13/14 | 11.2 | 11.2 | | 16 | GREEN |
| Local | Av. time in days for processing CTR change events | new for 13/14 | 7.2 | 10.9 | | 13 | AMBER |
| Local | Amount of overpayment recovered through methods other than HB as % net collectable overpayments currently within Sundry Debt Accounts | 22.3% | 21.4% | 21.1% | | 20.7% | GREEN |
| Local | Amount of overpayments written off as a % of net collectable overpayments currently within Sundry Debt Accounts | 11.0% | 9.9% | 9.1% | | 9.0% | AMBER |
| Local | No. successful sanctions per 1000 caseload | 2.26 | 3.08 | 3.99 | | 2.70 | GREEN |
| | Information Technology and Online First | | | | | | |
| Local | Resolution of reported incidents within SLA timescales (Corporate IT) | 94.0% | 95.1% | 93.5% | | 92% | AMBER |
| Local | Service availability within core working hours (SOCITM KPI15) | 99.7% | 99.8% | 99.6% | | 99.8% | RED |
| Local | % new benefit claims made on-line (as % all new claims) | 44.1% | 59.7% | 72.6% | | 60.0% | GREEN |
| Local | % benefit changes reported on line as % all reported changes | 14.5% | 21.5% | 26.0% | | 22.0% | GREEN |
| Local - amended 14/15 | No. social media followers as % total resident population | new for 13/14 | 3.6% | 4.8% | | 4.4% | GREEN |
| Local | No. website visits per head of population (rolling year) | new for 13/14 | 14.3 | 15.5 | | 14.9 | GREEN |
| | Corporate Health | | | | | | |
| New local for 14/15 | % electorate confirmed on the register after data matching under Individual Electoral Registration (IER) | n/a | new for 14/15 | 94.3% | This is an interim figure, the true result will not be known until December 2015 | 70% | GREEN |
| New local for 14/15 | % individual registration forms completed on line | n/a | new for 14/15 | n/a | The system currently cannot provide numbers registered | 20% | |
| Local | % total LLC searches carried out in 5 days. | 99.4% | 73.2% | 100.0% | | 90% | GREEN |
| | How well the Council did against its telephone answering targets: | | | | | | |
| Local - amended in 13/14 | switchboard in 15 seconds (AMENDED) | n/a | 86.8% | 87.0% | | 87.0% | GREEN |
| Local - amended in 13/14 | switchboard in 25 seconds (AMENDED) | n/a | 92.6% | 91.4% | | 90.0% | AMBER |
| Former BV8 | % undisputed invoices which were paid in 30 days. | 94.9% | 92.4% | 92.2% | Full year's data 1st April 2014 to 31st March 2015 | 98.5% | RED |
| Former BV9 | % council tax which the Council collected during the year | 98.1% | 98.3% | 98.4% | | 98.4% | GREEN |
| Former BV10 | % business rates which the Council collected during the year | 98.4% | 98.9% | 99.5% | | 99.0% | GREEN |
| Local | Capital receipts in the period (£m) | £61.8 | £44.8 | £51.4 | | £52.3 | GREEN |
| Local | Investment property income collected as % debits raised | 98.7% | 115.4% | | | | |
| New local for 14/15 | % investment portfolio rent collected against invoiced in the financial year | | new for 14/15 from q3 | | | 97.0% | |
| New local for 14/15 | % investment portfolio rent arrears as % collected in the financial year | | new for 14/15 from q3 | | | 3.0% | |
| Local | No. voids as % total no. units in the investment portfolio | 2.0% | 2.3% | 2.4% | | 4.0% | AMBER |
| Local | % payroll errors | 0.10% | 0.09% | 0.26% | | 0.1% | RED |
| Former BV11a | % top 5% earners that are women | 32.8% | 33.3% | 36.8% | | 35.0% | GREEN |

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| Former BV11b | % top 5% earners from black and minority ethnic communities | 9.0% | 9.1% | 9.2% | | 9.5% | AMBER |
| Former BV11c | % top 5% earners that have a disability | 7.2% | 6.3% | 6.4% | | 9.0% | AMBER |
| | No. working days lost to sickness absence per fte: | | | | | | |
| Local | Administration | 3.9 | 3.8 | 3.2 | | n/a | |
| Local | Education and Social Services (excluding schools) | 7.7 | 7.0 | 7.3 | | n/a | |
| Local | Education and Social Services (including schools) | 5.1 | 6.4 | 7.8 | | n/a | |
| Local | Finance | 7.1 | 5.1 | 4.3 | | n/a | |
| Local | Housing and Community Services | 6.0 | 5.5 | 6.2 | | n/a | |
| Local | All departments - excluding schools | 5.9 | 5.7 | 5.9 | | 5.2 | RED |
| Local | School based staff | 7.5 | 7.0 | 8.0 | | 5.7 | RED |
| Former BV15 | Ill-health retirements as % all staff | 0.09% | 0.05% | 0.03% | data exclude school staff | n/a | |
| Former BV17a | Minority ethnic communities staff as % all staff | 28.7% | 30.3% | 29.4% | | 31.0% | RED |
| New local for 13/14 | No. hayband (chief officer) posts as at 31st March each year (2010 baseline of 44 posts) | 38 | 37 | 31 | | 27 | AMBER |
| Local | % recruitment campaigns completed within twelve weeks | new for 13/14 | 46% | 86% | | 70% | GREEN |
| Local | % contracts issued to new appointees before start date | new for 13/14 | 75% | 100% | | 95% | GREEN |
| Local | % Occupational Health referrals completed within six weeks | new for 13/14 | 92% | 96% | | 92% | GREEN |
| Local | % departmental quarterly management information reports (sickness, recruitment, equality etc) produced on time | new for 13/14 | 100% | 100% | | 100% | GREEN |
| | Home Ownership | | | | | | |
| Local | No. RTB sales | 55 | 128 | 85 | | 75 | GREEN |
| Local | No. SONS sales completed | 110 | 148 | 199 | | 135 | GREEN |
| | Economic development indicators | | | | | | |
| Local | No. job outcomes secured through Wandsworth Work Match since it launched in September 2013 (cumulative) | new for 14/15 | new for 14/15 | 272 | As at end of March 2015 | 200 | GREEN |
| Local | Wandsworth Credit Union members (cumulative) | new for 14/15 | new for 14/15 | 419 | | TBC | N/A |
| Local | % change in unemployment rate in Wandsworth compared to Inner London rate (a -ve indicates Wandsworth's unemployment rate has improved at a greater rate than that of inner London, a +ve reveals Wandsworth's position has deteriorated at faster rate) | +2.9% | -2.0% | +2.4% | Change March 2015 vs March 2013 | maintain or improve gap | RED |
| Local | JSA claimant rate -annual 12 monthly-averaged figure to the end of period (claimant count averaged over same period in brackets) | 2.8% (6501 claimants) | 2.5% (5589 claimants) | 1.8% (3988 claimants) | Average claimant count April to March 2015 | Improve on baseline | GREEN |
| Former NI151 (variant) | % point difference between Wandsworth's employment rate and that for London (taken from the ONS Annual Population Survey). A '+' indicates better performance | +5.7% | +5.9% | 7.9% | 12 months to September 2014 | maintain or improve gap | GREEN |
| Former NI152 (variant) | % point gap between rate of people claiming out of work benefits at end of period in Wandsworth vs the average for London (-ve means Wandsworth performing better than average) | -3.0% | -2.6% | -2.4% | Snapshot as at August 2014 | maintain or improve gap | RED |
| Former NI153 (variant) | % point gap between rate of people claiming out of work benefits in the 6 worst performing wards (Wards are Latchmere, Roehampton, Queenstown, Tooting, Furzedown and Graveney) and that for the borough as a whole. | 5.2% (gap) | 4.6% (gap) | 4.3% (gap) | Snapshot as at August 2014 | maintain or improve gap | GREEN |
| Local | % change year-on-year of active enterprises (including VAT and PAYE as measured through the ONS Business Demography Statistics Publication) | +2.2% | 4.7% | latest data is calendar year 2013 see 2013/14 column | Latest data is calendar year 2013 - please see 2013/14 data column | +2.0% | GREEN |
| | COMMUNITY SERVICES OVERVIEW AND SCRUTINY COMMITTEE | | | | | | |
| | Partnership Community Safety indicators | | | | | | |
| Local | Violence with injury per 1,000 population | 4.63 | 4.90 | 6.56 | | 4.52 | RED |
| Former NI16 | Serious acquisitive crime rate per 1,000 population (residential burglary, motor vehicle crime and robbery) | 22.29 | 19.43 | 16.27 | | 19.04 | GREEN |
| Local | Total no. notifiable offences per 1,000 population | 82.69 | 71.96 | 72.57 | | 70.48 | RED |

| | | | | | | | |
|-----------------------------------|--|---------------|---------------|---------|--------------------------------------|------------------------------|-------|
| Local | % domestic violence with injury cases that led to sanctioned detections | 52.4% | 59.8% | 46.0% | | 55% | RED |
| New local for 14/15 | % domestic violence offenders that re-offend | new for 14/15 | 20.45% | | | 18.0% | |
| New local for 14/15 | Reduction in (domestic violence flagged) police incidents / callouts as relates to the MARAC victim cohort April 2013 - March 2014 following case management review. | new for 14/15 | new for 14/15 | 35% | | 20.0% | GREEN |
| Local | No. ASB related calls to the police per 1000 population | 42.11 | 39.19 | 28.91 | | 38.40 | GREEN |
| Local | Town Centre Theft and Violent offences per 1000 population | new for 14/15 | 6.92 | 8.17 | | 6.18 | RED |
| Local | No. convictions for those offenders monitored under Integrated Offender Management (IOM) | new for 14/15 | 222 | 135 | | 177 | GREEN |
| | Leisure, Libraries and Sport | | | | | | |
| Local | No. times people used the Council's swimming pools and leisure centres for every 1000 residents | 10,196 | 10,847 | 11,060 | | 11,118 | AMBER |
| Local - amende d in 13/14 | No. times people used sports facilities and programmes, not included in above, for every 1,000 residents (AMENDED) | 2,212 | 2,712 | 2,715 | | 2,800 | AMBER |
| Local - amende d in 13/14 | No. issues (including books, e-books, CDs, DVDs) for each local resident (AMENDED) | 5.4 | 5.5 | 4.9 | | 5.6 | RED |
| Local - amende d in 13/14 | Active library service users as % population (AMENDED) | 17.5% | 24% | 23% | | 25% | RED |
| Local (PLSS 5) | % all library reservation requests supplied within 15 days | 67% | 64% | 76% | | 66% | GREEN |
| New local for 13/14 | No. library uses per 1,000 population: | | | | | | |
| New local for 13/14 | Physical | n/a | 5,123 | 4,597 | | 5250 | RED |
| New local for 13/14 | Virtual | n/a | 746 | 904 | | 750 | GREEN |
| New local for 13/14 | Telephone | n/a | 189 | 195 | | 193 | GREEN |
| New local for 13/14 | Total no. library uses: community uses (non-library) | n/a | 2,638 | 2,549 | | 2,690 | RED |
| Local - amende d in 13/14 | Total no. computer sessions (including wifi) used in libraries (AMENDED) | 180,750 | 247,628 | 270,105 | | 252,580 | GREEN |
| | Environmental Services | | | | | | |
| Former NI184 | Food establishments in the area which are broadly compliant with food hygiene law | 90% | 90% | 90% | | 90% | GREEN |
| Local | High risk premises due for inspection completed for Food Safety, Health and Schedule B Prescribed Premises | 97% | 94% | 92% | | 100% | RED |
| Local | Requests for service responded to within target times for Environmental Services and Community Safety Services | 95% | 96% | 94% | | 100% | RED |
| Former NI182 | Satisfaction of businesses with local authority regulatory services | 98% | 99% | 96% | | 94% | AMBER |
| Local | Licensing Continuation Fees due that were paid | 98% | 100% | 100% | | 100% | GREEN |
| | Carbon emissions, energy and air quality | | | | | | |
| Former NI185 - amende d for 12/13 | Tonnes CO2e emissions from Local Authority operations (including consumption of gas, electricity, emissions from council-owned transport and business travel) | 31,801.89 | 26,651.01 | | data not available until summer 2015 | improvement on previous year | |

| | | | | | | | |
|--------------------------------|---|------------------------|------------------------|-------|---|--------|-------|
| Local | Reduction in energy consumption in Council buildings since 2008/09 | 2.94% | 8.92% | | data not available until summer 2015 | 10.00% | |
| New local for 13/14 | Tonnes CO2 emission as reported under phase 2 of CRC - % reduction from previous year | 15.9% (old definition) | 4.46% (old definition) | | data not available until summer 2015 | 5.0% | |
| Local (AMP2B)-amended in 13/14 | Water consumption (cu m) – % reduction from previous year (AMENDED) | 0.38% | 2.17% | | data not available until summer 2015 | 5.00% | |
| | Recycling, waste and street cleaning | | | | | | |
| New local for 13/14 | % recycling sacks obtained using the online system | n/a | 65% | 90% | | 66% | GREEN |
| New local for 14/15 | % bulky waste collection requests using the online system | new for 14/15 | new for 14/15 | 48% | | 12% | GREEN |
| New local for 14/15 | % contamination in co-mingled recyclate | new for 14/15 | new for 14/15 | 14.0% | | 14% | GREEN |
| Former NI191 | Residual household waste per household (kg/hhold) | 519 | 544 | 550 | | 536 | RED |
| Former NI192 | Household waste recycled, composted or reused | 23.5% | 20.4% | 19.6% | | 21.0% | RED |
| Local | Total municipal waste recovery rate (%) including recycling by households and materials recovered from incineration | 45.4% | 42.1% | 42.2% | | 43.0% | AMBER |
| Local | No. valid waste and recycling collection complaints (cumulative in year) | 8,112 | 4,531 | 4,199 | | 4,440 | GREEN |
| Former NI195 (i) | Improved street and environmental cleanliness (levels of litter) | 4% | 4% | 4% | | 4% | GREEN |
| Local | No. valid Street Cleansing complaints (cumulative in year) | 556 | 333 | 298 | | 333 | GREEN |
| | Planning and transportation indicators | | | | | | |
| Former BV99ai | People killed or seriously injured in road accidents | 109 | 91 | | Data available August 2015 | 119 | |
| Former BV99bi | Children killed or seriously injured in road traffic accidents | 1 | 3 | | Data available August 2015 | 9 | |
| Former NI154 | Net additional homes provided | 804 | 1197 | tbc | Data available August 2015 | 1081 | |
| Former NI155 | No. affordable homes delivered (gross) | 339 | 228 | tbc | Data available August 2015 | 373 | |
| | Processing of planning applications as measured against targets: | | | | | | |
| Former NI157a | 'major' application types processed within 13 weeks | 69% | 72% | 85% | | 60% | GREEN |
| Former NI157b | 'minor' application types processed within 8 weeks | 61% | 66% | 68% | | 80% | AMBER |
| Former NI157c | 'other' application types processed within 8 weeks | 73% | 82% | 77% | | 89% | RED |
| Local | Av. time taken in weeks and days to determine each planning application | 9w5d | 9w0d | 10w0d | | 8w3d | RED |
| Former BV204 | % appeals allowed against the authority's decision to refuse planning applications | 37% | 23% | 25% | | 20% | RED |
| Former NI159 | Supply of ready to develop housing sites - no. dwellings that can be built on deliverable housing sites as % housing supply requirement | 138% | 115% | | Data available August 2015 | 100% | |
| Local | % annual resident parking permits applied for solely online | n/a | 74% | 66% | | 80% | RED |
| New local for 14/15 | % annual visitor parking permits applied for solely online | n/a | n/a | 69% | | 80% | RED |
| New local for 14/15 | % annual business parking permits applied for solely online | n/a | n/a | 59% | | 80% | RED |
| New local for 14/15 | % Wandsworth residents' trips by walking as main mode of transport | n/a | n/a | | Next data available in Q3 2015/16 covering three year period to 2014-15 | 32.0% | |

| | | | | | | | |
|--------------------------|---|---------------|---------------|--------|--|--------|-------|
| New local for 14/15 | % Wandsworth residents' trips by cycling as main mode of transport | n/a | n/a | | Next data available in Q3 2015/16 covering three year period to 2014-15 | 4.4% | |
| | HOUSING AND REGENERATION OVERVIEW AND SCRUTINY COMMITTEE | | | | | | |
| Local | No. private sector dwellings made decent | 237 | 253 | 261 | | 230 | GREEN |
| Local | No. properties where major disability adaptations have been completed | 233 | 191 | 152 | | 165 | RED |
| Local | No. private sector long term (over 6 months) vacant dwellings that are returned into occupation or demolished as a direct result of action by the council | 54 | 59 | 32 | | 45 | RED |
| Former NI156 | No. households living in temporary accommodation | 590 | 774 | 1057 | | 1120 | AMBER |
| Local | % family households with dependent children (inclusive of pregnant women) in B&B accommodation for more than six weeks | 21% | 18% | 9% | | 0% | AMBER |
| Local | Av. length of time (in weeks) stay in bed and breakfast accommodation (all people). | 14 | 11 | 15 | | 14 | RED |
| Local | No. homelessness cases prevented as % homeless enquiries received by the Housing Department | n/a | 6% | 5% | | 14% | RED |
| Former NI158 | % non-decent Council homes | 0% | 0% | 0% | | 0% | GREEN |
| Local | % repairs completed in local target times across all priorities | 94.0% | 95.7% | 92.4% | | 97.0% | RED |
| Local | % tenanted properties where last recorded gas service was more than 12 months ago | 0.36% | 0.05% | 0.07% | | 0.00% | RED |
| | Av. weekly costs for each home, broken down as follows: | | | | | | |
| Local | Management | £18.78 | £18.73 | | Data available June 2015 | £18.38 | |
| Local | Repairs | £29.81 | £32.12 | | Data available June 2015 | £32.89 | |
| Former BV66b | No. local authority tenants with more than 7 weeks of (gross) rent arrears as % no. council tenants | 6.4% | 6.0% | 5.5% | | 6.4% | GREEN |
| Local | All arrears (residential, non-residential and leasehold HHW) as % Gross Collectable Debt | 3.30% | 2.91% | 2.8% | | 3.30% | GREEN |
| Former BV212 | Av. time (in days) to get a new tenant into an empty Council home | 23.5 | 22.04 | 21.21 | | 23 | GREEN |
| Local | % service charge - current year | 96% | 71.90% | 75.87% | Service charge year runs Sept to Sept. The year end figure was therefore reported in September and reported to Committee as part of the November Progress Report | 96.20% | GREEN |
| Local | % service charge - previous years | 87% | 53% | 56% | As above | 85% | AMBER |
| Local | No. under occupation transfers achieved | 84 | 113 | 53 | | 193 | RED |
| Local | Tenant satisfaction with overall housing service | 82% | 75% | 72% | | 77% | RED |
| Local | Leaseholder satisfaction with overall housing service | 63% | 68% | 54% | | 63% | RED |
| Local | No. house purchase grants | 15 | 15 | 20 | | 31 | AMBER |
| Local | Value of house purchase grants given (£m) | 0.45 | 0.49 | 1.90 | | 1.00 | GREEN |
| Local - amended in 13/14 | Graffiti (ALL) orders completed within target time (AMENDED) | 100% | 99% | 98% | | 97% | AMBER |
| Local | Av. time in days to resolve an anti-social behaviour case successfully | new for 14/15 | new for 14/15 | 76.6 | | 180 | GREEN |