

Appendix A (i): List of indicators in Appendices A (ii) and B (Q4/EOY 2016/17)

Reference	Title	Type	Appendix
Adults and Communities.			
AC/S3	Percentage of adults with learning disabilities who live in their own home or with their family	CPI	A
AC/S4	Percentage of adults with learning disabilities in paid employment	CPI	A
AC/S5	Percentage of adults with mental health needs in paid employment	CPI	A
AC/S6	Percentage of adults with mental health needs who live independently, with or without support	CPI	A
AC/S8	Percentage of new clients, older people accessing enablement	CPI	A
AC/S9	Permanent admissions to residential and nursing care homes, per 100,000 population age 65+	CPI	A
AC/S10	Percentage of people who feel in control of their own lives	CPI	A
AC/S15	Percentage of people who use services who say those services make them feel safe and secure	CPI	A
AC/S16	Proportion of service users with a direct payment	SPI	B
AC/S18	Percentage of service users receiving ongoing services with telecare	SPI	B
AC/S25	Percentage of Social Care Direct customers who are satisfied or very satisfied with the service they have received post resolution	SPI	B
AC/S29	Number of instances of information, advice and guidance provided to carers	CPI	A
AC/C10	Percentage of clients receiving an ongoing package of care reviewed	MPI	B
AC/C12	Number of delayed transfers of care from hospital per 100,000 population (aged 18+) which are attributable to both NHS and Adult Social Care	MPI	B
AC/C13	Number of delayed transfers of care from hospital, and those which are attributable to adult social care, per 100,000 population	MPI	B
AC/C14	Permanent admissions to residential and nursing care homes, per 100,000 population age 18-64*	CPI	A
Barnet Homes			
BH/S2	Number of Homelessness Preventions	CPI	A
BH/S3 (LY: BH/S4)	Current tenant arrears as a percentage of the annual rent debit	CPI	A
BH/C2 (LY: BH/C6)	Households placed directly into the private sector by Barnet Homes	CPI	A
BH/C5 (LY: BH/S5)	Temporary Accommodation (TA) current arrears as percentage of debit	CPI	A
BH/KPI 1 (LY: BH/C4)	Total number of Households in Temporary Accommodation	CPI	A
Cambridge Education.			
CES/S1	Percentage of primary schools rated as 'good' or better	CPI	A
CES/S3	Percentage of secondary schools rated as 'good' or better	CPI	A
CES/S11-1	Percentage of pupils eligible for free school meals in the past 6 years (FSM6) achieving the 'expected standard' in English Reading, English Writing and Mathematics (combined) at the end of Key Stage 2	CPI	A
CES/S13-1	Average Attainment 8 score	CPI	A
CES/S13-2	Average Progress 8 score	CPI	A

Reference	Title	Type	Appendix
CES/S15	Average Attainment 8 score of looked after children	CPI	A
CES/S16	Average Progress 8 score of looked after children	CPI	A
CES/S18-1	Percentage of 16-18 year olds who are not in education, employment or training	CPI	A
CES/S24	Percentage of primary pupils achieving the 'expected standard' in English Reading, English Writing and Mathematics (combined) at the end of Key Stage 2	CPI	A
CES/S25	Percentage attendance levels at primary schools	CPI	A
CES/S26	Percentage of pupils with an Education, Health and Care Plan or statement of special educational needs achieving the 'expected standard' in English Reading, English writing and Mathematics at Key Stage 2	SPI	B
CES/S27-2	Average progress 8 score for pupils with pupils with an Education, Health and Care Plan or statement of special educational needs	SPI	B
Commissioning Group			
CG/S1	Unemployment	CPI	A
CG/S3	Decrease in the level of crime across the Mayor's Office for Policing And Crime set of crimes	CPI	A
CG/S4 (RPS - Biannual)	Public confidence in police and council in dealing with anti-social behaviour and crime issues that matter in their area	CPI	A
CG/S5 (RPS)	Percentage of residents who report feeling they belong to their local area	CPI	A
CG/S6 (RPS - Biannual)	Percentage of residents who list affordable housing as a concern	CPI	A
CG/S9 (RPS - Biannual)	Percentage of residents that volunteer at least once a month	CPI	A
CG/S10 (RPS - Biannual)	Percentage of residents who agree that people pull together to help improve their area	CPI	A
CG/S11 (RPS - Biannual)	Percentage of residents who are satisfied with the repair of roads	CPI	A
CG/S12 (RPS - Biannual)	Percentage of residents who are satisfied with the quality of pavements	CPI	A
CG/S14 (RPS - Biannual)	Percentage of residents who are satisfied with the way the Council runs things	CPI	A
CG/S15	Performance of services	CPI	A
CG/S16 (RPS - Biannual)	Percentage of residents who are satisfied with Barnet as a place to live	CPI	A
CG/S18 Biannual	Percentage of respondents very or fairly satisfied with the service provided by their social housing provider (Barnet Homes)	CPI	A
CG/S19 (RPS - Biannual)	Percentage of residents who report it is easy to access council services	CPI	A
CG/S22	Council Tax collection	CPI	A
CG/S23	Business rate collection	CPI	A
CG/S24	Overall satisfaction with customer services	CPI	A
CG/S25	Satisfaction with the council's website	CPI	A
CG/S26	Customer cases that are closed within the agreed timescales	CPI	A
CG/S27	Percentage of total spend with local businesses	CPI	A
CG/C17	Percentage of residents who are concerned about traffic congestion	SPI	B
CG/C23	Sickness absence	MPI	B
Customer and Support Group (CSG)			

Reference	Title	Type	Appendix
Super KPI35b CSG/S1	Resident Satisfaction - It is easy to access council services	SPI	B
Family Services.			
FS/S1	Number of children made subject to Child Protection Plans	CPI	A
FS/S2	Children made subject to Child Protection Plan for a second or subsequent time	CPI	A
FS/S3	Number of children subject to Child Protection Plans for two or more years	CPI	A
FS/S4	Number of referrals to social care (per 10,000 of the under-18 population)	CPI	A
FS/S5	Number of children adopted	CPI	A
FS/S6	Percentage of children in London Borough of Barnet foster care	CPI	A
FS/S7	Percentage of free entitlement early years places taken up by parents/ carers that are eligible for a place	CPI	A
FS/S8	Percentage of the target groups that are registered with the children centre within the area it serves	CPI	A
FS/S11	Percentage of children in external residential placements	SPI	B
FS/S15	Percentage of care leavers age 19 – 21 in education, employment or training	CPI	A
FS/S16	Number of children in care per 10,000	CPI	A
FS/S17 (Annual)	Percentage of young people in care who know about the Corporate Parenting Pledge	CPI	A
FS/S18	Proportion of care leavers age 19 – 21 in suitable accommodation	CPI	A
FS/C18	Percentage of children in care with three or more placements during the last 12 months	SPI	B
FS/C26	% of CLA visits taken place within timeframes	MPI	B
FS/C28	The average time between a child entering care and moving in with its adoptive family (days)	MPI	B
FS/C37	Percentage of CLA who have had a timely initial health assessment in the last 6 months	MPI	B
FS/C39	Percentage with dental checks in the previous 12 months	MPI	B
HB Public Law.			
HBL001 (HBPL/C1)	Acknowledge emails within 1 working day	KPI	B
Parking Services.			
PI/S3 (RPS)	Percentage of residents who are satisfied with parking services	CPI	A
PI/C3	Parking - Response processing in time: Response provided within legislative timescales in relation to correspondence	SPI	B
Public Health.			
PH/S2	Excess weight in 4-5 year olds (overweight or obese)	CPI	A
PH/S3	Excess weight in 10-11 year olds (overweight or obese)	CPI	A
PH/S4	Rate of hospital admissions related to alcohol	CPI	A
PH/S5	Smoking prevalence	CPI	A
PH/S7	Physical activity participation	CPI	A
PH/C12	Successful treatment - alcohol users	SPI	B
PH/C14	Re-presentations – opiates users	SPI	B
PH/C15	Re-presentations – non-opiates users	SPI	B
PH/C19	Number of schools registered for the Healthy Schools London awards - (a) primary	MPI	B

Reference	Title	Type	Appendix
PH/C20	Number of schools registered for the Healthy Schools London awards - (b) secondary	MPI	B
PH/C21	Number of schools reaching bronze award	MPI	B
Re.			
EH01B	Compliance with Environmental Health Service Standards (Priority 1 incidents and service requests).	CPI	A
EH02I	Compliance with Licensing Requirements for Houses in Multiple Occupation (HMOs) - Licenced HMOs meeting legal standards	CPI	A
KPI 1.1 NM	Annual programme relating to Highway Safety Inspections	KPI	B
KPI 1.2 NM	Annual Programme relating to Carriageway Resurfacing schemes	KPI	B
KPI 2.1 NM	Number of Highways Emergency Defects Rectification completed on time	KPI	B
KPI 2.3 NM	Category 2 Defects Rectification Timescales completed on time	KPI	B
KPI 2.4 NM	Highways Insurance Investigations completed on time	KPI	B
KPI 2.8 NM	Timely construction of Vehicle Crossovers following receipt of payment	KPI	B
KPI 2.1 -2.3 (Composite KPI)	Highways defects made safe within agreed timescale	CPI	A
KPI001 (A&A)	Compliance with planning application statutory timescales (for major, minor, other applications)	CPI	A
KPI001 LC	Average time taken to process requests for Full Official Searches (online and post) in Land Charges (days)	SPI	B
KPI002 (ENF)	Prosecution and direct action	KPI	B
NM KPI 2.2	Category 1 Defects Rectification Timescales completed on time (48 hours)	KPI	B
REGENKPI01 (Re/S11)	Number of New Homes completed	CPI	A
SK1	Business survival rate across the borough (end of year 3)	CPI	A
SK2	Reduction in Youth Unemployment (including graduates and school leavers) - 16-24 year olds	CPI	A
SK3	Vacancy rates on high street	CPI	A
SKPI 5	Improve customer satisfaction	SPI	B
TSLKPI03	Implementation of improvement projects - ensures that the Trading Standards Department undertake targeted and measured projects aimed at improving the fair trading environment	KPI	B
Registrar			
R/1	Percentage of births registered within 42 working days of request	KPI	B
R/3	Percentage of deaths registered within 5 working days of request	KPI	B
R/4	Percentage of Marriage/Civil Partnership notices appointments offered within 10 working days of request	KPI	B
R/7	Issue certificates from deposited registrars: Percentage of applicants dealt with within 7 days of application	KPI	B
R/8	Birth, still-born and death declarations: Percentage of incoming declarations registered with 24hrs of receipt	KPI	B
R/9	Corrections and re-registration: Percentage of applications offered appointment within 7 working days of Registration Officer receiving GRO notification	KPI	B
Street Scene			

Reference	Title	Type	Appendix
SS/S1 (RPS - Biannual)	Percentage of residents who are satisfied with parks and open spaces	CPI	A
SS/S3	Percentage of household waste sent for reuse, recycling and composting	CPI	A
SS/S4 (RPS - Biannual)	Percentage of residents who are satisfied with refuse and recycling services	CPI	A
SS/S6 (RPS - Biannual)	Percentage of residents who are satisfied with street cleaning	CPI	A
SS/S7	Percentage of unacceptable levels of litter	CPI	A
SS/S8	Percentage of unacceptable levels of detritus	CPI	A
SS/C1	Waste tonnage – residual per household	SPI	B
SS/C2	Waste tonnage – recycling per household	SPI	B
YCB.			
YCB 11	Agency staff	KPI	B
YCB 19	New referrals from other local authorities.	KPI	B
YCB 23	Service utilisation	KPI	B

Key:

CPI	Corporate Plan Indicator
SPI	Commissioning Plan Indicator
MPI	Management Agreement Indicator
KPI	Contract Performance Indicator