

Implications of Current Benchmark Performance Data For Future Priorities and the new National Performance Indicators

Introduction

This analysis draws on the latest Audit Commission benchmarking of performance for 2007. showing :






- quartile position and
- direction of travel analysis over one and three years

Comparison groups

For most performance indicators the comparator group is all-England. This means that the result for the council is compared to the widest range of councils for which the indicator is relevant.

Symbols

The symbols below are used to show strength of improvement at the individual indicator level:

	Improving substantially
	Improving
	No change
	Deteriorating
	Deteriorating substantially

Overall Satisfaction

Indicator	Improvement in:		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV 3 Overall satisfaction with the council	▼	NC				

The proposed set of national indicators proposes –

- Overall/general satisfaction with local area NI 5

Further consideration needs to be given to how those factors which have been identified through in the analysis undertaken by MORI to influence overall satisfaction with the council are likely to influence this new wider measure of resident satisfaction for the area as a whole.

Including:

- Perceptions of teenagers hanging around on the streets and rubbish and litter lying around having a negative influence on satisfaction
- National research which shows that waste collection and environmental services are key contributing factors to how the public view councils generally
- The importance of the Council continuing to seek improved satisfaction scores in targeted areas for example from its significant investments in library refurbishment, recycling and household waste sites and museums in order to increase satisfaction
- Improving the communication of partnership activities and achievements to improve quality of life and of performance on these;
- Improving the perceptions of services amongst non-users through better communications;
- Ensuring improvements in the most visible public services – such as cleaner/greener issues, nuisance, town centre improvements, teenagers on the streets and anti-social behaviour, waste collection and recycling by a strong partnership approach and using the opportunities of the LAA;
- Ensuring increasing resident satisfaction comes through from targeted improvement in the County Council's own services including libraries, museums, household waste sites, bus information and customer services;
- Maintaining the Council's good public perceptions for efficiency, trustworthiness and value for money.

Satisfaction with Public Transport

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV 103 Satisfaction with passenger transport information	▼	NC				
BV 104 Satisfaction with bus services	▽	NC				

These two measures no longer feature in the new national set, however satisfaction in these areas may influence:

- **Overall/general satisfaction with local area NI 5**
- **Local bus passenger journeys originating in the authority area NI 177**
- **Bus services running on time NI 178**

Changing personal journey habits from private to public transport also has implications for:

- **Per capita CO2 emissions in the LA area NI 186**
- **Adapting to climate change NI 188**
- **Children travelling to school – mode of travel usually used NI 198**

Road Safety

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
Percentage reduction in the number of people killed or seriously injured on the road incidents (3 year average DFT) compared to the 1994-98 average	△	NC				
Percentage reduction in the number of people	△	NC				

killed or seriously injured on the road incidents (3 year average DFT) compared to the 1994-98 average						
BV 99ai Number of people killed or seriously injured in the road	▽	NC				
BV 99bi Number of casualties - children killed or seriously injured	△	NC				
BV 99ci Road accident - Number of casualties - II slightly injured	△	NC				
BV 99bi Number of casualties - children killed or seriously injured	△	NC				

In relation to Road Safety, the new national set includes:

- **People killed or seriously injured in road traffic accidents NI 47**
- **Children killed or seriously injured in road traffic accidents NI 48**

Public perceptions around road safety may also impact on walking and cycling behavioural decisions which are influencing factors in a number of key environmental measures within the set.

Community Safety

Crime and Young People

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
PAF Percentage of children looked after aged 10 to 17 given a final warning,	▽	NC				

reprimand, cautioned or convicted in year						
Percentage of population aged 10 to 17 given a final warning, reprimand, cautioned or convicted in year	▽	NC				

Domestic Burglaries

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV126 Domestic burglaries per 1000 pop	△	▽				

Poor comparative performance for these indicators may have implications for the following new measures:

- **Perceptions of anti-social behaviour NI 17 PSA 23**
- **Rate of proven re-offending by young offenders NI 19 PSA 23**
- **Dealing with local concerns about anti-social behaviour and crime by the local council and police NI 21 PSA 23**
- **Perceptions of parents taking responsibility for the behaviour of their children in the area NI 22HO DSO**
- **Satisfaction with the way the police and local council dealt with antisocial behaviour NI 24 HO DSO**
- **Serious acquisitive crime rate NI 16 PSA 23**

Local Environment – Waste

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV 82a & 82b Actual recycling & composting rate (CPA indicator E6)	△	△				
BV 84a Kg of household waste collected per head (CPA indicator E26)	△	▽				
BV 87 Cost of waste disposal per tonne of municipal waste	△	▽				
BV 90c Satisfaction with Waste Disposal (CPA indicator E8c)	◁▷	NC				

Waste performance is generally good, however waste collected per head remains a challenging area, given its dependence on individual lifestyle choice amongst the public. This indicator is not included in the new national set.

However waste production by individual households will still have implications for:

- **Residual household waste per head NI 191**
- **Household waste recycled and composted NI 192**
- **Municipal waste land filled NI 193**

Older People and Healthier Communities

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV 54/PAF C32 Older People (aged 65 and over) receiving support from social services to live independently in their own homes per 1,000 population aged 65 and over	▽	NC				
BV 53/ PAF C28 Intensive Home Care per 1000 population aged 65 or over	◁▷	NC				
PAF C30 Adults with a learning disability helped to live at home per 1000 population aged 18 to 64	◁▷	NC				

Performance in these areas may have implications for :

- **People with a long-term condition supported to be independent and**
- **in control of their condition NI 124**
- **Achieving independence for older people through rehabilitation/**
- **intermediate care NI 125**
- **Self reported experience of social care users NI 127**
- **User reported measure of respect and dignity in their treatment NI 128**
- **Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets) NI 130**
- **Delayed transfers of care from hospitals NI 131**
- **Timeliness of social care assessment NI 132**
- **Timeliness of social care packages NI 133**
- **People supported to live independently through social services (all ages) NI 136**
- **People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently NI 139**

Children and Young People

Indicator	Improvement in		Quartile Position			
	1 Year	3 Years	Best	2nd	3rd	Worst
BV 49 Percentage of children looked after with three or more placements in year (PAF A1)	△	△				
BV 50 Percentage of young people leaving carer aged 16 or over with at least 1 GCSE at grade A* to G or equivalent (PAF A2)	△	NC				
BV 163/PAF C23 Adoptions of children looked after	▽	NC				

Further consideration of performance against the existing Social Care Performance Assessment Framework which uses prescribed performance bandings as opposed to quartiles, and how this relates to the new national set will be necessary going forward.

- **Initial assessments for children's social care carried out within 7 working days of referral NI 59**
- **Core assessments for children's social care that were carried out within 35 working days of their commencement NI 60**
- **Stability of looked after children adopted following an agency decision that the child should be placed for adoption NI 61**
- **Stability of placements of looked after children: number of moves NI 62**
- **Stability of placements of looked after children: length of placement NI 63**
- **Child protection plans lasting 2 years or more NI 64**
- **Children becoming the subject of a Child Protection Plan for a second or subsequent time NI 65**
- **Looked after children cases which were reviewed within required timescales NI 66**
- **Child protection cases which were reviewed within required timescales NI 67**

- **Referrals to children's social care going on to initial assessment NI 68**
- **Children who have experienced bullying NI 69**
- **Hospital admissions caused by unintentional and deliberate injuries to children and young people NI 70**
- **Children who have run away from home/care overnight NI 71**