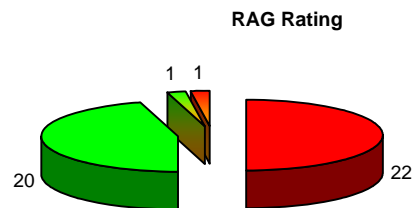
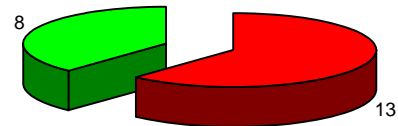


## London Borough of Barnet: Quarter 1 Performance

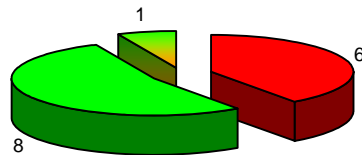
### Overall Performance



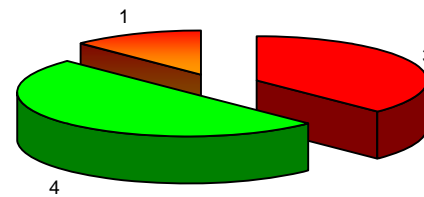
### [Sharing Opportunities, Sharing responsibilities \(Page 2\)](#)



### [Better Services with less money \(Page 4\)](#)



### [Successful London Suburb \(Page 6\)](#)



NB: Please note that 3 of the CPIs are not colour rated in Q1, all contributing to the Better Services with Less Money priority

#### Notes

Missed targets are covered in detail in quarterly Cabinet Resources Committee reports which can be found here:  
Click on the name of our corporate priorities to view the indicators that make up the priority.

[Cabinet Resource Committee.](#)

## Sharing Opportunities, 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
Promote personalisation of services and enhanced quality of life for adult social service users	6015	Number of social care clients and carers receiving Self Directed Support	Up	1 Apr - 30 Jun	2194	2338	2038	Red	▼
	6011	No of people who have received a Right to Control support plan	Up	1 April - 30 June	N/a	10	13	Green	N/A
Improving health and well-being through early detection and management of disease and improvement in lifestyle to reduce the risk of avoidable disease	6014	Reducing the mortality rate from all cardiovascular disease (including heart disease and stroke) per 100 000 people aged under 75 years	Down	1 Jan 11 - 30 April 11	40.2	37.0	39.2	Red	▲
	6002	Reducing the mortality rate from cancer of all types per 100 000 people aged under 75 years	Down	1 Jan 11 - 30 April 11	86.4	85.0	87.6	Red	▼
	6003	Number of smoking quitters in people aged 18 years and over (NHS four-week smoking quitter target)	Down	1 Jan 11 - 30 April 11	N/A	558	556	Green	N/A
Use the Pledgebank platform to initiate community efforts in partnership with the	6001	At least three Pledgebank pledges supported per year per directorate	Up	1 Jan 11- Jun 11	New indicator	3 per Directorate pa	2 out of 7	Red	N/A
Create an exceptional reading service, putting learning and literacy at the heart of what we do.  Create the conditions for children to develop skills and acquire knowledge to lead successful adult lives	3009	Increase in membership of children (0 – 4) by 5%	Up	1 April - 30 June	N/A	1.25%	-2.49%	Red	▼
	3011	Increase membership of children (5–11) by 5%	Up	1 April - 30 June	n/a	1.25%	0.01%	Red	▲
	5010	% of care leavers in suitable accommodation maintained	Up	1 April - 30 June 2011	97.8%	94.0%	100.0%	Green	▲
	5011	% proportion of young people who are not in education, employment or training (NEET) maintained	Down	1 April - 30 June 2011	3.3%	4.3%	4.8%	Red	▼
	5012	% increase in the percentage of children in care under 16 that are in council (rather than agency) foster placements	Up	1 April - 30 June 2011	45.0%	55%	48.7%	Red	▲

Increase levels of democratic engagement and creating an open council	8002	% improvement in response times to Freedom of Information requests responded to within 20 working days	Up	1 April - 30 June 2011	70.0%	90.0%	73.6%	Red	▲
	8001	increase in % of residents enrolled on the Electoral Register	Up	1 April - 30 June 2011	94.0%	94.0%	95.4%	Green	▲
Internal transformation of legal, estates, IS and procurement to align	2001	% of services that are in the high performance/low spend quadrant of the Capital Ambition analysis	Up	1 April - 30 June 2011	58.3%	80.0%	83.3%	Green	▲
Reduce sickness absence within the authority	2003	Reduce the average number of absence days per employee per year	Down	1 April - 30 June 2011	7.8	6.0	8.0	Red	▼
Decrease overall levels of household waste whilst increasing the proportion of waste being recycled	4001	Number of kgs of residual household waste per household	Down	1 January - 31 March	716.8	625	712.4	Red	▲
	4002	% of household waste sent for reuse, recycling and composting	Up	1 January - 31 March	32.8%	40%	29.2%	Red	▼
Work with residents to reduce CO2 emissions in Barnet	1001	% of new homes granted planning permission on major applications required to meet level 4 for the Code for Sustainable Homes	Up	1 April - 30 June 2011	N/A	50%	0.0%	Red	N/A
	1007	Number of private sector homes with improved insulation and/or heating achieved through grants, advice and compliance as necessary	Up	1 April - 30 June 2011	N/A	5	14	Green	N/A
Ensure that effective and efficient housing advice and assistance is provided to residents in housing need	1004	Number of short-term nightly purchased temporary accommodation	Down	1 April - 30 June 2011	198	250	202	Green	▼
	1009	Number of homelessness acceptances	Down	1 April - 30 June 2011	50	75	66	Green	▼

## 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
Integrate health and social care services to promote better outcomes, increase independence and reduce bureaucracy	6013	25 % reduction in avoidable re-admissions within 28 days of discharge	Up	1 Apr 11 - 31 Mar 2011	2297	2297	2297	Will be rated from Q2	N/A
	6018	Reduction of 5% of budget spent on residential and nursing care	Down	1 Apr 11 to 30 Jun 11	£40.8m	£40.8m	£39.5m	Green	▲
	6009	Reduction in the total number of people in residential and nursing care	Down	1 Apr 11 to 30 Jun 11	1196	1189	1205	Red	▼
Continue to safeguard vulnerable adults from avoidable harm at a time of reduced resources	6017	% of Adult Protection Plans to be developed for those who need them with people identified as responsible for delivery	Up	1 Apr 11 to 30 Jun 11	85.1%	100.0%	100.0%	Green	▲
	6010	% of Adult Protection Plans reviewed by team manager within the timescales set at the case conference	Up	1 Apr 11 to 30 Jun 11	58.5%	100.0%	100.0%	Green	▲
Improve customer experience with more accessible services and modernised access points	3002	% of telephone calls answered within 20 seconds	Up	1 Apr 11 to 30 Jun 11	60.1%	75.0%	48.3%	Red	▼
	3003	Initial waiting times reduced at corporate receptions	Down	1 Apr 11 to 30 Jun 11	4.5	10.0	6.4	Green	▼
Improve customers' access to the Council, and encourage more contact transactions to and	3005	% of customers emails responded to within 10 days with resolution of query or information on progress	Up	1 Apr 11 to 30 Jun 11	79.4%	85.0%	80.9%	Red	▲
	3007	% increase proportion of customer payments carried out online	Up	1 Apr 11 to 30 Jun 11	N/A	Target to be set at Q2	15.0%	This will not be traffic lighted	N/A
Invest in early intervention to reduce the number of children and families experiencing complex problems	5002	A reduction in the number of children becoming the subject of a child protection plan	Down	1 Apr 11 to 30 Jun 11	212	N/A	262	This will not be traffic lighted for Q1	▲
	5003	A reduction in the number of children becoming the subject of a child protection plan for the second or subsequent time	Down	1 Apr 11 to 30 Jun 11	18.0%	12.0%	12.3%	Green Amber	▲
	5004	Maintain the number of children with a statement placed in residential or out-of-borough placements	Down	1 Apr 11 to 30 Jun 11	38	38	38	Green	↔
	5005	% of domestic violence cases being reviewed by the Multi-Agency Risk Assessment Conference more than once within 12 months	Down	1 Apr 11 to 30 Jun 11	8.0%	26.0%	6.1%	Green	▲

Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Continue to safeguard vulnerable children from	5006	% increase of children's social care assessments carried out within 35 working days	Up	1 Apr 11 to 30 Jun 11	68.5%	80.0%	72.2%	Red	▲
Drive efficient and effective procurement processes	7003	Number of vendors reduced by 40% between November 2010 and end of June 2011	Down	Nov 2010 - Jun 2011	9700	5820	8271	Red	▲
	7004	% increase of 50 largest vendors under formal contract	Up	1 Apr 11 to 30 Jun 11	70.0%	75.0%	80.0%	Green	▲
Manage resources and assets effectively and sustainably across the public sector in Barnet	8003	Number of recovered tenanted properties obtained by fraudulent means	Up	1 Apr 11 to 30 Jun 11	N/A	3	5	Green	N/A
	4007	Number of anticipated parking income levels in each quarter of the year	Up	1 Apr 11 to 30 Jun 11	N/A	3.1	2.6	Red	N/A

## Successful London Suburb

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Objective	CPI	Title	Good Results	Period covered	Previous Outturn	Target	Outturn	Traffic light	Direction of Travel
Ensure a positive experience of care and support for carers	6004	Number of carers' assessments/re-assessments completed	Up	1 Apr 11 to 30 Jun 11	N/A	400	964	Green	N/A
Ensure every school is a good school for every child	5013	% children with a reception place	Up	30 Jun 11	100.0%	100.0%	98.4%	Red	▼
	5014	% increase of schools with good or outstanding overall effectiveness	Up	Sep 2010 - May 2011	87.5%	84.0%	87.5%	Green	▲
Keep traffic moving	4005	% intervention level pot hole defects rectified within 48 hours	Up	1 Apr 11 to 30 Jun 11	N/A	75.0%	57.8%	Red	N/A
	4006	% of intervention level pot holes rectified within 28 days	Up	1 Apr 11 to 30 Jun 11	N/A	95.0%	89.3%	Red Amber	N/A
Sustain Barnet as a successful place through our plans for regeneration and strategic growth	1005	% of planning permissions granted for family homes	Up	1 Apr 11 to 30 Jun 11	59.0%	65.0%	68.6%	Green	▲
	1002	Number of new dwellings completed on the regeneration estates	Up	1 Apr 11 to 30 Jun 11	N/A	4	0	Red	N/A
	1003	Number of new dwellings started on the regeneration estates	Up	1 Apr 11 to 30 Jun 11	N/A	0	0	Green	N/A