

Key People Measures		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Annual total / cumulative total or outturn	Good is:	Target	Direction	Comparative	Target
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
SBC	Number of staff in establishment (headcount)	2011-12 (2010-11)	1,628 1,819		1,618 1,920			1,802			1,671		1,671	
SBC	Number of staff in establishment (FTE - 'full time equivalent')	2011-12 (2010-11)	1323.5 1463.3		1324.2 1524.2			1441.4			1,347.9		1,347.9	
SBC	Number of vacant posts (at quarter end)	2011-12 (2010-11)	353 ..		364 ..			511			415		..	ideally decreasing	
SBC	Number of advertised job opportunities this period (FT versus PT)	2011-12 (2010-11)	59 FT versus 9 PT ..		tbc	
SBC	Staff turnover rate - resignations only (%)	2011-12 (2010-11)	4.1% 1.3%		1.5% 2.0%			1.7%			2.0%		2.0%	10-15%	
SBC	Average staff sickness rate including maternity leave (days lost per FTE)	2011-12 (2010-11)	2.8 2.3		2.5 2.7			3.0			3.0		..	Low	..	✓	
SBC	Proportion of staff who are of Black or Minority Ethnic heritage as a ratio of the proportion of resident working age population who are BAME - currently 37%. [% of staff who are BAME]	2011-12 (2010-11)	1.17 [43.3%] 1.13 [41.8%]		1.19 [44%] 1.13 [41.9%]			1.15 [42.7%]			1.18 [43.6%]		1.18 [43.6%]	>=1	>=1	✓	✓	✓	
SBC	% staff with a declared disability	2011-12 (2010-11)	7.1% 7.0%		6.8% 6.9%			6.8%			7.1%		7.1%	tbc	
SBC	Proportion of staff who are female as a ratio of the proportion of resident working age population who are female - currently 48%. (% of staff who are female)	2011-12 (2010-11)	1.41 [67.8%] 1.46 [70.2%]		1.44 [68.9%] 1.45 [69.5%]			1.43 [68.8%]			1.41 [67.6%]		[67.6%]	>=1	>=1	✓	✓	✓	

Key Volume Measures		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Annual total / cumulative total or outturn	Good is:	Target	Direction	Comparative Target	
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
SBC	Press releases issued in month (total across whole council)	2011-12	16	17	23	25	16	21	16	22				156	-	
		(2010-11)	26	38	21	36	121	
SBC	Press enquiries received in month (total across whole council)	2011-12	55	56	64	65	56	60	49	61				466	-	
		(2010-11)	36	83	82	63	264	
SBC	Press coverage monitoring: number of items and percentage rated as 'positive' or 'very positive' (total across whole council)	2011-12	170	159	162	179	113	131	83					..	High & increasing	Higher %	✓	✓	
		(2010-11)	63.5%	58.5%	51.2%	59.8%	..	54.0%	64.1%	65.1%	
SBC	Social media: unique visitors to SBC website	2011-12	66,648	74,805	70,142	69,115	..	73,464	95,269	70,771				520,214	High & increasing	..	✓	..	
		(2010-11)	
SBC	Social media: online financial transactions conducted	2011-12	1,569	1,802	1,588	1,625	..	1,675	1,894	2,339				12,492	High & increasing	..	✓	✓	
		(2010-11)	
SBC	Social media: Followers on Twitter	2011-12	219	254	..	299	..	547	587	633				..	High & increasing	..	✓	✓	
		(2010-11)	
SBC	Number of Freedom of Information requests made (total across whole council)	2011-12	70	83	73	59	79	65	71	99				599	reducing	..	✗	✗	
		(2010-11)	46	41	63	77	70	76	46	72	75	85	93	816	
C&TS	Number of Housing Benefit Claimants	2011-12	11,250	11,280	11,450	11,510	11,500	11,540	tbc	tbc				
		(2010-11)	10,960	11,040	11,110	11,150	11,180	11,210	11,210	11,230	11,280	11,280	11,340	11,320	11,320
C&TS	Number of Council Tax Benefit Claimants	2011-12	11,460	11,530	11,670	11,760	11,700	11,700	tbc	tbc				
		(2010-11)	11,320	11,470	11,570	11,610	11,650	11,680	11,620	11,660	11,610	11,600	11,620	11,610	11,610
ECS	Number of contacts to children's social care per month	2011-12	#REF!	644	702	764	727	649	824	786				to reduce	✗	✗	
		(2010-11)	#REF!	555	591	774	546	576	563	529	619	604	618	809	#REF!	
ECS	Number of referrals to children's social care per month	2011-12	#REF!	183	193	137	114	125	147	191				..	reducing	to reduce	✗	✗	
		(2010-11)	#REF!	153	210	169	116	153	136	130	172	185	183	166	#REF!	
ECS	Number of children looked after by the council at month end	2011-12	164	176	175	177	180	177	182	189				..	reducing	Lower	✗	✓	
		(2010-11)	179	176	179	176	170	168	169	172	168	170	165	168	
ECS	Number of children subject to Child Protection Plans at month end	2011-12	144	162	169	186	202	192	198	197				..	reducing	Lower	✗	✗	
		(2010-11)	111	108	105	77	80	85	87	102	115	132	140	142	142	
CWB	Maintain the number of problematic drug users in effective treatment at 7% above 2007/08 baseline.	2011-12	tbc	tbc	tbc	tbc	tbc	tbc	tbc	7%				>=7%	✓	✓	
		(2010-11)	
CWB	Number of Adult safeguarding referrals leading to a strategy meeting per month	2011-12	11	16	22	23	16	23	16	10				137	
		(2010-11)	8	11	9	17	16	21	10	13	10	14	11	15	155	
R'n'R	Housing Service: Number of homeless cases determined / percent of decisions issued with 33 days.	2011-12	31 : 97%	32 : 91%	37 : 97%	35 : 94%	31 : 84%	44 : 91%	38 : 97%	18 : 100%				266 : 93.9%	Low: high %	90% or above	✓	✓	
		(2010-11)	17 : 88%	27 : 93%	31 : 87%	31 : 97%	34 : 100%	19 : 89%	21 : 81%	36 : 89%	20 : 90%	29 : 93%	26 : 96%	36 : 92%	327 : 91.3%	

Key Quality Measures		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Annual total / cumulative total or outturn	Good is:	Target	Direction	Comparative	Target		
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar								
SBC	Number of complaints received (across the entire council)	2011-12 (2010-11)	45 109	54 100	77 92	52 85	100 60	59 67	52 59	43 67		62	54	41	..	482 796	
ECS	NI 59: % of completed Initial Assessments in the year-to-date completed within timescales (figures in brackets are % of IAs completed AND authorised in 10 working days)	2011-12 (2010-11)	70.5% (27.7%)	69.5% (27.5%)	67.2% (27.8%)	66.3% (29.2%)	65.5% (30.0%)	65.1% (32.0%)	66.6% (38.0%)	69.3% (43.6%)							High & increasing	>=80%	✓	✓	✗
ECS	NI 60: % of Core Assessments completed within timescales (figures in brackets are % of CAs completed AND authorised in 35 working days)	2011-12 (2010-11)	65.6% (24.1%)	63.4% (24.0%)	57.7% (25.1%)	54.6% (28.4%)	51.3% (30.6%)	48.1% (31.0%)	46.9% (33.7%)	48.3% (37.7%)							High & increasing	>=80%	✓	✗	✗
ECS	NI 65: % of children becoming the subject of Child Protection Plan for 2nd or subsequent time	2011-12 (2010-11)	19.2% 14.5%	17.0% 14.2%	17.9% 13.7%	15.1% 12.6%	13.1% 14.3%	11.7% 16.8%	11.3% 20.8%	10.9% 19.2%							between 10-15%	10-15%	✓	✓	✓
ECS	NI 105: statements of Special Educational Needs ('SEN') issued within 26 weeks	2011-12 (2010-11)	100% (5)	100% (9)	100% (11)	100% (9)	100% (11)	100% (13)	100% (9)	100% (9)							High & increasing	100%	✓	✓	✓
ECS	Number of Children's social care casefiles audited each month (internal audit programme from October 2011)	2011-12 (2010-11)	16	18							sustained compliance	>20	✓		
ECS	Number of primary schools in special measures or with notice to improve	2011-12 (2010-11)	6 5	6 5	5 5	4 5	4 5	4 5	4 5	4 5			6	6	6	6	Low (ideally zero)	0	✓		✗
CWB	% of Adult safeguarding strategy meetings taking place within 5 days of referral per month	2011-12 (2010-11)	100.0% 87.5%	68.8% 72.7%	72.7% 66.7%	87.0% 82.4%	81.3% 81.3%	65.2% 52.4%	68.8% 90.0%	70.0% 69.2%			100.0%	63.6%	73.3%	74.2%	HIGH HIGH	80%	✓		✗
CWB	% of people subject to adult safeguarding strategy meetings who report they felt safe after the intervention	2011-12 (2010-11)	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..							High & increasing	tbc			
CWB	Increase the % of successful treatment outcomes for problematic drug users	2011-12 (2010-11)	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..	tbc ..							High & increasing	tbc			
R'n'R	Number of Missed Bins - DOMESTIC WASTE . Total collections expected = 193,517	2011-12 (2010-11)	52 59	44 46	47 32	49 35	51 46	49 41	52 46	tbc 53			41	43	39	Average = 49.1 Average = 43.6	Low Low	less than prev year	✗		✗
R'n'R	Number of Missed Bins - RECYCLING . Total collections expected = 193,517	2011-12 (2010-11)	41 44	37 37	38 34	46 38	42 31	36 38	44 41	tbc 45			43	39	23	Average = 40.6 Average = 37.6	Low Low	less than prev year	✗		✗

Key inspection results

Inspectorate	Section covered	Date	Results	
ECS	Ofsted	Romsey Close Children's Centre	Sep-11	Overall effectiveness: Good. Capacity for improvement: Good.
	Care Quality Commission	SBC Domiciliary Care	Aug-11	CQC Review of Compliance: service is "meeting all the essential standards of quality and safety"
CWB	Care Quality Commission	Respond Adult Respite Service Lavender Court Care Home	Jul-11	CQC Review of Compliance: service is "meeting all the essential standards of quality and safety" CQC Review of Compliance: service is "meeting all the essential standards of quality and safety"
ECS	Ofsted	Chalvey Children's Centre	May-11	Overall effectiveness: Good. Capacity for improvement: Good.
ECS	Ofsted	Children's safeguarding & LAC services	Apr-11	Safeguarding: Inadequate LAC services: Adequate
ECS	HMI Probation	Youth Offending Team ('YOT')	Feb-11	Safeguarding: 62% Moderate improvement required. Risk of harm: 54% Substantial improvement required. Likelihood of reoffending: 61% Moderate improvement required.

CWB	Food Standards Agency	Audit of LA Inland Imported Food Control Arrangements	Nov-10	No simplistic judgement made, but a number of strengths identified. See full report at: http://www.food.gov.uk/multimedia/pdfs/enforcement/sloughaudit2010.pdf
	Ofsted	Lifelong Learning	Nov-10	Overall effectiveness: Good. Capacity to improve: Good.
C&TS	Audit Commission	Benefits service	Nov-09	'Poor' service with 'Promising' prospects: Zero star

Economy and Skills	Health and Wellbeing	Housing	Regeneration and the Environment	Safer Communities
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Key Outcome Measures		Quarter 1			Quarter 2			Quarter 3			Quarter 4			Annual total / cumulative total or outturn	Good is:	Target	Direction	Comparative Target
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
Crime rates per 1,000 population: All crime (cumulative from April)	2011-12 (2010-11)	28.15 32.87			56.77 66.91			..							Low & decreasing	less than prev year	✓	✗
Crime rates per 1,000 population: Violence against the person (cumulative from April)	2011-12 (2010-11)	5.79 8.04			11.74 16.14			..							Low & decreasing	less than prev year	✓	✗
Crime rates per 1,000 population: Serious sexual offences (cumulative from April)	2011-12 (2010-11)	0.23 0.39			0.55 0.74			..							Low & decreasing	less than prev year	✓	✗
Crime rates per 1,000 population: Serious acquisitive crime (cumulative from April)	2011-12 (2010-11)	5.97 7.3			12.06 14.8			..							Low & decreasing	less than prev year	✓	✗
Public perceptions of Antisocial behaviour (survey)	2011-12 (2010-11)	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc	tbc		
Unemployment: JSA Claimants as a % of resident population of area aged 16-64 (source: NOMIS)	2011-12 (2010-11)	3.8%	3.8%	3.6%	3.7%	3.8%	3.9%	3.8%	3.8%						Low & decreasing	> SE average (2.6%)	✗	✗
JSA Claimants per unfilled jobcentre vacancy (source: NOMIS)	2011-12 (2010-11)	6.9	8.4	4.9	5.0	4.0	4.9	3.3	3.8					6.0	LOW		✓	✓
PAF C23: % of CLA adopted from care or granted a special guardianship order	2011-12 (2010-11)	8.0%	8.5%	11.0%	11.6%	12.2%	13.9%	17.7%	18.6%					6.0	HIGH and >8%	>8%	✓	✓
Percentage of household waste recycled or composted	2011-12 (2010-11)	32.7%			Provisional figures due mid Feb-12			..							High	29% or more	✓	✓
		32.9%			31.9%			31.5%			29.3%			31.4%				
Housing Service: Number of households in temporary accommodation	2011-12 (2010-11)	81	88	88	85	87	80	77	tbc					Avg = 84	Low	85 or less	✓	✓
		96	98	97	99	94	94	85	90	94	80	89	84	Avg = 92	Low			

Key Outcome Measures (only available annually)	2007/08	2008/09	2009/10	2010/11	Good is:	Target	Direction	Comparative Target
NI 75 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	57.4%	59.3%	63.1%	67.7%	HIGH	65%	✓	✓
Expected Levels of Progress from Key Stage 2 to Key Stage 4 in	..	75.8%	80.1%	79.4%	HIGH	80%	✗	✗
Expected Levels of Progress from Key Stage 2 to Key Stage 4 in	..	71.7%	74.9%	79.3%	HIGH	77%	✓	✓
NI 73: Achievement at level 4 or above in both English and Maths at Key Stage 2	69%	67%	71%	73%	HIGH	75%	✓	✗
NI 93: Progress by 2 levels in English between Key Stage 1 and Key Stage 2	77%	78%	83%	83%	HIGH	85%	✗	✗
NI 94: Progress by 2 levels in Mathematics between Key Stage 1 and Key Stage 2	71%	73%	79%	82%	HIGH	80%	✓	✓
NI 72: Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal	33.0%	46.3%	48.1%	62.0%	HIGH	49.5%	✓	✓

NI 92: Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	43.5%	36.9%	35.8%	29.9%	LOW	33.6%	✓	✓	✓
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