

Appendix D: Slough Borough Council - Corporate Balanced Scorecard 2014-15: to end of December 2014

The corporate balanced scorecard presents the current outturn for a selection of high priority quantitative performance indicators, under the following headings: "Financial health", "Customer focus", "People" (relating to workforce development and well being), and the 5 themes of "Economy and Skills", "Health and Wellbeing", "Housing", "Regeneration and the Environment" and "Safer Communities".

Performance against target is recorded as **red** (more than 5% off target), **amber** (between 0% and 5% off target), or **green** (on target or better). Its purpose is twofold: firstly, to provide members with a balanced view of how the organisation is performing in these four respects. Secondly, to provide a small number of high priority quantitative performance indicators which act as a litmus test of organisational health, rather than presenting detailed outturn data for all performance indicators monitored across the council.

n/a = not applicable, because this is a **volume** indicator only, the value of which SBC cannot seek to directly influence or because the issue is complex.

Direction of travel indicates whether performance has improved (↑), deteriorated (↓) or remained unchanged (↔) compared to previous performance.

| Financial health | | | | | | | |
|---|--------------|---|--|-----------------------------------|---------------------|------------|---|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Council Tax collection rate: Percentage of total amount due for 2014-15 collected to date | Jan 2015 | 94.8% <small>[2013-14 in-year collection rate]</small> 95.3% <small>[2012-13 in year collection rate]</small> | Dec 2014 8.9 % per month % accrued 83.6% 96% (target for 2014-15) | 83.6 % [April to Dec 2014] | n/a | Green | A collection profile is in place and agreed with arvato for Council Tax collection rate. The rate for December is exactly inline the profile of 83.6%. Our current collection rate is cumulative and will grow as the year goes by. We are also aware that due to boundary changes that properties that were originally in the Britwell Parish we billed two months late and their instalment payments will continue until March 2015 instead of January 2015. |
| Business Rates collection rate: Percentage of total amount due for 2014-15 collected to date | Jan 2015 | 96.2% <small>[2013-14 in-year collection rate]</small> 94.9% <small>[2012-13 in year collection rate]</small> | Dec 2014 8.8 % per month % accrued 82.1% 96.4% (target for 2014-15) | 82.7% [April to Dec 2014] | n/a | Green | A collection profile has been amended with effect from December 2014 as more business rate payers are paying over 12 instalments. The collection rate for December is 0.6% above the target. The collection rate when compared to 2013-14 is slightly down but this is because there was a change in legislation which allows Customers to pay over 12 instalments in this financial year as opposed to 10 instalments in previous years and 27.5% of the debt is now being paid over 12 instalments. |

Customer Focus

| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
|---|--------------|---|------------------------|--|---------------------|------------|---|
| Number of online financial payments made | Jan 2015 | 2,511 [March 2014] 2,034 [March 2013] | increasing 2,000+ | 4,223 [Dec 2014] | ↑ | Green | 2014-15 is seeing a significant increase in volume of e-Payments. The volume of online payments remains significantly above baseline position, and represents very effective cost savings for transactions. |
| Percentage of calls to MyCouncil that were abandoned by the caller rather than queuing (in the month) | Jan 2015 | 27.0% [March 2014] 44.8% [March 2013] 38.8% [March 2012] | KPI is being baselined | 5.6% [Dec 2014] | ↓ | n/a | In Dec MyCouncil offered 14,129 calls of which 789 calls were abandoned outside service level agreement (SLA) by customers - an abandoned calls rate of 5.6%. Despite not formally agreeing a numeric improvement target, this service had been delivering a significantly improved response rate. This performance measure is in a period of baselining until December 2014, at which point agreed 'targets' will be formalised for the 2015-16 financial year. |
| Number of Freedom of Information requests made (total across whole council) | Jan 2015 | 106.7 [average per month 2013-14] 79.1 [average per month 2012-13] | n/a | 97 [Dec 2014] 113.8 monthly average year to date | n/a | n/a | This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond, and to inform public information releases. The number of FOI requests made to the council has increased dramatically throughout the past year and continues to increase. 2013-14 saw an annual total of 1,280 requests - an average of more than 106 per month. The year to date has seen 1,366 requests: an average of 113.8 per month - a 7% increase in volume. In terms of Departments, Customer and Community Services is the subject of most FOI requests with 40% of all requests received during 2014. |

Customer Focus

| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
|--|--------------|--|-----------------------|---|---------------------|------------|---|
| Proportion of Freedom of Information requests made in month by people who had made at least one previous FOI application in the past 12 months | Jan 2015 | 41% [2013-14] 39% [2012-13] | n/a | 40% 39 of 97 [Dec 2014] | n/a | n/a | The measure seeks to assess the degree of 'repetition' that exists within FOI applications, and states the proportion of FOI applications made by individuals who have made at least one other FOI application in the preceding 12 months. Across the whole year to end of December 2014, 41% of all FOI requests made were by individuals with a history of previous requests - therefore 2 in every 5 requests are made by serial requesters. Some requesters are particularly enthusiastic: for example, in the same period one individual made at least 57 separate applications, or 4% of all the requests received. |
| Number of stage 1 complaints made (across the council, including avarto) | Jan 2015 | Total: 494 41.2 monthly average [2013-2014] <i>Total: 442</i> <i>36.8 monthly average</i> <i>[2012-13]</i> <i>Total: 638</i> <i>53.2 monthly average</i> <i>[2011-12]</i> | 45 or fewer per month | Total: 32 487 in year to date 40.6 monthly average year to date [year to Dec 2014] | ↑ | Green | December 2014 saw 32 stage one complaints logged, a total for the year-to-date of 487, with a monthly average for this period of 40.6. Following specific complaint training council wide over the last year, departments are recognising and logging complaints, these figures therefore represent a significant improvement over historic patterns in the quality of SBC services, and / or a much improved communication to residents and service users of what they can realistically expect from each service interaction. Detailed Directorate and service-level complaints figures are circulated to target attention on those areas generating highest volumes of complaints. |

| People | | | | | | | |
|---|--------------|---|--|-----------------------------|---------------------|------------|---|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Number of staff in establishment (headcount) | Oct 2014 | 1,160 [Q4 2013-14] 1,413 [Q4 2012-13] 1,521 [Q4 2011-12] | reduce | 1,150 [Sept 2014] | ↑ | Green | The number of staff has reduced as new models of service delivery are implemented. |
| Number of staff in establishment (FTE - 'full time equivalent') | Oct 2014 | 894.20 [Q4 2013-14] 1,136.8 [Q4 2012-13] 1,286.9 [Q4 2011-12] | reduce | 905.7 [Sept 2014] | ↑ | Green | The number of staff has reduced as new models of service delivery are implemented. |
| Staff turnover (resignations only) | Oct 2014 | 10.1% [2013-14] 7.9% [2012-13] 5.5% [2011-12] | 5-15% | 9.0% [year to Sept 2014] | ↑ | Green | Data is provided as a 'rolling year' position. Although still within parameters. Staff turnover has increased at a faster rate. Further investigation is require into the reasons why more staff are resigning. |
| Average staff sickness rate (days lost per FTE) | Oct 2014 | 8.3 days [2013-14] 9.9 days [2012-13] 11.6 days [2011-12] | 8.5 days by Sept 2013. 6.5 days by Sept 2014. | 8.9 [year to Sept 2014] | ↓ | Red | Data is provided as a 'rolling year' position. Managers and Staff encouraged to use overall Balanced Scorecard diagnostically to focus on areas of high sickness. Work still required to reduce sickness in Wellbeing Directorate. Pockets of rises in other areas of the council are emerging, rise in sickness in Housing services. |

| Economy and Skills | | | | | | | |
|---|--------------|---|----------------|--|---------------------|------------|--|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Number of Slough primary schools in special measures or with serious weaknesses | Jan 2015 | 1 [Mar 2014] 3 [Mar 2013] 2 [Mar 2012] | 0 | 3 [Dec 2014] (1 vol aided; 2 academy schools) | ↔ | Amber | Work is underway between the council and school leadership teams to address concerns raised and implement improvement activity at individual schools. St Ethelbert's has been deemed to be making 'reasonable progress towards the removal of special measures' at the third monitoring inspection. Marish has been deemed as making 'reasonable progress' at the first monitoring inspection since the school was judged to have serious weaknesses. Godolphin Infants has been deemed as 'requiring further improvements' at the first monitoring inspection since the school was inspected as subject to 'special measures'. Both Colnbrook and Foxborough are awaiting their first Ofsted inspection since converting to academy status. |
| Percentage of pupils achieving a good level of development across the Early Years Foundation Stage. | Nov 2014 | 50.1% [2012-13] | increase | 58.1% [2013-14] | ↑ | Green | Achievement in the 2013-14 academic year shows that performance in Slough Schools has improved by 8% from 50.1% in 2012/13 to 58.1% 2013/14. However, other authorities have also improved such that Slough's performance in 2013/14 is 1.9% below the England average of 60%. Slough is ranked 92nd nationally out of 152 local authorities placing them in the 3rd quartile. |
| Percentage of pupils achieving level 4 or above in reading, writing and mathematics at Key Stage 2 | Jan 2015 | 74% [2012-13] 73% [2011-12] | increase | 78% [2013-14] | ↑ | Green | Achievement in the 2013-14 academic year shows a 4% improvement on the previous year of 74%. However, other authorities have also improved such that Slough's performance in 2013-14 is 1% under the England average (79%). Slough is ranked 88th nationally out of 152 local authorities placing them in the 3rd quartile. |

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| % of pupils achieving 5 or more GCSEs at A* - C (including English and Maths) | Nov 2014 | 74.1% [2012-13] 66.1% [2011-12] 68.1% [2010-11] | increase | 69.0% [2013-14] | ↓ | Green | PROVISIONAL There have been significant changes to the methodology in calculating this indicator. In the past, key stage 4 performance measures have been calculated using the best result that a pupil achieved in a subject, regardless of the number of times they may have been entered for it. From 2013/14 the DfE announced that only the first result a pupil achieved would count in performance measures. Therefore, achievement for 2013/14 academic year shows that performance in Slough Schools decreased by 2.4% from 71.4% in 2012/13 to 69.0% in 2013/14. However in comparison the England average dropped by 6.6% from 59.2% in 2012/13 to 52.6% in 2013/14. Slough's result remains well above the England average of 52.6% for 2013/14. Slough remains ranked 7th best performing nationally out of 152 local authorities. |
|---|----------|--|----------|--------------------|---|-------|---|

| Economy and Skills | | | | | | | |
|--|--------------|--|--|--|---------------------|------------|---|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Unemployment: Overall unemployment rate: proportion of resident population of area aged 16-64 claiming Job Seekers Allowance (JSA) Comparisons for latest data: Great Britain ('GB') and South East of England ('SE') | Jan 2015 | 2.8% [Mar 2014] 3.7% [Mar 2013] 3.7% [Mar 2012] | maintain at low level compared to national value | 1.8% 1,665 people [Nov 2014] SE: 1.2% GB: 2.0% | ↑ | Green | <p>JSA claimant rate in November fell to 1.8%, comprising 1,665 people. This is 93 fewer claimants than previous month, and 1,065 fewer than the same month in 2013. Slough's rate has historically been lower (better) than the GB average, but these values are now close. The council and partners are seeking to increase employment opportunities and improve skills to secure a reduction in overall unemployment. Local value is historically better than nationally but remains high for the South East of England.</p> <p>The Council is continuing its work with partners to support the unemployed off unemployment benefit and back into the labour market. Our current activity is being delivered through 'Aspire for You' which includes community based Jobs Clubs, careers information, advice and guidance, CV and interview preparation support. The Business Community Start Up project support individuals that wish to develop their business idea and set up in business.</p> <p>In relation to employment at Heathrow Airport, SBC is part of the Academy Model around retail, construction and aviation. Our programme prepares interested individuals who are then referred to the relevant Academy. The academy prepares the individual further and guarantees a job interview in competition with other candidates. SEE PDG and Aspire have set up a further task group: Job Outcomes Group that will bring the town's employment support providers together to enhance partnership working, better coordination of activity and better preparation of individuals for local vacancies.</p> <p>Other task groups of the SEE PDG are Apprenticeships led by East Berkshire College and Business and Enterprise Skills Development led by a private sector partner.</p> |

| Economy and Skills | | | | | | | |
|--|--------------|---|----------------|-----------------------------|---------------------|------------|---|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Unemployment: Proportion of unemployed 18-24 year olds who have been unemployed for more than 6 months (JSA claimants). | Jan 2015 | 34.9% [Mar 2014] 33.3% [Mar 2013] | decrease | 18.0% [Nov 2014] | ↑ | Green | In November, official figures show a total of 305 people aged 18-24 were claiming JSA; 55 of these were claims of 6 months or more (18.0%). This percentage has reduced since last month. All the programmes referenced in the preceding indicator are open to all cohorts, including young unemployed. The council seeks to engage with young unemployed residents to increase their employment opportunities and secure a reduction in long term unemployment. The structural changes to the labour market have disadvantaged this cohort who are often seen as less favourable to the employer as they lack the experience that employers require. About 2.6% of all local residents aged 18-24 are claiming JSA in Slough, compared to 2.0% of people this age in the South East, and 3.2% of this age group across Great Britain. |
| Unemployment: Proportion of the economically inactive working-age population who state they want a job. [Measure derives from ONS Annual Population Survey, and is updated quarterly.] National: 24.9% South East: 26.7% | Nov 2014 | 32.8% [March 2014] 22.6% [March 2013] 24.4% [March 2012] | increase | 33.7% [year to Jun 2014] | ↑ | Green | This measure is established by a small scale national survey and is updated periodically by Office for National Statistics. The latest data estimates a big increase in the proportion of economically inactive residents who state that they are actively seeking employment. This context will be referenced locally in assistive employment activities. The recent research commissioned by SBC into the barriers faced by economically inactive people who aspire to enter the labour market, highlighted key factors that hinder this; these factors include: expensive childcare, inflexible job opportunities and low skills of the resident population. The "Jobs Outcome Group" task group will look into how partners can work collectively to address these barriers and provide more engagement and opportunity for these residents to find work. |

Health and Wellbeing

N.B. The current Health and Wellbeing indicators represent a holding position and are included only whilst the SBC Health Strategy is being developed. Once valid and viable performance indicators are available, these context measures will be reported on an annual basis.

| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
|--|--------------|--|---|--------------------|---------------------|------------|--|
| Prevalence of modelled adult obesity as measured by the Health Survey for England | Aug-12 | 23.7% [2006-2008] | reducing, under 24.2% [England value] | | n/a | Green | N.B. only one data set has been released to date by national Government. Although obesity is a significant health concern, there is a shortage of robust local data on prevalence. |
| Prevalence of childhood obesity at start of primary school (Reception) as measured by the NCMP | Dec 2014 | 12.4% [2012-13] 11.8% [2011-12] 11.0% [2010-11] 0.8% [2009-10] | reduce closer to national rate | 11.9% [2013-14] | ↑ | Amber | Measured annually. Latest data for 2013-14 year has just been released. Slough has a higher rate of childhood obesity than the national average in 2013-14 (9.5%) although the gap has reduced since previous year. Partnership actions and impact are being reviewed and revised by the relevant Priority Group of the Children & Young People's Partnership. |
| Prevalence of childhood obesity at end of primary school (Year 6) as measured by the NCMP | Dec 2014 | 20.7% [2012-13] 21.3% [2011-12] 21.2% [2010-11] 21.4% [2009-10] | reduce closer to national rate | 21.7% [2013-14] | ↓ | Amber | Measured annually. Latest data for 2013-14 year has just been released. Slough has a higher rate of childhood obesity than national average (19.1%) and this has increased marginally since the previous year. Partnership actions and impact are being reviewed and revised by the relevant Priority Group of the Children & Young People's Partnership. |

| Housing | | | | | | | |
|---|--------------|---|--|---|---------------------|------------|---|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Number of Housing Benefit Claimants | Jan 2015 | 11,518 [March 2014] 11,722 [March 2013] 11,590 [March 2012] | n/a | 11,459 [Dec 2014] | n/a | n/a | This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond to public need. A decrease of 23 claimants since the position in November. |
| Number of Council Tax Support Customers (previously 'Council Tax Benefit Claimants') | Jan 2015 | 10,410 [March 2014] 11,800 [March 2013] 11,710 [March 2012] | n/a | 10,572 [Dec 2014] | n/a | n/a | This is a volume indicator, monitored on the basis of ensuring appropriate resource to respond to public need. A decrease of 57 claimants since the position in November. |
| Speed of Processing of Housing Benefit and Council Tax Support (previously 'Council Tax Benefit') claims: (a) New Claims (b) Change of Circumstances <i>England 2011-12 : (a) 24 (b) 9</i> <i>England 2012-13 : (a) 24 (b) 11</i> | Jan 2015 | (a) 20.3 days (b) 9.1 days [2013-14] (a) 27.54 days (b) 13.99 days [2012-13] (a) 19 days (b) 8 days [2011-12] | Agreed targets (a) 20 days (b) 10 days (or fewer) | In month performance <i>*year to date performance</i> (a) 16.30 days <i>*20.54 days</i> (b) 10.46 days <i>*12.14 days</i> [Dec 2014] | ↑ ↑ | Amber | Performance speeds within December have improved in comparison with November's position, with 'New Claims' within target however 'Change of Circumstances' was marginally above target of 10 days. Please note that that target is an annual target and will fluctuate monthly. The cumulative performance for the year-to-date also misses the target for New Claims (target is 20 days) and for Changes of Circumstances (target is 10 days). It is not unusual for the turnaround times to be higher at the beginning of the year as a large number of claims are submitted when main billing occurs. As the year progresses and the number of new claims and changes reduced it usually evens out the overall figure. The targets for last year of 20 days for New Claims and 10 days for change in circumstances' were achieved and we have no reason to suggest that they will not be achieved this year. SBC is working with our contracted deliverer of this service to improve Speed of Processing times. |

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|---|----------|--|------------|------------------|---|-------|---|
| Number of households in temporary accommodation including hostels | Jan 2015 | <p>99 [Mar-14]</p> <p>87 [Mar-13]</p> <p>90 [Mar-12]</p> | 95 or less | 91 [Dec 2014] | ↔ | Green | <p>The number of households in temporary accommodation reduced from 101 in October to 91 in both November and December 2014. Homelessness is increasing both locally, regionally and nationally, and targets for 2014/15 are being reviewed in light of this national change. The demand for temporary accommodation is predicted to increase. We are increasing our permanent offers to those cases on the housing register but have a significant fall in the number of vacancies that we get in each year. SBC have created a new social lettings agency to discharge our duty into the private rented sector.</p> |
| Number of families placed in Bed & Breakfasts (B & B's). | Jan 2015 | <p>0 [March 2014]</p> | Nil | 26 [Dec 2014] | ↓ | Red | <p>The number of families placed in B & B's have reduced from 39 in November 2014 to 26 in December 2014. We have had an increase in the Homeless Approaches. The Housing Demand team are short of staff and decisions on homelessness are exceeding the 33 day KPI. As a result households are remaining in TA for longer without a homeless decision. We have also had several families that have been served with NTQ's requesting Reviews on the decisions. This means that households are remaining in TA once a decision is made pending the outcome of a Review.</p> |

Regeneration and the Environment

| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
|---|--------------|---|----------------|------------------------------|---------------------|------------|---|
| Improve bus punctuality: Non-frequent bus services running on time (formerly NI 178a) | Dec 2014 | 91.0% [2012/13] 83.0% [2011/12] 77.5% [2009/10] | increasing | 90.0% [2013/14] | ↔ | Green | Data is collated and reported annually by Department for Transport. There was an 8% improvement between 2011/12 and 2012/13, but a 1% reduction in 2013/14. Local punctuality is above the England value (83.4%) and South East value (85.4%) for 2013/14. |
| The percentage of household waste sent for reuse, recycling or composting. | Jan 2015 | 29.4% [2013-14] 29.9% [2012-13] 30.7% [2011-12] | >30.7% | 29.1% [year to Sept 2014] | ↓ | Amber | Oct 2013 to Sept 2014 results of 29.1 shows a small reduction on 2013-14 levels (29.4), and a narrow miss of the target (30.7%). Ongoing reduction in the amount of waste recycled through red bin wheeled kerbside service to be addressed through new collection service as rendered through Waste Strategy 2015-2030. Data is available on a quarterly basis only (some months in arrears), and is subject to stringent validations by Defra and Eurostat before release. |
| Percentage of municipal waste sent to landfill. | Jan 2015 | 5.9% [2013-14] 9.9% [2012-13] 6.4% [2011-12] | <6.4% | 3.3% [year to Sept 2014] | ↑ | Green | Oct 2013 to Sept 2014 results show an outturn of 3.3%, meeting our target for the year of 6.4% or less. In total, 56,187 tonnes of municipal waste was disposed of by landfill during Oct 2013 to Sept 2014. Another exceptional performance for Qtr 2 due to peak performance from EfW. Less than 1% of waste was sent to landfill for April-June 2014. Anticipate increased landfill rate in Qtr 2 2014/15 due to offline and capacity issues were met as projected. |

Safer Communities

| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
|--|--------------|--|--|---------------------------------------|---------------------|------------|--|
| Percentage of Single Assessments completed and authorised within 45 working days (for those completed in month) | Jan 2015 | 50.9% [2013/14] | 100% | 85.9% [in month of Dec 2014] | ↓ | Red | For assessments completed in the month, December had 176 of 205 completed to timescales - not quite as good as November, but still a massive improvement on a long term trend of poor compliance. For the year to date this stood at 1,751 of 2,526 – 69%. The nationally set target for this measure is demanding, at 100%. |
| Children looked after by the council at month end (excluding respite care arrangements) (a) Number (b) Rate per 10,000 local children. | Jan 2015 | 198 (51.7) [March-14] 172 (54.3) [March-12] 185 (48.3) [March-13] | rate below last England average (59.1 in 2012, 60.1 from 2013) | (a) 208 (b) 53.3 [Dec 2014] | ↔ | Green | The Council is legally obliged to accommodate children when this is necessary to ensure their safety. LAC numbers increased during December. |
| Children subject to Child Protection Plans at month end (a) Number (b) Rate per 10,000 local children. | Jan 2015 | 256 (66.9) [March-14] 146 (38.1) [March-13] 209 (55.9) [March-12] | rate within +/- 15% of last England average (37.0 to 50.0 in 2012; 31.2 to 42.2 from 2013) | (a) 248 (b) 63.6 [Dec 2014] | ↔ | N/A | December records show a total of 248 children subject to child protection plans - a decrease of 5 over past month. The service has decided to remove any value-led 'tolerance' levels by which we can determine if the local value is cause for concern or investigation. Our target was originally set with the aim of being within ± 15% of the Statistical Neighbour average (at March 2012) but we have seen a significantly larger than expected number of children suffering abuse or neglect and requiring this level of protection. More recent comparator rates for March 2013 have recently been released; the service has reflected on these and decided to remove all tolerances / targets for this measure (to be revisited December 2014). |

| Safer Communities | | | | | | | |
|--|--------------|--|----------------------|--|---------------------|------------|--|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Percentage of children looked after adopted from care or granted a special guardianship order (in year to date) | Jan 2015 | 21.6% [2013-14] 14.9% [2012-13] | above 8% | 17.3% [yr to December 2014] | ↓ | Green | Current performance represents 26 children who have secured permanent family homes due to adoption or special guardianship arrangements in the past 12 months. |
| Number (and %) of Adult Safeguarding Referrals that led to a strategy meeting per month Our 'tolerance' target of 30-40% has been set as a guide for ensuring we receive all appropriate safeguarding concerns for consideration - without casting our net either too widely or too narrowly. RED = miss target for 3 consecutive months in same direction. | Jan 2015 | 34.3% [2013-14 year] 38% [2012-13 year] | low number 30-40% | In month performance *year to date performance 16.7% 2 of 12 [Dec 2014] 108 of 262 41.2% year to date | ↓ | Amber | PROVISIONAL DATA This month the proportion of safeguarding referrals requiring progression to strategy meetings is below the target tolerance at 17.2%. However across the whole of the 2014-15 period to date, this value is above the target tolerance (at 41.2%). Performance has been flagged to Safeguarding team, and data accuracy investigations are underway. Activities underway to ensure this is maintained include: All safeguarding alerts are triaged by a Designated Safeguarding Manager (DSM) to determine whether they need to progress through the safeguarding process. The levels of response guidance has been reissued to all DSMs enabling them to determine the need for a safeguarding response to keep individuals safe or whether other processes are more appropriate e.g. care management review, referral to other agencies e.g. woman's Aid, Anti-Social Behaviour Team. |

| Safer Communities | | | | | | | |
|---|--------------|---|----------------|--|---------------------|------------|--|
| Performance Indicator | Date updated | Baseline | 2014-15 target | Actual | Direction of travel | RAG rating | Comments |
| Percentage of Adult Safeguarding strategy meetings taking place within 5 working days of referral per month | Jan 2015 | 93.4% [2013-14 year] 81% [2012-13 year] | above 80% | In month performance *year to date performance 25.0% 1 of 4 [Dec 2014] 77 of 103 74.8% year to date | ↑ | Amber | PROVISIONAL DATA This month the percentage of safeguarding strategy meetings taking place within 5 working days of referral is below the target tolerance (at 25.0%). Across the whole of the 2014-15 period to date, this value is also above the target tolerance (at 74.8%). Activities are being sustained to maintain target achievement as follows: All operational team administrators have been reminded by email that data should be recorded in a timely manner to ensure that data is accurate. Team Managers have been asked to check this in team meetings and supervisions. All DSMs have been emailed and spoken to by Heads of Service to ensure that all safeguarding strategy meetings will be held within five working days other than in truly <i>exceptional</i> circumstances. This was discussed and agreed at January Care Governance Board. The Slough Safeguarding Procedure has been reviewed to provide more clarity on the use of virtual as well as actual strategy meetings to ensure adherence to time guideline. It is suspected that virtual strategy meetings have occurred but not been comprehensively recorded. |
| Crime rates per 1,000 population: All crime (cumulative from April) | Nov 2014 | 83.54 [2013/14] 89.78 [2012/13] 110.49 [2011/12] | reducing | 75.02 [rolling year to Sept 2014] | ↑ | Green | A significant decrease in crime rates has been secured, which represents a real decrease in crime levels. The year to September 2014 when compared to the previous cumulative year to date (October 2012 to September 2013) saw a reduction in the rate of all crime (was 76.36), fewer offences in violence against the person (was 15.35) and serious acquisitive crime (was 17.13). |
| Crime rates per 1,000 population: Violence against the person (cumulative from April) | Nov 2014 | 16.31 [2013/14] 16.68 [2012/13] 22.60 [2011/12] | reducing | 14.72 [rolling year to Sept 2014] | ↑ | Green | |

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| Crime rates per 1,000 population: Serious acquisitive crime (cumulative from April) | Nov 2014 | 17.77 [2013/14] 20.53 [2012/13] 25.70 [2011/12] | reducing | 16.15 [rolling year to Sept 2014] | ↑ | Green |
|--|----------|--|----------|---|---|-------|