

**Wandsworth Council topline indicator results for 2013/14 - Published July 2014**

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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.

NI OR LOCAL REF	INDICATOR DESCRIPTION	ACTUAL 2011/12	ACTUAL 2012/13	ACTUAL 2013/14	Comment on the 2013/14 available data	TARGET 2013/14	Overall Performance Assessment*
	<b>ADULT CARE AND HEALTH OVERVIEW AND SCRUTINY COMMITTEE</b>						
	<b>Adult Social Care</b>						
1A (Former NI127)	Social care quality of life (An outcome score based on 3 questions in the annual user experience survey in the domain of personal safety, control, social life, accommodation, occupation, dignity and personal care).	18.9	19.0	18.6		n/a	
1Ci (Former NI130)	% clients and carers on Self Directed Support or Direct Payments (70% national target)	69.3%	82.8%	88.3%		80.0%	GREEN
1Cii	% clients and carers using social care who receive direct payments through personal budget or other means	20.5%	24.9%	26.1%		24.2%	GREEN
1E (Former NI146)	% adults with learning disabilities known to the Council in paid employment at time of assessment or latest review	7.8%	8.5%	9.2%		8.0%	GREEN
1F (Former NI150)	Adults in contact with secondary mental health services in employment	8.2%	8.7%	7.4%	January 2014	8.0%	
1G (Former NI145)	% adults with learning disabilities known to the Council in settled accommodation at time of assessment or latest review	68.0%	67.1%	68.5%		65.0%	GREEN
1H (Former NI149)	Adults in contact with secondary mental health services in settled accommodation	80.8%	83.5%	82.6%	January 2014	84.5%	
2Ai	Admissions into residential and nursing care 18-64 per 100,000 population	11.4	5.78	4.0		13.0	GREEN
2Aii	Admissions into residential and nursing care 65+ per 100,000 population	709.0	554.00	521.6		570.0	GREEN
2Bi (Former NI125)	% older people (aged 65+) achieving independence through rehabilitation/intermediate care following a hospital episode	85.3%	93.4%	93.0%		89.2%	AMBER
2Ci (Former NI131)	Av. weekly rate of delayed transfers of care from all hospitals, acute and non-acute per 100,000 aged 18+	6.10	2.82	2.86		5.5	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)	3.50	0.50	0.48		2.0	GREEN
3A	Overall satisfaction of people who use services with their care and support (Survey Based)	60.8%	56.6%	59.0%		n/a	
Local	No. carers assessed as % of all service users receiving community based services	38.8%	40.0%	40.3%		38.5%	GREEN
Local	No. clients receiving a review as % those receiving a service.	77.6%	80.4%	83.4%		80.0%	GREEN
	<b>Public Health Indicators</b>						
Former NI40	Drug users in effective treatment	743	634	582	January-December 2013 (Compared with January - December 2012)	808	RED
Local	No. problem drug users (crack or heroin) leaving treatment having completed treatment	76	81	74	April 2013- March 2014	114	RED

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Local	No. all drug users leaving treatment having completed treatment	146	128	161	April 2013- March 2014	226	AMBER
New Local for 2013/14	% patients at GUM services commissioned by the Council seen within 48 hours of first contacting the service	n/a	New Local for 2013/14	n/a	Unable to provide data as not collected nationally.		
New Local for 2013/14	% patients of reproductive sexual health services commissioned by the Council seen within 1.5 hours of registration at the clinic	n/a	New Local for 2013/14	n/a	Unable to provide data as not collected nationally.		
Former NI120	All-age all cause mortality rate (age-standardised rate per 100,000 - females)	465.29	n/a	442.49	2010-2012 pooled	Improvement on last data period	GREEN
Former NI120	All-age all cause mortality rate (age-standardised rate per 100,000 - males)	698.88	n/a	647.45	2010-2012 pooled	Improvement on last data period	GREEN
Former NI121	Under 75 mortality rate from cardiovascular disease (standardised rate per 100,000 population)	64.61	89.10	83.10	Data based on 3 year averages so latest available in 2012/13 was for the period 2009-2011 and in 2013/14 was for the period 2010-2012	Improvement on last data period	GREEN
Former NI122	Under 75 mortality rate from cancer	115.86	116.45	n/a	Data has not been published yet	Improvement on last data period	
Former NI123	No. people quitting through smoking cessation service	1508	1526	1559	Stop Smoking data submission is a quarter in arrears. Data for Q4 is still being collected and therefore incomplete.	1530	GREEN
Local	% eligible people offered an NHS Health Check	26.8%	28.0%	24%		20.0%	AMBER
Local	% eligible people who have received an NHS Health Check	14.8%	22.4%	18%		12.5%	AMBER
Former NI124	People with a long-term condition had enough support from local organisations to manage their condition (unweighted) (survey based)	84.0%	82.1%	82.4%	Jan-September 2013	n/a	
Local	Directly age-standardised rate of emergency admissions for fractured neck of femur per 100,000 resident population	51.8		569.3	Data is only available from the Public Health Outcomes Framework for 2012/13	Improvement on last data period	GREEN
Former NI39	Alcohol-harm related hospital admission rates, per 100,000 population	1855	2009	2035	2012-13 (Previous year data shown is 2011-12).	Improvement on last data period	RED
	<b>EDUCATION AND CHILDREN'S SERVICES OVERVIEW AND SCRUTINY COMMITTEE</b>						
	<b>Education and Children's Services</b>						
Local (L76)	% children with a child protection plan who had been visited at least once every 21 days (3 weeks) by their social worker	n/a	26.1%	61.2%		100%	AMBER
Local (former N14 variant)	% child and family assessments completed in the year which took over 45 days to complete.	new for 12/13	13.3%	22.2%		12.7%	RED
Local (N17 (former NI64)	% children with Child Protection Plans that have ended in the year, whose plan lasted for 2 years or more.	8.4%	8.1%	5.4%		<8.5%	GREEN
Local - AS1 (Adoption scorecard)	Av. time (days) between entering care and moving in with adoptive family, for all children who have been adopted	n/a	792	565.9	Provisional result. There were 11 children adopted in 13-14. The ages range between 0 and 4 yrs at the date they were placed (2 aged under 1yrs, 3 aged 1 yrs, 3 aged 2 yrs, 2 aged 3 yrs and one 4 yr old).	600 days	GREEN

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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	72.2%	76.2%	71.0%		65.0%	AMBER
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%	90%	77.1%		>90%	RED
Local (Former NI148)	% former care leavers looked after on 1 April in their 17th year, who were in education, employment or training at age 19.	65.0%	85.7%	47.1%		75%	RED
	% troubled families (cumulative) meeting the following qualifying criteria <i>that had a positive outcome:</i>						
Local	Crime	n/a	5.5%	98.5%		65% (by Mar 2015)	GREEN
Local	Worklessness	n/a	4.4%	11.3%		65% (by Mar 2015)	AMBER
Local	Education	n/a	12.4%	98.5%		65% (by Mar 2015)	GREEN
Local	% Payment by Results pot available to Wandsworth claimed (cumulative between April 2012 and March 2015)	n/a	0.6%	20.9%		65% (by Mar 2015)	AMBER
	% half days missed due to total absence in:						
Local (Former BV45)	local authority secondary schools	6.00%	5.5%	5.30%	2-term figure, 12-13 academic year. Includes academies (as DfE altered reports to include)	5.4%	GREEN
Local (Former BV46)	local authority primary schools	5.10%	4.4%	4.70%	As above.	4.3%	RED
Local	local special schools	12.6%	12.4%	11.10%	Using the 2.5 term definition 12-13 academic year.	10%	AMBER
Local (Former NI87)	Secondary school persistent absence rate	3.2%	5.9%	5.40%	2-term figure, 12-13 academic year. Includes academies (as DfE altered reports to include). 15% threshold.	5.8%	GREEN
Local	Primary school persistent absence rate	1.2%	3.6%	3.40%	As above.	3.5%	GREEN
Local (Former NI114)	Rate of permanent exclusions from school (no. permanent exclusions in the academic year expressed as % school population)	0.16%	0.14%	0.11%	Final local data for 12-13 academic year, includes unvalidated data (not expected to change)	0.14%	GREEN
Local	% CLA with at least one fixed term exclusion (permanent exclusions are tiny cohort)	10.10%	11.8%	20.1%	2012-13 academic year	11.6%	RED
Local	% CLA classed as persistent absentees (23 day threshold)	6.1%	5.7%	12.5%	2012-13 academic year	5.98%	RED
Local (Former NI111)	No. first time entrants <i>based on PNC data (police national computer)per 100,000 10-17 population</i>	748	661	506	Oct-Sep 2013 period -- latest data available for reporting	654	GREEN
Local (Former NI43)	No. custodial sentences per 1,000 of 10-17 year old population	2.68	1.44	1.66	Jan-December 2013 latest period available for reporting	2.00	AMBER
Local (Former NI19)	Re-offending frequency rate after 12 months (av. no. re-offences committed by 12 month cohort)	0.94	0.94	1.05	April 11 - March 2012 latest period available for reporting	0.94	RED
Local (variant on former NI91)	% in year group 12-14 participating in education or training (includes YP aged 16-19)	94.9%	94.9%	83.0%		93.5%	RED
Local	No. attendances of 11-19 year olds at youth clubs	93,459	91,173	83,016		75,000	AMBER
Local	% 13-19 population using Council-funded youth service provision	n/a	n/a	24%		25%	AMBER
Local (former BV221b)	% young people aged 13-19 participating in youth work, who gain an accredited outcome	27%	30.1%	51%		30%	GREEN
Local	No. under 16 regular library users	13,157	13,056	12,338		13,500	RED

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Local	No. under 5 regular library users	3,868	3,737	3,474		3,780	RED
Local	% under 16s rating the service as good or very good	85%	n/a		Next survey due May 2014	86%	
Local	% Bookstart Packs delivered by the Library and Heritage Service to children aged birth - 3 years.	87%	88%	89%		92.0%	AMBER
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	n/a	54%	2012-13 academic year	baseline year	
	% KS1 pupils achieving level 2 or better based on teacher assessment:						
Local	Reading	84.6%	88.0%	90.0%	2012-13 academic year	90.4%	GREEN
Local	Writing	88.3%	86.0%	88.0%	2012-13 academic year	88.0%	GREEN
Local	Mathematics	88.9%	90.0%	93.0%	2012-13 academic year	91.7%	GREEN
Local	Progression by 2 levels in reading between KS1 and KS2	n/a	n/a	94.0%	2012-13 academic year	baseline	
Local	Progression by 2 levels in writing between KS1 and KS2	n/a	n/a	96.0%	2012-13 academic year	baseline	
Local (Former NI94)	Progression by 2 levels in Maths between KS1 and KS2	90%	92.0%	94%	2012-13 academic year	92.7%	GREEN
Local (Former NI73 - amended in 13/14)	Achievement at level 4 or above in reading, writing and mathematics at KS2	80%	82%	82%	2012-13 academic year	82.8%	AMBER
Local (former NI 76) - amended in 13/14	Reduction in no. schools where fewer than 60% of pupils achieve Level 4 or above in reading, writing and mathematics combined at KS2	2	0	1	2012-13 academic year	0	RED
	Achievement gap between pupils in the Black & Minority Ethnic groups and all pupils at KS2:						
Local (Former NI 106a)	Black Caribbean	-9.10%	-4.6%	-3.8%	Provisional 12-13 academic year	-5.2% to 0	GREEN
Local (Former NI 106b)	Black Somali	-3.20%	-8.4%	-6.6%	Provisional 12-13 academic year	-2.8% to 0	AMBER
Local (Former NI 106c)	Mixed White and Black Caribbean	-3.30%	3.3%	-0.8%	Provisional 12-13 academic year	0%	AMBER
Local	Looked after children reaching level 4 in <i>Reading</i> and Maths at KS2	50.0%	54.0%	85.0%	2012-13 academic year	53.0%	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)	-12.0%	-15.7%	-12.0%	2012-13 academic year	-11.4%	AMBER
Local (Former NI104) - amended 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)	-41.12%	-41.3%	-38.0%	2012-13 academic year	-36.6%	AMBER
Local - amended in 13/14	% pupils making expected progress between KS2 and KS4 in English (state-funded mainstream, inc academies)	77.4%	69.6%	72.9%	2012-13 academic year	78.6%	AMBER
Local	% pupils making expected progress between KS2 and KS4 in Maths (state-funded mainstream, inc academies)	72.5%	72.2%	76.0%	2012-13 academic year	75.5%	GREEN
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	new 2012/13	1	0	2012-13 academic year	0	GREEN

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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)	61.7%	58.3%	61.3%	2012-13 academic year	63.0%	AMBER
Local	Av. GCSE/GNVQ points score of 15 year old pupils in local authority maintained schools (using new standard)	484.1	486.7	484.8	Final Statistical First Return (DfE) result for 12-13 academic year.	503.6	RED
	Achievement gap between pupils in the Black & Minority Ethnic groups and all pupils at KS4:						
Local (Former NI 107a)	Black Caribbean	-12.8%	-14.1%	-10.2%	Provisional	-14.1% to 0	GREEN
Local (Former NI 107b)	Black Somali	-24.4%	-9.5%	-10.0%	Provisional	-9.5% to 0	RED
Local (Former NI 107c)	Mixed White and Black Caribbean	-1.3%	0.7%	+6%	Provisional	0.7% 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	76.9%	83.3%	87.5%	2012-13 academic year	85.0%	GREEN
Local (Former NI101)	Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS4 (including English and Maths)	23.0%	11.1%	12.5%	2012-13 academic year	>15%	AMBER
Local (Former NI102b)	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS4	-19.80%	-16.5%	-18.1%	12-13 academic year		RED
Local (Former NI105)	Narrowing the gap: % point difference between pupils with special educational needs and their peers at GCSE (5A*-C inc Eng & Maths)	-42.76%	-40.5%	-40.5%	Provisional	-38.2%	RED
Local	Av. A-Level points score (per candidate)	658.8	676.0	662.5	Final Statistical First Return (DfE) result for 12-13 academic year.	689.5	RED
Local	A-Level - average points per exam entry	210.6	203.8	206.1	Final Statistical First Return (DfE) result for 12-13 academic year.	209.2	AMBER
Local (Former NI79)	Achievement of a Level 2 qualification by the age of 19	83.0%	86.0%	85.0%		84.7%	GREEN
Local (Former NI80)	Achievement of a Level 3 qualification by the age of 19	57.0%	60.0%	61.0%		58.2%	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	-11.0%	-6.0%	-16.0%	2012-13 academic year	-11.0%	RED
Local	% primary school admissions made on line	45% (2012 intake)	57% (2013 intake)	66% (2014 intake)		65% (2014 intake)	GREEN
Local	% secondary school admissions made on line	35% (2012 intake)	40% (2013 intake)	59% (2014 intake)		50% (2014 intake)	GREEN
Local (Former NI89a)	No. schools in special measures	0	0	1	2012-13 academic year	0	RED
	Special Educational Needs – statements issued within 26 weeks:						
Local (Former NI103a)	excluding exception cases	50.9%	91.0%	89.5%		89.1%	AMBER
Local (Former NI103b)	including exception cases	48.6%	90.9%	92%		89.1%	GREEN
Local (Former NI55b)	Obesity among primary school age children in Reception Year with height and weight recorded who are obese.	9.80%	10.3%	9.8%		9.8%	GREEN
Local (Former NI56b)	Obesity among primary school age children in Year 6 with height and weight recorded who are obese.	20.9%	20.0%	20.2%		20.9%	AMBER



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Local (Former NI112)	Under 18 conception rate (defined as the number of conceptions under 18 per 1000 females aged 15-17)	43.6	29.4	25.5	Calendar year 2012	29	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)	7.8	6.4	5.5	Calendar year 2012	6.4	GREEN
Local	Chlamydia diagnoses per 100,000 population aged 15 to 24 (including NCSP, non-NCSP and GUM screens)	3001	2787		data not yet available covering 2013 calendar year	2700	
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	n/a	<100%	2012-13 academic year	100%	RED
Local	% children with a BMI >99.6 <sup>th</sup> percentile who had their GPs sent a letter about their status	n/a	n/a	<100%	2012-13 academic year	100%	RED
Local (Former NI53)	Prevalence of breast-feeding at 6-8 wks from birth	72.8%	73.3%		2012-13 is latest data available data (relating to 2012 calendar) 2013 calendar year still awaited.	75.7%	
	<b>FINANCE AND CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE</b>						
Former BV78a - amended in 13/14	Av. time in days for processing new HB claims (AMENDED)	n/a	new for 13/14	24.0		25	GREEN
New local for 13/14	Av. time in days for processing new CTR claims	n/a	new for 13/14	23.9		25	GREEN
Local - amended in 13/14	Av. time in days for processing change events - housing benefit (AMENDED)	n/a	new for 13/14	11.2		18	GREEN
New local for 13/14	Av. time in days for processing CTR change events	n/a	new for 13/14	7.2		18	GREEN
Local	Amount of overpayment recovered through methods other than HB as % overpayments created in year within Sundry Debt Accounts.	new for 12/13	22.3%	21.4%		20.6%	AMBER
Local	Amount of overpayments written off as % write off activity carried out by the debt recovery team.	new for 12/13	11.0%	9.9%		9.1%	AMBER
Local	No. successful sanctions per 1000 caseload	3.32	2.26	3.08		2.70	GREEN
Local	Resolution of reported incidents within SLA timescales (Corporate IT)	93.9%	94.0%	95.1%		92%	GREEN
Local	Service availability within core working hours (SOCITM KPI15)	99.7%	99.7%	99.8%		99.8%	GREEN
New local for 13/14	% payments made electronically	n/a	new for 13/14				
Local	% new benefit claims made on-line (as % all new claims)	16.4%	44.1%	59.7%		42.0%	GREEN
Local	% benefit changes reported on line as % all reported changes	new for 12/13	14.5%	21.5%		5.0%	GREEN
New local for 13/14	No. Twitter followers as % total resident population	n/a	new for 13/14	3.2%	Position as at 14th March	3.0%	GREEN
New local for 13/14	No. website visits per head of population (rolling year)	n/a	new for 13/14	14.3		14.0	GREEN
Local	% annual canvass return including secondary checks	96.8%	95.9%	96.2%		93.5%	GREEN
Local	% total LLC searches carried out in 5 days.	50.0%	99.4%	73.2%		90%	RED
	How well the Council did against its telephone answering targets:						
Local - amended in 13/14	switchboard in 15 seconds (AMENDED)	n/a	n/a	87%		87%	GREEN
Local - amended in 13/14	switchboard in 25 seconds (AMENDED)	n/a	n/a	93%		90%	GREEN

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Local	% calls answered in person within 15 seconds	87%	85%	87%		85%	GREEN
Former BV8	% undisputed invoices which were paid in 30 days.	94.8%	94.9%	92.4%	Data to the end of Dec 2013 (result always one quarter in arrears)	98.5%	RED
Former BV9	% council tax which the Council collected during the year	98.0%	98.1%	98.3%		98.1%	GREEN
Former BV10	% business rates which the Council collected during the year	98.0%	98.4%	98.9%		98.6%	GREEN
Local	Capital receipts in the period (£m)	£17.2	£61.8	£44.8		£38.1	AMBER
Local	Investment property income collected as % debits raised	101.2%	98.7%	115.4%		98.0%	GREEN
Local	No. voids as % total no. units in the investment portfolio	1.7%	2.0%	2.3%		5.0%	GREEN
Local	% payroll errors	0.05%	0.10%	0.09%		0.1%	GREEN
Former BV11a	% top 5% earners that are women	29.6%	32.8%	33.3%		35.0%	AMBER
Former BV11b	% top 5% earners from black and minority ethnic communities	5.4%	9.0%	9.3%		9.0%	GREEN
Former BV11c	% top 5% earners that have a disability	7.0%	7.2%	6.4%		9.0%	RED
	No. working days lost to sickness absence per fte:						
Local	Administration	3.2	3.9	3.8		n/a	
Local	Adult Social Services	6.5	7.7	7.0		n/a	
Local	Children's Services - excluding schools	5.6	5.1	6.4		n/a	
Local	Children's Services - including schools	6.1	7.0	6.8		n/a	
Local	Environment & Community Services	6.5	6.0	5.5		n/a	
Local	Finance	5.3	7.1	5.1		n/a	
Local	Housing	4.3	6.1	5.8		n/a	
Local	All departments - excluding schools	5.5	5.9	5.7		5.2	AMBER
Local	School based staff	6.2	7.5	7.0		5.7	AMBER
Former BV15	Ill-health retirements as % all staff	0.04%	0.09%	0.05%		n/a	
Former BV17a	Minority ethnic communities staff as % all staff	30.7%	28.7%	30.3%		31.0%	AMBER
New local for 13/14	No. hayband (chief officer) posts as at 31st March each year (2010 baseline of 44 posts)	n/a	38	37		32	AMBER
New local for 13/14	% recruitment campaigns completed within twelve weeks	n/a	new for 13/14	46%		70.0%	RED
New local for 13/14	% contracts of employment issued before start date	n/a	new for 13/14	75%		95.0%	RED
New local for 13/14	% Occupational Health referrals completed within six weeks	n/a	new for 13/14	92%		90.0%	GREEN
New local for 13/14	% departmental quarterly management information reports (sickness, recruitment, equality etc) produced on time	n/a	new for 13/14	100%		100.0%	GREEN
Local	No. RTB sales	2	55	128		25	GREEN
Local	No. SONS sales completed	232	110	148		150	AMBER
Local	No. house purchase grants	34	15	15		22	AMBER
Local	Value of house purchase grants given (£m)	0.96	0.45	0.49		0.75	AMBER
	<b>ENVIRONMENT, CULTURE AND COMMUNITY SAFETY</b>						
	<b>Partnership Community Safety indicators</b>						
Local	Violence with injury per 1,000 population	5.00	4.63	4.90		4.37	RED
Former NI16	Serious acquisitive crime rate per 1,000 population (residential burglary, motor vehicle crime and robbery)	24.28	22.29	19.43		20.95	GREEN
Local	Total no. notifiable offences per 1,000 population	80.67	82.69	71.96		80.66	GREEN
Local	% domestic violence with injury cases that led to sanctioned detections	53.0%	52.4%	59.8%		50.0%	GREEN
Former NI32	Repeat incidents of domestic violence	15%	19%	23%		14%	RED
Local	No. ASB related calls to the police per 1000 population	55.52	42.11	39.19		40.2	GREEN
	<b>Leisure, Libraries and Sport</b>						
Local	No. times people used the Council's swimming pools and leisure centres for every 1000 residents	10,249	10,196	10,847		11,118	AMBER

NI OR LOCAL REF	INDICATOR DESCRIPTION	ACTUAL 2011/12	ACTUAL 2012/13	ACTUAL 2013/14	Comment on the 2013/14 available data	TARGET 2013/14	Overall Performance Assessment*
Local - amended in 13/14	No. times people used sports facilities and programmes, not included in above, for every 1,000 residents (AMENDED)	n/a	2,212	2,712		2,608	GREEN
Local - amended in 13/14	No. issues (including books, e-books, CDs, DVDs) for each local resident (AMENDED)	n/a	5.4	5.5		5.4	GREEN
Local - amended in 13/14	Active library service users as % population (AMENDED)	n/a	17.5%	24%		17.5%	GREEN
Local (PLSS 5)	% all library reservation requests supplied within 15 days	74%	67%	64%		67%	RED
New Local for 13/14	No. library uses per 1,000 population:						
New Local for 13/14	Physical	n/a	n/a	5,123		5000	GREEN
New Local for 13/14	Virtual	n/a	n/a	746		750	RED
New Local for 13/14	Telephone	n/a	n/a	189		180	GREEN
New Local for 13/14	Total no. library uses: community uses (non-library)	n/a	n/a	2,638		2,500	GREEN
Local - amended in 13/14	Total no. computer sessions (including wifi) used in libraries (AMENDED)	242,849	180,750	247,628		245,000	GREEN
	<b>Environmental Services</b>						
Former NI184	Food establishments in the area which are broadly compliant with food hygiene law	88%	90%	90%		90%	GREEN
Local	High risk premises due for inspection completed for Food Safety, Health and Schedule B Prescribed Premises	88%	97%	94%		100%	RED
Local	Requests for service responded to within target times for Environmental Services and Community Safety Services	95%	95%	96%		100%	AMBER
Former NI182	Satisfaction of businesses with local authority regulatory services	94%	98%	99%		94%	GREEN
Local	Licensing Continuation Fees due that were paid	98%	98%	100%		100%	GREEN
	<b>Carbon emissions, energy and air quality</b>						
Former NI185 - amended for 2012/13	tonnes CO2e emissions from Local Authority operations (including consumption of gas, electricity, emissions from council-owned transport and business travel)	n/a	31,801.89	tbc	Data collated during June/July to comply with DECC guidelines		
Local	Reduction in energy consumption in Council buildings since 2008/09	8%	2.94%	tbc		9.5%	
New local for 2013/14	Tonnes CO2 emissions as reported under CRC – % reduction from previous year	n/a	-15.90%	tbc		1.5	
Local (AMP2B)- amended in 13/14	Water consumption (cu m) – % reduction from previous year (AMENDED)	n/a	-0.38%	tbc		1.50	
	<b>Recycling, waste and street cleaning</b>						
New local for 2013/14	% recycling sacks obtained using the online system	n/a	n/a	65%		27%	GREEN
Former NI191	Residual household waste per household (kg/hhold)	513	519	544		536	RED
Former NI192	Household waste recycled, composted or reused	28.5%	23.5%	20.4%		24.0%	RED
Local	Total municipal recycling rate (%) including materials recovered from incineration	45.4%	45.4%	42.1%		44.2%	RED



NI OR LOCAL REF	INDICATOR DESCRIPTION	ACTUAL 2011/12	ACTUAL 2012/13	ACTUAL 2013/14	Comment on the 2013/14 available data	TARGET 2013/14	Overall Performance Assessment*
Local	No. valid waste and recycling collection complaints (cumulative in year)	3,904	8,112	4,531		3,826	AMBER
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)	958	556	333		939	GREEN
	<b>Parks and open spaces</b>						
Local	% parks and green spaces which are designated as Site of Nature Conservation Interest (SINC)	n/a	32%	35%		35%	GREEN
Local	% parks and green spaces which have active stakeholder groups	n/a	23%	23%		25%	AMBER
	<b>HOUSING OVERVIEW AND SCRUTINY COMMITTEE</b>						
Local	No. private sector dwellings made decent	341	237	253		250	GREEN
Local	No. properties where major disability adaptations have been completed	170	233	191		179	AMBER
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	77	54	59		60	AMBER
Former NI156	No. households living in temporary accommodation	491	590	774		700	RED
Local	% family households with dependent children (inclusive of pregnant women) in B&B accommodation for more than six weeks	27%	21%	18%		0%	AMBER
Local	Av. length of time (in weeks) stay in bed and breakfast accommodation (all people).	16	14	11		14	GREEN
New Local for 13/14	No. homelessness cases prevented as % homeless enquiries received by the Housing Department	n/a	n/a	6%		14%	RED
Former NI158	% non-decent Council homes	0%	0%	0%		0%	GREEN
Local	% repairs completed in local target times across all priorities	96.6%	94.0%	95.7%		97%	AMBER
Local	% tenanted properties where last recorded gas service was more than 12 months ago	0.21%	0.36%	0.05%		0%	AMBER
	Av. weekly costs for each home, broken down as follows:						
Local	Management	£18.86	£18.78	£18.73		£20.21	GREEN
Local	Repairs	£31.08	£29.81	£32.12		£31.60	RED
Former BV66b	No. local authority tenants with more than 7 weeks of (gross) rent arrears as % no. council tenants	7.0%	6.4%	6.0%		14.0%	GREEN
Local	All arrears (residential, non-residential and leasehold HHW) as % Gross Collectable Debt	3.30%	3.30%	2.91%		6.00%	GREEN
Former BV212	Av. time (in days) to get a new tenant into an empty Council home	23.5	23.5	22.04		24	GREEN
Local	% service charge - current year	94%	96%	71.90%	Service charge year runs Sept to Sept. The year end figure was therefore reported in September. Target was met	96.0%	AMBER
Local	% service charge - previous years	79.0%	87%	53%	as above	75%	AMBER
Local	No. under occupation transfers achieved	46	84	113		193	AMBER
Local	Tenant satisfaction with overall housing service	n/a	82%	75%		77%	RED
Local	Leaseholder satisfaction with overall housing service	n/a	63%	68%		61%	GREEN
Local - amended in 13/14	Graffiti (ALL) orders completed within target time (AMENDED)	n/a	100%	99%		95%	AMBER
	<b>STRATEGIC PLANNING AND TRANSPORTATION OVERVIEW AND SCRUTINY COMMITTEE</b>						
	<b>Planning and transportation indicators</b>						
Former BV99ai	People killed or seriously injured in road accidents	110	100		Data available August 2014	124	
Former BV99bi	Children killed or seriously injured in road traffic accidents	8	1		Data available August 2014	9	

NI OR LOCAL REF	INDICATOR DESCRIPTION	ACTUAL 2011/12	ACTUAL 2012/13	ACTUAL 2013/14	Comment on the 2013/14 available data	TARGET 2013/14	Overall Performance Assessment*
Former NI154	Net additional homes provided	979	804		Data available August 2014	1081	
Former NI155	No. affordable homes delivered (gross)	266	339		Data available August 2014	373	
	Processing of planning applications as measured against targets:						
Former NI157a	'major' application types processed within 13 weeks	58%	69%	72%		60%	GREEN
Former NI157b	'minor' application types processed within 8 weeks	67%	61%	66%		80%	AMBER
Former NI157c	'other' application types processed within 8 weeks	83%	73%	82%		89%	AMBER
Local	Av. time taken in weeks and days to determine each planning application	9w1d	9w5d	9w0d		8w3d	AMBER
Former BV204	% appeals allowed against the authority's decision to refuse planning applications	22%	37%	23%		20%	AMBER
Former NI159	Supply of ready to develop housing sites - the number of dwellings that can be built on deliverable housing sites as a % housing supply requirement	121%	138%		Data available August 2014	100%	
Local	% streetlights that did not work properly	0.22%	0.23%	0.23%		0.40%	GREEN
Local	% pupils in Wandsworth schools travelling to school by car	15%	13%	Data not collected			
New Local for 13/14	% annual resident parking permits applied for solely online	n/a	n/a	74%		n/a	
	<b>Economic development indicators</b>						
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)	-1.9%	+2.9%	-2.0%	Change March 2014 vs March 2012	<0%	GREEN
Local	JSA claimant rate -annual 12 monthly-averaged figure to the end of period (claimant count averaged over same period in brackets)	3.0% (6496 claimants)	2.8% (6501 claimants)	2.5% (5589 claimants)	Average claimant count April to March 2014	2.8%	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	+8.9%	+5.7%	+4.9%	Calendar year 2013 (latest from DWP)	>0%	AMBER
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)	-3.5%	-3.0%	-2.8%	Year to end August 2013 (latest from DWP)	≥ -4.5% points	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.	5.90%	5.2% gap	5.0% gap	Year to end August 2013 (latest from DWP)	≤ 5.2% points	GREEN
Local	% change year-on-year of active enterprises (including VAT and PAYE as measured through the ONS Business Demography Statistics Publication)	+1.85%	+2.2%	See 2012/13 actual for latest data	Latest data from ONS is for 2012 vs 2011 (released Nov 13).	+2.0%	GREEN