










Explanatory Notes to accompany the Performance Indicators










Reference	Explanation
Q	Where the figures was qualified by the Wales Audit Office and has not been recalculated – (see Section III - Statement of Responsibility)
N/A	This indicates that the information is not available
NEW	This indicates that a Performance Indicator is new and therefore systems may not have been in place to collect the information, or trends
IA	Improvement Agreement Measure
Performance Trend	This is an indication of our performance over time: <ul style="list-style-type: none"> • The colour denotes whether or not performance has met its target • The trend arrows indicate that our performance is improving, declining or staying the same
Top Quartile (TQ)	The top quartile performance is the best performing Authorities in Wales as reported by the Local Government Data Unit for 2008/2009
£	All financial information provided in the Performance indicator table has been calculated in line with the requirements of the Best Value Accounting Code of Practice
M	Data missing

Key

- | | | | | | |
|---|-----------------------------------|--|---|---|---|
|  | Performance up and target met |  | Performance down and target not met |  | No performance trend but target met |
|  | Performance up but target not met |  | Performance the same and target met |  | No performance trend and target not met |
|  | Performance down and target met |  | Performance the same and target not met |  | No trend data |

KEY Key Performance Indicator

OVERVIEW ANALYSIS OF PIs

PI Performance for 2008/09 (1st April - 31st March)		Safer Communities	Our Living Space	Health and Well Being	Boosting Our Local Economy	Learning for Growth	Bringing It All Together	Council Wide
	Performance is currently improving & likely to hit annual target	8 66.67%	18 46.15%	41 60.29%	10 37.04%	34 58.62%	14 43.75%	125 52.97%
	Performance is currently declining but still likely to hit annual target	0 0.00%	7 17.95%	0 0.00%	1 3.70%	3 5.18%	3 9.38%	14 5.93%
	Performance is currently improving but unlikely to hit annual target	2 16.67%	2 5.13%	8 11.77%	2 7.41%	8 13.79%	4 12.50%	26 11.02%
	Performance is currently likely to hit annual target, no improvement trend is available	0 0.00%	5 12.82%	1 1.47%	9 33.33%	0 0.00%	5 15.62%	20 8.47%
	No change in performance	0 0.00%	2 5.13%	3 4.41%	1 3.70%	5 8.62%	2 6.25%	13 5.51%
	No change in performance but target not met	1 8.33%	0 0.00%	1 1.47%	0 0.00%	0 0.00%	0 0.00%	2 0.85%
	Performance is currently declining and is unlikely to hit annual target	1 8.33%	5 12.82%	12 17.65%	2 7.41%	8 13.79%	4 12.50%	32 13.56%
	Performance is currently unlikely to hit annual target, no improvement trend is available	0 0.00%	0 0.00%	2 2.94%	2 7.41%	0 0.00%	0 0.00%	4 1.69%
	Total of PIs with Trend Data available this reporting period	12	39	68	27	58	32	236
	No of PIs with no data available no targets set (including NEW indicators)	5	9	18	9	5	18	64
	Total	17	48	86	36	63	50	300

SAFER COMMUNITIES

SAFER COMMUNITIES

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	1.17	Number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority (Local)	0.98	N/A	0.99	0.98	0.99	

TRANSPORT AND ROAD SAFETY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LTHS/103	Road safety: Number of pedestrians killed/seriously injured per 100,000 population (Local)	41.0	N/A	<32.2	38.5	30.7	
	LTHS/104	Road safety: Number of pedestrians slightly injured per 100,000 population (Local)	323.2	N/A	<337.3	<414.6	N/A****	
	LTHS/105	Total number of children killed/seriously injured in road accidents per 100,000 population (Local)	4.7	N/A	<5.4*	4.3	5.1	
	THS009 KEY	The average number of calendar days taken to repair all street lamp failures during the year (CDS)	4.90	N/A	4.00	4.33	4.00	
	LTHS102 KEY	% of street lamps not working as planned (Local)	1.32%	N/A	1.35%	1.10%	1.35%	

*** THS/003 will no longer be reported nationally from 2009/10

FOOD HYGIENE & HEALTH AND SAFETY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PPN/001 (ii)	% of high risk businesses that were liable to a programmed Food Hygiene inspection that were inspected (NSI)	99.8%	100%	100.0%	100.0%	100.0%	▲
	PPN008 (aii)	% of new businesses identified which were subject to a risk assessment visit by Food Hygiene (CDS)	NEW	95%	70%	100%	80%	▲
	PPN008 (bii)	% of new businesses identified which returned a self assessment questionnaire during the year for Food Hygiene (CDS)	NEW	0%	N/A	0	0	●
	PPN004	% of all eligible food premises with a valid food hygiene award (NSI)	10.13%	23.28%	N/A	9.59%	0	●
	PPN/001 (iv)	% of high risk businesses that were liable to a programmed Health & Safety inspection that were inspected (NSI)	100.0%	100%	100.0%	100.0%	100.0%	▲
	PPN008 (aiiv)	% of new businesses identified which were subject to a risk assessment visit by Health & Safety (NSI)	NEW	50%	N/A	9%	20%	●
	PPN008 (biv)	% of new businesses identified which returned a self assessment questionnaire during the year for Health & Safety (NSI)	NEW	26%	N/A	23%	50%	●

ANIMAL HEALTH

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PPN/001 (iii)	% of high risk businesses that were liable to a programmed Animal Health inspection that were inspected (NSI)	100%	100%	100%	100%	100%	▲
	PPN008 (aiii)	% of new businesses identified which were subject to a risk assessment visit by Animal Health (NSI)	NEW	100%	50%	100%	80%	▲
	PPN008 (biiv)	% of new businesses identified which returned a self assessment questionnaire during the year for Animal Health (NSI)	NEW	0%	N/A	0%	0%	●
	PPN007 (ii)	% of significant breaches that were rectified by intervention, for Animal Health (CDS)	84.80%	100%	75.00%	95.70%	75.00%	▲

**OUR LIVING SPACE
STREET SCENE**

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LSTS101	Average number of days taken to remove abandoned vehicles (Local)	8 Days	N/A	8 Days	7 days	7 days	▲
	LSTS103a	% of all graffiti removed within 5 days (Local)	95.20%	N/A	91.50%	96.77%	95.00%	▲
	LSTS103b	% of racist/offensive graffiti removed within 1 day (Local)	95.45%	N/A	91.50%	91.95%	92.00%	▼
	LSTS102	Average number of days taken to remove fly tipping (Local)	0.81 Days	N/A	<2 Days	1.39	< 2 days	▼
	STS/006	% of reported fly tipping incidents cleared within 5 working days (CDS)	99.56%	98.73%	98.00%	96.21%	97.00%	▼
	STS/007	% of reported fly tipping incidents which lead to enforcement activity (CDS)	NEW	15.85%	NEW	0.21%	2.50%	●
	STS105	Number of Street Blitzes undertaken IMPROVEMENT AGREEMENT	5	N/A	10	24	15	●
	LSTS106	Number of events attended by the awareness team IMPROVEMENT AGREEMENT	20	N/A	30	192	40	▲
	STS/005a	The cleanliness index (CDS)	70.60%	73.1%	70.0%	73.2%	72.0%	▲
	STS/005b	% of highways and relevant land inspected of a high or acceptable standard of cleanliness (CDS)	95.20%	96.6%	94.5%	94.8%	94.5%	▼

TRANSPORT AND ROAD SAFETY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LSTS104	% of dangerous damage to roads and pavements repaired or made safe within 24 hours (Local)	98.70%	N/A	98.00%	99.21%	98.00%	▲
	CMT001	% of total length of rights of way which are easy to use by members of the public (CDS)	71%	68%	71%	73%	74%	▲
	THS/002	Annual highway related claims expenditure as a percentage of the annual structural maintenance expenditure (CDS)**	18%	6%	23%	34%	N/A	▼
	THS/003	% of the annual structural maintenance expenditure that was spent on planned structural maintenance (CDS)***	88%	87%	62%	67%	N/A	▼
	THS/007	% of adults aged 60+ who hold a concessionary travel pass (CDS)	88.0%	89.0%	87.0%	84.9%	87.0%	▼
	THS/010a	Condition of: a) Principal (A) roads (NSI)	13.2	2.8%	17.7	11.4	12.0	▲
	THS/010b	Condition of: b) Non-principal/classified roads (NSI)	10.2	6.2%	15.6	12.5	13.7	▼

* Government Target quoted

** THS/002 will no longer be reported nationally from 2009/10

**** Definition changed so target not set

WASTE MANAGEMENT

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LWMT101	Number of collections missed per 100,000 collections of household waste (Local)	26	N/A	<400	48	<400	▼
	LWMT102	Number of properties offered food waste collectionIMPROVEMENT AGREEMENT	2,742	N/A	15,000	23,826	30,000	●
	WMT/001 ai	Total tonnage of municipal waste reused and/or recycled; (NSI)	27,072	N/A	30,200	30,829.64	*	▲
	WMT/001 i/ NAWPI 5.1ai	% of municipal waste reused and/or recycled (NSI)	22.36%	24.60%	25.00%	26.69%	*	▲
	WMT/001 aii	Total tonnage of municipal waste composted or treated biologically in another way (NSI)	11,120	N/A	12,100	10,334.97	*	▼
	WMT/001 ii/ NAWPI 5.1 b	% composted or treated biologically in another way (NSI)	9.18%	16.13%	10.00%	8.95%	*	▼
	WMT/005a	The total tonnage of municipal waste used to recover heat and power (CDS)	0	N/A	0	0	0	↔
	WMT/005 / NAWPI 5.1 c	% of municipal waste used to recover heat and power. (CDS)	0	0.00	0	0	0	↔
	WMT/007	% Municipal waste received at a household waste amenity site that is reused, recycled or composted (CDS)	56.72%	65.52%	65.00%	60.58%	*	▲
	WMT002N	Total tonnage of biodegradable waste sent to landfillIMPROVEMENT AGREEMENT	58830	N/A	53145	43,898.04	47461	▲
	WMT/002	% of bio-degradable municipal waste sent to landfill (NSI)	60.13%	52.17%	58.00%	59.82%	*	▲
	WMT/004 KEY	% of municipal waste sent to landfill (CDS)	66.7%	54.94%	64.0%	62.89%	*	▲

*Draft data only, awaiting final data publication from Waste Data Flow, following this 2009/10 targets will be set

**Improvement agreement target. Internal target 25%

SUSTAINABLE DEVELOPMENT

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LSUS101	Number of offices awarded the Green Dragon environmental awardIMPROVEMENT AGREEMENT	NEW	N/A	5	5	10	●
	LWMT103	Number of Council offices taking part in recyclingIMPROVEMENT AGREEMENT	5	N/A	10	39	15	●

LEISURE & PARKS

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LPKS101	Number of parks with Green Flag accreditation IMPROVEMENT AGREEMENT	1	N/A	1	***	2	

*LCMT101 is discontinued for 2009/10

**Improvement agreement target. Internal target 720

***Results of assessment will be available at the end of June

TRADING STANDARDS

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PPN/001 i	% of high risk businesses that were liable to a programmed Trading Standards inspection that were inspected (NSI)	95.0%	100%	90.0%	96.0%	90.0%	
	PPN008 ai	% of new businesses identified which were subject to a risk assessment visit by Trading Standards (CDS)	NEW	73%	60.0%	61.0%	60.0%	
	PPN008 bi	% of new businesses identified which returned a self assessment questionnaire during the year for Trading Standards (NSI)	NEW	6%	N/A	4	0	
	LPPN106	Number of users of the consumer advice service who were satisfied with their service (%) (Local)	96	N/A	90	90.6	90	
	PPN007i	% of significant breaches that were rectified by intervention for Trading Standards (CDS)	70.7%	89.6%	70.0%	81.7%	70.0%	

PEST CONTROL

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LPPN103	% of rodent treatments delivered within 24 hours (Local)	93.0%	N/A	85.0%	96.3%	85.0%	
	LPPN101	% of wasp/bee treatments delivered within 48 hours (Local)	91.0%	N/A	90.0%	96.4%	90.0%	
	LPPN105	Number of respondents that consider the pest control service to be excellent (%) (Local)	90	N/A	80	93.2%	80%	
	LPPN107	The number of respondents that are very satisfied with the way in which the Pest Control Operative dealt with their problem (%) (Local)	94	N/A	80	99.4%	80%	
	LPPN102	% of public health pest treatments delivered within 24 hours (Local)	85.0%	N/A	75.0%	91.0%	75.0%	

ENVIRONMENTAL HEALTH - HOUSING

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PSR007a	Of the Houses in Multiple Occupation known to the authority, the % that: (a) Have a full license (CDS)	NEW	18.7	N/A	30.2%	50.0%	
	PSR007b	Of the Houses in Multiple Occupation known to the authority, the % that: (b) Have been issued with a conditional license (CDS)	NEW	N/A	N/A	27.2%	N/A	
	PSR007c	Of the Houses in Multiple Occupation known to the authority, the % that: (c) Are subject to enforcement activity (CDS)	NEW	N/A	N/A	0.4%	N/A	

ENERGY EFFICIENCY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	EEF/002a	% reduction in carbon dioxide emissions in the non domestic public building (NSI)	NEW	10.03	NEW	11.72% reduction	1.01& reduction	
	EEF/002bi	% reduction in energy use in the housing stock (NSI)	NEW	N/A	NEW	0.59%	1.03%	
	EEF/002bii	% reduction in carbon dioxide emissions in the housing stock (NSI)	NEW	N/A	NEW	0.45%	0.98%	

HEALTH & WELLBEING
HOUSING - PRIVATE SECTOR

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant (CDS) - IMPROVEMENT AGREEMENT (CDS)	446	324	446 Calendar Days	303	400*	▲
	PSR/006	The average number of calendar days taken to deliver a low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used (CDS)	107	26	130 Calendar Days	104	110	▲

*Improvement agreement target. Internal target 440

HOUSING-SUPPORTING PEOPLE

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SPP/001 i	The average number, per 1,000 head of population, of: i) Units of floating support (NSI)	2.1	3.8	2.1	2.1	2.1	↔
	SPP/001 ii	The average number, per 1,000 head of population, of: ii) Bed spaces in direct access (NSI)	0.2	0.3	0.2	0.2	0.2	↔
	SPP/001 iii	The average number, per 1,000 head of population, of: iii) Bed spaces in temporary residential accommodation (NSI)	0.4	0.7	0.4	0.4	0.4	↔
	SPP/001 iv	The average number, per 1,000 head of population, of: iv) Bed spaces in permanent residential accommodation (NSI) - Data Qualified	1.1	1.2	1.15 Q	1.2	1.2	▲
	SPP/001 v	The average number, per 1,000 head of population, of: v) Bed spaces in sheltered accommodation for older people (NSI)	6.3	10.6	6.4	6.3	6.3	↔
	SPP/001vi	The average number, per 1,000 head of population, of: vi) Community alarm services (NSI)	13.0	14.1	15.09	14.3	14.3	▲

SOCIAL CARE - ADULT SERVICES

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LSCA102	Rate of assessments of people aged 65 and over per 1000 population (Local)	168.16	N/A	168.90	164.59	168.9	▲
	SCA/002 (b)/ NAWPI 3.13	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over (NSI)	27.81	20.97	27.40	27.04	26.6	▲
	SCA/002 (a)/ NAWPI 3.7/	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March (NSI)	122.82	117.46	127.80	118.04	118.04	▼
	SCA/003a	% of clients, in the following age groups, who are supported in the community during the year: Aged 18-64 (CDS)	98.55%	95.39%	98.55%	98.03%	98.70%	▼
	SCA/003b	% of clients, in the following age groups, who are supported in the community during the year: Aged 65+ (CDS)	83.13%	84.69%	83.60%	83.36%	83.67%	▲
	LSCA099	Adults with a physical or sensory disability aged under 65 helped to live at home per 1,000 population aged under 65 (Local)	7.90	N/A	8.30	8.22	8.22	▲
	LSCA098	Adults with a learning disability aged under 65 helped to live at home per 1000 adults aged under 65 (Local)	4.60	N/A	4.60	4.68	4.68	▲
	LSCA097	Adults with mental health problems aged under 65 helped to live at home per 1,000 adults aged under 65 (Local)	3.12	N/A	3.12	2.83	2.83	▼
	LSCA096	% of adult clients receiving a written statement of their needs and how they will be met (%) (Local)	100%	N/A	100%	100%	100%	▲

SOCIAL CARE - ADULT SERVICES Continued

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCA/016a	The number of adult protection referrals received during the year per 1,000 population aged 18+ (CDS)	NEW	3.07	NEW	3.09	3.01	●
	SCA/016	Of the adult protection referrals completed during the year, the percentage						
		bi) the % that lead to an adult protection investigation (CDS)	NEW	81.1%	NEW	76.1	76.1	●
		bii) the % that were admitted or proved (CDS)	NEW	N/A	NEW	34.4	34.4	●
		biii) the % Where the risk has been removed or reduced (CDS)	NEW	63.5%	NEW	52.8	60	●
	SCA/005a	The average number of working days between initial enquiry and completion of the care plan, including specialist assessments (CDS)	NEW	23	NEW	54	51.21	●
	SCA/005b	The average number of working days between initial enquiry and completion of the care plan, excluding specialist assessments (CDS)	NEW	15	NEW	11	11.43	●
	SCA/007	% of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year (CDS)	73.15%	77.6%	74.00%	82.1%	85.00%	▲
	SCA/010	The rate per 1,000 adult clients assessed during the year who are provided with electronic assistive technology as part of a package of care (CDS)	45.35	131.24	47.51	49.12	50	▲
	SCA/014a	% of clients aged 65+ who started to receive home care or day services during the year in less than 29 calendar days from completion of the care plan or a review (CDS)	NEW	96.0%	NEW	90.0	91.5	●
	SCA/014b	For those services not started in less than 29 days, the average number of calendar days from completion of the care plan or review to starting to provide homecare or day services for clients aged 65+ (CD	NEW	43	NEW	86	60	●
	SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment (CDS)	NEW	5	NEW	10	9.93	●
	LSCA101	No. of people awaiting provision of simple aids/adaptations IMPROVEMENT AGREEMENT	700	N/A	560	339	490	▲
	SCA/018 (a)	% of carers of adult service users who were offered an assessment in their own right during the year (CDS)	NEW	97.1%	NEW	100.0	100	●
	SCA/018 (b)	% of carers of adult service users who had an assessment in their own right during the year (CDS)	NEW	86.7%	NEW	100.0	100	●
	SCA/018 (c)	% of carers of adult service users who were assessed in their own right during the year who were provided with a service (CDS)	NEW	54.3%	NEW	95.7	95	●
	SCA/018 (d)	% of carers of adult service users who are awaiting an assessment in their own right at the end of the year (CDS)	NEW	0.0%	NEW	0.0	0	●
	SCA/017	Rate per 10,000 adult clients (aged 18+) supported in the community who receive a direct payment (CDS) IMPROVEMENT AGREEMENT	175.00	382.68	201	368.06	210*	●
LSCA100	Number of nights of respite care provided or funded by the Authority per 1000 population aged 18 or over (Local)	164.48	N/A	111.57	79.99	79.99	▼	
SCA/001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (NSI)	4.55	1.64	4.11	3.61	3.8	▲	

*Improvement agreement target. Internal target 386

SOCIAL CARE - CHILDREN'S SERVICES - REFERRAL & ASSESSMENT

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/006	% of referrals during the year on which a decision was made within 1 working day (CDS)	94.2%	98.6%	95.0%	100.00%	98.40%	▲
	SCC/007 (a)	% of referrals during the year (CDS)						
		(a) Allocated to a social worker for initial assessment	27.1%	63.4%	27.10%	29.4%	29.40%	▲
	SCC/007 (b)	(b) Allocated to someone other than a social worker for initial assessment	29.90%	5.1%	29.90%	38.3%	48.30%	▼
	SCC/007 (c)	(c) Did not proceed to allocation for Initial Assessment	42.90%	N/A	42.90%	32.3%	22.3%	▲
	SCC/008 (a)	% of initial assessments carried out within 7 working days (CDS) IMPROVEMENT AGREEMENT**	53.50%	78.5%	60.0%	56.4%	62.5%	▲
	SCC/008 (b)	Average time taken to complete initial assessments that took longer than 7 working days to complete (CDS)**	22 days	13	20 days	13	13	▲
	SCC/011	% of initial assessments that took place during the year where there is evidence that (CDS):						
		a) The child has been seen by the Social Worker	43.30%	76.5%	43.30%	35.2%	35.0%	▼
		b) The child has been seen alone by the Social Worker	13.5%	42.2%	15.0%	10.1%	10.1%	▼
	SCC/012	% of initial assessments taking place during the year where the following is recorded (CDS): *						
		a) Ethnicity	99.90%	100.0%	100%	100.0%	N/A*	▲
		b) Religion	90.2%	100.0%	90.0%	99.3%	N/A*	▲
		c) First language choice	89.50%	99.5%	90%	99.5%	N/A*	▲
	SCC/009 (a)	% of required core assessments carried out within 35 working days (CDS) IMPROVEMENT AGREEMENT ***	41.8%	76.1%	57.0%	76.1%	59.0%	▲
SCC/009 (b)	Average time taken to complete those required core assessments that took longer than 35 days (CDS)***	63 days	53	50 days	72	63	▼	
SCC/030 (a)	% of young carers known to Social Services who were assessed (CDS) IMPROVEMENT AGREEMENT	63.0%	100.0%	70%****	86.5%	75.0%	▲	
SCC/030 (b)	% of young carers known to Social Services who were provided with a service (CDS)	30.4%	93.9%	70.0%	85.6%	85.6%	▲	

*SCC/012 is deleted for 2009/10

** SCC/008a&b to be replaced by SCC/042 in 2009/10

*** SCC/009a&b to be replaced by SCC/043 in 2009/10

****Improvement agreement target. Internal target 80%

SOCIAL CARE - CHILDREN'S SERVICES - CHILD PROTECTION

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/014	% of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion (CDS)	59.5%	87.9%	75.0%	73.4%	78.5%	▲
	SCC/015	% of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference (CDS)	52.30%	92.1%	66.0%	73.8%	76.6%	▲
	SCC/034 KEY	% of child protection reviews carried out within statutory timescales during the year (CDS)	88.6%	98.8%	97%	95.1%	96.4%	▲
	SCC/013 (ai)	% of open cases of children with an allocated social worker where the child is receiving a service - children on the child protection register (CDS)	86.8%	100.0%	97.0%	97.6%	100.0%	▲
	SCC/013 (bi)	% of open cases of children allocated to someone other than a social worker where the child is receiving a service - children on the child protection register (CDS)	11.6%	0.0%	3.0%	2.4%	0%	▲
	SCC/010	% of referrals that are re-referrals within 12 months (CDS)	28.6%	16.9%	25.0%	35.2%	29.0%	▼

LOOKED AFTER CHILDREN

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/001 (a) PAPI 11 a (prescribed measures)	% of first placements for LAC during the year that began with a care plan in place <i>including</i> the first placement in a series of short term arrangements) (NSI) IMPROVEMENT AGREEMENT	95.5%	100.0%	96%*	97.4%	97.0%	▲
	SCC/001 (b) PAPI 11 b (prescribed measures)	For those LAC whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date (NSI)	100%	100.0%	97%	100.0%	97.0%	▲
	SCC/041	% of eligible, relevant and former relevant children that: a) Have pathway plans as required (CDS)	NEW	97.8%	NEW	91.6%	91.6%	●
		% of eligible, relevant and former relevant children that: b) Have been allocated a personal advisor (CDS)	NEW	100.0%	NEW	96.8%	96.7%	●
	SCC/013 (aii)	% of open cases of children with an allocated social worker where the child is receiving a service - children looked after (CDS)	64.6%	100.0%	70.0%	72.7%	72.7%	▲

*Improvement agreement target. Internal target 97%

LOOKED AFTER CHILDREN - Continued

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/013 (bii)	% of open cases of children allocated to someone other than a social worker where the child is receiving a service - children looked after (CDS)	34.8%	0.0%	30.0%	27.3%	27.3%	▲
	SCC/021	% of looked after children reviews carried out within statutory timescales (CDS) IMPROVEMENT AGREEMENT	85.3%	96.5%	88%*	98.7%	91.0%	▲
	SCC/025	% of statutory visits to looked after children due in the year that took place in accordance with regulations (CDS)	66.9%	86.7%	75.0%	83.5%	85.0%	▲
	SCC/004/ NAWPI 3.1	% of LAC, on 31 March who have had three or more placements during the year (CDS)	9.4%	8.70%	9.0%	8.9%	8.6%	▲
	SCC/028	% of children looked after who had a fully completed and updated Assessment and Action Record at their third review (CDS)	4.40%	40.4%	7.5%	7.5%	10.0%	▲
	SCC/002 PAPI 12 (prescribed measure - new)	% of Children Looked After at 31 March who have experienced one or more changes of school, during a period or periods of being Looked After, which were not due to transitional arrangements, in the 12 months to 31 March (NSI)	16.3%	9.8%	13.0%	14.9%	13.0%	▲
	SCC/024	% of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a New school in the year (CDS) IMPROVEMENT AGREEMENT	33.8%	84.0%	60.0%	80.1%	70.0%	▲
	SCC/022	% attendance of looked after pupils a) in primary schools (CDS)	92.1%	95.5%	92.0%	93.5%	93.5%	▲
		b) in secondary schools (CDS)	89.7%	91.6%	89.7%	91.2%	91.2%	▲
	SCC/023 (a)	% of children looked after who were permanently excluded from school during the school year (CDS)	0.0%	0.0%	0.0%	0.0%	0%	▲
	SCC/023 (b)	Average number of days spent out of school on fixed-period exclusions for children looked after (CDS)	4.4 Days	3.3%	4 Days	1.9	1.8	▲
	SCC/040	% of placements started during this year where the child is registered with a provider of general medical services within 10 working days of the start of the placement	NEW	98.6%	100.0%	86.5%	100.00%	●
	SCC/020	% of looked after children who have had their teeth checked by a dentist during the year (CDS)	94.7%	89.8%	95.0%	93.9%	93.9%	▼
	SCC/039	% of health assessments for looked after children due in the year that have been undertaken (CDS)	NEW	94.1%	NEW	85.2%	90.0%	●

*Improvement agreement target. Internal target 90%

LOOKED AFTER CHILDREN - Continued

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/033	% of young people formerly looked after (CDS):						
		a) with whom the authority is in contact at the age of 19	93.1%	100.0%	93.1%	95.2%	97.5%	▲
		b) with whom the authority is in contact, who are known to be in a suitable, non emergency accommodation at the age of 19	92.6%	100.0%	92.6%	97.5%	97.5%	▲
		c) with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19	37.0%	62.9%	37.0%	20.0%	37.0%	▼

CHILDREN IN NEED





Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC/013 (aiii)	% of open cases of children with an allocated social worker where the child is receiving a service - Children in need (CDS)	45.3%	81.9%	50.0%	45.5%	45.5%	▲
	SCC/013 (biii)	% of open cases of children allocated to someone other than a social worker where the child is receiving a service - Children in need (CDS)	36.1%	16.9%	37.0%	41.4%	41.4%	▼
	SCC/016	% of reviews of child in need plans carried out in accordance with the statutory timetable (CDS)	43.3%	91.6%	45.0%	61.6%	69.6%	▲

SOCIAL CARE - YOUTH JUSTICE

NEW PERFORMANCE INDICATORS FOR 2009/10

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCY/003a & b	a) % of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within 5 working days of referral; (CDS) and	NEW	N/A	NEW	NEW	NEW	
		b) of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment (CDS)	NEW	N/A	NEW	NEW	NEW	

LEISURE & PARKS

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LCS002 KEY	The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity per 1,000 population (CDS)	NEW	N/A	7,700	9,215	9,215	
	LLCS103a	Number of clients referred by GPs to the new National Exercise Referral Scheme (NERS) per annum IMPROVEMENT AGREEMENT	NEW	N/A	87	211	500**	
	LLCS103c	Number of exercise classes introduced suitable for clients leaving the GP referral scheme IMPROVEMENT AGREEMENT	NEW	N/A	20	0	30	
	CLCL102	Number of people paying by direct debit or corporate membership for the More Card (Council leisure scheme) IMPROVEMENT AGREEMENT	1,174	N/A	1,500	1,692	1,600	

BOOSTING OUR LOCAL ECONOMY

FINANCIAL HEALTH

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Finance First	CFH/006	% of Undisputed Invoices which were paid within 30 days (CDS)	90.4%	92.9%	92.7%	91.7%	92.7%	▲
Customer First	BNF/004	Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) new claims and change events (NSI)	NEW	9.2	NEW	13.9	13.7	●
	BNF/005	The number of changes of circumstances which affect customer's entitlement to Housing Benefit (HB) or Council Tax Benefit (CTB) within the year (NSI)	NEW	N/A	NEW	1150.8	1151	●

SERVICE DELIVERY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LPRO101	% creditor payments to local business using post codes a) CF b) SA c) NP (Local) IMPROVEMENT AGREEMENT	59.76%		60.00%	67.66%	60.5%*	▲
	LDNR101	No. of individuals financially supported to set up a new enterprise (Local) IMPROVEMENT AGREEMENT	0	N/A	1	0	28	↔
	LDNR102	No. of enterprises financially supported IMPROVEMENT AGREEMENT	0	N/A	0	0	74	↔
	LDNR103	No. of new members of the business club IMPROVEMENT AGREEMENT	0	N/A	10	86	10	▲
	LPRO102	No. of long-term unemployed to deliver major projects IMPROVEMENT AGREEMENT	0	N/A	20	29	50	▲
	LLGL302	% of standard searches carried out in 10 working days (Local)	100%	N/A	98%	100%	100%	▲

*Improvement agreement target. Internal target 62%

HOUSING-PRIVATE SECTOR

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	PLA/006	The number of new affordable housing units provided during the year as a percentage of all new housing units provided during the year (CDS)	3	24	N/A*	3.14%	N/A*	
	PLA/007	The number of new housing units provided during the year on previously developed land as a percentage of all new housing units provided during the year (CDS)	52.96	83.06	N/A*	66.98%	N/A*	

* Targets to be developed through Local Development Plan policy framework

HOMELESSNESS AND HOUSING ADVICE

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	HHA/015 a	The average number of days that all homeless households spent in: (a) Bed and Breakfast accommodation (CDS)	NEW	9	20 Days	27	41	
	HHA/015 b	The average number of days that all homeless households spent in: (b) other forms of temporary accommodation (CDS)	NEW	49	56 Days	77	80	
	HHA/014 a	The number of homeless families with children who have used Bed and Breakfast accommodation during the year, except in emergencies (CDS)	NEW	0	13 families	5	8	
	HHA/014b	The average number of days all homeless families with children spent in Bed and Breakfast accommodation (CDS)	NEW	0	NEW	1	1.5	
	HHA/008a	% of homeless presentations accepted as statutorily homeless* (CDS)	56.2%	N/A	56.0%	55.2%	N/A*	
	HHA/008b/NAWPI 4.6b	% of homeless presentations decided within 33 working days (CDS)	89.3%	94.5%	90.0%	90.5%	90.0%	
	HHA/002	The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless (NSI)	66	64	66 Working Days	63	67	
	HHA/011	% of households accepted as statutorily homeless during the year to whom a full homelessness duty has been discharged by the same local authority within the last 2 years (CDS)**	6.21%	0.75%	6.00%	7.3%	N/A**	
	HHA/012	The amount of the General Fund resources spent on Bed and Breakfast accommodation during the year as a percentage of the total General Fund resources allocated to the homelessness and housing advice services budget (CDS)***	3.2%	N/A	3.6%	8.4%	N/A***	
	HHA/013	% of all potentially homeless households for whom homelessness was prevented for at least 6 months (CDS)	96.6%	86.2%	60.0%	90.3%	90.0%	

* HHA/008a is deleted for 2009/10

** HHA/011 is deleted for 2009/10

*** HHA/012 is deleted for 2009/10

SOCIAL CARE - YOUTH JUSTICE


NEW PERFORMANCE INDICATORS FOR 2009/10

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCY/002 a & b	% change in the proportion of children and young people in the youth justice system with suitable accommodation a) at the end of their court order compared with before the start of their court order (CDS)	NEW	N/A	NEW	NEW	NEW	
		b) upon their release from custody compared with before the start of their custodial sentence (CDS)	NEW	N/A	NEW	NEW	NEW	

PLANNING

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LPLA101	% of total planning applications determined within 8 weeks (Local)	73.03%	N/A	72%	70.49%	66.00%	▼
	PLA004a	% of major planning applications determined during the year within 13 weeks (CDS)	21.3%	37.7%	40.0%	37.8%	34.0%	▲
	PLA004b	% of minor planning applications determined during the year within 8 weeks (CDS)	57.4%	62.5%	55%	58.0%	54.0%	▲
	PLA004c	% of householder planning applications determined during the year within 8 weeks (CDS)	84.5%	84.4%	82%	81.9%	81.0%	▼
	PLA004d	% of all other planning applications determined during the year within 8 weeks (CDS)	68.6%	72.5%	65%	70.8%	66%	▲
	PLA004e	% of all applications subject to Environmental Impact Assessment (EIA) determined within 16 weeks (CDS)	NEW	37.5%	NEW	0.0%	20.0%	●
	CPLA002	% of planning applications determined during the year that were approved (CDS)	81.20%	88.9%	82.0%	80.9%	85.0%	▼
	PLA003ai	The number of appeals that were determined during the year in relation to planning application decisions (CDS)	103	24	N/A	88	N/A	●
	PLA003bi	% of these determined appeals that upheld the authority's decision (CDS)	66.0%	67.5%	70.0%	56.8%	70.0%	▼
	CPLA005	% of enforcement complaints resolved during the year within 12 weeks of receipt (CDS)	79.3%	72.3%	78.0%	76.7%	70.0%	▼
	PLA003aii	The number of appeals that were determined during the year in relation to enforcement notices (CDS)	5	0	N/A	7	N/A	●
	PLA003bii	% of these determined appeals that upheld the authority's decision (CDS)	80.0%	77.1%	87.0%	57.1%	70.0%	▼
	BCT004	% of Building Control 'full plan' applications checked within 15 working days during the year (CDS)	91.4%	97.4%	86%	96.3%	87.0%	▲
	BCT007	% of first time 'full plan' applications accepted (CDS)	94%	98%	96%	99%	97%	▲

ENVIRONMENTAL HEALTH - HOUSING

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			2009/10 Target	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	PSR004	% of private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year through direct action by local authority (CDS)	N/A	3.54%	N/A	3.67%	2.00%	

LEARNING FOR GROWTH

EDUCATION - PRIMARY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	EDU/006(i)	% of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 2 (NSI)	17.10%	20.3%	16.20%	16.2%	18.3%	▼
	EDU/008a	The number of permanent exclusions during the academic year per 1,000 pupils from primary schools (CDS)	0.00	0.00	0.00	0.00	0.00	▲
	EDU/010a	% of school days lost due to fixed-term exclusions during the academic year, in primary schools (CDS)	0.009%	0.007	0.008%	0.005%	0.006%	▲
	EDU/012	% of Key Stage 2 primary school classes with more than 30 pupils (CDS)	1.50%	0.00%	2.79%	2.79%	4.17%	▼
	LEDU102	Primary schools – % with 25% + surplus places (Local)	30.77%	N/A	29.91%	34.19%	32.76%	▼
	LEDU103	Primary schools – % with 110%+ capacity (Local)	2.56%	N/A	2.56%	1.71%	1.72%	▲
	EDU/003	% of pupils eligible for assessment at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment (NSI)	71.54%	77.7	72.00%	73.1%	73.5%	▲
	EDU/016a	% of pupil attendance in primary schools (NSI)	92.20%	9	92.50%	92.0%	92.5%	▼
	EDU/013	The number of pupils per teacher in primary schools maintained by the local authority (CDS)	22.1	18.9	22.1	22.1	22.1	↔
	LEDU104	Average increase in reading gain of pupils on the 'Catch up' programme IMPROVEMENT AGREEMENT	18 months	N/A	20 months	21 months	21 months	▲
	LEDU105	% of pupils on the spotlight programme who have shown improvement in addition and subtraction IMPROVEMENT AGREEMENT	48%	N/A	50%	51%	51%	▲
	LEDU/101a	% of 11 year olds in schools maintained by the authority in the previous summer achieving: Level 4 or above in the National Curriculum Key Stage 2 Mathematics teacher assessment	78.50%	N/A	79.00%	79.5%	80.0%	▲
	LEDU101b	% of 11 year olds in schools maintained by the authority in the previous summer achieving: Level 4 or above in the National Curriculum Key Stage 2 English teacher assessment (Local)	75.10%	N/A	78.00%	77.3%	77.5%	▲
	LEDU/101c	% of 11 year olds in schools maintained by the authority in the previous summer achieving: Level 4 or above in the National Curriculum Key Stage 2 Welsh (first language) teacher assessment (Local)	76.30%	N/A	78.50%	81.6%	81.6%	▲
	LEDU101d	% of 11 year olds in schools maintained by the authority in the previous summer achieving: Level 4 or above in the National Curriculum Key Stage 2 Science teacher assessment (Local)	82.30%	N/A	83.00%	82.6%	83.0%	▲

EDUCATION-SECONDARY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	EDU/006(ii)	% of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3 (NSI)	19.80%	16.9%	21.6%	20.5%	19.0%	▲
	EDU/008b	The number of permanent exclusions during the academic year per 1,000 pupils from secondary schools (CDS)	0.00	0.22	0.05	0.00	0.40	▲
	EDU/010b	% of school days lost due to fixed-term exclusions during the academic year, in secondary schools (CDS)	0.107%	0.007%	0.100%	0.096%	0.099%	▲
	EDU/009a	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year (CDS)	0.00	0.0	0.00	0.00	1.50	▲
	EDU/009b	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year (CDS)	0.00	0.0	0.00	0.00	0.50	▲
	EDU/016b KEY	b) % of pupil attendance in secondary schools (NSI)	89.85%	91.5	90.0%	90.0%	90.0%	▲
	LEDU205	% of half days missed due to unauthorised absence in secondary schools maintained by the authority (Local)	2.5%	N/A	2.4%	2.3%	2.3%	▲
	LEDU201 KEY	% of pupils in schools maintained by the authority in the previous summer achieving 5 or more GCSEs at grades A*-C or the vocational equivalent (Local)	47.9%	N/A	48.0%	47.0%	55.0%	▼
	LEDU202 KEY	% of pupils in schools maintained by the authority achieving one or more GCSEs at grade G or above or the vocational equivalent (Local)	89.9%	N/A	92.0%	92.3%	N/A*	▲
	LEDU204	% of 15/16 year olds achieving the 'core subject indicator'. Those pupils achieving at least grade C in GCSE English or Welsh, Mathematics and Science in combination (Local)	34.5%	N/A	35.0%	33.0%	N/A*	▼
	EDU/011	The average external qualifications point score for 16 year olds, in learning settings maintained by the local authority (NSI) IMPROVEMENT AGREEMENT	326	373	327**	340	328***	▲
	EDU/002i KEY	The % of all pupils (including those in local authority care) and in any local authority maintained learning setting, who attain the age of 16 during the school year and leave full-time education, training or work based learning without an approved external qualification (NSI)	3.32%	0.8	3.10%	1.5%	2.0%	▲
	EDU/002ii	the % of: ii) Pupils in local authority care, in any local authority maintained learning setting, who attain the age of 16 during the school year and leave full-time education, training or work based learning without an approved external qualification (NSI)	26.67%	0.0%	25.00%	30.0%	20.0%	▼
	LEDU206 KEY	% of pupils achieving 2 or more A/AS levels grade A-E or vocational equivalent (Local)	91.5%	N/A	92.0%	92.3%	N/A*	▲

*Indicators to be replaced in 2009/10

**Improvement agreement target. Internal target 330

***Improvement agreement target. Internal target 345

EDUCATION-SECONDARY continued

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	EDU/004	% of pupils eligible for assessment at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment (NSI)	50.47%	62.4%	53.00%	54.5%	55.0%	▲
	LEDU203a	% of 14 year olds in schools maintained by the authority in the previous summer achieving: Level 5 or above in the National Curriculum Key Stage 3 Mathematics test (Local)	66.40%	N/A	69.00%	67.2%	67.5%	▲
	LEDU203b	% of 14 year olds in schools maintained by the authority in the previous summer achieving: Level 5 or above in the National Curriculum Key Stage 3 English test (Local)	62.30%	N/A	64.00%	64.4%	64.5%	▲
	LEDU203c	% of 14 year olds in schools maintained by the authority in the previous summer achieving: Level 5 or above in the National Curriculum Key Stage 3 Welsh (first language) test (Local)	64.90%	N/A	71.00%	68.5%	68.5%	▲
	LEDU203d	% of 14 year olds in schools maintained by the authority in the previous summer achieving: Level 5 or above in the National Curriculum Key Stage 3 Science test (Local)	64.10%	N/A	66.00%	66.9%	67.0%	▲
	LEDU207	% of Secondary schools with 25% or more (and at least 30) of places unfilled (Local)	26.32%	N/A	26.32%	26.32%	31.58%	↔
	LEDU208	Secondary schools – % with 110% capacity (Local)	5.26%	N/A	5.26%	5.26%	5.26%	↔

EDUCATION - OTHER

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LEDU301a	The number of statements of (special) educational needs issued during the year (Local)	51	N/A	65	100	80	▼
	EDU/015	% of final statements of special education need issued within 26 weeks (CDS):						▲
		a) including exceptions	76.5%	82.6%	78.0%	80.3%	80.0%	▲
		b) excluding exceptions	78.0%	100.0%	80.0%	84.7%	82.0%	▲
	LEDU301b	% of statements of special educational need, excluding those affected by 'exceptions to the rule' under the SEN code of practice (Local):						▲
		i) Prepared within 18 weeks	90.0%	N/A	90.0%	93.9%	92.0%	▲
		ii) Finalised within 26 weeks	78.0%	N/A	80.0%	85.4%	83.0%	▲
	LEDU304	Pupils with statements of education needs as a percentage of all children (Local)	1.05%	N/A	1.08%	1.08%	1.08%	▼
	LEDU302a	Average increase in reading gain of pupils in Cumbria programme IMPROVEMENT AGREEMENT	NEW	N/A	NEW	6 mths	6 mths	●
	LEDU302b	No. of schools trained in 'Cumbria' programme IMPROVEMENT AGREEMENT	8	N/A	16	9	24	▲
LEDU303	% young people currently on Group tuition partnership programme and attending Education Others provision who have individual learning plans IMPROVEMENT AGREEMENT	30%	N/A	40%	61%	75%	●	
LEDU402a	No. of E3+ events provided in all school cluster areas IMPROVEMENT AGREEMENT	700	N/A	725	1680	750	▲	
LEDU402b	No. school cluster engaged in E3+ IMPROVEMENT AGREEMENT	6	N/A	10	10	12	▲	

LIFELONG LEARNING

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	LCL/001	The number of people using Public Library Services during the year per 1,000 population (CDS) IMPROVEMENT AGREEMENT	5,207	6,127	5,300*	5,322	5,400	▲
	LCL/002	a) The number of publicly accessible computers per 10,000 population (CDS)	6.75	10	7.10	7.00	7.60	▲
		b) % of available computer hours in use (CDS)	48.0%	49%	49.0%	46.0%	46.0%	▼
	LCL/004	The number of library materials issued during the year, per 1,000 population (CDS)	NEW	5,987.4	NEW	3,822.7	3,825.0	●
	LCL/003	% of library material requests supplied within 7 working days (CDS)	71%	75%	71%	80.0%	75.0%	▲
	LLCL204	% of library material requests supplied within 15 working days (Local)	83%	N/A	86%	90.0%	87.0%	▲
	LEDU401	The number of enrolments on adult education courses per 1,000 adult population (Local)	20.93	N/A	18.00	23.49%	23.00%	▲
	LLCL202	The number of visits to museums in person per 1,000 population (Local)	527.64	N/A	513.00	487.00	427.00	▼
LLCL201	Number of pupils visiting museums and galleries in organised school groups IMPROVEMENT AGREEMENT	4,098	N/A	4,200	5,510	4,300**	▲	

*Improvement agreement target. Internal target 5,500

**Improvement agreement target. Internal target 5,000

LEISURE & PARKS

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LCMT101a	The number of playgrounds and play areas provided by the council per 1,000 children under 12 (Local)	5.97	N/A	6.02	6.63	N/A*	▲
	LCMT101bi	The percentage of these which: Conform to national standards for local, unequipped play areas (Local)	0.00%	N/A	0.00%	0.00%	0	↔

*LCMT101 is discontinued for 2009/10

LOOKED AFTER CHILDREN

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCC037	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting (CDS)	98.00	190	98.00	154	100	▲
	SCC/035	% of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment (CDS)	Not reported	46.3%	N/A	40.00%	40.00%	●
	SCC/036	% of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment (CDS)	Not reported	38.3%	N/A	13.79%	13.79%	●

SOCIAL CARE - YOUTH JUSTICE

NEW PERFORMANCE INDICATORS FOR 2009/10

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Community First	SCY/001 a & b	% change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by: a) children and young people of statutory school age (CDS)	NEW	N/A	NEW	NEW	NEW	
		b) young people above statutory school age (CDS)	NEW	N/A	NEW	NEW	NEW	

LEISURE & PARKS

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LCMT101bii	% of these which: Conform to National standards for local equipped play areas (Local)	13.48%	N/A	14.41%	14.29%	N/A*	▲
	LCMT101biii	% of these which: Conform to National standards for larger neighbourhood equipped play areas (Local)	0.00%	N/A	0.00%	0.00%	0.00%	↔

BRINGING IT ALL TOGETHER

FINANCIAL HEALTH

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Finance First	CFH/007	% of Council Tax due for the financial year which was received by the Authority (CDS)	96.38%	97.04%	96.60%	95.98%	96.00%	▼
	LCFH102	% gross Council Tax arrears b/f collected (Local)	46.36%	N/A	47.50%	45.56%	46.00%	▼
	CFH/008	% of Non-Domestic Rates due for the financial year which were received by the authority (CDS)	98.05%	97.91%	97.00%	97.52%	97.00%	▼
	LCFH103	% gross Non-Domestic Rates arrears b/f collected (Local)	60.11%	N/A	70.00%	63.02%	70.00%	▲

ICT SUPPORTING SERVICE DELIVERY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LICS101	% ICT Incidents resolved within agreed timescales (Local)	NEW	N/A	90.00%	90.01%	N/A*	●
	LICS102	% ICT - uptime of Key Application Servers (Local)	NEW	N/A	98.00%	99.96%	98.00%	●
	LICS105	% telephone calls via service desk answered within 60 seconds (Local)	NEW	N/A	85.00%	89.13%	85.00%	●

* This indicator will be disaggregated in 2009/10

EQUALITIES WORKFORCE/DELIVERY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
People Matter	CHR/004	% of local authority employees from minority ethnic communities (CDS)*	0.42%	0.83%	0.60%	0.48%	0.50%	▲
	CHR/005	% of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 1995 (CDS)*	3.11%	1.80%	3.50%	3.31%	3.22%	▲
	LCHR103	% of senior management posts filled by women (Local)	23.9%	N/A	25.0%	26.4%	26.4%	▲
Community First	LCHR101a	Number of racial incidents per 100,000 population recorded (Local)	47.9	N/A	50.0	38.1	38.1	▼
	LCHR101b	% of racial incidents that resulted in further action (Local)	100%	N/A	100%	100%	N/A**	↔
	LCAM101	% Authority's buildings open to the public and that are suitable for and accessible to disabled people (Local)	88.7%	N/A	90.0%	90.0%	N/A**	▲

* from 2009/10, these indicators will no longer be nationally reported

** these indicators will not be reported in 2009/10

STAFF HEALTH & WELLBEING

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
People Matter	CHR/002	The number of working Days/Shifts lost to sickness absence per number of local authority employees (FTE) (CDS)	*	N/A	*	*	*	●
	LCHR201	The % of Days/Shifts lost to sickness absence per number of local authority employees (Headcount) (Local)	4.6%	N/A	5.26%	4.81%	4.90%	▼
	LCHR202	The number of working Days/Shifts lost to sickness absence per number of local authority employees (Headcount) (Local)	11.10	N/A	12.00	12.0	11.3	▼
	LCHR/105 - CHR/003	The number of ill-health retirements as % of the local authority's workforce (CDS)	0.67%	N/A	0.65%	0.57%	0.50%	▲

*Currently unable to produce this data for FTE

STAFF HEALTH & WELLBEING continued

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
People Matter	LCHR204a	Number of major injuries to local authority employees reported to the Health and Safety Executive (HSE) per 1,000 local authority employees (Local)	1.23	N/A	1.16	2.09	1.25	▼
	LCHR204b	Number of over-three-day injuries to local authority employees reported to the HSE per 1,000 local authority employees. (Local)	7.37	N/A	7.15	6.27	6.60	▲
	CHR/001	% of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis (CDS)	7.37%	6.57%	8.00%	6.57%	8.00%	▲
	LCHR203	% of employees (excluding teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis. (Local)	8.05%	N/A	8.00%	5.86%	8.00%	▲

SERVICE DELIVERY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LCFH101	% Creditor payment runs done on time (Local)	100.0%	N/A	100%	100%	N/A**	↔
	LLGL201	Number of complaints to an Ombudsman classified as maladministration (Local)	2 Complaints	N/A	1 Complaint	0 Complaints	0 Complaints	▲
	LLGL303	% standard searches returned within 5 working days (Local)	76.92%	N/A	85.00%	93.39%	90.00%	▲

*Improvement agreement target. Internal target 62%

**this indicator will not be reported in 2009/10

GOVERNANCE

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LLGL101	% Agendas and reports to be available to the public 4 working days prior to meetings (excluding Special/Extraordinary Meetings) (Local)	99.50%	N/A	100.00%	100.00%	100.00%	▲

PUTTING CUSTOMERS FIRST

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	Customer Care							
	Face to Face Indicators							
	LCSC201	Average wait time across all centres minutes (Local)	NEW	N/A	< 15 min	5 mins	<10 min	▲
	LCSC202	% 1st point resolution - Centre Average (Local)	96.75%	N/A	85.0%	98.0%	90.0%	▲
	LCSC203	% Customer Satisfaction - Centre Average (Local)	96.5%	N/A	90.0%	99.0%	90.0%	▲
	Contact Centre Services							
	LCSC101	Average Queue Time (seconds) - Daytime service (Local)	70.4 sec	N/A	< 90 sec	53 sec	60 sec	▲
	LCSC102	Average Queue Time (seconds) - Out of hours (Local)	20.4 sec	N/A	< 60 sec	18 secs	30 sec	▲
	LCSC103	Average Queue Time (seconds) - Lifeline (Local)	10.8 sec	N/A	< 60 sec	9 secs	30 sec	▲
	LCSC104	Resolution - 1st point contact (%) - Daytime service (Local)	NEW	N/A	N/A	91.93%	85.00%	●
	LCSC105	Resolution - % Out of hours emergency (Local)	NEW	N/A	N/A	92.23%	60.00%	●
	LCSC106	% Customer Satisfaction - Daytime service (Local)	NEW	N/A	N/A	98.99%	90.00%	●
	LCSC107	% Customer Satisfaction - Out of hours & Lifeline (Local)	NEW	N/A	N/A	97.18%	90.00%	●
	LCSC108	% ODPM priority services available - range of services (Top 65) (Local)	NEW	N/A	N/A	53.8%	N/A*	●
	E-Access							
	LCSC301	% Availability of the Council's website (24/7) (Local)	NEW	N/A	95%	99%	95%	●
	LCSC303	% 1st point resolution - website (Local)	NEW	N/A	*	74.0%	68.0%	●
	LCSC304	Website conformance - Sitemorse™ ranking (Local)	NEW	N/A	Top 5 in Wales	3rd in Wales	Top 5 in Wales	●
	LCSC305	% customer satisfaction - website (Local)	NEW	N/A	N/A	81.0%	75.0%	●
	LCSC306	% customer satisfaction - Shape-it portal (Local)	NEW	N/A	N/A	88.0%	N/A*	●
LCSC307	% ODPM priority services available - range of services (Top 65) Content and transactional website (Local)	NEW	N/A	N/A	81.0%	N/A*	●	

* Not collected in 2008/09

** Discontinued for 2009/10

ASSET MANAGEMENT

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	CAM/001ai	% of the gross internal area of the local authority's buildings in condition categories - A (CDS)	6.7*	14.7%	N/A**	17.1%	N/A**	
	CAM001 aii	% of the gross internal area of the local authority's buildings in condition categories - B (CDS)	81.6%*	69.2%	N/A**	68.4%	N/A**	
	CAM001 aiij	% of the gross internal area of the local authority's buildings in condition categories - C (CDS)	11.7%*	15.7%	N/A**	14.0%	N/A**	
	CAM001 aiv	% of the gross internal area of the local authority's buildings in condition categories - D (CDS)	0%*	0.4%	N/A**	0.6%	N/A**	
	CAM001 bi	% of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 (CDS)	0.4%*	0.5%	N/A**	0.5%	N/A**	
	CAM001 bii	% of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 (CDS)	32.2%*	35.3%	N/A**	21.8%	N/A**	
	CAM001 biii	% of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 (CDS)	67.3%*	33.8%	N/A**	77.8%	N/A**	

* Data currently collected on a sample basis

** Unable to set targets with available data

ENERGY EFFICIENCY

Health check category	Ref	Indicator Description (and type)	2007/08	2008/09			Target 2009/10	Performance Direction/ Likelihood to hit target
			Actual Data	Wales TQ	Target	Data		
Customer First	LEEF101	% Reduction in carbon dioxide emissions from 30 largest non-domestic council buildings IMPROVEMENT AGREEMENT	NEW	N/A	3%	N/A*	3%	