

Key Performance Measures

Department		Services for People
Divisions		Adult Care/Housing/Benefits/Children, Families and Learning
Key Performance Measures of Customer Outcomes		
Division	PI ref	Details
Housing Services	NI 156	Number of households living in temporary accommodation. (Housing Services)
	NI 160	Local Authority tenants' satisfaction with landlord services. (Housing Quality Network) / (Housing Services)
	LI 2118	% Urgent repairs completed on time (Government time limits) (Housing Quality Network) / (Tenants Board website) / (Building Services)
	LI 2120	% repairs completed on first visit. (Tenants Board website) / (Building Services)
	LI 2125	% of dwellings Gas Serviced within 12 months. (Housing Quality Network) / (Tenants Board website) / (Building Services)
	LI 2128	% Tenants satisfied with condition of new home. (Tenants Board website) / (Housing Services)
	Ex BV 212	Average number of days to re-let dwellings. (Housing Quality Network) / (Housing Services)
	Ex BV 66a	Rent collected as a % of rent roll. (Housing Quality Network) / (Housing Services)
	New	% of tenants coming off Supporting People Tenancy Scheme maintaining a successful tenancy for 12 months (Housing Services)
Adult Social Care	NI 125	(2B) Achieving independence for older people through rehabilitation / intermediate care.
	NI 128	User reported measure of respect and dignity in their treatment.
	New LI 2026	(3A) Overall satisfaction of people who use service with their care and support.
	New LI 2027	(3B) Overall satisfaction of carers with social services.
	New LI 2032	The proportion of carers judging that the service they receive as good or excellent is increasing.
	NI 130	(1C) Social care clients receiving Self Directed Support (Direct Payments and Individual Budgets). Proportion of people using social care who receive self-directed support and those receiving direct payments.
	New LI 2040	Reduce the rate of readmissions to care or hospital within 30 days of discharge.
	New LI 2041	Intermediate Care / Reablement Services – reduce the number of hospital admissions.
	New LI 2042	Intermediate Care / Reablement Services – reduce the number of residential care admissions.
	New LI 2043	Intermediate Care / Reablement Services – reduce the number of people receiving higher packages of care.

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Revenue & Benefits	LI 2300	Number of housing benefit fraud sanctions and prosecutions per 1,000 benefit claimants.
	LI 2301	Average number of days to decide new claims for Benefit.
	LI 3012	% of in year Council Tax collected in year.
	LI 3013	% of in year National Non-Domestic Rates collected.
CFL-CHILDREN, FAMILIES AND YOS	NI 019	Rate of proven re-offending by young offenders aged 10-17 (Youth Offending)
	NI 054	Services for disabled children (Survey) / (IN JSNA)
	NI 058	Emotional and behavioural health of looked after children
	NI 062	Stability of placements for children looked after children – % of children looked after at 31 st March with 3 or more placements during the year (CIPFA VFM)
	LI 1503	No. of referrals of Children In Need per 10,000 population under 18 (Munro)
	JAR 2016	% of referrals that are within 12 months of previous referral (JAR 2016)
	JAR 2035	Deregistration CPP per 10000 population under 18
	JAR 2042	Children Looked after per 10,000 population under 18, excluding respite care
	New	User satisfaction survey (Data development with other satisfaction surveys e.g. NI 054)
	New	Attainment against standards for assessment and care planning – data to be developed
	New	Number of Common Assessment Frameworks (CAF) recorded from Contact Information Records (Data development)
New	Social worker: a) Vacancy rate b) Turnover rate c) Absence/sickness rate d) Percentage of social work posts filled by agency workers (Munro)	
CFL- FAMILY SUPPORT	NI 053	Prevalence of breastfeeding at 6-8 weeks from birth a) prevalence of breastfeeding b) breastfeeding coverage (IN JSNA) / (Children's Centre)
	NI 055	Obesity among primary school age children in Reception Year. a) Coverage of pupils b) Number of obese and overweight children (IN JSNA) / (Children's Centre)
	NI 056	Obesity among primary school age children in Year 6. a) Coverage of pupils b) Number of obese and overweight children (IN JSNA)
CFL- EDUCATIONAL SERVICES	NI 072	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal, Social and Emotional Development and Communication, Language and Literacy. (CIPFA VFM) / (Children's Centre)
	NI 075	Achievement of 5 or more A*- C grades at GCSE or equivalent including English & Maths at Key Stage 4 (CIPFA VFM)
	NI 080	Achievement of Level 3 qualification by age of 19: % of young people attaining Level 3 by the age of 1
	NI 102b	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4 - 5+ A*-C grades at GCSE (and equivalent), including GCSE English and Maths
	NI 087	Secondary school persistent absence rate (Include Academies).
	NI 117	% of 16-18 year old who are not in education, training or employment (NEETS)
	LI 1249	% of half days missed due to total absence in secondary schools

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CFL – EDUCATIONAL SERVICES	LI 1250	% of half days missed due to total absence in primary schools
	LI 1764	% Of parents who received a place of their preference for primary admission
	LI 1765	% Of parents who received a place of their preference for secondary admission
	BSPK 51	Planning & Admissions - First preference admissions to secondary school
	NI 072	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal, Social and Emotional Development and Communication, Language and Literacy. (CIPFA VFM) / (Children’s Centre)
	NI 075	Achievement of 5 or more A*- C grades at GCSE or equivalent including English & Maths at Key Stage 4 (CIPFA VFM)
	NI 080	Achievement of Level 3 qualification by age of 19: % of young people attaining Level 3 by the age of 19
Development and Commissioning	NEPS Q15	The number of people who in the last 12 months have given time unpaid to groups, organisations or individually
	NEPS Q6i	% of local people who agree that local public services are working to make the area safer - (dependent on the North East Resident Perception Survey)
	NEPS Q18	% of local people who agree that their area local area is a place where people from different backgrounds get on with each other - (dependent on the North East Resident Perception Survey)
	NEPS Q14	% of local people who feel informed how they can get involved in local decision-making - (dependent on the North East Resident Perception Survey)
	New	% of commissioned services which fulfil their specification <i>(DD)</i>
	New	% of social care staff rating CPD opportunities as satisfactory or better
Measures of cost reduction	New	Measures to be developed e.g. Looked After Children, Adult residential care

Key: DD = Data Development requirement Grey shaded PMs indicates links to new Corporate Survey proposals now NEPS option has been declined.

Department	Services for Place	
Divisions	Building/Community Services/Highways/Policy and Regeneration	
Key Performance Measures of Customer Outcomes		
Division	PI ref	Details
Building Services	LI 2106	Satisfaction with quality of work <i>[Survey administered by service]</i>
	LI 2159	Percentage of tenants satisfied with repair service <i>[Survey administered by service]</i>
	LI 2115	Percentage of appointments kept
	LI 2116	Percentage of emergency repairs completed on time
	LI 2118	Percentage of urgent repairs completed on time
	LI 2119	Percentage of non-urgent repairs completed on time
Community Services	LI 2703	Satisfaction with cleanliness <i>[NEPS Q8.1]</i>
	LI 2704	Satisfaction with refuse collection <i>[NEPS Q8.2]</i>
	LI 2709	Satisfaction with parks & open spaces <i>[NEPS Q8.11]</i>
	LI 2509	Satisfaction with sport & leisure facilities <i>[NEPS Q8.7]</i>
	LI 2512	Satisfaction with libraries <i>[NEPS Q8.8]</i>
	NI 192	Household waste recycled and composted
Highways	LI 2608	Average number of days taken to repair a street light fault: non DNO
	LI 2600	Number of people killed or seriously injured in road traffic collisions
	NI 168	Principal roads where maintenance should be considered
	NI 169	Non-principal roads where maintenance should be considered
	LI 2607	Condition of category 1,1a and 2 footways
	LI 2614	Satisfaction with transport and highways services <i>[NHT annual survey]</i>
Policy and Regeneration	NI 151	Overall employment rate
	NI 152	Working age people on out of work benefits
	NI 166	Average earnings of employees in the area
	NI 165	Working age population qualified to at least Level 4 or higher
	NI 116	Proportion of children in poverty
	LI 0004	Average unemployment rate of 5 wards with highest rates compared to Average 5 wards lowest
	NI 154	Net additional homes provided
	NI 155	Number of affordable homes delivered (gross)
	NI 178b	Bus services running on time – frequent services excess waiting time (minutes)
	NI 167	Congestion – average journey time per mile during the morning peak
	LI 3607	Actual income as percentage of budgeted income – car parks
	LI 0200	Town Centre footfall – weekly average count of pedestrians on High Row and Northgate
Measures of cost reduction	New	Measures to be developed e.g. Leisure

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Department	Resources
Key Performance Measures of Customer Outcomes ('Top 10')	

Service Area	PI ref	Details
Xentrall	LI 3015	Availability of ICT Systems
	TBC	Availability of ICT Network
	TBC	Customer satisfaction with Transactional HR
	TBC	Customer satisfaction with Transactional Finance
	LI 3100	Customer satisfaction with ICT
	TBC	Customer satisfaction with Design and Print
	LI 3405	Customer satisfaction with Xentrall
	LI 3011	Invoices paid within 30 days
	TBC	Bank rec completed within 5 days of month end
	TBC	% accuracy of payroll in quarter
	TBC	Average time to fill a vacancy -cumulative
	TBC	Time taken to issue a contract - cumulative
	TBC	Time taken to vary a contract
	TBC	Time taken to process CRB checks - cumulative
	TBC	% ICT incidents resolved within agreed service levels
TBC	ICT projects delivered on time/budget as set out in ICT Strategy	
Human Resources	LI3005/HR12	Number of working days/shifts lost due to sickness (Excluding Schools)
	LI3008/HR22	Number and % of individual PDRs carried out
	LI 3009/HR23	Number and % of group PDRs carried out
	HR27	Number of bullying and harassment cases dealt with
	HR29	Number of new disciplinary cases
	HR30	Number of new grievance cases
	HR31	Number of new capability cases
	LI 3303	Reduce the number of reportable employee accidents
	LI 3305	Maintain at zero number of health and Safety enforcement actions
Finance	LI 3014	Outcome of Annual Review of Internal Audit effectiveness
	No ref	External Audits opinion on the Councils VFM arrangements
	No ref	Approval of Annual Governance Statement
	LI 3703	Unqualified External Audit Opinion on Accounts
	New	Number of information security breaches
Resources	LI 0410	Number of Corporate complaints satisfied with the handling of those complaints
	LI 1768	Number of Children's Social Care complaints satisfied with the handling of those complaints
	LI 2020	Number of Adult Social Care complaints satisfied with the handling of those complaints
	LI 0427	Number of maladministration decisions by the Local Government Ombudsman - Corporate
	LI 1771	Number of maladministration decisions by the Local Government Ombudsman - Children's Social Care
	LI 2021	Number of maladministration decisions by the Local Government Ombudsman - Adult Social Care

Service Area	PI ref	Details
Resources	New	Number of complaints about Freedom of Information and Environmental Information requests upheld by the Information Commissioner's Office
	New	Number of complaints about breaches of the Data Protection Act in which the Information Commissioner's Office finds that the Council is likely to have breached the Act
	LI 3000	Contact Centre - % of telephone calls answered within 30 seconds
	New	The number of abandoned calls in Customer Services
		Communications - Perception Survey Question (s)
		Democratic Engagement - Perception Survey Question (s)
		Trust and Confidence in the Council - Perception Survey Question (s)
		Judicial Review indicator to be developed
	TBC	Call Quality Scores in Customer Services
LI 3200	Customer Survey Results (Customer Services)	
Transformation	LI 0601	Actual spend committed against pre-established contract arrangements as a percentage of non-pay spend
	LI 0602	Percentage of non-pay spend which is actively managed by procurement professionals
Measures of cost reduction	New	Measures to be developed

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