

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
<b>Council Tax &amp; Benefits</b>									
1.	Av. time in days for processing new Housing Benefit claims	Smaller is Better	22.4	21.4	31/03/2017	25	Green	↑	
2.	Av. time in days for processing new Council Tax Reduction claims	Smaller is Better	22	20.4	31/03/2017	25	Green	↑	
3.	Speed of processing: change in circumstances for Housing Benefit claims.	Smaller is Better	9.6	7.3	31/03/2017	14	Green	↑	
4.	Speed of processing: change in circumstances for Council Tax Reduction claims.	Smaller is Better	8.6	6.6	31/03/2017	12	Green	↑	
5.	Overpayment recovered as % net collectable overpayments currently within Sundry Debt Accounts	Bigger is Better	21.2%	22.1%	31/03/2017	20.9%	Green	↑	
<b>Economic Development</b>									
6.	Number of people offered advice through Wandsworth CAB	Bigger is Better		9,975	31/03/2017	7,000	Green		
7.	Job Seekers Allowance Claimants	Smaller is Better		2,295	31/03/2017	3,023	Green		
8.	Value of Loans made by the CU to Wandsworth residents	Bigger is Better		£491,203	31/03/2017	£500,000	Green		
9.	No. job outcomes secured through Wandsworth Work Match since it launched in September 2013 (cumulative)	Bigger is Better	468	670	31/03/2017	650	Green	↑	
10.	Wandsworth Credit Union	Bigger	605	805	31/03/2017	1,000	Red	↑	Continuing to recruit new

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	members (cumulative)	is Better							members but not at the required rate therefore no performance payment will be made. Support though promotional campaigns and partnership working is continuing to help the provider reach the target number of 1000.
11.	Job Seekers Allowance claimant rate	Smaller is Better	1.4	1	31/03/2017	1.4	Green	↑	
12.	% point difference between Wandsworth's employment rate and that for London (taken from the ONS Annual Population Survey). A '+' indicates better performance	Bigger is Better	5.7%	6.7%	31/12/2016 – Latest data available	4.7%	Green	↑	
13.	% 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)	Bigger is Better	-1.9%	-1.7%	31/10/2016 – Latest data available	-2%	Red	↓	Both Wandsworth and London rates have fallen significantly in recent years. The London rate is now falling faster than in Wandsworth but the borough has a lower overall rate. The difference in performance is not large so it does not indicate particular cause for concern but will be kept under review.
14.	% point gap between rate of people claiming out of work	Smaller is	-3.6%	-3.8%	31/10/2016 – Latest	-4.2%	Green	↓	

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	benefits in the 6 worst performing wards (Wards are Latchmere, Roehampton, Queenstown, Tooting, Furzedown and Graveney) and that for the borough as a whole.	Better			data available				
15.	% change year-on-year of active enterprises (including VAT and PAYE as measured through the ONS Business Demography Statistics Publication)	Bigger is Better	5.47%	7.17%	31/03/2017	0%	Green	↑	
16.	Number of residents accessing training	Bigger is Better	117	145	31/03/2017	250	Red	↑	Workmatch training courses are commissioned or arranged according to job opportunities and are business specific. Courses run in the last quarter include Cineworld pre-employment, Security Industry Authority (SIA) security courses, Traffic marshalling, Drylining, Bricklaying and more. Whilst the numbers have not reached the annual target, those completing the courses have either progressed into employment or form part of a job-ready caseload for forthcoming opportunities.

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<b>Home Ownership</b>									
17.	No. house purchase grants (HPG)	Bigger is Better	32	47	31/03/2017	58	Red	↑	After several uplifts throughout the year the budget available for HPG this year totalled £3,939,000. The Housing Ownership Team successfully completed on 47 HPG cases, a total budget spend of £3,379,525. Six cases totalling £458,000 were carried over into the new financial year as they were unable to complete before the end of the 2016/17, which left £101,475 of the grant unallocated. So total slippage for 2016/17 into 2017/18 is £559,475. Although 47 completions is below the target figure it is the highest level of HPG moves achieved in the last decade. Ten tenants were booked in for interviews which added to the six carried over into the new financial year is unprecedented at this early stage into the new financial year.
18.	No. Shared Ownership sales completed	Bigger is Better	311	303	31/03/2017	185	Green	↓	

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<b>Corporate Health</b>									
19.	Automated Switchboard: % of callers requesting operator or dropping to operator after Interactive Voice Response (IVR) misrecognition	Smaller is Better		21.7%	31/03/2017	19%	Red		Staff who have migrated to the SSA IT environment or who were previously LBR staff are not picked up by the automated switchboard system leading to an increase in the number of missed recognitions. This is being addressed by the installation of the LBR and SSA directories alongside the WBC directory. However the overall number of calls directed to Contact Portal has significantly Reduced due to Netcall scripts Redirecting calls. This increases the percentage of misrecognitions as the unknown enquiries are more commonly not directed by phone menus, therefore it is proposed that the total number of missed recognitions is more useful to track success of portal, as proposed in the new topline set for 2017/18 elsewhere in this report.
20.	% annual canvass return including secondary checks	Bigger is		88%	31/03/2017	85%			

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		Better							
21.	Total void rents as a percentage of the total commercial rent roll	Smaller is Better		4.6	31/03/2017	-			There are currently 17 vacant units within the portfolio. Five of them are not being marketed as they are units within regeneration schemes and which would eventually be Redeveloped. Of the remaining 12 five are under offer with seven being marketed. The income attributable to the vacant 'lettable' units (excluding the five mentioned earlier) is £249,000 with those under offer being £145,000.
22.	% Contact by Web	Bigger is Better	77.4%	73.2%	31/03/2017	-		↓	
23.	% Contact by telephone	Smaller is Better	19.6%	23.9%	31/03/2017	-		↓	
24.	% Contact face to face	Smaller is Better	2.99%	2.91%	31/03/2017	-		↑	
25.	% visitors requiring a face-2-face service in both Customer Centres	Smaller is Better	46.3%	38%	31/03/2017	45%	Green	↑	
26.	Visitors requiring a face2face service in Customer Services	Smaller is Better	29.44%	28.08%	31/03/2017	29%	Green	↑	
27.	Visitors requiring a face2face	Smaller	98.5%	96.22%	31/03/2017	95%	Green	↑	

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	service in Housing Reception	is Better							
28.	% web pages with a 1* rating	Smaller is Better	41.2%	37.9%	31/03/2017	35%	Red	↑	The feedback received for this period covers many individual pages on the site. It is not possible to give a specific reason for the measures value when feedback values are aggregated.
29.	% web pages with 5* rating	Bigger is Better		29.9%	31/03/2017	40%	Red		
30.	% households activated for Council Tax Single Sign On	Bigger is Better	13.6%	16.5%	31/03/2017	16.9%	Amber	↑	
31.	% invoices which were paid in 30 days.	Bigger is Better	93%	93.6%	31/03/2017	95%	Green	↑	
32.	% council tax which the Council collected during the year	Bigger is Better	98.5%	98.6%	31/03/2017	98.4%	Green	↑	
33.	% business rates which the Council collected during the year	Bigger is Better	99.84%	99.56%	31/03/2017	99.3%	Green	↓	
34.	Capital receipts in the period	Bigger is Better	£39,327,031	£16,783,791.45	End year figure pending closure of accounts	£25,500,000		↓	The value of capital receipts received in 2016/17 was less than expected. This was mainly because receipts relating to the Atheldene Redevelopment which were expected to be received in 2016/17 are now expected to be received in 2017/18 and 2018/19 instead.

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35.	% investment portfolio rent collected against invoiced in the calendar year	Bigger is Better	109.5%	97.5%	31/03/2017	97%	Green	↓	
36.	% investment portfolio rent arrears as % collected in the financial year	Smaller is Better	5.2%	3.2%	31/03/2017	3%	Red	↑	Performance has been improving over the year. Performance for the fourth quarter is better than the target but the year to date figure misses the target due to performance in previous quarters.
37.	% top 5% earners that are women*	Bigger is Better	38%	39.6%	31/03/2017	37%	Green	↑	*From October 2016, for all staffing related indicators (indicators marked with an asterisk), the cohort reflects the new SSA staff group jointly employed with Richmond Council. Results for previous years relate to Wandsworth staff only. Year on year results are not directly comparable but provided for context.
38.	% top 5% earners from black and minority ethnic communities*	Bigger is Better	9.1%	12.1%	31/03/2017	9.5%	Green	↑	
39.	% top 5% earners that have a disability*	Bigger is Better	5.1%	3.2%	31/03/2017	7%	Red	↓	The numbers of staff registering against this indicator is small and when combined into the larger staff denominator (total in the 5% bracket of 155 as opposed to



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									a previous figure of 119) this has meant the percentage has declined. It is important to note that declaring a "disability" is voluntary as is all "protected characteristics".
40.	No. working days lost to sickness absence per fte: Chief Executive's Group*	Smaller is Better		1.71	31/03/2017 (Data in rows 40-46 is from Q3 & Q4 only and not a whole year)				It is not possible to provide comparable results for previous years for departmental sickness absence due to changes in department structures from Oct 2016.
41.	No. working days lost to sickness absence per fte: Children's Services (excluding Schools)*	Bigger is Better		1.6	31/03/2017				
42.	No. working days lost to sickness absence per fte: Housing and Regeneration*	Bigger is Better		2.02	31/03/2017				
43.	No. working days lost to sickness absence per fte: Resources*	Bigger is Better		1.68	31/03/2017				
44.	No. working days lost to sickness absence per fte: Adult Social Services*	Smaller is Better		1.52	31/03/2017				
45.	No. working days lost to sickness absence per fte: Environment and Community Services*	Bigger is Better		1.57	31/03/2017				
46.	No. working days lost to sickness absence per fte: Non-	Smaller is		1.1	31/03/2017				**Non-SSA staff are those who have not transferred to

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	SSA** (see comment column for explanation of Non-SSA staff)	Better							joint employment, and continue to be employed only by Wandsworth e.g. centrally employed teachers, events officers, projects officers as well as staff due to be made Redundant. The total number of posts is around 370.
47.	No. working days lost to sickness absence per fte: All departments - excluding schools*	Smaller is Better	5.2	5.3	31/03/2017	5.2	Green	↓	
48.	Minority ethnic communities staff as % all staff*	Bigger is Better	41.2%	35.7%	31/03/2017	-		↓	
49.	% recruitment campaigns completed within twelve weeks	Bigger is Better	81.9%	84.5%	31/03/2017	80%	Green	↑	
50.	Percentage of Occupational Health referrals receiving an appointment within 30 days	Bigger is Better	95%	99.8%	31/03/2017	94%	Green	↑	
<b>Information Technology &amp; Online First</b>									
51.	Number of Website visits per head (rolling year)	Bigger is Better	15.31	14.87	31/03/2017	17	Red	↓	This measure is below the target set at the beginning of the year. The final quarter shows improvement on previous quarters. Data from Q1 2017/18 so far indicates an increase on the previous year.
52.	No. social media followers as % total resident population	Bigger is	5.82%	6.83%	31/03/2017	6.5%	Green	↑	

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		Better							
53.	Resolution of reported incidents within SLA timescales (Corporate IT)	Bigger is Better	92.1%	90.5%	31/03/2017	92%	Green	↓	
54.	IT service availability within core working hours (SOCITM KPI15)	Bigger is Better	99.9%	99.8%	31/03/2017	99.8%	Green	↔	
55.	% new benefit claims made on-line (as % all new claims)	Bigger is Better	76.9%	85.3%	31/03/2017	72%	Green	↑	
56.	% benefit changes reported on line as % all reported changes	Bigger is Better	27%	25.9%	31/03/2017	26%	Green	↓	
<b>ADULT SOCIAL CARE</b>									
1Cii a	% clients on Direct Payments (snapshot)	Bigger is Better	27.7%	30%	31/03/2017	30%	GREEN	↑	
1E (former NI146) Amended 15/16	% adults with learning disabilities as their primary support reason known to the Council in paid employment.	Bigger is Better	10.56%	10.84%	31/03/2017	10.6%	GREEN	↑	

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1G (Former NI1 45) Amended 15/16	% adults with learning disabilities primary support reason known to the Council in settled accommodation at time of assessment or latest review	Bigger is Better	71.47%	72.26%	31/03/2017	71%	GREEN	↑	
1H (Former NI1 49)	% Adults in contact with secondary mental health services living independently, with or without support	Bigger is Better	78.4%	79.7%	31/12/2016 Data published 3mths in arrears. Comparable data period for previous year's results.	None	-	↑	
1F (Former NI1 50)	% Adults in contact with secondary mental health services in paid employment	Bigger is Better	8.7%	10.6%	31/12/2016 As above	None	-	↑	

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2Ai	Admissions into residential and nursing care 18-64 per 100,000 population	Smaller is Better	6.71	3.57	31/03/2017	6.7	GREEN	↑	
2Aii	Admissions into residential and nursing care 65+ per 100,000 population	Smaller is Better	317.1	371.6	31/03/2017	457	GREEN	↓	
2Bi (Former NI1 25)	% older people (aged 65+) achieving independence through rehabilitation/intermediate care following a hospital episode	Bigger is Better	84.9%	92.9%	31/03/2017 Monitored nationally in last quarter of the year	93.1%	GREEN	↑	
2Bii	% older people (aged 65+) receiving rehabilitation/intermediate care following a hospital episode	Bigger is Better	4.5%	7.2%	31/03/2017	4.4%	GREEN	↑	
New Local 16/17	% of those that received enablement during the year where the sequel was no ongoing support	Bigger is Better	New in 16-17	66.6%	31/03/2017	61%	GREEN		
2Ci (Former	Av. weekly rate of delayed transfers (DToC) of care from all hospitals, acute and non-	Smaller is	4.25	4.75	28/02/2017 Comparable result as at	4.5	RED	↓	Although Red rated, current performance is ranked 2nd in London. 63% of delays are

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NI1 31)	acute per 100,000 aged 18+	Better			Feb 2016 was 4.4				attributable to the NHS with 32% to social care and 5% jointly managed. Most social care delays due to awaiting care package in own home or waiting for placement in a care home. Joint DToC action plan in place with the CCG as part of the wider BCF Plan. A protocol for agreeing delays is in place with the relevant Hospital and Mental Health Trust.
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)	Smaller is Better	1.85	1.72	28/02/2017 Comparable result as at Feb 2016 was 1.9	1.7	GREEN	↑	
Local	No. total days delayed per 100,000 (both NHS and Social Care)	Smaller is Better	1450	1409	28/02/2017 Comparable result as at Feb 2016 was 1346	1256	RED	↓	Performance sustained in the top quartile, maintaining a ranking of 2nd in London this quarter, which is excellent performance in the current Health & Social Care climate. Monitoring of inaccurate

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									reporting of delays, attributable to Wandsworth, by some Trusts is on-going and being corrected. 69% of days delayed are NHS; 27% are social care and 4% are jointly responsibility. The main reason for social care delay is in setting up care package at home and for NHS delays is due to further non-acute NHS care required.
3A	Overall satisfaction of people who use services with their care and support (Survey Based)	Bigger is Better	61.4%	59.79%	31/03/2017	-		↔	Provisional Figure - Results are taken from the national adults' social care users' survey. Results within the confidence interval.
3B	Overall satisfaction of carers with social services	Bigger is Better	31.8%	33.3%	31/03/2017	-		↔	Results are taken from the bi-annual national Carer's survey. 31.8% is the result from the survey undertaken in 2014-15. Results are within the confidence interval.
Loc	No. clients receiving a review	Bigger is	78%	81.7%	31/03/2017	81%	GREE	↑	

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al	as % those receiving a service.	Better					N		
Local	Repeat safeguarding referrals as % all referrals	Smaller is Better	8.3%	5.4%	31/12/2016 Q4 data not available.	9.5%	GREEN	↑	Unable to update reports linked to the Redesign of the safeguarding business process that went live in January 2017 due to firewall issues preventing access to the reporting tool on the server. The service is working with corporate ICT team to restore reporting capability. 'Green' reflects rating previously reported for the quarter three result (i.e. 5.4% snapshot figure).
New Local 16/17	% Waiting times from New Contact to completed Social Worker Assessment (excluding reablement) <45 Calendar days	Bigger is Better	New in 16-17	66.6%	31/03/2017	60%	GREEN		
New Local 16/17	% waiting time from NEW contact to completed Occupational Therapy assessment <45 days	Bigger is Better	New in 16-17	67.8%	31/03/2017	60%	GREEN		



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17	(excluding reablement)								
Former NI40	Drug users in effective treatment (total over most recent 12 months)	Bigger is Better	869	835	31/03/2017	1000	RED	↓	Reported activity was impacted by an error in submissions to the National Drug Treatment Monitoring System during Quarter 2. Performance since then has shown a clear upward trend, but year-end performance has fallen some way short of target. The opening of a new treatment base in Tooting has contributed to an increase in service uptake in recent months. The plan for a new service in Battersea is expected to achieve further improvements.
Local	No. of drug users (all) leaving treatment having completed it (total over most recent 12 months)	Bigger is Better	197	194	28/02/2017	200	AMBER	↓	Reported activity was impacted by an error in submissions to the National Drug Treatment Monitoring System during Quarter 2. Performance since then has shown a clear upward

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									trend, but year-end performance has fallen some way short of target. The opening of a new treatment base in Tooting has contributed to an increase in service uptake in recent months. The plan for a new service in Battersea is expected to achieve further improvements.
New local for 15/16	% of patients at GUM services commissioned by the Council seen within 15 mins of appointment time or 1 hour if walk in	Bigger is Better	77.5%	80%	31/03/2017	78%	GREEN	↑	
New local for 15/16	% of patients at reproductive sexual health services commissioned by the Council seen by a clinician in under 45mins from registration at reception	Bigger is Better	89.5%	88%	31/03/2017	88%	GREEN	↓	

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<b>PUBLIC HEALTH</b>									
Former NI1 23	No. people quitting through smoking cessation service	Bigger is Better	1321	923	31/12/2016 Final Quarter 3 (9mth) data	1300	AMBER	↓	The service operates a quarter in arrears as smokers setting a quit date on the last day of a quarter are entitled to a minimum of 8 weeks' support, and data must then be collated and submitted nationally over the next month. Target was narrowly missed in Q3 (reporting end of March). Provisional figures as of mid-April indicated that performance was back on target, with the Q3 target overhauled and 175 quits left to meet the Q4 end-of-year target. Performance is being monitored weekly in case additional resources are required.
Local	% eligible people who have received an NHS Health Check	Bigger is Better	16%	12.3%	31/03/2017	15%	RED	↓	The target has increased from last year as the population eligible for checks has increased by 6% (total target 10,525 checks, up from

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									<p>9,900 last year).</p> <p>The current manual system for reporting and verifying Checks varies across the GP practices who provide the majority of Checks and can lead to delayed reporting and the need for officers to reconcile and validate reports. Lower reported numbers are therefore expected until the end of the financial year. A single standardised, electronic system is being introduced to improve reporting.</p> <p>The outreach service, which was contracted to provide 700 Checks annually to isolated and vulnerable people, was terminated at the start of 2015/16 due to consistent poor performance by the provider. There has been a gap in service while the service is Redesigned</p>

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									<p>and re-commissioned to avoid a recurrence. Wandsworth GP Federation has now been contracted in the interim to deliver 300 outreach Checks by September and a procurement exercise is in place to commission a new outreach service across Richmond and Wandsworth from November 2017. Staff turnover in the delivering team has combined with the above issues to Reduce the capacity available to engage and support GPs and pharmacists to increase their Check numbers and to market the service to residents. Recruitments have taken place; one remaining post will be recruited to in early 2017/18. As a result of the mitigation efforts noted above, performance improved in quarter 4 and is expected to return to target</p>

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									levels in 2017/18.
Former NI3 9	Alcohol related hospital admission (primary diagnosis) rates, per 100,000 population	Smaller is Better	545	398	31/12/2016  9 months data	500	RED		<p>The target is challenging as the average annual rate since 2010/11 is 545 and the lowest was 525. Based on current performance the target will not be met. However, the provisional Q3 figure represents a slight downward trend compared to previous year (410); current performance is slightly better than the provisional London average (403) and almost 20% below the England average (490). Red rating is against profiled target.</p> <p>Alcohol Liaison Nurses (ALNs) are now in post in A&amp;E and form the core of the virtual alcohol team at St George's. Clients can be identified at the hospital and either transferred to detox or assessed in the hospital for later community treatment.</p>

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									<p>Wandsworth Community Drug and Alcohol Service's Tooting site has enabled a stronger link with the hospital. Commissioners have put in a bid to the CCG for 7 day a week funding for the ALN nursing staff, as numbers attending A&amp;E on Sundays are becoming increasingly high.</p> <p>Alcohol Identification and Brief Advice (IBA) training programme has been provided to 300 staff across multiple staff disciplines resulting in a 41% increase in referrals.</p> <p>A Dual Diagnosis protocol has provided a more integrated approach to patients with co-occurring substance misuse and mental health problems.</p>
<b>Housing and Regeneration</b>									

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	% of follow-up actions after noise complaint completed within 5 days	Bigger is Better		91.9%	31/03/2017	90%	Green		
	No. private sector dwellings made decent	Bigger is Better	254	386	31/03/2017	230	Green	↑	
	No. private sector long term vacant dwellings that are returned into occupation as a direct result of action by the council	Bigger is Better	40	65	31/03/2017	39	Green	↑	
	No. properties where major disability adaptations have been completed	Bigger is Better	155	189	31/03/2017	157	Green	↑	
	No. households living in temporary accommodation	Smaller is Better	1309	1571	31/03/2017	1485	Red	↓	Numbers accommodated was greater than forecast due to a combination of continued homelessness demand and a lower than expected supply of properties becoming available for allocation under the Allocation scheme. Despite this, the use of B&B remains stable in gross numbers and Reduced as a



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									percentage of all temporary accommodation used.
	No. family households with dependent children in B&B accommodation for more than six weeks	Smaller is Better	17	17	31/03/2017	0	Red	↔	The number of families in B&B for longer than 6 weeks increased in the final quarter but families placed in such accommodation generally move through it swiftly. The increase was due to a combination of new homelessness demand in the quarter and a lower level of resources for that quarter becoming available for letting under the allocation scheme. All families placed in B&B for longer than six weeks at the end of March were matched to an offer of other, self-contained accommodation.
	Av. length of time (in weeks) stay in bed and breakfast accommodation (all people).	Smaller is Better	21	21	31/03/2017	15	Red	↓	The figure for quarters 1, 2 and 3 remained below the final outturn from 15/16, although this indicator remains behind target. This is due to an increasing number

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									of cases being accommodated in B&B at the Council's discretion pending review/appeal.
	Number of homeless cases prevented	Bigger is Better	141	67	31/03/2017	100	Red	↓	This reflects the increased proportion of households becoming homeless from the private rented sector. In these cases, it is more difficult to negotiate with landlords to prevent eviction.
	% non-decent Council homes	Smaller is Better	0%	0%	31/03/2017	0%	Green	↔	
	% repairs completed in local target times across all priorities	Bigger is Better	94.2%	93.6%	31/03/2017	97%	Amber	↓	Ongoing performance issues with one large contractor have resulted in a performance figure below target. Action is being taken to resolve and it is anticipated that performance will improve over the next year as the Council's actions to resolve contractor performance take effect. Performance has already improved since the

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
									previous quarter.
	% tenanted properties where last recorded gas service was more than 12 months ago	Smaller is Better	0.07%	0.105%	31/03/2017	0	Green	↔	
	Av. weekly costs for each home, broken down as follows: Management	N/A	18.58	£18.90	31/03/2017	18.21	Green	↑	As a result of the pay settlement for public sector staff an adjustment was required to the management budget to reflect the agreed increase of 1%
	Av. weekly costs for each home, broken down as follows: Repairs	N/A	30.74	£28.14	31/03/2017	30.13	Green	↑	
	No. local authority tenants with more than 7 weeks of (gross) rent arrears as % no. council tenants	Smaller is Better	5.11%	3.81%	31/03/2017	5.7%	Green	↑	
	All arrears (residential, non-residential and leasehold HHW) as % Gross Collectable Debt	Smaller is Better	2.66%	1.98%	31/03/2017	2.9%	Green	↑	
	Av. time (in days) to get a new tenant into an empty Council	Smaller is	25.4	22.1	31/03/2017	22	Green	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	home	Better							
	% service charge - current year	Bigger is Better	74.79%	74.08%	31/03/2017	74.2%	Green	↓	Target relates to billing year - October 2016 to September 2017. Result relates to year to date.
	No. under occupation transfers achieved	Bigger is Better	80	95	31/03/2017	191	Red	↑	A key factor in achieving under occupation transfers is the quality of the alternative home being offered. 2016/17 should have provided a significant number of new build units which would have allowed for chains of moves to be enabled. However, around 35 new homes slipped into the new financial year and will now be let in the first quarter of 2017/18, which will be prioritised for under occupying council tenants. Despite that, the number of under occupation transfers achieved was higher than in the previous year.
	Tenant satisfaction with overall	Bigger is	74.1%	74.5%	31/03/2017	77%	Amber	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	housing service	Better							
	Leaseholder satisfaction with overall housing service	Bigger is Better	61.1%	52.8%	31/03/2017	57%	Red	↓	Similar fluctuations have been identified before in surveys and results can often be affected by survey topic and the timing of surveys. This change in satisfaction does raise significant concerns. However, the findings of recent surveys will be analysed in order to identify what elements of the service could be improved that would result in higher levels of satisfaction overall.
	Graffiti dealt with within target time	Bigger is Better	85.3%	98.3%	31/03/2017	98%	Green	↑	

**CSOSC - Community Safety**

	Violence with injury per 1,000 population - non domestic in nature	Smaller is Better	4.99	4.79	31/03/2017			↑	With 4.79 offences per 1,000 residents, Wandsworth ranks 1st in inner London for this measure in 2016/17.
	Serious acquisitive crime	Smaller	14.16	18.29	31/03/2017			↓	Final Wandsworth ranking for

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	rate per 1,000 population (residential burglary, motor vehicle crime and robbery)	is Better							2016/17 was 3 <sup>rd</sup> in inner London. 2nd place was achieved in residential burglary and robbery but a surge in vehicle crime (which accounts for 66% of this indicator) affected the final outcome. Increases were evident in both theft from a vehicle and theft of a vehicle throughout the year but the formation of the Vehicle Crime Multi Agency Panel late in 2016 may have had some early successes, with Q4 performance for both crime types showing fewer crimes than any other quarter in 2016/17.
	Reduction in total police callouts for domestic violence victims within the MARAC cohort	Bigger is Better	39.81	42.48	31/03/2017	20	Green	↑	The target is based on the MOPAC targets for crime Reduction of 20%. The first year performance (2013/14) was a 16% Reduction. Given the levels of substance misuse and mental health issues in the cohort, 20% is a significant achievement in itself.
	No. convictions for those offenders monitored under Integrated Offender	Smaller is Better	102	123	31/03/2017	228	Green	↓	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	Management (IOM)								
<b>CSOSC - Leisure, Libraries &amp; Sport</b>									
	No. times people used the Council's swimming pools and leisure centres for every 1000 residents	Bigger is Better	11120	10928	31/03/2017	11282	Amber	↓	
	No. times people used sports facilities and programmes, not included in the above, for every 1,000 residents	Bigger is Better	2836	2830	31/03/2017	2769	Green	↓	
	Total adult issues - books & e-books per 1000 residents	Bigger is Better	2746.18	2733.3	31/03/2017	2714	Green	↓	
	Active library service users as % population	Bigger is Better	16.2	16.3	31/03/2017	23	Red	↑	The number of active users is actually increasing - from 50,543 in April 2016 to 51,258 by the end of March 2017, representing an increase of 1.5%. The target of 23% of the population being active borrowers is significantly above the London average of 14%. To increase active borrower numbers, we are continuing to build our social media

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
									presence, reviewing stock displays with library managers to target PN users, parents and carers; and children's Librarians are continuing to visit schools and nurseries to promote the service and encourage borrowing. There is an extended calendar of events in 2017 for both children and adults to further engage customers and encourage increased activity.
	% all library reservation requests supplied within 15 days	Bigger is Better	78.8	84.7	31/03/2017	79	Green	↑	
	No. library uses per 1,000 population: Physical	Bigger is Better	4462	4429	31/03/2017	4689	Red	↓	Overall, the number of physical visits to libraries in 2016/17 was 268 more than in 2015/16, an increase of 0.02% (1,393,158 compared to 1,392,885). We are continuing to increase the number of events and activities available at libraries to encourage more visitors, however to put our performance into perspective, library visits nationally have fallen a third since 2005 and many authorities are expected to



No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
									report a further decline for 2016/17.
	No. of children's issues: books and e-books per 1000 residents	Bigger is Better	13353	12824	31/03/2017	12770	Green	↓	
	Total no. computer sessions (including wifi) used in libraries	Bigger is Better	268822	277296	31/03/2017	269000	Green	↑	
	% Bookstart Packs delivered by the Library and Heritage Service to children aged birth - 3 years.	Bigger is Better	100.2	134.3	31/03/2017	97	Green	↑	
<b>Environmental Services</b>									
	Inspected food establishments in the area which are broadly compliant with food hygiene law (i.e. have achieved a food hygiene rating of 3/5 or above)	Bigger is Better	91	92	31/03/2017	90	Green	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	High risk A&B and non-compliant C rated food establishments due for inspection - completed	Bigger is Better		99	31/03/2017	100	Green		
	High risk Trading Standards premises due for inspection completed	Bigger is Better		100	31/03/2017	100			
	Licensing Continuation Fees due that were paid	Bigger is Better	100	99	31/03/2017	100	Green	↓	
	Requests for service responded to within target times for Environmental Services	Bigger is Better	97	96	31/03/2017	100	Amber	↓	The very slight drop seen in performance for this measure is a combination of two factors - an overall increase in the number of service requests from 12,770 in 2015/16 to 13,038 in 2016/17 (+ 2%). - staffing vacancies within the Environmental Services teams during the year; to mitigate the impact of this the service triages service requests and directs resources so those matters with the highest risk are prioritised.

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	Satisfaction of businesses with local authority regulatory services	Bigger is Better	97	95	31/03/2017	96	Green	↓	
	Schedule B Prescribed Premises due for inspection completed	Bigger is Better		100	31/03/2017	100	Green		
<b>CSOSC - Energy Consumption</b>									
	Tonnes CO2e emissions from Local Authority operations (including consumption of gas, electricity, emissions from council-owned transport and	Smaller is Better	17627.2		This is an annual indicator which is reported annually in July hence	27060.9			

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	business travel)				result for 16-17 not yet available.				
	Reduction in energy consumption in Council buildings since 2008/09	Bigger is Better	12.8	32.1	30/09/2016	12	Green		Previous years results included for context but not directly comparable due to changes in corporate estate e.g. estate sales and transfer of schools to academies. Indicators being reviewed as part of annual process to make sure they are fit for purpose in 2017-18.
	Tonnes CO2 emission as reported under phase 2 of CRC - % Reduction from previous year	Bigger is Better	46.5	18.9	30/09/2016	1	Green		
	Water consumption (cu m) – % Reduction from previous year	Bigger is Better	20.8	31.3	30/09/2016	5	Green		
<b>CSOSC - Recycling, Waste &amp; Street Cleaning</b>									
	% recycling sacks obtained using the online system	Bigger is Better	92	93.7	31/03/2017	93	Green	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	% bulky waste collection requests using the online system	Bigger is Better	53.6	63	31/03/2017	54	Green	↑	
	% contamination in co-mingled recyclate	Smaller is Better	14.1	14.6	31/03/2017	14	Amber	↓	Contamination levels in orange-lidded banks fell 2% to 18.8% however levels in clear sacks (which account for c. 70% of the total tonnage) increased 0.9% to 13.8% causing the target to be missed. New lids and locks were fitted to 300 banks on the most contaminated collection round/days in October 2016 and funded support to identify how contamination can be cost-effectively Reduced is now being received from Resource London.
	Residual household waste per household (kg/hhold)	Smaller is Better	543	535	31/03/2017	539	Green	↑	
	Household waste recycled, composted or reused	Bigger is Better	21.1	21.6	31/03/2017	22	Green	↑	
	Total municipal waste recovery rate (%) including recycling by households and	Bigger is	43.6	43.4	31/03/2017	45	Amber	↓	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	materials recovered from incineration	Better							
	Missed Refuse and Recycling collections	Smaller is Better	0.0267	0.0268	31/03/2017	0.03	Green	↔	
	Reports about non-collection of waste	Smaller is Better	4156	4226	31/03/2017	4235	Green	↓	
	Other waste collection service related complaints	Smaller is Better	23	21	31/03/2017	23	Green	↑	
	Improved street and environmental cleanliness (levels of litter)	Smaller is Better	2.9	2.1	31/03/2017	2.9	Green	↑	
	No. of Street Cleansing reports / requests for service (cumulative in year)	Smaller is Better	270	295	31/03/2017	265	Red	↓	In March 2017, all residents received a flier with the annual Council Tax mailing advising them about the Rapid Response service to deal with fly tips and litter being introduced and how to request it. Inevitably this has led to increased reports being received requesting the service, all of which are counted towards this indicator

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
									(which is a count of the reports/requests for service received, not a count of "complaints").
	Total number of fly-tipping incidents identified by or reported to the Council	Smaller is Better	1694	4348	31/03/2017	1694	Red	↓	Improved online reporting arrangements for fly-tips, combined with increased levels of fly-tip related publicity, including a flier distributed to all households in March 2017 which detailed how to request an enhanced "rapid response service to deal with fly tips" have proved effective at encouraging more fly tip reports, enabling more prompt clearance. Increased levels of fly tip and litter related enforcement indicate that the Council is taking appropriate action to bring the perpetrators to justice. For 2017/18 it is proposed to replace this indicator with one focused on the timeliness of clearing fly tips as this is a better measure of service performance.
	Total number of fly-tipping enforcements (no. notices)	Bigger is	8716	10075	31/03/2017	8716	Green	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	issued to addresses in the locality of a fly-tipping incident warning of the penalties).	Better							
	Enforcement - weighted total (measure of volume of fly-tipping weighted by various factors)	Bigger is Better	59214	152820	31/03/2017	59214	Green	↑	
<b>CSOSC - Planning &amp; Transportation</b>									
	People killed or seriously injured in road accidents	Smaller is Better	81	69	30/09/2016	81	Green	↑	
	Children killed or seriously injured in road traffic accidents	Smaller is Better	4	3	30/09/2016	4	Green	↑	
	Net additional homes provided	Bigger is Better	2766		End year figures not available until July 2017	1724			
	No. affordable homes delivered (gross)	Bigger is Better	131			253			
	Processing of planning applications as measured	Bigger is	86	100	31/03/2017	80	Green	↑	



No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	against targets: 'major' application types processed within 13 weeks	Better							
	Processing of planning applications as measured against targets: 'minor' application types processed within 8 weeks	Bigger is Better	74	75	31/03/2017	74	Green	↑	
	Processing of planning applications as measured against targets: 'other' application types processed within 8 weeks	Bigger is Better	80	86	31/03/2017	80	Green	↑	
	Av. time taken in days to determine each planning application	Smaller is Better	9.28	9.1	31/03/2017	9	Green	↑	
	% appeals allowed against the authority's decision to refuse planning applications	Smaller is Better	30	25	31/03/2017	20	Red	↑	As previously noted this local target has been lowered from the National Indicator of 28% to 20%. In achieving 25% in this quarter, the planning services significantly improved the appeal success rate and indeed exceeded the former National Indicator.

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	% annual resident parking permits applied for solely online	Bigger is Better	88.7	92.2	31/03/2017	85	Green	↑	
	% annual visitor parking permits applied for solely online	Bigger is Better	66.6	75.1	31/03/2017	70	Green		The data provided by contractor has been reviewed and it was established that only the number of accounts who activated a visitor permit were counted, as opposed to each activation per account. The results have therefore been revised accordingly. Result is therefore not comparable to 15/16.
	% annual business parking permits applied for solely online	Bigger is Better	60	67.7	31/03/2017	65	Green	↑	
	% Wandsworth residents' trips by walking as main mode of transport	Bigger is Better	33	34	Data is published annually by TfL. Data entered is for the three-year period 2013/14 to 2015/16.	33	Green	↑	

No.	Measure Name	Good is?	2015/16 Actual	2016/17 Actual	Latest available data period	2016/17 Target	OPA	DOT	Comment
	% Wandsworth residents' trips by cycling as main mode of transport	Bigger is Better	5	4	Data is published annually by TfL. Data entered is for the three-year period 2013/14 to 2015/16.	5	Red	↓	Performance has Reduced by one percentage point compared to the previous period as, although the number of cycle journeys increased slightly, the total number of journeys made increased by a greater proportion, thereby Reducing the overall proportion of journeys made by bicycle.
	% of potholes repaired within target time scale	Bigger is Better	100	96.5	31/03/2017	100	Amber	↓	For the past two quarters performance has been 100% with an average time taken to repair a pothole during Q4 of 0.6 days. The dip in performance was mainly in q2 due to an administrative error which meant that a small number were not processed within timescales.