




Appendix 2:
Priority Measure Assessments for all portfolios
 Yearend (April 2011 – March 2012)

*Detail on areas of significant slippage is available in the main report - this provides detailed analysis, mitigation and improvement actions.

Council Outcome	Commissioning Priority	Ref no. <i>[LC - Part of Living City Programme]</i>	Priority Measures Description	Current Performance <i>Against 2011/12 Target or 2010/11 Baseline (if no target is available).</i>	DoT		Assessment against target/ baseline   
					Better ▲ Same ► Worse ▼	Last Year	

Adult Services and Health **Cllr Daniel Astaire**

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">We will ensure that people are kept safe, healthy, and independent. Our social care services will support people to maintain or regain their independence wherever possible. We will seize the opportunities presented by reforms to health and social to further develop an approach to prevention that saves public money and improves people's quality of life.</p>	<p>Redesigning adult social care services, creating new models for delivery of adult services, reducing costs and creating markets</p>	ASHM1	Reduction in care management workload achieved.	1,997 cases	Target. 2,240	▲	Target exceeded	
	<p>Independence, choice and control, responsibility and self sufficiency</p>	ASHM6	Reduction in home care hours per week.	16,329	Baseline. <18,500hrs	▲	Target exceeded	
		ASHM7	75% of people supported at home on a personal budget.	69% supported	Target. 75%	▲	Off track	
		<p>Rate refers to people at supported at home with substantial or critical needs. Council led services (Older People, Physical Disabilities, and Learning Disabilities) performed well with a combined outturn of 73%. Although the Mental Health service performed at 41% this is higher than national levels in this area.</p> <p>The service considers this as a strong performance given that we started the year on 31%. Council lead services were 2% off target but end of year data is still being validated and updated. Project to look at SDS across tri-borough is being scoped to continue improvements in this area.</p>						
		ASHM8	Percentage of people who reported being in control of their daily lives.	69% in control	Target. 70.6%	▼	Target not met	
		<p>However, 31% of respondents said they didn't have enough control or no control over their daily life. Analysis of the responses to the Adult Social Care survey has raised concerns that in Westminster service users have less positive perceptions of outcomes than those in other Inner London authorities. The 11/12 survey is currently underway, results expected in May 2012.</p>						
	ASHM9	Percentage of known carers assessed or reviewed.	34% reviewed	Target. >50%	▼	Target not met		
	<p>The Adults senior management team is aware of the low performance and steps have been taken by the Carers Commissioner to improve the sharing of carers assessment data between WCC and Carers Network Westminster who also complete carers assessments.</p> <p>This is a priority area for senior managers and is part of monthly performance discussions. In addition a separate carer's dashboard has been developed across tri-borough so this area can be monitored more closely. Carers Network Westminster has revised their assessment forms to increase the number of completed assessments that can be passed to the LA.</p>							
	<p>Preventing deterioration, dependency and supporting recovery</p>	ASHM10	Percentage of social care assessments completed in 28 days.	81.7% reviewed	Baseline. 78%	▲	Better than last year	
		ASHM11	80% of new referrals of older and disabled people assessed.	50%	Target. 80%	▲	Target not met	

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			Individual case tracking shows RAT are involved in 63-70% of cases, often informally, and therefore not reported. Target revised to 70% for 12/13 to reflect this. New target was based on national pilot results. Two case investigation showed that the Older People and Physical. Disability Service were making appropriate referral decisions and agreed that target should be revised. This will take effect in 12/13 and reablement continues to be monitored as part of wider performance framework and through monthly reablement report.					
		ASHM12	Rate of people at home 3 months after discharge from hospital following reablement.	81% (2009/10)	Target. 88%	▼	Target not met No data available at year end.	
		Awaiting data from health rehab programmes. Two out of three health rehab services have submitted data. Complete data set expected at end of May 2012.						
		ASHM13	90% of people have reduced or no further care following reablement.	81%	Baseline. 90%	▼	Target not met See exception report.	
		ASHM15	Delayed transfers of care per 100,000.	12.8 delayed transfers	Target. 7	▼	Target not met	
		ASHM16	Rate of admissions of older people into residential care.	78 admissions	Target. <119	▲	Target exceeded	
services will support people to maintain or regain their	Preventing deterioration, delaying dependency and supporting recovery	ASHM17	Rate of people reporting positive experience in the Adults Social Care Survey and Carers survey.	17.4 (10/11)	Target >17.8	►	Same as last year	
		The score of 17.4 was the lowest achieved score for the country and for London. This was shared by Westminster, Lambeth and Southwark. General perception levels across the council have reduced and this has also had an effect on Adult Social Care. Implementation of key policy changes may have affected results. Survey is being repeated and final results will be available at the end of May 2012.						
		ASHM18	Proportion of people using social care who have difficulty in finding information and advice.	25% (10/11)	Target <28.6%	►	Same as last year	
		ASHM19	Stage 1 and statutory social care complaints to Ombudsman.	88 complaints	Baseline. 72	▼	Worse than last year	
		The increase mainly derive from complaints about Fair access to Care Services (FACS) as reduced funding from central government has meant that only those in high need qualify for care and many have had care hours reduced or withdrawn.						
support people to maintain or regain their	Protecting from avoidable harm and caring in a safe environment	ASHM20	Rate of alerts requiring investigations.	41.2%	Baseline. 72%	▼	Worse than last year	
		Low rate attributed to data quality issues. Review of safeguarding acceptance level in line with other authorities is ongoing. Data quality review taking place to facilitate statutory submission of data. Introduction of new social care record system should dramatically reduce data quality issues. Traditional performance monitoring and targeting is not appropriate in this area and divergence between 11/12 and 10/11 data is not necessarily an indicator of poorer performance. In order to gain a better understanding of how acceptance thresholds vary across London boroughs work is being undertaken by a sub-group of the SAB and the London Information Exchange Group.						
	ASHM21	Rate of re-referrals where there are safe-guarding concerns within two years of previous alert.	14.3% of re-referrals	Baseline. 15%	▼	Worse than last year		
	ASHM22	Maintain the number of people sleeping rough on a single night in Westminster.	83 rough sleepers	Target. <100	►	Target met		
	Provide and efficiently manage housing for those eligible and in	ASHM23	50% of entrenched rough sleepers suitably accommodated.	69%	Target. 50%	N/A	Target exceeded	

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need, and to target specific services to vulnerable people and those socially excluded	ASHM24	75% of people move on positively from supported housing services.	78% supported	Target. 75%	▼	Qtr 3	Target exceeded YE being finalised	
	ASHM25	30 weeks to resolve the needs of persons needing major adaptations in the private sector.	20.5 weeks	Target. <30 weeks	▼		Target met	
	ASHM26	300 overcrowded households to be visited and given tailor-made advice	339 given advice	Target. 300	▼		Target exceeded	
	ASHM27	Re-house 226 overcrowded families in social housing through a range of initiatives.	Qtr 3, 179 re-housed	Target. 226	▼	Qtr 3	*Q3 assessment. Data unavailable for Q4, see comment below	
	Mitigate the impact of high housing demand, improve efficiency and contribute to the wider Council's cost reduction programme.	ASHM28.1	94% occupancy in Bed and Breakfast accommodation.	97% in B&B	Target. 94%	▲	Qtr 3	*Q3 assessment. Data unavailable for Q4, see comment below
		ASHM28.2	98% occupancy in self-contained accommodation.	98%	Target. 98%	▲	Qtr 3	*Q3 assessment. Data unavailable for Q4, see comment below
		ASHM29	Reduce the number of households in Temporary Accommodation (TA) to be below 1,850.	Dec 2011, 1,800 in TA	Target. <1,850	▼	Qtr 3	*Q3 assessment. Data unavailable for Q4, see comment below
		ASHM30	400 Households prevented or relieved from becoming homeless through active homelessness work.	335 prevented	Target. 400	▼		Target not met *provisional figures reported
		ASHM31	550 Homelessness Acceptances.	539 acceptances	Target. <550	▲		Target met *provisional figures reported
		ASHM32	Total number of Homelessness applications received by the Council.	1,445 received	Baseline. 1,170	▼		Increase on last year
			<p><i>*Quarter 4 figures unavailable (for ASHM27-29) at present due to issues with the new housing database, service is working with contractors to resolve reporting issues. Provisional figures reported for ASHM30-32 due to the same issue.</i></p> <p>The demand for social housing in Westminster continues to outstrip the supply of available accommodation to let, as a result of homelessness, overcrowding, priority needs and demand from vulnerable groups. Applications from households, who are either homeless or threatened with homelessness, have increased during 2011/12 in comparison with the numbers received in 2010/11. The principal increase of homelessness in Westminster has been a result of the loss of private rented sector tenancy and from excluded family and friends from social dwellings.</p> <p>Performance has dropped from last year, mainly due to the increased difficulty in finding private sector properties into which homelessness can be prevented. Affordable private sector properties are being sourced out of borough. Additional resources have also been targeted at homelessness prevention work.</p>					

Children and Young People and Community Protection							CLlr Nickie Aiken
young people to grow up and we will give them the best opportunity to achieve their potential. We will protect all children and young people have access to a range of high quality services.	CCM1	Percentage of school places taken up by Westminster residents.	70.5% taken up (Q3 position)	Baseline. 70.4%	▲		Improvement on last year
	CCM2	% of young people not in education, employment or training.	5.1% (Q3 position)	Target. 6%	▲	Qtr 3	Q3 assessment* Off Track - *See exception report
<p>*No update provided for Q4.</p> <p>NEET levels at the end of December are the lowest recorded since the start of the year. However levels remain higher than the same period last year with 5.1% of young people currently not education, training or employment (up 1.1% on the same period last year). The wider effects of the economy and reductions in funding for council projects may all serve to exacerbate this problem.</p>							

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<p>Work with early years settings, childminders and schools to raise standards of educational achievement for all children and young people.</p> <p>Safeguard all children and young people at risk of harm.</p> <p>Work with our partners to reduce crime and antisocial behaviour and tackle serious youth violence and gang activity.</p>	CCM3	Take up of the Nursery Education Fund grant by 3 and 4 year olds from top 5% deprived areas.	11% taken up	Quarter 3. 8%	▲		No assessment	
	76 (up 25 on Q2) of 670 3 & 4 year olds from our top 5% most deprived lower super output areas (LSOAs) are taking up of NEF grant. This compares to a rate of 11% across all LSOAs.							
	CCM4	Percentage of pupils achieving Early Learning Goals by age 5.	55%	Target. 49%	▲		Target exceeded	
	CCM5	Percentage of primary pupils achieving Level 4+ in English and math's at KS 2.	78%	Target. 79%	▼		Target not met	
	86.3% of pupils made the expected progress between Key Stages 2 and 4 in English. This is above the national average of 73.1% and inner London average of 77.7%. Westminster is ranked second nationally for this indicator.							
	In maths, 76.0% of pupils made the expected progress between Key Stages 2 and 4. Again this is above both the national and inner London averages, 65.9% and 74.0% respectively. Westminster is ranked third in inner London.							
	CCM6 (LC)	Percentage of secondary pupils achieving 5+ A*-C grades at GCSE	63.1%	Target. 66%	▲		Target not met	
	63.1% of pupils in Westminster achieved five or more GCSEs at grades A*-C including English & Maths in 2011. This is an increase from 62.5% in 2010 and continues an upward trend from 40.6% in 2006. Westminster is above the national average of 58.4% and inner London average of 59.6%. Amongst inner London boroughs, Westminster was ranked third for this indicator. Current predictions for Year 11 pupils indicate continued improvement for 2012 results.							
	CCM7 (LC)	No schools placed in Ofsted category 4 (inadequate).	0 Schools	Target. 0 Schools	►		Target achieved	
	CCM8	Percentage of LAC with 3 or more placements during the year.	12.5% of LAC (Q3 position)	Target. 11%	▲	Qtr 3	Q3 assessment* Target exceeded	
	CCM9	Improved stability for children looked after.	78% (Q3 position)	Target. 66%	▼	Qtr 3	Q3 assessment* Target exceeded	
	CCM11	Reduction in re-referrals to social care.	5% (Q3 position)	Target. 15%	▲	Qtr 3	Q3 assessment* Target not met	
	*No update provided for Q4.							
	CCM12	Stage 3 Statutory Childrens Services complaints.	2 received	Baseline. 2	►		Same as last year	
	CCM13	All Statutory Children's Services complaints.	40 received	Baseline. 45	▲		Better than last year	
	CCM16	Rate of re-offending amongst young offenders.	0.82 offending (Q3 position)	09/10 Baseline. 0.96	▲	Qtr 3	Q3 assessment* Improvement on last year	
	CCM17	Number of new entrants to the Youth Justice System.	52 entrants (Q3 position)	Target <100	▲		Q3 assessment* On Track	
	*No update provided for Q4.							
CCM18	Number of incidents of serious youth violence.	315 offences	Baseline. 298	▼		Worse than last year		

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		Serious youth violence is up 5% on 2010/11 levels. Looking at a breakdown of offences by geographical location shows a disproportionate increase in offences in North of the borough compared to increases in the Centre and South. A comprehensive strategy and commissioning plan has been recently developed and signed off by Cabinet.					
		CCM19	Violent Crime in the West End.	5,283 incidents	Baseline. 5,406	▲	Better than last year
		Violent crime in the West End has stabilised over the last 12-months, down 0.2% a significant improvement on the previous reporting period (+6.8%). For detail see the Safer Westminster Partnership report.					
		CCM20	Domestic Violence Incidents.	1,235 incidents	Baseline. 1,339	▲	Better than last year
The number of domestic violence incidents recorded in Westminster has declined by around 9% over the last few years. However, as domestic violence incidents are significantly under reported it is difficult to draw accurate conclusions.							

City Management						CLlr Ed Argar	
	Improved efficiency in City Management.	CMM1.1	Improved levels of cleanliness (Litter)	3% deposits of litter	Target. <2%	▲	Target not met
		CMM1.2	Improved levels of cleanliness (Detritus)	2% deposits of detritus	Target. <4%	▲	Target exceeded
		CMM1.3	Improved levels of cleanliness (Graffiti)	6% deposits of graffiti	Target. <1%	▲	Target not met
		CMM1.4	Improved levels of cleanliness (Flyposting)	1% flyposting deposits	Target. <1%	►	Target met
		It is unlikely all street cleanliness targets will be achieved with the revised resource levels currently available as a result of the recent contract variations.					
		CMM2	Priority 1 and 2 Highways maintenance jobs completed on time.	97.75% jobs completed	Target. 96.5%	▲	Target exceeded
		CMM3	Revenue collected from utility companies charged for delayed works that disrupt our roads.	£262,805 collected	Target. £107,150	▲	Target exceeded

Customer Service and Transformation						CLlr Melvyn Caplan	
we will work together to deliver excellent customer service and uphold the Westminster standard	Improving the customer experience.	CTM1	Customer Feedback at point of contact.	86.4%	Q2 Position, 88.1%	▲ (against last quarter)	Improvement on Qtr 2 position.
		CTM2	FOI requests complete on time.	82% completed	Target. 85%	▲	Target not met
		Back in January 2012 SEB agree to introduce a target of 82%. This has been achieved at the end of Quarter 4. However March saw a slight dip in performance due to impact of Easter vacation. The Council still needs to achieve a higher score and reduce the number of complaints received from the ICO on response times. Overall performance has improved.					

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Supporting the community.	CTM3	Ward budget expenditure committed.	£1.29m committed	Target. £1.9m	N/A	■	Target not met
	<p>Target includes carry forward from 2010/11. 2011/12 Budget is £920k with a further £920k (£46k per ward) being added for 2012/13 and then again for 2013/14. Is part of a four year funding programme with permitted roll forward of un-committed funding during lifetime of current council. Range of measures proposed to increase expenditure over 2012/13 include ward directories, regular reminders from Cabinet Member for Community Services. Funding not committed at end of four year cycle will be returned to reserves.</p>						
	CTM4 (LC)	Income delivered through Westco.	£1.155m (Q3 position)	Target. £1.6m	▲	■	Q3 assessment* Off Track
Modernising community services.	CTM5	Customer Satisfaction with the Libraries Service.	86.3% (10/11)	09/10 result: 89%	▼	■	On Track - Annual survey
<p>2011/12 results for the Library Services survey anticipated May 2012. Interim results (as at November 2011) available through resident reputation tracker show satisfaction with local library services has remained relatively constant (54%, up 2% on Aug 2011). And our local libraries are the second most commonly used service in Westminster (45% of residents overall).</p>							

Deputy Leader and Built Environment

CLLr Robert Davis

We will preserve and improve Westminster's unique urban and natural environments.	Improved and responsive services.	BEM1 (LC)	Reduce the cost of our Development Management service through changes to our current fee structure.	£1.4m projected	Target. £1.4m	N/A	■	Target met
		<p>CLG have failed to deliver the promised review of planning fees. Fortunately our alternative delivery plans have managed to meet the required budget envelope for 2011/12.</p>						
	Modernising community services	BEM2 (LC)	No. of City of Sculpture commissions delivered	13 delivered	Target. 12	N/A	■	Target exceeded
		BEM3 (LC)	Adults and Children and Young People participation levels in sports activities.	25.2%	Target. 26%	►	■	Target not met
		<p>Annual Survey from Sport England. Although the target was not quite achieved, Westminster is placed 4th highest of all local authorities in London which represents an improved position.</p>						
		BEM4 (LC)	Children and Young People participation in Sports and Development Programmes.	55,779 participants	Target. 73,300	▼	■	Target not met
		<p>Lower target was set for this module as the School Sports Partnership programme ceases from September 2011 due to lack of funds from the Department for Education. The impact following the loss of this programme has been considerable.</p>						
BEM5	Champions for the Future Athletes Programme	53 participants	Target. 53	▲	■	Target met		
BEM6	No. of 'ActiveWestminster Mark' Clubs.	42 club marks	Target. 35	▲	■	Target exceeded		
BEM7	Total Participation in Sports & Physical Activities	3,617,729 participants	Target. 3,256,800	▲	■	Target exceeded		

Enterprise and Volunteering

CLLr Brian Connell

We will keep streets clean, safe and well-maintained.	Supporting the community	EVM1	Civic Community projects commissioned.	9 projects	Target. 10 projects	N/A	■	Target not met
		<p>9 pledges delivered and one investigated but not pursued further. Projects have increased awareness amongst communities of opportunities to engage with the council, get involved in service delivery and volunteer.</p>						
Helping local people and business	EVM2	Businesses Satisfaction with council.	69% (Nov2010) satisfied	Baseline. 70%	▲	■	On Track - Next residents survey Jan12	

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contribute to running our City	EVM3	Council provides Businesses value for money.	15% (Nov2010)	<i>Target. To improve</i>	►	On Track - Next residents survey Jan12
	EVM4	No. of business supported through the Creative Industries Programme.	200 supported	<i>Target. 200</i>	N/A	Target met
	EVM5	No. of residents supported into employment via the Transition Fund.	260 improved skills and 90 entered into 1 month employment	<i>Target. 230 improve skills, and 95 enter 1 month employment</i>	N/A	Target Met
	260 workless residents were enrolled in the programme and 90 have sustained employment for 6 months					
	EVM6	Number of young people benefiting from the Youth Enterprise Scheme	50 people	<i>Target. 50</i>	N/A	Target Met

Housing and Property

Cllr Jonathan Glanz

We will maximise the availability of affordable housing to meet local needs and alleviate the pressures of high demand for homelessness services.	We will ensure that our residents, and other service users, are satisfied that they receive high quality, value for money, services from us.	HPM1	80% of council tenants satisfied with service provided by their landlord.	78% satisfied	<i>Target. 80%</i>	▼	Target not met
		HPM2	56% of council lessees satisfied with service provided by their landlord.	55% satisfied	<i>Target. 56%</i>	►	Data unavailable for Q4, see comment below
	2010/11 performance 55%. CityWest Homes have an improvement plan in place and have been working towards improving satisfaction throughout the year. Results will not be known until the next survey results are returned in early (2012/13). Lessee satisfaction is a new key priority in the new CityWest Homes new Management Agreement and plans to ensure delivery are already being worked up by officers of the Council and CityWest Homes to commence in the new financial year.						
	HPM3	88% of customers who perceive the service from Home Ownership Service as good or excellent.	94% satisfied (Q3 position)	<i>Target. 88%</i>	▲	Q3 assessment* Target exceeded	
	HPM4	750 Decent Homes delivered	754 delivered (Q3 position)	<i>Target. 750</i>	▲	Q3 assessment* Target exceeded	
Improve the quality of public and private sector housing stock.	HPM5	17% reduction in CO2 omissions on Queen's Park Zone (cross-tenure).	10.8% reduction	<i>2013 Target. 17%</i>	N/A	Target on track	
	This project is not due for final completion until March 2013. CWH are managing this project on our behalf and officers concerned are confident that this project will return the 17% reduction.						

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Leader of the Council	Cllr Colin Barrow
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We will improve accessibility to council data, tackle unnecessary bureaucracy and press Govt for more say over how we run the City.	Increasing self sufficiency.	LM1 (LC)	Savings delivered through tri-borough combination.	£1m est. (Q3 position)	Target. £6.5m est.	N/A	Qtr 3	Q3 assessment* On Track	
		LM2 (LC)	Income delivered through Westco.	£1.155m (Q3 position)	Target. £1.6m	▲	Qtr 3	Q3 assessment* On Track	
	First class reputation, influence and communication in Westminster.	LM3	Resident satisfaction with the council.	77% satisfied (Jan 2011)	Oct 2011 79%	▼		Down on last period.	
		Satisfaction with the council has fallen from 79% in October to 77% now. This is at the lower end of expectations but not at the historic low of 74% recorded in 2007/8. There has been no shift in the number of people dissatisfied with the council (8% in October 2011 and now).							
	LM4	Percentage of staff who says the council keeps them informed.	54% informed <i>Apr12 Tri-B Staff Survey</i>	53% <i>Nov11 - Voice Staff Survey</i>	▼		Down on last period.		
	<i>Nb. Latest results available as at April 2012 for this indicator was taken from the Tri-Borough survey. The next 'Your Voice' Staff Survey results will be available sometime in June.</i>								
	LM5	% of residents who say the council keeps them inform	67% informed (Jan 2011)	Oct 2011 Results. 69%	▼ (against last period)		Down on last period.		
	First class reputation, influence and communication in Westminster.	LM6	% of residents who say the council offers value for money.	57% satisfied (Jan 2011)	Oct 2011 Result. 60%	▼ (against last period)		Down on last period.	
The perception that the council offers good value for money has continued to decline, from 63% in August 2011 to 60% in November 2011, and 57% now. This measure was at its lowest in November 2009 at 53% and, as with other scores, the shift has been into a neutral position rather than being negative. Nationally the score is currently 50% and 49% in London. Results from the next residents survey expected in June.									
LM7	Number of unique website visitors.	817,729 visitors	Baseline. 438,692	▲		Better than last year			
LM8	Stage 3 complaints received.	73 received	Baseline. 65	▼		Worse than last year			

Parking and Transportation	Cllr Lee Rowley
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We will work with our partners, customers and businesses to deliver a safe, secure and efficient transport infrastructure.	Managing a firm, fair and excellent service.	PTM1	Responding to parking correspondence within 10 days.	100%	Target. 98%	▲	Qtr 3	Target exceeded
		PTM2	Reduced numbers of parking appeals.	8,922 appeals	Target. 9,434 (2% of all tickets issued)	▼	Qtr 3	Target exceeded
		PTM3	Improved success rate at the appeal.	65% success rate	Baseline. 65.5%	►		Same as last year
		PTM4	Foreign vehicles with outstanding Penalty Charge Notices/£Value.	£5.25m outstanding	Q2 Position, £4.94m outstanding	▲ (against last quarter)		Improvement on quarter 3.
	Helping people understand the rules.	PTM5	Maintain on-street parking compliance.	98.8% compliance	Target. 95%	►	Qtr 3	Target exceeded

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Strategic Finance Cllr Philippa Roe

We will protect the financial standing of the council.	Improving the customer experience	SFM1	Customer satisfaction with IT services/help desk.	73.7% satisfied	Target. 70%	▲	■	Target exceeded		
	Commercialising our business outlook	SFM2	Total variance from Budget	£6.5m underspend (Q3 position)	Target. £0	▲	■	Q3 assessment* On Track		
		SFM3	£60m Savings Programme for 2011/12	£54.9m (Q3 position)	Target. £60m	N/A	■	Q3 assessment* On Track		
	Period 12 figures for finance currently being finalised. This will be available shortly.									
	Reducing inefficiency and waste	SFM4	Council Tax collection rate.	95% collected	Target. 96.1%	▲	■	Target not met		
		SFM5	Non-Domestic Rates collection rate.	97.4% collected	Target. 98.1%	▲	■	Target not met		
		SFM6	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.	25 days	Target. 16 days	▼	■	Target not met		
		<p>Whilst new claims processing achieved its best ever performance in 2011/12, change of circumstance processing was significantly down on its expected performance. This was partly due to the contractor's performance, but was primarily due to a significant increase in the volume of change of circumstances received (87,292, in 2010/11 compared with 101,168 in 2011/12). The increase was largely due to ventral government implementing a new facility called ATLAS that automatically sends local authorities daily updates of DWP benefit and tax credit changes</p> <p>The current position is that the service appears to have "broken the back" of the increased workload, with current overall performance for the indicator in 2012/13 running at 19 days.</p>								
		SFM7	The council is efficient and well run.	59%	Oct 2011 Result. 60%	▼ (against last period)	■	Down on last period		
		SFM8	Time taken to appoint to new vacancies.	64 days	Baseline. 99 days	▲	■	Target met		
SFM9	Sickness absence rate (days/FTE).	5.54 days	Baseline. 5.87 days	▲	■	Better than last year				