

Improvement Targets 2013/14

Ref.	Short Description	Unit of Measure	2012/13 Target	2013/14 Target	Aspirational Target	Reclassified From	NSI / PAM / SID / Local
<b>HUMAN RESOURCES</b>							
CHR/002	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence	No. of Working Days / Shifts per FTE	9.8	9.6	8.3	No Change	SID
REM3	Increase the percentage of employees receiving an annual appraisal with Individual Development Plan to 100%	%	100	100	100	No Change	Local
<b>CUSTOMER SERVICES</b>							
CUSM1	Efficient Complaints Handling - The percentage of initial complaints responded to within 10 working days	%	80	80	85	No Change	Local
<b>FINANCE</b>							
DWP1L	Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) new claims	Days	18	17.5	15	No Change	Local
DWP2L	Time taken to process Housing Benefit (HB) and Council Tax Benefits (CTB) change events	Days	9	9	7	No Change	Local
CFH/006	The percentage of undisputed invoices which were paid within 30 days	%	95	95	98	Incremental	SID
<b>ASSETS &amp; TRANSPORTATION</b>							
CMT/001	The percentage of total length of Rights of Way which are easy to use by members of the public	%	69	69	80	Incremental	SID
CRCLM1	Carbon Reduction Commitment	%	5	5	60 by 2021	New PI	Local
IA3.1L1	(Improvement Agreement 3.1) Increase the Standard Assessment Procedure (SAP) Rating in Council housing stock	Average SAP Rating	68	69	70	No Change	Local
THS/007	The percentage of adults aged 60+ who hold a concessionary travel pass	%	78	78	82	No Change	NSI

Ref.	Short Description	Unit of Measure	2012/13 Target	2013/14 Target	Aspirational Target	Reclassified From	NSI / PAM / SID / Local
<b>PLANNING</b>							
PLA/004a	The percentage of major planning applications determined during the year within 13 weeks	%	39	40	41	No Change	SID
PLA/004b	The percentage of minor planning applications determined during the year within 8 weeks	%	65	66	67	No Change	SID
PLA/004c	The percentage of householder planning applications determined during the year within 8 weeks	%	90	91	91	Incremental	SID
PLA/006	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	%	25	30	40	Incremental	PAM & NSI (Improvement Plan)
<b>PUBLIC PROTECTION</b>							
PSR/008	The percentage of high risk private sector dwellings improved to an acceptable level	%	75	75	100	No Change	SID
<b>STREETSCENE</b>							
STS/006	The percentage of reported fly tipping incidents cleared within 5 working days	%	92	95	96	Incremental	NSI
WMT/011	The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregation bio waste that is composted or treated biologically in another way	%	N/A	62	75	New PI	SID

Ref.	Short Description	Unit of Measure	2012/13 Target	2013/14 Target	Aspirational Target	Reclassified From	NSI / PAM / SID / Local
<b>HOUSING</b>							
PSR/004	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority	%	3	6	10	Incremental	NSI
HLS/014L	Average number of calendar days taken to let lettable units of permanent accommodation during the financial year	Calendar Days	42	35	28	No Change	Local
<b>ADAPTATIONS</b>							
PSR/009a	The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people	Calendar Days	350	345	322	No Change	SID
PSR/009b	The average number of calendar days taken to deliver a Disabled Facilities Grant for adults	Calendar Days	400	400	322	No Change	SID

Ref.	Short Description	Unit of Measure	2012/13 Target	2013/14 Target	Aspirational Target	Reclassified From	NSI / PAM / SID / Local
<b>SOCIAL CARE FOR ADULTS</b>							
SCALM1	Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement	%	Baseline Year	60	70	New PI	Local
SCA/018c	The percentage of carers of adults who were assessed or reassessed in their own right during the year who were provided with a service	%	60	65	75	No Change	SID
SCA/019	The percentage of adult protection referrals completed where the risk has been managed	%	86	88	90	No Change	PAM
IA1.1L4	Number of adults receiving a personal budget for services via either a direct payment or citizen directed support	No. of adults	170	200	220	No Change	Local
<b>SOCIAL SERVICES FOR CHILDREN</b>							
SCC/004	The percentage of children looked after on 31 March who have had three or more placements during the year	%	Below 5	Below 7.5	Below 5	Maintenance	NSI & PAM (Improvement Plan)
SCC/021	The percentage of looked after children reviews carried out within statutory timescales during the year	%	92	93	95	Incremental	SID
<b>LIBRARIES</b>							
LCL/001b	The number of visits to Public Libraries during the year, per 1,000 population	Visits	5750	5500	6048	New PI	NSI (Improvement Plan)

Ref.	Short Description	Unit of Measure	2012/13 Value (Summer 2012)	2013/14 Target (Summer 2013)	Aspirational Target (Summer 2015)	Reclassified From	NSI / PAM / SID / Local
<b>EDUCATION</b>							
EDU/003	The percentage of learners achieving the Core Subject Indicator at Key Stage 2	%	81.3	81.7	86	Incremental	NSI & PAM
EDU/004	The percentage of learners achieving the Core Subject Indicator at Key Stage 3	%	76	77.2	83.6	Incremental	PAM
EDULM1	The percentage of learners achieving the Core Subject Indicator at Key Stage 4	%	57.6	62.3	66.3	New PI	Local
EDULM2	The percentage of learners achieving the Level 1 Threshold	%	95.6	96.7	97.2	New PI	Local
EDU/017	The percentage of learners achieving Level 2 Threshold inclusive of Mathematics and English or Welsh 1st Language	%	59.6	62.8	66.9	New PI	NSI
EDULM3	Improve performance of cohort of learners entitled to Free School Meals (FMS) to reduce the gap in performance of FSM and non FSM learners.	% & CPS (Capped Points Score)	Level 1 = 89.5 Level 2+ = 26 CPS = 267.8	Level 1 = 93.8 Level 2+ = 48 CPS = 319.3	Level 1 = 94.6 Level 2+ = 53.9 CPS = 327.9	New PI	Local
EDULM4	Improve outcomes achieved by boys for CSI at each Key Stage (Level 2 Threshold including English/Welsh and Mathematics at Key Stage 4)	%	KS4 = 55 KS3 = 73.7 KS2 = 77.6	KS4 = 61 KS3 = 75 KS2 = 80.5	KS4 = 64.9 KS3 = 81.9 KS2 = 83.5	New PI	Local
EDULM5a	Improve outcomes in Mathematics	%	KS4 = 69.4 KS3 = 83.9 KS2 = 86.3	KS4 = 71.5 KS3 = 85.1 KS2 = 86	KS4 = 73.7 KS3 = 88.8 KS2 = 89.8	New PI	Local
EDULM5b	Improve outcomes in English	%	KS4 = 69.2 KS3 = 83.1 KS2 = 83.8	KS4 = 75.1 KS3 = 84.7 KS2 = 85.4	KS4 = 76.4 KS3 = 88.1 KS2 = 88	New PI	Local
EDULM5c	Improve outcomes in Welsh (first language)	%	KS4 = 61.8 KS3 = 67.9 KS2 = 78.9	KS4 = 73 KS3 = 80 KS2 = 86.5	KS4 = 73 KS3 = 80 KS2 = 87.5	New PI	Local
EDU/011	The average point score for pupils aged 15 at the preceding 31st August, in schools maintained by the local authority	Points Score	509	496	550	No Change	PAM & NSI

Ref.	Short Description	Unit of Measure	2012/13 Value (Summer 2012)	2013/14 Target (Summer 2013)	Aspirational Target (Summer 2015)	Reclassified From	NSI / PAM / SID / Local
EDULM6	Improvement of outcomes in Capped Points Score, including increasing the proportion of A* and A grades	Points Score	336.8	339.5	354.1	New PI	Local
EDULM8a	The number of school days lost due to fixed-term exclusions during the academic year, in primary schools	School Days	99	94	85	New PI	Local
EDULM8b	The number of school days lost due to fixed-term exclusions during the academic year, in secondary schools	School Days	509	460	360	New PI	Local
EDULM9	Reduce the frequency of fixed term exclusions of six days or more	No. of exclusions	KS4 = 25 KS3 = 14 KS2 = 9 FP = 0	KS4 = 23 KS3 = 10 KS2 = 6 FP = 0	KS4 = 18 KS3 = 7 KS2 = 4 FP = 0	New PI	Local
EDU/002ii	The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31st August that leave compulsory education, training or work based learning without an approved external qualification	%	10	0	0	No Change	NSI
SCC/035	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	%	25%	35%	33%	No Change	SID
SCC/036	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the core Subject Indicator, as determined by Teacher assessment	%	40%	60%	60%	No Change	SID
SCC/037	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	Points Score	186	186	TBC	No Change	NSI
EDULM11	Decrease the percentage of learners who are NEET (Yr 11)	%	2.3	2.2	2	New PI	Local