

Type	Title	Unit of Measure	Direction of Positive Performance	RAG	Trend (Improved, Downturned or Maintained)	Actual 2012/13	Actual 2013/14	Target 2013/14	Owner
Finance									
Improvement/ Local	DWP1L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) new claims.	Days	Lower	A	Downturned	16.47 Days	19.96 Days	17.50 Days	Jennifer Griffiths
Improvement/ Local	DWP2L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) change events.	Days	Lower	A	Downturned	6.78 Days	9.07 Days	9 Days	Jennifer Griffiths
Improvement/ SID	CFH 006 - The percentage of undisputed invoices which were paid in 30 days	%	Higher	A	Improved	85.80%	91.26%	95%	Debbie Griffiths
Human Resources & Organisational Development									
Improvement/ SID	CHR 002 - The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	Days/ Shifts	Lower	A	Improved	11.03 Days/ Shifts	10.8 Days/ Shifts	9.60 Days/ Shifts	Helen Stappleton
Local/ Improvement	REM3L - FCC - The percentage of employees receiving an annual appraisal with Individual Development Plan (excluding schools)	%	Higher	TBC	TBC	Community Services = 84% Corporate Services = 38% Environment = 70% Lifelong Learning = 66%	TBC	100%	Helen Stappleton
ICT & Customer Services									
Improvement/ Local	CUSM1L Efficient Complaints Handling - The percentage of initial complaints responded to within 10 working days	%	Higher	G	Improved	75.11%	83.93%	80%	Denise Naylor
Housing									
NSI/PAM	HHA 013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	%	Higher	A	Improved	83.41%	84.89%	90%	Katie Davis

Improvement/ Local	HLS 013bL - The average amount of rent loss due to empty property	%	Lower	G	Improved	2.01%	1.80%	1.80%	Helen Grant
Improvement/ Local	HLS 014L - The average number of calendar days taken to let lettable units of permanent accommodation during the financial year.	Days	Lower	A	Improved	47.44 Days	42.28 Days	35 Days	Helen Grant
NSI/ Improvement	PSR 004 - The percentage of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action by the local authority	%	Higher	G	Improved	5.96%	6.73%	6%	Gavin Griffith
Social Care									
Improvement	IA1.1L4 - Number of adults receiving a personal budget for services via either a direct payment or Citizen Directed Support	People	Higher	G	Improved	215 People	302 People	200 People	Alwyn Jones
NSI/PAM	PSR 002 - The average number of calendar days taken to deliver a Disabled Facilities Grant	Days	Lower	G	Improved	391 Days	246.43 Days	350 Days	Alwyn Jones
SID/ Improvement	PSR 009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for Children and Young People	Days	Lower	G	Improved	481.56 Days	219.50 Days	345 Days	Carol Salmon
SID/ Improvement	PSR 009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults	Days	Lower	G	Improved	384.85 Days	247 Days	400 Days	Alwyn Jones
NSI	SCA 001 - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	Rate per 1,000	Lower	Not Applicable	Not Applicable	1.11 Rate per 1,000	To be confirmed by HOWIS in August	2 Rate per 1,000	Alwyn Jones
NSI	SCA 002a - The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	Rate per 1,000	Lower	N/A	Improved	66.69 Rate per 1,000	65.15 Rate per 1,000	Not set	Alwyn Jones
NSI	SCA 002b - The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Rate per 1,000	Lower	G	Maintained	15.9 Rate per 1,000	15.9 Rate per 1,000	21 Rate per 1,000	Alwyn Jones
PAM	SCA 007 - The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	%	Higher	G	Improved	91.80%	98.48%	84%	Alwyn Jones

PAM	SCA 018a - The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	%	Higher	G	Downturned	91.85%	90.72%	89%	Alwyn Jones
SID/ Improvement	SCA 018c - The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	%	Higher	G	Improved	66.9%	85.11%	74%	Alwyn Jones
NSI/PAM/ Improvement	SCA 019 - The percentage of adult protection referrals completed where the risk has been managed	%	Higher	G	Downturned	98.96%	98.90%	88%	Alwyn Jones
PAM	SCA 020 - The percentage of adult clients who are supported in the community during the year	%	Higher	A	Downturned	88.44%	85.10%	90.00	Alwyn Jones
Local/ Improvement	SCAM2L - The percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of reablement	%	Higher	G	Not Applicable	Not Applicable	76.63%	60%	Alwyn Jones
PAM	SCC 001a - The percentage of first placements of looked after children during the year that began with a care plan in place	%	Higher	A	Downturned	96.05%	93.98%	94%	Carol Salmon
NSI/PAM/ Improvement	SCC 004 - The percentage of children looked after on 31st March who have had three or more placements during the year.	%	Lower	G	Improved	8.16%	6.54%	7.50%	Carol Salmon
PAM	SCC 011a - The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker	%	Higher	G	Improved	74.23%	90.14%	80%	Carol Salmon
NSI	SCC 011b - The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker	%	Higher	A	Improved	33.76%	52.54%	54%	Carol Salmon
SID/ Improvement	SCC 021 - The percentage of looked after children reviews carried out within statutory timescales during the year	%	Higher	A	Downturned	91.34%	85.88%	93%	Carol Salmon
PAM/ Improvement	SCC 025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with the regulations	%	Higher	A	Downturned	94.22%	76.57%	93%	Carol Salmon
PAM	SCC 030a - The percentage of young carers known to Social Services who were assessed	%	Higher	A	Downturned	82.86%	66.67%	92%	Carol Salmon

NSI	SCC 033d - The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	%	Higher	A	Downturned	84.62%	75%	90%	Carol Salmon
NSI	SCC 033e - The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non emergency accommodation at the age of 19	%	Higher	A	Downturned	100%	91.67%	95%	Carol Salmon
NSI	SCC 033f - The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19	%	Higher	A	Downturned	81.82%	58.33%	75%	Carol Salmon
NSI	SCC 041a - The percentage of eligible, relevant and former relevant children that have pathway plans as required	%	Higher	G	Maintained	100%	100%	98%	Carol Salmon
PAM/ Improvement	SCC 045 - The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable	%	Higher	Not Applicable	Downturned	89.01%	82.14%	Not set	Carol Salmon
Leisure, Libraries & Culture									
NSI/ Improvement	LCL 001b - The number of visits to Public Libraries during the year, per 1,000 population	Rate per 1,000	Higher	A	Downturned	5389.03 Rate per 1,000	5314.73 Rate per 1,000	5,400.00 Rate per 1,000	Lawrence Rawsthorne
NSI	LCS 002b - The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity	Visits	Higher	G	Improved	9,995.87 Visits	10,056.59 Visits	9,499.61 Visits	Mike Welch
Planning									
SID/ Improvement	PLA 004a - The percentage of major planning applications determined during the year within 13 weeks	%	Higher	A	Downturned	40.63%	35.62%	40%	Glyn P Jones
SID/ Improvement	PLA 004b - The percentage of minor planning applications determined during the year within 8 weeks	%	Higher	A	Improved	47.38%	61.98%	66%	Glyn P Jones
SID/ Improvement	PLA 004c - The percentage of householder planning applications determined during the year within 8 weeks	%	Higher	G	Improved	73.82%	92.21%	91%	Glyn P Jones

NSI/PAM/Improvement	PLA 006b - The percentage of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	%	Higher	A	Downturned	33.18%	22.44%	25%	Andy Roberts
Public Protection									
PAM/Improvement	PPN 009 - The percentage of food establishments which are 'broadly compliant' with Food Hygiene standards	%	Higher	G	Improved	83.64%	85.70%	80%	Anne Inskip
SID/Improvement	PSR 008 - The percentage of high risk private sector dwellings improved to an acceptable level	%	Higher	G	Improved	77.78%	100%	75%	Ian Vaughan-Evans
Streetscene									
PAM	STS 005b - The percentage of highways inspected of a high or acceptable standard of cleanliness	%	Higher	A	Improved	75.98%	92.89%	95%	Derrick Charlton
NSI/Improvement	STS 006 - The percentage of reported fly tipping incidents cleared within 5 working days	%	Higher	G	Improved	92.16%	95.81%	95%	David James
NSI/PAM/Improvement	WMT 004b The percentage of municipal waste collected by local authorities sent to landfill	%	Lower	G	Downturned	41.37%	41.83%	48%	Gabrielle Povey
NSI/PAM	WMT 009b - The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way	%	Higher	A	Improved	54.92%	55.07%	59%	Kevin Edwards
SID/Improvement	WMT 011 - The percentage of local authority municipal waste received at all local authority household waste amenity sites	%	Higher	A	Improved	53.70%	54.47%	62%	Kevin Edwards
SID/Improvement	CMT 001 - The percentage of total length of rights of way which are easy to use by members of the public	%	Higher	A	Downturned	63.87%	60.86%	69%	David James
Assets & Transportation									
Local/Improvement	EEFLM1 - Carbon Reduction Commitment (percentage)	%	Lower	A	Downturned	2.66% (reduction)	1.51% (increase)	5% (reduction)	Will Pierce
Local/Improvement	IA3.1L1 - Increase average Standard Assessment Procedure rating in council housing stock	%	Higher	G	Improved	70.96%	74.88%	69%	Will Pierce
NSI/Improvement	THS 007 - The percentage of adults aged 60 or over who hold a concessionary bus pass	%	Higher	A	Downturned	81.10%	75.49%	78%	Katie Wilby

PAM	THS 012 - The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	%	Lower	G	Improved	5.41%	4.31%	6%	David James
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Education

Type	Title	Unit of Measure	Direction of Positive Performance	RAG	Trend (Improved, Downturned or Maintained)	Actual 2012/13	Actual 2013/14	Target 2013/14	Owner
NSI	SCC 002 - The percentage of children looked after at 31st March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months	%	Lower	A	Downturned	10.62%	14.75%	0.00%	Kate Wylde
SID/ Improvement	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	%	Higher	A	Downturned	50%	33.33%	60%	Kate Wylde
SID/ Improvement	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	%	Higher	A	Maintained	50%	50%	60%	Kate Wylde
NSI/ Improvement	SCC 037 - The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	Points	Higher	G	Improved	122.4 Points	225.33 Points	186 Points	Kate Wylde
Type	Title	Unit of Measure	Direction of Positive Performance	RAG	Trend (Improved, Downturned or Maintained)	Actual Summer 2012	Actual Summer 2013	Target Summer 2013	Owner
NSI/PAM	EDU 002i - The percentage of: All pupils (inc. those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification.	%	Lower	A	Downturned	0.17%	0.72%	0.20%	Kevin Grandfield

NSI/ Improvement	EDU 002ii - The percentage of:Pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification.	%	Lower	G	Maintained	0.00%	0.00%	0.00%	Kate Wylde
NSI/PAM/ Improvement	EDU 003 - The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	%	Higher	G	Improved	81.30%	85%	81.70%	Claire Homard
PAM/ Improvement	EDU 004 - The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	%	Higher	G	Improved	76.02%	79.99%	77.20%	Kevin Grandfield
NSI	EDU 006ii - The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3	%	Higher	Not Applicable	Improved	4.64%	6%	Not set	Kevin Grandfield
NSI/PAM/ Improvement	EDU 011 - The average point score for pupils aged 15 at the preceding 31 Aug, in schools maintained by the local authority	Points	Higher	G	Improved	509.03 Points	526.73 Points	496 Points	Kevin Grandfield
NSI	EDU 015a - The percentage of final statements of special education need issued within 26 weeks including exceptions	%	Higher	A	Improved	90.77%	92.31%	100%	Karen Parry
NSI	EDU 015b - The percentage of final statements of special education need issued within 26 weeks excluding exceptions	%	Higher	G	Maintained	100%	100%	100%	Karen Parry
PAM	EDU 016a - The percentage of pupil attendance in primary schools	%	Higher	A	Downturned	94.54%	94.16%	94.60%	David Messum
PAM	EDU 016b - The percentage of pupil attendance in secondary schools	%	Higher	G	Improved	93.05%	93.33%	93.30%	David Messum
NSI/ Improvement	EDU 017 - The percentage of pupils aged 15 at the preceding 31st August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics	%	Higher	A	Improved	59.60%	62.15%	62.80%	Kevin Grandfield
Local/ Improvement	EDULM11L - Decrease the percentage of learners who are NEET (Yr11)	%	Lower	A	Downturned	2.30%	3.60%	2.20%	David Messum

Local/Improvement	EDULM1L - Percentage of learners achieving the Core Subject Indicator at Key Stage 4	%	Higher	A	Improved	57.60%	59%	62.30%	Kevin Grandfield
Local/Improvement	EDULM2L - Percentage of learners achieving the Level 1 threshold	%	Higher	A	Downturned	95.60%	94.30%	96.70%	Kevin Grandfield
Local/Improvement	EDULM3L - Capped Point Score - Improve performance of cohort of learners entitled to Free School Meals (FSM) to reduce the gap in performance of FSM and non FSM learners	Points	Higher	A	Improved	267.8 Points	293 Points	319.30 Points	Kevin Grandfield
Local/Improvement	EDULM3L - Level 1 threshold - Improve performance of cohort of learners entitled to Free School Meals (FSM) to reduce the gap in performance of FSM and non FSM learners	%	Higher	A	Improved	89.50%	91.20%	93.80%	Kevin Grandfield
Local/Improvement	EDULM3L - Level 2 threshold - Improve performance of cohort of learners entitled to FSM to reduce gap in performance of FSM and non FSM learners	%	Higher	A	Improved	26%	35.70%	48%	Kevin Grandfield
Local/Improvement	EDULM4L - KS2 - Improve outcomes achieved by boys for CSI at each Key Stage (Level 2 threshold including English/Welsh and Maths at Key Stage 4	%	Higher	G	Improved	77.60%	83%	78.10%	Claire Homard
Local/Improvement	EDULM4L - KS3 - Improve outcomes achieved by boys for CSI at each Key Stage (Level 2 threshold including English/Welsh and Maths at Key Stage 4	%	Higher	G	Improved	73.70%	75.40%	75%	Kevin Grandfield
Local/Improvement	EDULM4L - KS4 -Improve outcomes achieved by boys for CSI at each Key Stage (Level 2 threshold including English/Welsh and Maths at Key Stage 4	%	Higher	A	Improved	55%	56.90%	61%	Kevin Grandfield
Local/Improvement	EDULM5aL - KS2 - Improve outcomes in Mathematics	%	Higher	G	Improved	86.30%	88.20%	86%	Claire Homard
Local/Improvement	EDULM5aL - KS3 - Improve outcomes in Mathematics	%	Higher	G	Improved	83.90%	86.50%	85.10%	Kevin Grandfield
Local/Improvement	EDULM5aL - KS4 - Improve outcomes in Mathematics	%	Higher	A	Downturned	69.40%	68.50%	71.50%	Kevin Grandfield
Local/Improvement	EDULM5bL - KS2 - Improve outcomes in English	%	Higher	G	Improved	83.80%	88%	85.40%	Claire Homard

Local/ Improvement	EDULM5bL - KS3 - Improve outcomes in English	%	Higher	G	Improved	83.10%	85.80%	84.70%	Kevin Grandfield
Local/ Improvement	EDULM5bL - KS4 - Improve outcomes in English	%	Higher	A	Improved	69.20%	72.70%	75.10%	Kevin Grandfield
Local/ Improvement	EDULM5cL - KS2 - Improve outcomes in Welsh (first language)	%	Higher	G	Improved	78.90%	90%	86.50%	Claire Homard
Local/ Improvement	EDULM5cL - KS3 - Improve outcomes in Welsh (first language)	%	Higher	A	Downturned	67.90%	67.70%	80%	Kevin Grandfield
Local/ Improvement	EDULM5cL - KS4 - Improve outcomes in Welsh (first language) KS 3	%	Higher	A	Improved	61.80%	71.30%	73%	Kevin Grandfield
Local/ Improvement	EDULM6L - Improvement of outcomes in Capped Points score, including increasing the proportion of A* and A grades	Points	Higher	A	Improved	336.8 Points	337.1 Points	339.5 Points	Kevin Grandfield
Local/ Improvement	EDULM8aL - The number of school days lost due to fixed term exclusions during the academic year in primary schools	School Days	Lower	Not Applicable	Not Applicable	99 School Days	TBC	94 School Days	David Messum
Local/ Improvement	EDULM8bL - The number of school days lost due to fixed term exclusions during the academic year in secondary schools	School Days	Lower	Not Applicable	Not Applicable	509 School Days	TBC	460 School Days	David Messum
Local/ Improvement	EDULM9L - FP - Reduce the frequency of fixed term exclusions of six days or more	Number	Lower	Not Applicable	Not Applicable	0 Number	TBC	0.00 Number	David Messum
Local/ Improvement	EDULM9L - KS2 - Reduce the frequency of fixed term exclusions of six days or more	Number	Lower	Not Applicable	Not Applicable	9 Number	TBC	6 Number	David Messum
Local/ Improvement	EDULM9L - KS3 - Reduce the frequency of fixed term exclusions of six days or more	Number	Lower	Not Applicable	Not Applicable	14 Number	TBC	10 Number	David Messum
Local/ Improvement	EDULM9L - KS4 - Reduce the frequency of fixed term exclusions of six days or more	Number	Lower	Not Applicable	Not Applicable	25 Number	TBC	23 Number	David Messum