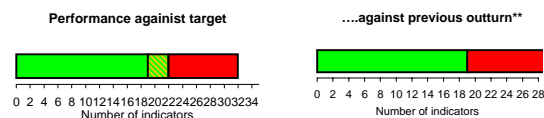
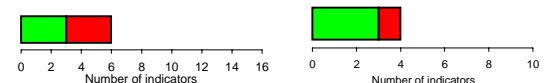


## London Borough of Barnet: Quarter 3 Performance

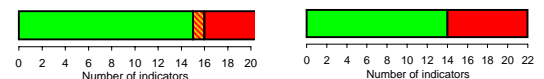
### Overall Performance



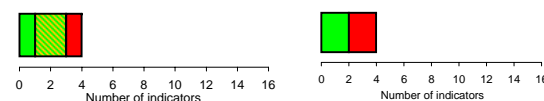
### [Sharing Opportunities and Sharing responsibilities \(Page 2\)](#)



### [Better Services with less money \(Page 3\)](#)



### [Successful London Suburb \(Page 5\)](#)



#### Performance against target (Graphs on left)

Good performance

Good with some concerns

Some concerns

Serious concerns

No data

#### Performance against previous outturn (Graphs on left)

Improved Performance

Stable Performance

Decline in Performance

No baseline or outturn data

#### Notes

Performance against each of our corporate

priorities is shown in this series of graphs

Click on the name of our corporate priorities to view

the indicators that make up the priority.

Missed targets are covered in detail in quarterly

Cabinet Resources Committee reports which can

be found here:

[Cabinet Resource Committee.](#)

\*\* The previous result used will either be the previous quarter, or the same quarter of the previous year. The same quarter of the previous year will be used for annual indicators, cumulative indicators (where the numbers add up during the year and are reported as 'year to date') and if the indicator is affected by seasonal fluctuations.

## Sharing Opportunities and Sharing responsibilities

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(p) indicates data is provisional

Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Maximise the independence of people who need care and	1	Number of social care clients and carers receiving Self Directed Support (service users receiving direct payments and personal budgets)	Up	April 10 - December 10	1249	1605	1649.0	Green	▲
Enjoy & Achieve	4	<b>Attainment gap between children with the greatest disadvantage and average attainment. (basket)</b>	Up						
	4a	<i>% achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2</i>	Down	September 09 - July 10	23%	19%	There is currently no data published for Barnet due to the large number of schools who boycotted the Statutory Assessment Tests in Summer 2010		
	4d	<i>% of children in care achieving 5 A*-C (or equiv) at KS4 inc English and Maths</i>	Up	September 10 - July 10	16%	16%	16.0%	Green	↔
	7	% 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 (NI 72, LAA)	Up	September 09 - July 10	57%	56%	64.0%	Green	▲
Develop a new relationship with residents so they are able to more effectively contribute to making Barnet and its residents successful	19	Amount of waste sent to landfill (basket)		Red					
	19a	Number of kgs of residual household waste per household (NI 191, LAA)	Down	July 10 - September 10	720	625	742.6	Red	▼
	19b	% of household waste sent for reuse, recycling and composting (NI 192, LAA)	Up	July 10 - September 10	34%	40%	34.0%	Red	↔
Achieve Better Outcomes for Vulnerable People	27	Number of households being re-housed in the private sector via the Housing Service	Up	October 10 - December 10	92	213	94.0	Red	▲

## Better Services with less money

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Make sure we get best value from resources across the public sector, including our people and assets	10	Effective contract management (basket)	Green						
	10a	% of contracts held by the Council have been reviewed	Up	April 10 - December 10	10%	30%	31.1%	Green	▲
	10b	% of contracts deemed to require renegotiation have commenced renegotiation	Up	April 10 - December 10	5%	15%	15.6%	Green	▲
	11	% of 50 largest vendors under formal contract	Up	April 10 - December 10	5%	20%	16.0%	Red amber	▲
	12	% rental voids on Commercial property portfolio	Down	October 10 - December 10	0.5%	<5%	4.5%	Green	▼
	28	Satisfaction of businesses with local authority regulation services	Up	April 10 - December 10	91.5%	80%	93.4%	Green	▲
Improve council policy and decision making through greater involvement by non-executive members	13	Effectiveness and transparency of decision making within the council by ensuring that overview and scrutiny over the year 2010/11 (basket)	Green						
	13a	Number of decisions considered by Overview and Scrutiny prior to being taken by Cabinet (annual target)	Up	July 10 - December 10	2	3	6.0	Green	▲
	13b	Number of policy developments initiated by Overview and Scrutiny (annual target)	Up	July 10 - December 10	2	3	4.0	Green	▲
Stimulate high quality democratic engagement	14	% of households returning completed electoral registration forms	Up	October 10 - December 10	90%	91%	89.2%	Red	▼
Improve council policy and decision making through	15	Increase the % of additional items in the Publication Scheme	Up	October 10 - December 10	36.6%	40%	43.7%	Green	▲

Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Achieve Better Outcomes for Vulnerable People	25	Number of households living in temporary accommodation (NI 156)	Down	31 December 2010	2150	2012	2156.0	Red	▼
	26	Number of households accepted as homeless under the provision of the 1996 Housing Act	Down	October 10 - December 10	60	55	77.0	Red	▼
Lead better use of resources across the Borough	17	<b>Value for money (basket)</b>	Green						
	17a	% of services that are in the high performance /low spend quadrant of the Capital Ambition analysis	Up	July 10 - September 10	57% (4 out of 7 services)	80%	80.0% (8 out of 10 services)	Green	▲
	17b	Cost per head of back office support	Down	October 10 - December 10	£59.40	£59.21	£58.90	Green	▲
Improve customer experience with more accessible services and modernised access points	18	<b>Customer services accessibility and satisfaction (basket)</b>	Green						
	18a	% demand met by telephone within corporate ring time (5 rings) by all council call centres	Up	October 10 - December 10	64.7%	65%	71.2%	Green	▲
	18b	Percentage of emails acknowledged within 1 working day by corporate customer services	Up	October 10 - December 10	97.4%	90%	90.8%	Green	▼
	18c	Percentage of emails responded to within 10 days by all council services	Up	October 10 - December 10	89.2%	85%	82.7%	Red	▼
	18d	% satisfaction with face-to-face customer service at Barnet House and Burnt Oak	Up	October 10 - December 10	93.6%	85%	89.6%	Green	▼
	18e	% satisfaction with contact centre telephone service by corporate customer services	Up	October 10 - December 10	85%	85%	93.4%	Green	▲
	18f	Average time (in minutes) spent waiting at the corporate reception points at Barnet House and Burnt Oak	Down	October 10 - December 10	6	11	3.5	Green	▲
Stay Safe	8	% of children in care, aged under 16, who are in LBB foster placement	Up	31 December 2010	43.5%	54%	45.3%	Red	▲
	9	Number of children in care	Down	31 December 2010	316	320	307	Green	▲
Older People independent care	2	% Achieving independence for older people through rehabilitation/intermediate care	Up	April 10 - September 10	86.6%	87%	85.9%	Red	▼

## Successful London Suburb

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Ensure residents continue to feel that Barnet is a place where people from different communities get together including through effectively managing our regeneration programme	23	% of net additional homes suitable for families	Up	April 10 - March 11	70%	70%	68.6%	Green amber	▼
	24	Number of net additional homes provided (NI 154, LAA)	Up	April 10 - March 11	1015	1388	1310.0	Green amber	▲
Enjoy & Achieve	6	% achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Threshold) (NI 75, LAA)	Up	September 09 - July 10	61.4%	66%	67.0%	Green	▲
Regular volunteering	3	% of volunteers referred to voluntary sector organisations supporting AdSS objectives (out of the total number of CommUNITY Barnet volunteering referrals in the period)	Up	October 10 - December 10	83%	85%	73.2%	Red	▼