

ANNUAL PERFORMANCE REPORT 2014

Part B

Performance Data Dashboards

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Introduction

In order to measure our progress against our priority outcomes, we are tracking a number of key performance measures for each of the outcomes. These are summarised in a set of theme dashboards with ratings that show how our performance compares with other areas where known, whether we have seen any improvement in performance since the previous year and whether we have achieved any target set for that outcome.

As well as this annual report we also publish theme dashboards on our website on a quarterly basis so that our overall performance progress is transparent.

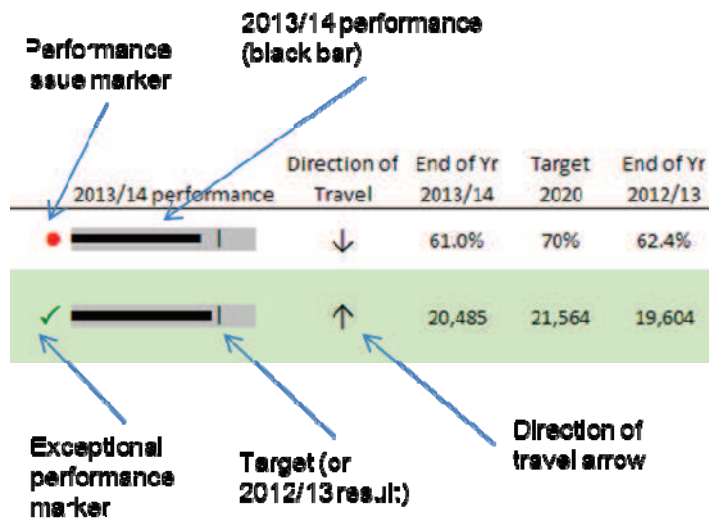
Overall the report shows continued good progress by the County Council and partners in delivering on local outcome priorities.

Comparative analysis shows that Leicestershire continues to be one of the top performing areas in the Country with a number of top performing services. More information on service performance and progress is set out in the individual theme sections of the report.

Explanation of Performance Indicator Dashboards

The performance dashboards set out year end results for a number of the performance indicators (PIs) that are used to help us monitor whether we are achieving our priority outcomes. These outcomes have been identified within our Strategic Plan. Many indicators relate to more than one theme, but in this report, each indicator has been assigned to just one theme. Where relevant, the performance sections show 2013/14 year end outturn against performance targets or indicators (where applicable), together with comparative performance information where available and commentary on performance. Where it is available, the dashboards indicate which quartile Leicestershire's performance falls into. The 1st quartile is defined as performance that falls within the top 25% of relevant comparators. The 4th quartile is defined as performance that falls within the bottom 25% of relevant comparators. Each dashboard uses different comparator groups and these are explained at the bottom of each dashboard. The polarity column indicates whether a high or low figure represents good performance.

The report uses performance dashboards for each theme to display performance data so that important information and risks can be identified more readily. A dashboard is a visual display of the most important information so that it can be monitored at a glance. The report uses 'bullet charts' to display performance against targets as shown below.



- The vertical black line shows our target for 2013/14 (or the 2012/13 result where no target has been set).
- The black bar shows our end of year figure for 2013/14. Where the black bar extends beyond the vertical line, the target has been met.
- A red circle indicates a performance issue.
- A green tick indicates exceptional performance.
- The direction of travel arrows indicate an improvement or deterioration in performance compared to the previous result.

Leadership & Transformation

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position	Polarity
Customer Services & Digital Delivery								
% think Leicestershire County Council doing a good job		↑	52.1%		51.5%	Results show an improving trend over the past 3 years.		High
Media Rating - number of points	✓	↑	8353	6000	7868	Result exceeded target. Campaigns continue to support Council priorities such as environment & waste, community safety and adult social care information.		High
% satisfied with the overall service from the Customer Service Centre (Cmetrix ratings)		-	77%	80%		Results from new tool to better measure customer satisfaction - findings are being used to further improve the service. Results reflect summer 2014.		High
County Council website star rating (SOCITM)		→	2	3+	2	A major project is underway to redevelop the website and widen the range of online services. 188 of 409 local authority websites are rated 3 or 4 stars.	3rd	High
Number of unique website visits to the LCC website		-	1.35m			Work is underway to exploit web analytics to better target services and the digital offer.		
Number of complaints reported		↑	271		234	The aim is to maximise the reporting of complaints in order to learn from customer issues and improve services. Evidence suggests reduced complaints in areas targeted for improvement.		High
Communities								
Number of volunteer enquiries (VAL)	✓	↑	5,019		3,509	Significant increase in volunteer enquiries. New Communities Strategy will target volunteering support more towards vulnerable groups.		High
% of volunteers that take up volunteering opportunities (VAL)		↑	46%		44%	Numbers of volunteers taking up opportunities increased.		High
Finance, Procurement & Commissioning								
% agree County Council provides value for money	✓	↑	61.20%		48.30%	Results have improved significantly over the past 3 years and are significantly better than the Eng. Ave. of 48%. May reflect increased focus on efficiency savings and 4 year Council Tax freeze.	1st/2nd	High
Net expenditure per head of population	✓	-	£538		£526	Leicestershire remains an efficient, low spending authority compared to others. Leicestershire is among the 4 most efficient counties for spending on education, highways, children's and adult's social care.	1st	Low

Leadership & Transformation

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position	Polarity
Efficiencies and other savings achieved		-	£22.2m		£25.91m	The Council's Transformation Programme continues to progress delivery of efficiencies and savings.		
County Council procurement spend with SMEs	✓	↑	52%	45%	50%	The Council is a member of the LLEP Procurement Taskforce, which aims to make successful procurement achievable for SME businesses based within the LLEP area.		High
County Council procurement savings	✓	↑	£7.41m		£2.19m	Figure excludes savings projects which may have a procurement element but which are not exclusively the results of procurement activity.		High
Equalities and People Strategy								
% staff satisfaction with County Council as an employer		→	76%	85%	76%	No update to previous survey result - variety of mechanisms such as 'Speak-up' and CMT Roadshows capture employee views which are used to inform People Strategy improvements.		High
Working days lost to sickness	●	↓	9.47	7.5	9.22	Performance has slipped back to the Eng. Ave. of 9.4 days. Analysis underway to identify trends, patterns of absence and possible causes. Sickness absence management processes to be reinforced.	2nd/3rd	Low
Equality framework for local government	✓	→	Excellent	Excellent	Excellent	The authority continues to be recognised for its good equality and human rights practices. Work continues to further improve.	1st	High
% of whole workforce from a BME background		↑	8.84%	10%	8.64%	Targets are designed to achieve the same level of representation of those from BME backgrounds as within the local population, based upon the 2011 census.	2nd	High
% of whole workforce that is Disabled		→	4.57%	5%	4.61%	Targets are designed to achieve the same level of representation of those with disabilities as within the local population, based upon the 2011 census.	4th	High
% of employees graded 13 and above that are women		↑	53.62%	55%	52.83%	Eng. Ave. 53%. Work continues to support female staff development through the spring forward positive action programme.	2nd	High
% of the workforce that feels that LCC is committed to equality & diversity		→	91%	90%	91%	No update to previous survey result. Feedback from workers groups is used to continue to improve.	4th	High
Stonewall Workplace Equality Index Ranking	✓	↑	11		20	The county council has climbed the ranking for the fifth consecutive year.	3rd	Low

Notes

Comparators are other county councils

* Comparators are all entrants in the Stonewall Workplace Equality Index

Enabling Economic Growth

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2020	End of Yr 2012/13	Commentary	Quartile position [#]	Polarity
Infrastructure for Growth								
Productivity and competitiveness (total GVA) (Leics, Leicester & Rutland)		→	£18.6bn	£23bn	£18.7bn	Data shown is for 2012 and 2011.		High
Productivity and competitiveness (GVA per head) (Leics & Rutland)		↓	17,950	23,500	18,410	Data shown is for 2012 and 2011.	2nd	High
% of population with access to high speed broadband		↑	73%	93.80%	67.9%	These are indicative figures from national sources. £18.6m Rural Broadband Programme underway and starting to deliver improvements.		High
Strategic Transport Infrastructure								
Average vehicle speeds during the weekday morning peak (7am-10am) on locally managed 'A' roads in Leicestershire (mph)		↓	30.7	29.4	31.3	Latest data is for period 2012/13, previous data is for period 2011/12. We continue to target congestion hotspots through various schemes and initiatives	2nd	High
Total CO2 emissions in the local authority area originating from road transport (DECC) (kilotonnes).		↑	1,807	<1894	1,824	Latest data is for period 2012, previous data is for period 2011.		Low
Sustainable Transport & Road Maintenance								
% of the classified road network (A, B and C class roads) where structural maintenance should be considered (SCANNER)	✓	↑	4%	5-6%	5%	The condition of Leicestershire highways remains at a good level and amongst the best in the country.	1st	Low
% of network gritted	✓	→	45%	45%	45%	We expect to grit all of our priority routes 1 and 2 (which cover 45% of the network).		High
Overall satisfaction with the condition of highways (NHT satisfaction survey)		↓	34.0%	top quartile	38.2%	We have the highest overall customer satisfaction rating compared to all other County Councils taking part in the survey.	1st	High
Satisfaction with cycle routes/lanes & facilities		↑	44.4%	-	39.3%	We continue to invest in improved routes and facilities, particularly in our priority areas.	1st	High
Number of bus journeys		↑	13.64m	13.6m	13.5m	Work to improve bus infrastructure continues, particularly in our priority areas.	4th	High
Business Growth & Support								
Number of new enterprises per 10,000 population		↑	64.9		64.2	Data shown is for 2012 and 2011. A range of business growth and business support initiatives are planned or underway to encourage new enterprise.	3rd	High
3 year business survival rates	●	↓	61.0%	70%	62.4%	Data shown is for 2012 and 2011. A range of business growth and business support initiatives are planned or underway to support business survival.	4th	High

Enabling Economic Growth

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2020	End of Yr 2012/13	Commentary	Quartile position [#]	Polarity
Number of jobs supported by tourism activity (Leicester & Leics)	✓	↑	20,485	21,564	19,604	Data shown is for 2013 and 2012. Sustained growth across a five-year period, and out-performing regional average. Contract and activity with Leicestershire Promotions continues to promote tourism.		
Economic impact value of tourism (Leicester & Leics)	✓	↑	£1.481bn	£1.533bn	£1.395bn	As above		High
Employment & Skills Support								
% Achieving a level 2 qualification by the age of 19		↑	85.0%	88%	83.7%	Data shown is for March 2013	3rd	High
% of working age population with at least NVQ2 level qualifications	✓	↑	74.1%		72.7%	Equivalent to 5 GCSEs at A* to C - considered labour market entry qualification.	2nd	High
% of working age population with at least NVQ4 level qualifications		↑	33.0%	35%	30.4%	Latest data shows an improvement.	4th	High
Unemployment rate (JSA claimant count)	✓	↑	1.2%	1.1%	2.0%	This is the lowest rate since August 2008 (Data shown is for June 2014)	2nd	Low
Employment rate		↓	73.2%	75.6%	74.4%	Of the 92,200 economically inactive we know that 75% do not want a job. Reasons include 26% are students; 23% are looking after home/family; 17% are long term sick and 20% are retired.	4th	High
16 to 18 year olds who are not in education employment or training (NEET)	✓	↑	3.4%	<4%	3.5%	The NEET rate continues to be among the lowest in the country. (Data shown is the average for November, December & January)	3rd	Low
Participation in education employment or training (EET) at age 17	✓	↑	94.8%	97%	87.8%			High
Housing, Infrastructure & Planning							2nd	
5 Year Supply of Deliverable Sites - housing units	✓		18,452			Good supply of housing development being supported in Leicestershire.		High
Net additional homes provided	✓	↑	2,369		1,888	Significant rise compared to previous year.	3rd	High
Number of affordable homes delivered	✓	↑	539		386	Significant rise compared to previous year. Data excludes Oadby & Wigston Borough	3rd	High

Notes

Comparators are other county councils

Health & Social Care Integration

Note: 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework

Description	2013/14 performance	Direction of Travel	End of Yr. 2013/14	Target 2017/18	End of Yr. 2012/13	Commentary	Comparative position - quartile	Polarity
Unified Prevention Information & Urgent Response								
Permanent admissions of older people to residential and nursing care homes per 100,000 pop (ASCOF 2A Pt II) (BCF)		↑	756.2	670.39	798.1	During 2013/14 there were 920 people aged 65 or older admitted to permanent care in either a residential or nursing setting. This is slightly lower (10 admissions or 1%) than the previous year. The national average in 2013/14 was 673.0 per 100,000 pop and the bottom quartile >772.7 per 100,000 pop	3rd	Low
Permanent admissions to residential or nursing care of service users aged 18-64 per 100,000 pop (ASCOF 2A Pt I)		↓	12.0	13.5	11.0	During 2013/14 there were 50 people aged 18-64 admitted to permanent care in either a residential or nursing setting. This is slightly more than the previous year although performance remains better than the national average of 13.5 per 100,000 pop. and in the second quartile. The top quartile was <9.5 per 100,000 pop	2nd	Low
Non-elective admissions to hospital per 100,000 pop per month (BCF)			672.31	644.57		Target is for December 2015 - actions progressing through new BCF plan implementation		Low
Injuries due to falls per 100,000 pop per month (BCF)			151.42	140.47		Target is for March 2016 - actions progressing through new BCF plan implementation	1st	Low
% of people who use services and carers who find it easy to find information about support (ASCOF 3D)		↓	68.0%	N/A	70.3%	Previous result of this survey question related to service users and carers; 13/14 relates to service users only. The national average was 74.4% and bottom quartile <72.0%. Website and BCF work underway to improve.	4th	High
Long Term Conditions								
Patients satisfied with support to manage long term health conditions (BCF)			64.2%	66.8%		Target is for March 2016 - actions progressing through new BCF plan implementation		High
Improved Discharge & Reablement								
Delayed transfers of care from hospital per 100,000 pop per month (BCF)		↓	361.98	350.48		This indicator measures the number of bed-days taken up due to a delay in hospital discharge. It is presented as a rate per 100,000 of the population aged 18+. Figures represent actual and target for the final quarter of 2013/14 and 2015/16 respectively. Target is for March 2016.	3rd	Low
Delayed transfers of care - adults only		↓	1.1	N/A	0.7	The average number of delayed transfers of care attributable to adult social care only increased from 0.7 per 100,000 population in 2012/13 to 1.1 per 100,000 population in 2013/14	1st/2nd	Low
% of people aged 65+ still at home 91 days after discharge from hospital into reablement / rehabilitation services (ASCOF 2B Pt I) (BCF)		→	78.6%	82.01%	78.6%	Despite an identical figure between 2013/14 and the previous year, performance fell to the bottom quartile due to a small improvement nationally. The average was 85.2% whilst the top quartile was >89.4%. Target is for March 2016 - actions progressing through new BCF plan implementation	4th	High
% of older people discharged from hospital to reablement services (ASCOF 2B Pt II)		↑	3.0%	N/A	2.9%	This indicator relates to the proportion of hospital discharges going through reablement. The national average was 3.1% whilst the bottom quartile was <2.1%. Reablement activity 9% higher than previous year with over half having no further eligible needs.	3rd	High

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Health & Social Care Integration

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Description	2013/14 performance	Direction of Travel	End of Yr. 2013/14	Target 2017/18	End of Yr. 2012/13	Commentary	Comparative position - quartile	Polarity
Personalisation								
% of people who use services who have control over their daily life (ASCOF 1B)		↑	75.0%	N/A	74.4%	The proportion of service users stating that they have control over their daily life increased for the second year running to 75.0%.	3rd	High
% of people receiving home care, community life choices or mobile meals via a personal budget	✓	↑	91.8%	N/A	82.4%	Looking specifically at people in receipt of home care, community life choices or mobile meals, the proportion doing so via a personal budget increased from 82% in 2012/13 to 92% in 2013/14.		High
% of people using social care who receive self-directed support (national, ASCOF 1C Pt I)		↑	51.3%	70%	50.5%	There was a small increase in the proportion of service users receiving support via a personal budget during 2013-14, up to 51.3%. National average of 66.1%.	4th	High
% of users and carers receiving support via cash payments (ASCOF 1C Pt II)		↓	14.8%	N/A	15.3%	Numbers receiving cash payments increased from 1800 to 2100 though the proportion of people receiving services via a cash payment decreased from 15.3% in 2012/13 to 14.8% in 2013/14 due to an overall increase in service users. Work underway to address barriers associated with take up of cash payments.	3rd	High
Dementia								
Dementia diagnosis rate		↑	50.72%*	67%	45.95%*	*Data includes Rutland. Target is for 2015/16.	2nd	High
Learning Disabilities								
% of adults with a learning disability who live in their own home or with their family (ASCOF 1G)		→	61.1%	N/A	61.6%	There was very little change in the proportion of people aged 18-64 with a learning disability who were in settled accommodation during 2013/14. Pathway to Housing Projects working to support people to secure their own homes.	4th	High
Care Quality								
% of people who use services and their carers who had as much social contact as they would like (ASCOF 1I)		-	44.6%	N/A	New in 13/14	This is a new measure introduced in 2013/14 with data sourced from the annual adult social care survey. 44.6% of service users responding to the survey stated that they had as much social contact as they would like; a performance that is above the national average of 43.9%. The top quartile is >46.3%	3rd	High
Overall satisfaction of people who use services with their care and support (ASCOF 3A)	●	↓	60.1%	N/A	67.9%	The proportion of service users stating that they are satisfied with their care and support fell to 60% in 2013/14; a similar level to that of 2011/12. This significant swing across the three years has occurred amongst numerous other authorities also and in some areas at an even larger scale.	4th	High
Number of Care Home QAF providers	✓	↑	51	N/A	35	There are a total of 51 providers that exceeded the "standard quality" of service as outlined in the Quality Assessment Framework during 2013/14.	2nd	High
Social care related quality of life (ASCOF 1A)	✓	↑	19	N/A	18.9	This measure is drawn from a number of questions in the annual survey of service users including such topics as control over daily life, how time is spent, and social contact. Performance remains positive and is above the national average for the second year running.	2nd	High

Health & Social Care Integration

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Description	2013/14 performance	Direction of Travel	End of Yr. 2013/14	Target 2017/18	End of Yr. 2012/13	Commentary	Comparative position - quartile	Polarity
Safeguarding Adults								
% of people who use services who feel safe (ASCOF 4A)	✓	↑	67.3%	N/A	60.3%	The proportion of people saying that they felt safe increased to 67.3%, slightly above the national average. Top quartile is >70.0%	3rd	High
% of people who use services who say that those services have made them feel safe and secure (ASCOF 4B)	✓	↑	90.4%	N/A	89.3%	There was a small improvement in the proportion of service users who responded to the survey saying that services helped them feel safe. As such, performance remains in the top quartile (>85.6%)	3rd	High
Better Public Health								
Life Expectancy – Males (Leics)	✓	↑	80.1	80.3	79.8	Latest data is for the period 2010-12. Males in Leicestershire can expect to live 0.9 years longer than the average for England. To reduce health inequalities we are tackling the wider determinants of health through a range of projects/activity.	1st (Eng.)	High
Life Expectancy – Females (Leics)		↓	84	84.6	84.1	Latest data is for the period 2010-12. Females in Leicestershire can expect to live 1 year longer than the average for England.	1st (Eng.)	High
Slope Index of Inequalities – Males (Leics)	✓	↑	6.1	top quartile	6.4	The gap in life expectancy between the best-off and worst-off males in Leicestershire for 2010-12 is 6.1 years. The average for England is 9.2 years.	1st (Eng.)	Low
Slope Index of Inequalities – Females (Leics)		↑	5.2	top quartile	5.4	The gap in life expectancy between the best-off and worst-off females in Leicestershire for 2010-12 is 5.2 years. The average for England is 6.8 years.	2nd (Eng.)	Low
CVD Mortality (per 100,000 population)	✓	↑	71.2	65.5	72.6	Latest data is for the period 2010-12	1st (Eng.)	Low
Cancer Mortality (per 100,000 population)		↑	135.8	133.1	137	Latest data is for the period 2010-12. Various actions to help people to adopt healthier lifestyles and become more aware of cancer risk factors.	2nd (Eng.)	Low
Respiratory Disease Mortality (per 100,000 population)	✓	↑	25.6	23.6	27.9	Latest data is for the period 2010-12	1st (Eng.)	Low
% of eligible women screened - breast cancer (Leics)		↓	83.4%	top quartile	84.3%	Latest data is for the period 2013. The average for England is 76.3%.	1st (Eng.)	High
% of eligible women screened - cervical cancer (Leics)		↓	78.5%	top quartile	80.0%	Latest data is for the period 2013. The average for England is 73.9%.	1st (Eng.)	High
Prevalence of smoking among persons aged 18 years and over		↓	18.8%	16.3%	16.5%	Latest data is for the period 2012. Data sourced from the Integrated Household Survey. Since 2010 Leicestershire smoking prevalence has been lower than the England average and remains so, current England average is 19.5%. While the county figure has increased since 2012/13, some of the districts have decreased.	2nd (Eng.)	Low

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Health & Social Care Integration

Note: 'ASCOF' refers to the Department of Health Adult Social Care Outcomes Framework

Description	2013/14 performance	Direction of Travel	End of Yr. 2013/14	Target 2017/18	End of Yr. 2012/13	Commentary	Comparative position - quartile	Polarity
Number of self reported 4 week smoking quitters		↓	4057	5238	4761	2019/20 target. Leicestershire did not meet their challenging 4 week smoking quitter targets for 2013/14, much of the decline has been attributed to the increased use and popularity of electronic cigarettes. New schemes are under development.	2nd (Eng.)	High
Rate of hospital admissions for alcohol related causes (per 100,000 population - Leics)		↓	573	548	556	Latest data is for period 2012/13. Changes to the definition of alcohol related hospital admissions and changes to the European Standard Population have resulted in changes to published baseline data and target. New target will take us to top quartile.	2nd (Eng.)	Low
% who successfully completed drug treatment (non-opiate)		↑	43.8%	48%	35.2%	Data shows completions between Oct 12- Sep 13 with non representations up to March 14. Successful completions and non representations of non-opiates have increased by 8.6%.		High
% who successfully completed drug treatment (opiate)		↓	8.9%	15%	9.2%	Data shows completions between Oct 12- Sep 13 with non representations up to March 14. Successful completions and non representations of opiates have fallen slightly.		High
Percentage of people offered a health check annually that have received a health check (uptake)		↓	49.7%	61.0%	51%	Health check services will be re-procured along with efforts to encourage pharmacies and GPs to work together to improve health check uptake.	2nd (Eng.)	High
% of adults classified as overweight or obese (Leics)		-	65.4%	top quartile	-	Latest data is for period 2012/13. New indicator, data sourced from Active People Survey.	3rd (Eng.)	Low
% people presenting with HIV at a late stage of infection		↑	50%	50%	51.5%	Latest data is for period 2010-12. The average for England is 48.3%	3rd (Eng.)	Low
Better Mental Health								
% of people with a low satisfaction score		→	4.7%	top quartile	4.6%	Latest data is for period 2012/13	1st (Eng.)	Low
% of people with a low happiness score		↓	8.9%	top quartile	8.3%	Latest data is for period 2012/13	1st (Eng.)	Low
% of people with a high anxiety score	✓	↑	21.0%	top quartile	24.3%	Latest data is for period 2012/13	2nd (Eng.)	Low
Excess under 75 mortality rate in adults with serious mental illness		↑	362.6	decrease	419.8	Latest data is for period 2011/12. The average for England is 337.4	3rd (Eng.)	Low
Suicide rate (per 100,000)		↓	7.4	top quartile	7.2	Latest data is for period 2010-12. This is an increase of 6 recorded suicides since the period 2009-11.	2nd (Eng.)	Low
Delayed transfers of care (mental health service users)		↓	6.2%	<=7.5%	3.7%	Data relates to LPT performance rather than social care related delays. Overall performance stays within the Monitor 7.5% target.		Low
Average waiting time for routine referrals to Child & Adolescent Mental Health Services (CAMHS) - weeks		-	9.1	decrease		New indicator		Low

Health & Social Care Integration

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Description	2013/14 performance	Direction of Travel	End of Yr. 2013/14	Target 2017/18	End of Yr. 2012/13	Commentary	Comparative position - quartile	Polarity
% of adults in contact with secondary mental health services living in settled accommodation (ASCOF 1H)		↓	42.2%	increase	45.0%	There was a small reduction in the proportion of people aged 18-64 with mental ill health who were in settled accommodation during 2013/14.	4th (Eng.)	High
Average length of stay - mental health		↓	79.7	decrease	51.8	Data as at March 2014, relates to LPT performance		Low
Better Physical Health, Sport and Physical Activity								
Percentage of Leicestershire population (16+) participating in one or more sports a week for 30 minutes or more.		↑	36.6%	increase	36.5%	Data relates to the 2013/14 Active People Survey Apr 13- Apr 14. Performance is better than the England average of 35.5%	2nd	High
% of physically active children - participation in more than 3hrs a week of community sport only		↑	48.7%	increase	35.3%	Data sourced from Me & My surveys package created by Leicestershire & Rutland Sport.		High
% of physically active children - participation in more than 3hrs a week of curriculum sport only		↑	69.9%	increase	22.4%	Data sourced from Me & My package created by Leicestershire & Rutland Sport. 75.1% of sample took part in over 2.5hrs a week of extra-curricular sports only.		High
% of physically inactive adults		↓	27.5%	decrease	26.0%	Indicator measured through Active People Survey	2nd (Eng.)	Low

Notes

ASCOF benchmarks are compared to all social services authorities

Children and Families

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Ensuring Children & Young People are Safe								
Core assessments for children's social care that were carried out within 35 working days of their commencement		↓	74.9%		79.5%	New single assessment framework implemented for 2014/15 to improve speed and quality of response to children's needs. The new framework has a national target of 45 days for completion, however a Leicestershire target has been set at 40 days.	3rd (2012/13)*	High
Child protection cases which were reviewed within required timescales		↓	97.9%	100%	100%	100% achieved during the first half of 2013/14	n/a	High
Children becoming the subject of a Child Protection Plan for a second or subsequent time		→	12.6%		11.8%	Within national expected thresholds	2nd (2012/13)*	Low
Hospital admissions caused by injuries in children aged 0-14 (per 10,000 population)	✓	↑	72.4		72.9	Leicestershire maintains top quartile performance.	1st	Low
Children in Care								
Stability of placements - children in care with 3 or more placements in year.		↓	7.7%	<9%	5.7%	Leicestershire has good a performance level on 3 or more placements.	1st (2012/13)*	Low
Stability of placements - children in same placement for 2+ years or placed for adoption		→	64.5%	70%	65.5%	Estimated figure - to be confirmed by DfE in Autumn.	3rd (2012/13)*	High
% children in care achieving level 4 in Reading, Writing & Maths at KS2	✓	↑	53.9%		46.1%	Provisional data.	n/a	High
% children in care achieving 5+ A*-C GCSEs at KS4 (inc. English & Maths)	●	↓	7.7%		9.1%	Provisional data received suggests the 2014 figure will show a reduction. Not directly comparable due to changes in the way qualifications are counted.	4th (2012/13)*	High
Total average time in days to place with prospective adopters	✓	↑	583		596	Data is 3 year averages for 2010-13 and 2011-14. Increase in number of children adopted during 2013-14 to 48 compared to 19 in 2012-13.	2nd (2012/13)*	Low
% children who wait less than 20 months for adoption		↓	60%	65%	63%	See data comment re significant increase in the number of adoptions in 2013/14.	1st (2012/13)*	High
Care leavers aged 19, 20 and 21 not in education, employment or training		-	38.9%			New indicator this year. Children in Care service working closely with Prospects to identify those in need of support.	Avail Dec.	High
Care leavers aged 19, 20 and 21 in suitable accommodation		-	61.1%			New indicator this year.	Avail Dec.	High

Children and Families

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Supporting Children & Young People to Achieve Their Potential								
School admissions and quality								
% of pupils offered first choice primary school		↓	90.0%	90%	92.0%	A slight drop owing to the rising population. New school place plan and funding progressing.		High
% of pupils offered first choice secondary school		↓	96.2%	98%	97.4%	Minimal change from good overall performance.		High
% of providers in early years assessed as good or outstanding		↑	75.5%		73.0%	Slight improvement in assessment of Early Years providers.	4th	High
% of schools assessed as good or outstanding		→	82.0%	>84%	82.0%	Inspections across schools remain positive despite tougher inspection regime.	2nd	High
Secondary school persistent absence rate		↑	7.4%	6.4%	8.2%	A small reduction in persistent absence alongside improved identification.	3rd	Low
Early Years & Key Stage 1								
% take-up of free early education by 3 & 4 year olds		↑	88.4%	95%	83.1%	Good increased take-up of free provision.		High
% Achieving Good Level of Development (early years)	✓	↑	58.3%	60%	46.4%	Achievement in Leicestershire has risen significantly and is now closer to the national average.	4th	High
% Inequality gap in achievement across early learning goals		↑	30.8%		33.6%	The gap between the lowest performance and the rest has reduced.	3rd	Low
Key Stage 1 Average Point Score		↑	16.1		16.0	Strong Key Stage 1 performance was maintained	1st	
Key Stage 2								
Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2		↑	78.6%	85%	74.2%	More children in Leicestershire have achieved the threshold this year after this was identified as an area for improvement.	2nd	High
% pupils eligible for FSM achieving level 4 in Reading, Writing & Maths at KS2		↑	57.6%	Above average	52.0%	Strong partnerships with schools is having a positive impact on pupils learning.		High
2 levels progress in Reading between Key Stage 1 and Key Stage 2		↑	89.8%	Above average	86.0%	Pupil progress from Key Stage 1 to Key Stage 2 has improved.	3rd	High
2 levels progress in Writing between Key Stage 1 and Key Stage 2		↑	91.5%	Above average	88.0%	As above	3rd	High
2 levels progress in Maths between Key Stage 1 and Key Stage 2		↑	87.7%	Above average	85.0%	As above	3rd	High

Children and Families

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Key Stage 4 & 5								
Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (Key Stage 4)		↓	56.0%	70%	59.5%	This is not directly comparable with 2013 due to changes in how vocational subjects are weighted and the counting of the first exam entry only. A fall reflects the national trend.	3rd	High
% pupils eligible for FSM achieving 5+ A*-C GCSEs (or equiv.) at KS4 (inc. English & Maths)		↓	27.9%		28.8%	As above		High
% of pupils making expected progress from Key Stage 2 to 4 in English		↓	67.5%		69.8%	Not not directly comparable to 2013 due to changes noted above.	4th	High
% of pupils making expected progress from Key Stage 2 to 4 in Maths		↓	65.1%		68.0%	Not not directly comparable to 2013 due to changes noted above.	3rd	High
Average points score at 'A' Level		↑	209.6	215	208.6	A Level points per entry have increased despite national reductions.	2nd	High
Vulnerable groups								
% of special schools assessed as good or outstanding	✓	→	100.0%	100%	100.0%		1st	High
Pupils with special educational needs achieving Level 4+ at Key Stage 2	✓	↑	32.9%		25.2%			
Pupils with special educational needs achieving 5+ GCSEs (inc. English and Maths)		↓	13.8%		17.1%	Performance affected by GCSE marking issues as above.		
Child & Family Health								
Smoking at time of delivery (LCR)		→	11.35%	10.8%	11.34%	Latest data is for the period 2012/13.	2nd (Eng.)	Low
% Mothers initiating breastfeeding (where status is known)		↑	74.2%	increase	73.64%	Latest data is for period 2012/13. Initiating breastfeeding is currently just above the England average of 73.9%. England best is 94.7%	2nd (Eng.)	High
Prevalence of breastfeeding at 6-8 weeks from birth (Leics)		↑	44.3%	increase	43.7%	Latest data is for 2012/13. The England average of 47.2%, England best is 83.3%.	3rd (Eng.)	High
% children aged 5 years with tooth decay	●	-	37.1%	decrease		Latest data is for period 2012. Oral health promotion plan being developed.	4th (Eng.)	Low
Excess weight in primary school age children in Reception (Leics)		↓	21.0%	19.9%	20.6%	Latest data is 2012/13 academic year. Slight decline in performance however better than the 22.2% England average. Significant increase made in obesity related programmes.	1st (Eng.)	Low
Excess weight in primary school age children in Year 6 (Leics)		↓	31.3%	31.3%	31.0%	Latest data is 2012/13 academic year. Slight decline in performance however better than the 33.3% England average. Significant increase made in obesity related programmes.	2nd (Eng.)	Low

Children and Families

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Chlamydia diagnoses (per 100,000 aged 15-24) (Leics)		↑	1702	1680	1598	22,000 tests undertaken, screening coverage higher than average but increasing this further will be important.	3rd (Eng.)	High
Under 18 conception (rate per 1,000 females aged 15-17) (Leics)	✓	↑	21.7	24.2	25.4	Significant reduction and top quartile performance.	1st (Eng.)	Low
% Looked after children receiving dental checks		↑	73.5%	increase	73.3%	Specialist nurse for LAC progressing improvements		High
% Looked after children receiving health checks		↑	74.2%	increase	73.3%			High
% Looked after children receiving immunisations	✓	↑	86.4%	increase	80.5%			High
Supporting Families								
Number of families supported by Supporting Leicestershire Families service	✓	↑	338	480	n/a	338 families have been worked with towards a final target of 480 families. Leicestershire service commended by government.		High
% of Payment by Results (PBR) families outcomes met	✓	↑	100%	100%	n/a	As part of phase one of the Payment by Results scheme, 810 troubled families in Leicestershire demonstrated improved outcomes.	1st (Eng.)	High
Early Help feedback and evaluation - satisfaction			91%	n/a	n/a	Average satisfaction across surveys held by 0-5, 5-11 and 11-19 services		High
Children's Centre clusters judged by Ofsted to be Good or Outstanding	✓	↑	83%	100%	50%	5 of the 6 Children Centre clusters have now been inspected by Ofsted and judged to be 'Good'		High

Notes

Comparators are children's services statistical neighbours.

Safer Communities - Better Environment/Place

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Crime Minimisation								
Total Crime rate (per 1,000 pop.)		↓	47.18	44.75*	45.56	An increase in overall reported crime, following many years of crime reductions	2nd	Low
Domestic burglary (per 1,000 pop.)		↓	3.44	2.99*	3.20	An increase in domestic burglary. Community Safety Partnerships continue work to prevent crime and support victims.	4th	Low
Vehicle Crime (per 1,000 pop.)		↓	5.71	4.91*	5.46	An increase in vehicle crime. Community Safety Partnerships continue work to prevent crime and support victims.	4th	Low
Violence with injury rate (per 1,000 pop.)		↓	3.58	3.51*	3.14	An increase in violent crime linked to an increase in reporting of domestic abuse. Leicestershire remains in the best quartile of all counties.	1st	Low
People who feel safe after dark		↑	84.30%	95%	82.70%			High
Youth Justice								
% of juvenile offenders re-offending within 12 months		↓	30.5%	top quartile	28.1%	Data includes re-offending up to Sept 2013. Leicestershire continues to perform well, reoffending rates remain lower than the regional and national average. The Youth Justice Plan continues to target re-offending	2nd	Low
Number of first time entrants to the criminal justice system aged 10 - 17		↑	221	top quartile	407	Significant reduction in first time entrants to the criminal justice system linked to introduction of Youth Conditional Cautions. The lowest rate since monitoring began in 2005.	2nd	Low
% of juvenile offenders given a custodial sentence		→	2.4%	>5%	1.9%	This relates to 1 less young person than the previous year.		Low
Anti-social Behaviour								
% of people stating that they have been a victim of anti-social behaviour		↑	7.7%	reduction	9.0%	Fewer people surveyed report that they have been a victim of ASB. Reports of ASB to the police and councils have also reduced.		Low
Criminal damage rate (per 1,000 population)		↑	7.44	-	7.74	A continued reduction in criminal damage offences.	2nd	Low
% of people stating that they feel that the police and other local public services are successfully dealing with ASB and crime in their local area		↑	79.0%	-	69.2%	Significant improvement on previous year's result. Campaign work has received national recognition.		High
Community Cohesion & Supporting Victims of Crime & Disorder								
% agree people from different backgrounds get on well together		↑	93.80%	95.0%	92.7%	We continue working to strengthen community cohesion, supporting communication with and across community groups.		High

Safer Communities - Better Environment/Place

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
% of domestic violence cases reviewed at MARAC that are repeat incidents		→	21%	-	19%	This remains at the lower end of the expected range for MARACs nationally. We have supported the introduction of a common risk assessment for domestic abuse across all partners.		NA
Reported hate incidents (per 1,000 population)		↓	0.64	-	0.82	Continued reduction in reports of hate incidents. Our Hate Incident Project continues training awareness and campaign work to support the response to hate incidents.		High
Reported domestic abuse incident rate (per 1,000 population)		↑	12.15	-	11.16	Increase in reports of domestic abuse. A county domestic abuse helpline was introduced in 2013 providing advice and information for anyone, male or female, affected by domestic abuse.		High
Road Safety								
Total casualties on our roads.		↓	1,889	1,494	1,878	Target for 2020. Very slight increase this year, but remains 27% lower than 2006. We continue to work to improve safety on our roads, through highways improvements and education.	2nd	Low
People killed or seriously injured in road traffic accidents	✓	↑	186	167	196	Target for 2020. Numbers Killed and Seriously Injured on our roads are at a record low following continuing year-on-year reductions since the baseline year.	4th	Low
Reducing Carbon Emissions & Mitigating the Impact of Climate Change								
Total CO2 emissions from LCC operations (excluding schools) (tonnes)		→	28,692	22,326	28,597	2020/21 target. Whilst the council's energy consumption has reduced, the carbon emissions have increased slightly due to the increase in carbon in the supply of electricity in the national grid.	4th	Low
Carbon emissions from LCC buildings (tonnes)	✓	↑	9,018	7,135	9,463	2020/21 target. The reduction has contributed to a reduction in the cost of our carbon emissions through the Carbon Reduction Commitment Payments by over £70,000	3rd	Low
CO2 emissions from LCC street lighting & traffic signs (tonnes)		↓	13,205	9,561	12,103	2020/21 target. Carbon emissions have increased due to the increase in carbon in the supply of electricity in the national grid.	N/A	Low
Total Business miles claimed ('000s of miles)		↓	7,565	6,591	7,319	2020/21 target.	2nd	Low

Safer Communities - Better Environment/Place

Description	2013/14 performance	Direction of Travel	End of Yr 2013/14	Target 2017/18	End of Yr 2012/13	Commentary	Comparative position - quartile	Polarity
Waste Management								
Total household waste per household (kg)		↓	1111	decrease	1106	Slight increase this year may be linked to an upturn in the economy. We continue our campaigns to prevent waste.	3rd	Low
% of household waste sent by local authorities across Leicestershire for reuse, recycling, composting etc.		↓	53%	increase	55.46%	Reduction in % is due to a change in Environment Agency guidance regarding mixed wood waste, so this is now not included. The previous year's figure includes mixed wood waste.	3rd	High
% Local authority collected waste landfilled		↑	31.4%	decrease	31.5%		3rd	Low
Waste produced from LCC sites (tonnes) (rolling 12 month total)	✓	↑	846	decrease	894		N/A	Low
% waste from LCC sites recycled (running rate over past 12 months)	✓	↑	63%	70%	53%	From April 2014 a new contract for internal waste is supporting further recycling improvements. In addition we have introduced high quality paper recycling internally, which also provides an income stream to the Council.	N/A	High
Enhancing & Protecting Leicestershire's Natural Environment								
SSSI's in our own ownership in target condition (% land area of SSSI's)	✓	→	100%		100%	We continue to support high quality green spaces and protect the natural environment in the County.	N/A	High
Leicestershire's Cultural Environment								
Tourist visitor numbers (Leicester & Leics)	✓	↑	29.45m		28.69m	2013 STEAM data. The economic impact of tourism in Leicester and Leicestershire increased by double the national growth rate, partly due to the national and international interest regarding the discovery of King Richard III.		High
Bosworth Battlefield - total visitors	✓	↑	48,145		34,313	New galleries opened to revitalise the story at Bosworth including the search for the lost battle location, realised in 2009.		High
Library total visits per 1,000 pop'n		↓	3,886		5,303	National trend of reduction in library visits.		High
Library total issues		↓	2,827,729		3,247,791	National trend of reduction in library issues.		High

Notes

Comparators are other county areas

*since agreement of the Council's Strategic Plan the Police & Crime Commissioner for Leicestershire has removed all numerical targets for crime from his Police and Crime Plan, in line with national guidance, instead targeting a significant reduction in the key crime types listed.