




















Key to symbols used within the report





Where icons appear in this report, they have been applied to the most recently available information.

	<u>Performance against target</u>
	Meeting/Exceeding Target
	Performance approaching target (within 5%)
	Performance >5% behind target






Delivering Sustainable Development

No.	Indicator	Target	Outturn Q4 2019/20	Outturn 2020/21	Current Performance to Target
1.	Net additional homes provided	160	188	111	
2.	Number of affordable homes delivered	40	33	24	
3.	Housing Delivery	100%	228%	189%	
4.	5 year supply of housing land	5.5 years	5.5 years	5.2 years	
5.	Processing of major planning applications	60%	100%	100%	
6.	Processing of minor planning applications	65%	100%	98%	
7.	Processing of other planning applications	80%	100%	92%	
8.	% of non-frequent bus services running on time	83% (National Average)	84.4%	87.5%	
9.	% A roads in generally good condition	74%	74%	82%	
10.	% B roads in generally good condition	72%	72%	84%	
11.	% C roads in generally good condition	72%	72%	75%	
12.	% of planned highway maintenance completed within schedules	95%	97%	97.5%	
13.	Residual waste per household	505kg	504.94kg	410.37kg	
14.	% of waste sent for recycling	57.8%	56.4%	54%	





Delivering Sustainable Development					
No.	Indicator	Target	Outturn Q4 2019/20	Outturn 2020/21	Current Performance to Target
15.	No of missed bins (per 100,000 collections)	60	37	62	
16.	Number of fly tipping incidents	329	219	216	

Vibrant Communities					
No.		Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
17.	% of children whose application was received within statutory timeframe, offered their first choice primary school place	95%	98%	96.5%	
18.	% of children whose application was received within statutory timeframe, offered a primary school of their choice (1 st to 3 rd choice)	100%	99%	99.7%	
19.	% of children whose application was received within statutory timeframe, offered their first choice secondary school place	90%	94%	93%	
20.	% of children whose application was received within statutory timeframe, offered a secondary school of their choice (1 st to 3 rd choice)	88%	97%	97%	
21.	% of children achieving at least the expected or exceeded level across all 17 learning goals	70.2% (national average)	77.8%	Data not available	
22.	% of children meeting the standard in phonics	82% (national average)	85.20%	Data not available	







Vibrant Communities

No.		Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
23.	% of children achieving the expected standard in English reading, English writing and Mathematics at KS2	64% (national average)	67%	Data not available	
24.	Attainment 8 score	44.5 (national average)	51.3	Data not available	
25.	Progress 8 score	-0.2 national	0.44	Data not available	
26.	3+ A grades at A-Level	12.9% (national average)	12.9%	Data not available	
27.	% of children not in Education, Employment or Training	2%	1.7%	Data not available	
28.	% of children whose destination is not known	3%	1.4%	Data not available	
29.	Annual heritage site visits per head of population	1.8	1.51	0.04	
30.	Annual heritage site pupil visits for learning sessions	500	1340	0	
31.	Annual library visits per head of population	2.0	3.12	0.19	
32.	No of registered library users	5000	6283	3040	
33.	% of schools participating in school games	100%	100%	100%	
34.	No. of individuals on exercise referral programmes	500	651	Data not available	











Vibrant Communities


No.	Indicator	Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
35.	Adult Levels of Physical Activity: Active (at least 150 mins a week)	60%	66.7%	65.6%	
36.	Adult Levels of Physical Activity: Fairly Active (30-149 mins a week)	14%	9.9%	10.6%	
37.	Adult Levels of Physical Activity: Inactive (less than 30 mins a week)	26%	23.4%	23.8%	
38.	% of food businesses rated between 3-5 on the Food Hygiene Rating Scheme	95%	95%	99%	







Protecting the Vulnerable

No.	Indicator	Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
39.	People killed or seriously injured in road traffic accidents	Less than 23	15	13	
40.	% of eligible children registered with Children's Centres	90%	89%	76%	
41.	% of target families registered with sustained engagement	65%	100%	57%	
42.	% of single assessments that were completed within 45 days	90%	93%	91%	
43.	Number of placements (% of CLA children who have had 3 or more placements in last 12 months)	4%	12%	9%	
44.	Length of placements (% of children in care for 2.5 years or more who have been in the same placement for 2 years)	80%	68%	87%	

Protecting the Vulnerable

No.	Indicator	Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
45.	% of care leavers in suitable accommodation	100%	97%	100%	
46.	% of children becoming subject to a Child Protection plan for a second time	15%	23%	0%	
47.	CLA cases reviewed within timescales	100%	84%	93%	
48.	CP cases reviewed within timescales	100%	92%	100%	
49.	Number of contacts (children's services) progressed within one working day	95%	94%	84%	
50.	% of permanent staff in post in Children's Social Care	80%	92%	96%	
51.	% of carers signposted	80%	100%	100%	
52.	% of adult social care reviews for LD completed annually	80%	100%	96%	
53.	% of adult social care reviews completed on time	80%	82%	84%	
54.	% of service users who were still at home 91 days after discharge	90%	95%	91%	
55.	Number of delayed days in transfer of care (DTC) per day per 100,000 population (aged 18+)	4.9 delays per day	7.8 delays per day	Data not available	
56.	Permanent admissions of older people (65+) to residential and nursing care homes	28	45	26	

Customer Focussed Services					
No.	Indicator	Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
57.	Calls answered within 60 seconds	70%	46%	Data not available	
58.	Calls answered within 4 minutes	90%	66%	Data not available	
59.	% of calls answered and dealt with within CST	80%	76%	Data not available	
60.	% of abandoned calls after 5 minutes	2%	3.7%	10.4%	

Using our Resources Wisely					
No.	Indicator	Target	Outturn Q4 2019/20	Cumulative Year to Date 2020/21	Current Performance to Target
61.	Maintain reserve balances across the life of the MTFP	As at budget setting, action taken was projected to maintain balances above the minimum recommended level until 23/24		On target	
62.	% of invoices paid on time (30 calendar days of receipt)	95%	99.2%	99.68%	
63.	% of sundry debt recovered	90%	91.8%	86.7%	
64.	% of Council Tax received	95%	98.9%	97.8%	
65.	% of NNDR received	95%	99%	98.9%	
66.	Average sickness days lost per employee	<6.9	6.27	5.20	

Performance Indicator - Changes for 2021-22

Corporate Priority: Vibrant Communities

Indicators Changed:	Detail of Change	Rationale
Indicator 29: Annual heritage site visits per head of population	Move from annual to quarterly reporting.	Provides a better understand of current demand and allows for response to changes in performance.
Indicator 31: Annual library visits per head of population	Move from annual to quarterly reporting.	

New Indicators:	Target	Rationale
Quarterly loans of physical library stock	Baseline year	Provides a better understand of current demand and allows for response to changes in performance.
Quarterly loans of digital library stock		

Corporate Priority: Protecting the Vulnerable

New Indicators:	Target	Rationale
% of EHC assessment requests decisions within 6 week timescale (calendar Year)	100%	Improved oversight of statutory support for children with Special Educational Needs and disabilities.
% of EHCP plans issued within 20 week timescale during calendar year	100%	
% of EHCPs reviewed and issued in statutory timescales for transition	90%	

Indicators Removed:	Target	Rationale
Indicator 50: % of permanent staff in post in Children's Social Care	80%	Staffing previously unstable but now very stable.
Indicator 51: % of carers signposted	80%	Service 'signpost' as a bare minimum, so this will always be 100%.

Number of delayed days in transfer of care (DTC) per day per 100,000 population (aged 18+)	4.9 days	NHS unable to provide data for this target.
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Corporate Priority: Customer Focussed Services

New Indicators:	Target	Rationale
CST Customer Satisfaction Rate	80%	Measure of positive customer experience

Indicators Removed:	Rationale
% abandoned calls after 5 mins	Introduction of satisfaction rates replace this and provider a better indicator of true performance.
% Calls answered and dealt with within CST	

Corporate Priority: Using our Resources Wisely

New Indicators:	Target	Rationale
Staff turnover rate (Excluding Casuals)	<12.6%	Indication of organisational stability in service delivery and high turnover increases financial costs
Maintain reserve balance above minimum level (for next 3 years)	£3m	Financial resilience
Budget balanced using less than 10% contribution from reserves	<1%	

Indicators Removed:	Target	Rationale
Maintain reserve balances across the life of the MTFP	£2m	Covered by new indicators.