

Corporate Plan: measures of success

Introduction

The Council monitors a wide breadth of performance information, reporting quarterly to the Performance and Contract Management Committee. The Council's performance framework stratifies these indicators into those monitoring progress against the Corporate Plan and those monitoring delivery of services.

Corporate Plan strategic objectives and outcomes

The corporate plan sets out the strategic objectives of the Council between 2012-15, these are:

- Promote responsible growth, development and success across the borough
- Support families and individuals that need it – promoting independence, learning and well-being
- Improve the satisfaction of residents and businesses with the London Borough of Barnet as a place to live, work and study

These strategic objectives are underpinned by outcomes, as outlined below:

1. To maintain a well deigned, attractive and accessible place, with sustainable infrastructure across the borough
2. To maintain the right environment for a strong and diverse local economy
3. To create better life chances for children and young people across the borough
4. To sustain a strong partnership with the local NHS, so that families and individuals can maintained and improve their physical and mental health
5. To promote a healthy active, independent and informed over 55 population in the borough to encourage and support our residents to age well
6. To promote family and community well-being and encourage engaged, cohesive and safe communities

To monitor the performance of the Council against these outcomes, the Council's quarterly performance framework monitors 33 measures of success; these are referred to as Corporate Plan Indicators. The rationale for the choice of Corporate Plan Indicator is outlined in the subsequent section.

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1. To maintain a well deigned, attractive and accessible place, with sustainable infrastructure across the borough

a. Increase resident satisfaction with the local area as a place to live

RATIONALE: The Council wants to continue to make Barnet a place where people want to live and work. Barnet council will do this by maintaining green spaces and encouraging residents to use them which will in turn help to improve health, well-being and encourage a sense of community; and town centre improvement initiatives will deliver regeneration to high streets. To monitor how satisfied they are with Barnet, we ask residents every 6 months on their satisfaction level as part of the Resident Perception Survey. A number of CPIs are also cross-cutting and contribute to the increase of this indicator i.e. maintenance works of roads and footpaths and adopt a place.

b. Make safe 100% of intervention level potholes reported by members of the public within 48 hours

RATIONALE: Highway condition is important to residents and businesses. Making sure the Council responds to customer's reports and the highway is repaired promptly ensures we are delivering the service residents expect.

c. Completion of 100% of resurfacing and maintenance work:

i. Roads

ii. Footpaths

RATIONALE: Highway and Footway condition is important to people's perception of Barnet so ensuring all works are completed promptly is important. This indicator monitors all planned maintenance work to ensure planned works are carried out.

d. Improving waste services:

iii. Increase the percentage of household waste sent for reuse, recycling and composting

RATIONALE: Managing waste in a sustainable way is a priority for the Council. This indicator is a standard indicator all councils are required to report to government, allowing accurate comparison against Barnet's peers.

iv. Maintain overall satisfaction level for the recycling and refuse service

RATIONALE: As a universally delivered service, what residents' think of the waste and recycling service is important to the infrastructure across Barnet. This has been especially important during the last year as a result of the change of collection regime in October 2013..

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e. Launch 5 new 'Adopt a place' community schemes at different locations within the borough

RATIONALE: Adopt a place is an initiative allowing residents' to take ownership of public spaces that they value. This increases the value and sustainability of these areas.

f. Increased parking in town centres:

v. On street parking bays

vi. Car parks

RATIONALE: Parking is important to Barnet residents and businesses; the usage of car parking spaces is a helpful monitor of how accessible Barnet is.

2. To maintain the right environment for a strong and diverse local economy

a. Increase business satisfaction with Barnet as a place to do business [Please note, this is due to be measured in 2015-16]

RATIONALE: This indicator will give us a sense of the economic environment in Barnet. It will also allow us to identify areas where improvement is needed, and to provide a more targeted response whilst ensuring Barnet is a place where businesses can thrive. It will also support the delivery of our ambition to become the best place in London to be a small business, as set out in the Entrepreneurial Barnet Plan.

b. Support business survival in the borough, with a 1.5% point increase in new businesses created above comparable boroughs [Please note, this is due to be measured in 2015-16]

RATIONALE: This indicator will monitor how the relative strength of the business economy in Barnet compares with other councils.

c. Homelessness and emergency accommodation:

i. Reduce the number of households placed in emergency temporary accommodation

RATIONALE: An increase in the number of households in emergency temporary accommodation indicates an economy unable to support residents.

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ii. *Increase the number of Private Rented Sector lettings achieved*

RATIONALE: To increase property supply to reduce number of households in emergency accommodation.

3. To create better life chances for children and young people across the borough

a. *Increase the percentage of children achieving a 'Good level of Development' in the Early Years Foundation Stage Profile*

RATIONALE: Achieving a Good Level of Development is important in preparing children to be ready to learn in a school environment, and therefore will influence the attainment and confidence of Barnet's children throughout their school careers

b. *Increase the number of free early years places accessed by eligible two-year olds*

RATIONALE: The Council has a duty to ensure adequate places for two year olds from families who are eligible due to their personal and financial circumstances. Free early years places improve school readiness for children from more deprived backgrounds and assist parents with returning to employment

c. *Increase the percentage of children making two levels of progress between Key Stages 1 and 2:*

i. *Reading*

ii. *Writing*

RATIONALE: Ensuring that children make at least the expected progress level improves life chances, by working to ensure that no child is 'left behind'

d. *Maintain the percentage of young people achieving 5 or more GCSEs A*-C (or equivalent) including English and Maths*

RATIONALE: GCSE attainment is important in the development of school children. It is a Council priority to ensure Barnet remains in the top 10% of local authorities in England for secondary schools

e. *Reduce the average time between a child entering care and moving in with adoptive family, for children who have been adopted.*

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RATIONALE: To ensure children who enter care are given a good start in life, the Council focusses on the time taken before moving into their adoptive family.

4. To sustain a strong partnership with the local NHS, so that families and individuals can maintained and improve their physical and mental health

a. *Reduction in numbers of mothers that smoke at time of delivery*

RATIONALE: Smoking in pregnancy harms the foetus. It is a major risk factor for low birth-weight babies and for infant mortality.

b. *Reduce the proportion of children classified as excess weight, specifically:*

i. *Children 4 to 5*

ii. *Children aged 10 to 11*

RATIONALE: This indicator monitors the rates of excess weight which have multiple and diverse damaging impacts on future health outcomes. Barnet Council has the strong belief that preventing ill health is better than cure.

c. *Increase the number eligible people who receive an NHS Health Check*

RATIONALE: Health Checks help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Health Checks are an important tool to ensure that the health risks of those aged between 40 and 74 are assessed, that treatable risk factors are identified and tailored advice is provided to help stay healthy.

d. *Increase the percentage of schoolchildren who spend a minimum of 2 hours each week on high quality PE and school sport within and beyond the curriculum [Please note, this is due to be measured in 2015-16]*

RATIONALE: High quality PE and school sport ensure active children - helping reduce the likelihood of children developing ill health later in life.

5. To promote a healthy active, independent and informed over 55 population in the borough to encourage and support our residents to age well

a. *Increase the percentage of eligible adult social care customers receiving self-directed support*

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RATIONALE: This indicator monitors the Council's success in promoting wellbeing and independence, choice and control for of adults who meet the eligibility criteria for adult social care services.

b. Increase the percentage of eligible adult social care customers receiving direct payments

RATIONALE: Direct payments are when we give the money to buy care packages to meet a person's assessed needs directly to the person themselves or their representative (as opposed to making those arrangements for the customer). This enables customers to have even more control and choice over how they meet their outcomes. The indicator monitors the Council's success in promoting wellbeing and independence, choice and control for of adults who meet our eligibility criteria.

c. Increase the number of carers who receive support services

RATIONALE: Carers play a vital role in enabling family members and others to continue to live people living independently in their own homes. By providing good support to more carers the Council can enable carers to continue caring for longer, if this is what they want to do, and reduce the risk of emergency placements where carers are no longer able to continue caring because of their own health or care needs.

d. Reduce the number of younger adults (18 – 64 years old) in residential and nursing care

RATIONALE: Promoting health and wellbeing, choice and control for residents, reducing the need for traditional services; and through self-directed support. Promote the independence of adults who need support, enabling them to live safely in their own homes where possible whilst encouraging their participation in the community.

e. Increase the percentage of older people (65 and over years old) who were still at home 91 days after discharge from hospital into re-enablement/ rehabilitation services

RATIONALE: Promoting health and wellbeing, choice and control for residents, reducing the need for traditional services; and through self-directed support. Promote the independence of adults who need support, enabling them to live safely in their own homes where possible whilst encouraging their participation in the community.

f. Increase overall satisfaction of people who use adult social care services with their care and support

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RATIONALE: This indicator helps to monitor the satisfaction of residents with our services and ensure that customers have a positive experience of care and support.

g. Increase the percentage of adult social care service users who say their services have made them feel safe and secure

RATIONALE: This indicator provides information on the impact of the services we provide in keeping people safe and ensures that ensure safeguarding adults remains a high priority and underpins the work in adults and communities.

6. To promote family and community well-being and encourage engaged, cohesive and safe communities

a. Improving outcomes among vulnerable groups:

i. Reduce the achievement gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2 (Level 4+ in both Reading, Writing & Maths)

RATIONALE: This indicator is indicative of ensuring all children have the same opportunities in later life.

ii. Increase the percentage of looked after children making the expected level of progress in English and Maths between Key Stages 2 and

RATIONALE: This indicator is indicative of ensuring all children have the same opportunities in later life.

b. Monitor the number of referrals to social care (measured per 10,000 of the under 18 population)

RATIONALE: This indicator tells us the number of new referral episodes being received in Children's Social Care, this is indicative of the size of our new caseload. It helps to identify changing levels of need in the wider population.

c. Reduce the number of first time entrants to the Youth Justice System aged 10 to 17

RATIONALE: Young people who commit crimes and become part of the Youth Justice System not only affect the safety and experience of the community, they face increased barriers in later life and are at risk of further offending.

d. Increase in community confidence in police and the local authority dealing with crime and anti-social behaviour

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RATIONALE: Building reassurance and confidence is one of Barnet Safer Community Partnerships Strategic priorities. This measure of confidence is provided by the Residents Perceptions Survey .

e. Working with offenders:

i. Maintain the reduction in adult reoffending for those under probation supervision

RATIONALE: Improving integrated offender management is one of Barnet Safer Community Partnerships Strategic priorities. This measure provides a robust view of reoffending which is a nationally reported, allowing for benchmarking.

ii. Maintain the per cent of young offenders in education, training or employment

RATIONALE: Young Offenders frequently face additional barriers to participation in education, training or employment. Non-participation in Education Training or Employment is strongly linked with a higher likelihood of reoffending. This indicator shows the success in reducing risk factors for young people working with our Youth Offending Team.

f. Maintain the reduction in the level of domestic burglary

RATIONALE: Tackling burglary is one of Barnet Safer Community Partnerships Strategic priorities, it is an issue of community concern; this indicator allows us to monitor our progress in this area.