

DELIVERING OUR VISION – ACTIVITIES AND INDICATORS FOR 2017/18

APPENDIX A

The tables below outline the key areas of focus across the council for 2017/18, along with the basket of indicators that will be used to monitor progress against the strategic priorities, in relation to the principles of fairness, responsibility and opportunity.

- **Delivering quality services** (Responsibility)
- **Responsible growth, regeneration and investment** (Opportunity)
- **Building resilience in residents and managing demand** (Fairness)
- **Transforming local services** (Opportunity)
- **Promoting community engagement, independence and capacity** (Responsibility)

Key:

CPI = Corporate Plan Indicator

SPI = Commissioning Plan Indicator

MPI = Management Agreement Indicator

KPI = Contract Indicator

Delivering quality services (Responsibility)

We strive to deliver services to the highest possible standard and to continuously improve this standard. We are committed to high quality customer service and being as transparent as possible with the information we hold and our decision-making. The following activities and indicators will monitor our progress against these commitments.

Key areas of focus	How this contributes to the Corporate Plan priorities
Council tax and business rates	Maximising the collection of business rates and council tax, with aspirations to be the best in London.
Adult social care	Introducing a strength-based approach to adult social care that focuses on identifying people's strengths, what they can do for themselves and what support they can draw upon from family, friends and local community resources to remain independent and live for longer in their own homes.
Children's social care	Continuing to implement the Practice Improvement Plan with a focus on building resilience through purposeful social work practice, enabled by appropriate tools and a high quality workforce.
Foster care	Increasing the size and effectiveness of the in-house foster care service to help a greater number of children and young people to move from residential to foster care placements, which provide support in a family environment and are less expensive for the council to provide.
Education	Developing a new family friendly education strategy, in partnership with schools, with a focus on maintaining excellence across the partnership of Barnet schools to ensure that all children, particularly those that are vulnerable, get a good start in life and develop resilience to achieve the very best they can.
Clean and safe places	Delivering services that our residents value most to a high standard, including keeping our neighbourhoods and town centres clean and safe, maintaining our parks and open spaces, ensuring that our roads and pavements are well looked after and that we are reaching the highest possible standards of air quality.

Key areas of focus	How this contributes to the Corporate Plan priorities
Highways	Progressing the Network Recovery Footway and Highway schemes.
Enforcement approach	Improving the overall approach to planning and enforcement, including taking action against breaches to planning regulations; developments that cause damage to our highways; and enviro-crime such as littering and fly-tipping.
Customer services	By 2020, resolution of issues without needing the customer to follow up will occur over 80% of the time and satisfaction with the end to end customer experience will exceed 80%.
Commitment to transparency	Continuing to develop and improve the council's Open Data Portal, which provides access to a wealth of council data and information which anyone can access online. Barnet's Open Data Portal has been recognised by the Cabinet Office and the Taxpayers Alliance as a model on best practice in transparency. Building on our ground breaking move to publish the two major contracts with Capita, the council will continue to look to publish other major contracts. We will look to go further than is required in publishing our data where feasible, building our decision to publish details of our spending down to the last penny (the government requirement is a minimum of £500).

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
Council Tax and business rates									
CPI	CG/S22	Council Tax collection	98.5%	98.3%	98.4%	98.5% (4-year target)	98.5% (4-year target)	Commissioning Group	
CPI	CG/S23	Business rate collection	99.0%	98.1%	98.2%	99.0% (4-year target)	99.0% (4-year target)	Commissioning Group	
Best practice social care									
CPI – changed from MPI	AC/S1	Percentage of people who use adult social care services satisfied with their care and support (survey) ¹	61%	Not reported – due Q2	61.3%	61.3% (within confidence interval)	Top 25% in England	Adults & Communities	New Corporate Plan indicator

¹ All indicators based on the Adult Social Care user survey are set using a 'confidence interval' that takes account of the margin of error which may result from surveying a small sample of the population.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI – changed from SPI	AC/S25	Percentage of Social Care Direct customers who are satisfied or very satisfied with the service they have received post resolution	85%	100%	91.0%	85%	85%	CSG	New Corporate Plan indicator
Focus on foster care									
CPI	NEW – TBC (Annual)	Percentage of children newly placed in London Borough of Barnet foster care ²	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor	Monitor	Family Services	New indicator proposed by SCB
Education									
CPI	CES/S1	Percentage of primary schools rated as rated as ‘good’ or better	95%	93.2%	94.3%	95.5%	100%	Education & Skills	
CPI	CES/S3	Percentage of secondary schools rated as rated as ‘good’ or better	92%	88%	91.7%	95.8%	100%	Education & Skills	
CPI	CES/S18 (a)	Percentage of 16-18 year olds who are not in education, employment or training	London Top Quartile	2.4% (Q1 Target 2.5%)	2.3% (Q1 Target 2.5%)	London Top Quartile	London Top Quartile	Education & Skills	London Top quartile was 2.4% in 2015
CPI	Formerly CES/S13 (a) (Annual)	Average attainment 8 score	Top 10% in England (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	Top 10% in England (AY 16/17)	Top 10% in England for all measures (AY 18/19)	Education & Skills	New national indicator, first national benchmark data will be available in Q4 16/17
CPI	Formerly CES/S13 (b) (Annual)	Average Progress 8 score	Top 10% in England (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	Top 10% in England (AY 16/17)	Top 10% in England for all measures (AY 18/19)	Education & Skills	New national indicator, first national benchmark data will be available in Q4 16/17

² New indicator – targets set as Monitor.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	NEW – TBC (Annual)	Attainment and progress of looked after children (measured through basket of indicators) ³	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	TBC	TBC	Education & Skills	New indicator proposed by Commissioning Group
CPI	CES/S24 (Annual)	Percentage of primary pupils achieving the 'expected standard' in English Reading, English Writing and Mathematics (combined) at the end of Key Stage 2	Improve national ranking (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	Top 10% in England (AY 16/17)	Top 10% in England (AY 18/19)	Education & Skills	New national indicator, first national benchmark data will be available in Q4 16/17
Parks and open spaces									
CPI	SS/S1 (RPS - Biannual)	Percentage of residents who are satisfied with parks and open spaces	72%	66% (Spring 2016)	Not reported – due Q3	73% (Autumn and Spring)	75%	Street Scene	
Clean and safe places									
CPI	PI/S3 (RPS - Biannual)	Percentage of residents who are satisfied with parking services	30%	28% (Spring 2016)	Not reported – due Q3	30% (Autumn and Spring)	London average	Commissioning Group	London average was 33% in 14/15
CPI	SS/S6 (RPS - Biannual)	Percentage of residents who are satisfied with street cleaning	58%	59% (Spring 2016)	Not reported – due Q3	60% (Autumn and Spring)	62% - changed from London Average	Street Scene	London average was 55% in 14/15
CPI	CG/S11 (RPS - Biannual)	Percentage of residents who are satisfied with repair of roads	35%	27% (Spring 2016)	Not reported – due Q3	35% (Autumn and Spring)	London average	Commissioning Group	London average was 41% in 14/15
CPI	CG/S12 (RPS - Biannual)	Percentage of residents who are satisfied with quality of pavements	35%	33% (Spring 2016)	Not reported – due Q3	35% (Autumn and Spring)	London average	Commissioning Group	London average was 41% in 14/15
CPI	KPI 2.1-2.3 (NM)	Highways defects made safe within agreed timescales	100%	99.9%	Fail (data not available)	100%	100%	Re	

³ New indicator – targets will be set after methodology agreed and baseline identified.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	NEW - TBC	Highways service requests ⁴	NEW FOR 2016/17	NEW FOR 2016/17	NEW FOR 2016/17	TBC	TBC	Re	New indicator proposed by SCB
CPI	NEW - TBC	Satisfaction with repairs (from door knocking surveys) ⁵	NEW FOR 2016/17	NEW FOR 2016/17	NEW FOR 2016/17	TBC	TBC	Re	New indicator proposed by SCB
Improving customer services									
CPI	CG/S14 (RPS - Biannual)	Percentage of residents who are satisfied with the way the council runs things	73%	74% (Spring 2016)	Not reported – due Q3	74% (Autumn and Spring)	75%	Commissioning Group	
CPI	CG/S16 (RPS - Biannual)	Percentage of residents who are satisfied with Barnet as a place to live	90%	89.0% (Spring 2016)	Not reported – due Q3	90% (Autumn and Spring)	90%	Commissioning Group	
CPI	CG/S19 (RPS - Annual)	Percentage of residents who report that it is easy to access council services	67%	66% (Spring 2016)	Not reported – due Q2 17/18	70% (Spring only)	75%	Commissioning Group	
CPI	CG/S24	Overall satisfaction with customer services (excludes web satisfaction)	86% ⁶	89%	90%	88%	90%	Commissioning Group (incl. CSG, Re and Barnet Homes)	
CPI	CG/S25	Satisfaction with the council's website	51%	46% (Q1 Target 45%)	48% (Q2 Target 46%)	54%	55% and Top 10% for England ⁷	CSG / Commissioning Group	A score of 50% is likely to achieve the top 10% for England as measured by Govmetric

⁴ New indicator – targets will be set after methodology agreed and baseline identified.

⁵ New indicator – targets will be set after methodology agreed and baseline identified.

⁶ Target changed from 80% to reflect new methodology, which excludes web satisfaction.

⁷ Target will be confirmed with Capita in January 2017.

Responsible growth, regeneration and investment (Opportunity)

In an era of reduced government funding, growth is necessary for councils to increase the local tax base and generate income to spend on public services. The council has an ambitious programme of regeneration, which aims to create new homes and jobs, and the proceeds of this growth will be reinvested in the borough's infrastructure and essential community facilities. The following activities and indicators will monitor our progress against these commitments.

Key areas of focus	How this contributes to the Corporate Plan priorities
Regeneration and investment in infrastructure	The building of more than 20,000 new homes by 2025 – the most in outer London – across our seven major growth and regeneration sites, in particular Colindale and Brent Cross Cricklewood, and delivering a pipeline of new homes on council land, with current plans for over 700 homes including 320 new council homes.
	Using development to fund new high quality community infrastructure, including a new library at Church End, youth zone, school and nursery places and leisure centres.
	Developing space for 30,000 new jobs, mostly at Brent Cross, and supporting the expansion of the existing shopping centre.
Entrepreneurial Barnet	Recognising that they are at the heart of communities, continuing our programme of investment in Barnet's town centres, focusing particularly on Burnt Oak, Finchley Church End, Golders Green and Edgware. We will also work with 'town teams' and other groups such as neighbourhood forums to ensure an attractive environment for local businesses, shoppers and residents.
	A range of programmes designed to create the conditions for a thriving local labour market so all residents, including young people and social care clients, are equipped to take advantage of the employment opportunities that growth will bring.
	Getting the basics right will ensure that businesses are treated as customers by the council, able to access information about council services easily and at first contact wherever possible, and at times that suit them, and that businesses who need to transact with regulatory services such as licencing, environmental health, planning or building control are able to do so quickly and easily.
One public estate	Working with central government and local agencies on public property and land issues through sharing and collaboration, we will deliver more integrated and customer focused services, reduce running costs, create economic growth (new homes and jobs) and generate capital receipts.
Health estates pilot	Optimising the use of health and care estate across the North Central London sub-region and identifying surplus health estate land for development and regeneration.
Sport and physical activity	Identifying opportunities to invest in sport and physical activity through Section 106 monies, the community investment levy and other external strategic funds (e.g. Sport England, National Lottery) to support growth, demand and regeneration. And, through the Fit and Active Barnet Partnership, widening access to and use of facilities and identifying opportunities for co-location and community hubs.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
Regeneration and investment in infrastructure									
CPI	KPI001 (A&A)	Compliance with planning application statutory timescales	75%	87.1%	83.1%	75%	75%	Re	
CPI – changed from KPI	REGEN KPI01	New Homes Completed ⁸	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	2,313	TBC	Re	New Corporate Plan indicator (replaces Re/S11)
CPI – changed from KPI	REGEN KPI05	Delivery of affordable housing completions ⁹	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	TBC	TBC	Re	New Corporate Plan indicator (replaces Re/S17)
CPI	CG/S6 (RPS - biannual)	Percentage of residents who list affordable housing as a concern	Monitor	41% (Spring 2016)	Not reported – due Q3	Monitor (Autumn and Spring)	London average	Commissioning Group	London average was 23% in 14/15
CPI	CG/S18 (Annual)	Percentage of respondents very or fairly satisfied with the service provided by their social housing provider (Barnet Homes)	81%	Not reported – due Q3	Not reported – due Q3	81% (TBC)	81%	Barnet Homes	
Entrepreneurial Barnet									
CPI	Re/S1 (Annual)	Business survival rate across the borough	4%pts more than comparable boroughs	Not reported – due Q4 16/17	Not reported – due Q4 16/17	4%pts more than comparable boroughs	5%pts more than comparable boroughs	Re	Comparable boroughs (Brent, Bromley, Harrow, Havering) average = 2.16 % points better than baseline in 15/16

⁸ Re contract indicator – currently targets set to 2017/18 only.

⁹ The 2016/17 target is 375 units. Target for 2017/18 will be set in February 2017.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	Re/S3 (Annual) Re/SK3	Reduce the number of "Vacant High Street Properties" across the borough	2.5% better than comparable boroughs	6.9% (Q1 Target No higher than 7.85%)	Not reported – due Q1 17/18	2.5% better than comparable boroughs	2.5% better than comparable boroughs	Re	Comparable boroughs (Bromley, Ealing, Haringey, Lewisham, Brent and Harrow) average = 7.15% vacancy rates in 15/16
CPI	Re/S14 (Annual)	Business satisfaction with the council and area (local survey) ¹⁰	TBC ¹¹	Not reported – due Q4 16/17	Not reported – due Q4 16/17	Monitor	TBC	Re	
CPI	CG/S27	Percentage of council spend (excluding direct debits) with local businesses	Monitor	49%	51%	Monitor	Monitor	Commissioning Group	
One public estate									
CPI – changed from SPI	CG/C25 (Annual)	Income from the estate	£2.20m (Sep 15-Aug 16)	£2.20m (Sep 15-Aug 16)	Not reported – due Q1 17/18	£3.37m	Increase	Commissioning Group - Estates	New Corporate Plan indicator

¹⁰ New methodology for survey to be confirmed. Target set as Monitor for 2017/18 whilst baseline identified.

¹¹ New methodology for survey to be confirmed.

Building resilience in residents and managing demand (Fairness)

We will focus on the strengths and opportunities in our communities and target resources at those most in need. The council will support residents to stay independent for as long as possible through equipping people to help themselves and intervening early to address issues as they arise rather than waiting until they reach a critical stage. The following activities and indicators will monitor our progress against these commitments.

Key areas of focus	How this contributes to the Corporate Plan priorities
Health and social care integration	Working with colleagues in the NHS to reduce the number of people who have unnecessary hospital admissions by ensuring that care is closer to home through greater provision of primary and community care and improving the experience of service users, promoting independence and enabling self-care.
Independence for all adults	Working with service users, families and carers to put in place early support that will help them stay independent for longer; and working with colleagues in the NHS to put services in place to self-manage conditions.
	Increasing employment rates for people with learning disabilities and people with mental health conditions by working with providers to introduce a supported employment service into the borough. This will ensure employers and individuals are matched and support is in place to help people stay in work.
Specialist housing	Diversifying Barnet's accommodation to ensure that it supports older people, people with learning disabilities and autism, and mental health conditions to live independently for as long as possible – through things like home adaptations, accessible housing, use of integrated technology and access to a network of local services.
Resilient futures	Safely reducing the rate of children in care through targeted and specialist interventions that build resilience, including the development of an adolescent hub for those on the edge of care and increasing the use of local fostering placements.
Building resilience for vulnerable young people	Developing a specialist team to work with a specific cohort of vulnerable young people to build their resilience, including those who are at risk of serious youth violence, sexual exploitation, missing and homeless.
Preventing homelessness	Alongside our programmes to build and acquire new homes, tackling the rising demand for help with housing through work to prevent homelessness and reducing the number of people in temporary accommodation.
Recycling and waste minimisation	Developing a strategy for achieving a 50% recycling rate by 2020. Recycling is less expensive for the council than disposing of waste allowing resource to be deployed elsewhere.
Supporting people into work	A new approach to place based commissioning and targeting resources to areas of greatest need through proactive work with longer-term unemployed to help them help themselves. This approach is delivering results with nearly 200 people supported into work in the first year.
	Implementing welfare reform - for every £1 invested in the service will return £3 to the public sector through reduced welfare spend. Last year, we engaged with 96% of Barnet residents affected by the Benefit Cap and helped 35% into work.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
Health and social care integration									
CPI	AC/S9 ASCOF2A (2)	Permanent admissions to residential and nursing care homes, per 100,000 population age 65+	530	75.6 (Q1 Target 122.5)	169.7 (Q2 target 192.7)	500	Top 10% of comparable boroughs	Adults & Communities	Top 10% comparable boroughs was 265.9 in 2015/16
CPI	AC/C14	Permanent admissions to residential and nursing care homes, per 100,000 population age 18-64	16.6	1.3 (Q1 Target 1.4)	5.1 (Q2 Target 5.4)	15.0	Top 10% in the country	Adults & Communities	Top 10% in the country was 4.98 in 2015/16
CPI	NEW - AC/C16	Number of referrals to hospital social work teams ¹²	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor	TBC	Adults & Communities	New indicator proposed by service
CPI	NEW - TBC	Working age adults who have moved out of residential care into stable accommodation ¹³	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor	TBC	Adults & Communities	New indicator proposed by Commissioning Group
Independence for all adults									
CPI – changed from SPI	AC/C17	Percentage of contacts that result in a care package	Monitor	19% (reported outturn), 21% (new definition)	18.8%	Monitor	Monitor	Adults & Communities	New Corporate Plan indicator
CPI	NEW - TBC	Support in the community ¹⁴	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor	TBC	Commissioning Group	New indicator proposed by Commissioning Group
CPI	AC/S3 (ASCOF 1G)	Percentage of adults with learning disabilities who live-in their own home or with their family	63%	64.2%	65.9%	65%	England average	Commissioning Group/ Adults & Communities	England average was 75.96% in 2015/16

¹² New indicator – target set as Monitor for 2017/18 whilst baseline identified.

¹³ New indicator – target set as Monitor for 2017/18 whilst baseline identified.

¹⁴ New indicator – target set as Monitor for 2017/18 whilst baseline identified.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	AC/S4 (ASCOF 1E)	Percentage of adults with learning disabilities in paid employment	10.8%	9.3% (Q1 Target 9.6%)	9.4% (Q2 Target 9.9%)	10.8%	Top 10% in England	Commissioning Group/ Adults & Communities	Top 10% in the country was 11.68% in 2015/16
CPI	AC/S5 (ASCOF 1F)	Percentage of adults with mental health needs in paid employment	7.2%	7.23% (Q1 Target 7.2%)	5.8% (Q2 Target 6.2%)	7.5%	Top 25% of comparable boroughs	Commissioning Group/ Adults & Communities	Top 25% comparable boroughs was 8.23% in 2015/16
CPI	AC/S6 (ASCOF 1H)	Percentage of adults with mental health needs who live independently, with or without support	83%	81.6% (Q1 Target 81.5%)	83.2% (Q2 Target 82%)	83%	Top 25% of comparable boroughs	Commissioning Group/ Adults & Communities	Top 25% comparable boroughs was 79.53% in 2015/16
CPI	AC/S10 (ASCOF 1B)	Percentage of people who feel in control of their own lives (survey) ¹⁵	69% (within confidence interval)	Not reported – due Q2	69.4%	70% (within confidence interval)	Top 25% in England	Adults & Communities	Top 25% in the country was 79.5% in 2015/16
CPI	AC/S15 (ASCOF 4A)	Percentage of people who use services who say those services make them feel safe and secure (survey) ¹³	80.1% (within confidence interval)	Not reported – due Q2	79.6%	79.6% (within confidence interval)	Maintain performance	Adults & Communities	
CPI	AC/S29	Number of instances of information, advice and guidance provided to carers ¹⁶	3000	758 (Q1 Target TBC)	1649 (Q2 Target 1500)	3300	TBC	Adults & Communities	
Resilient futures									
CPI	NEW - TBC	Ratio of children subject to: CAF:CiN:CP:LAC (per 10,000) ¹⁷	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor – and seek to reduce LAC and increase CAF	Monitor – and seek to reduce LAC and increase CAF	Family Services	New indicator proposed by service
Build resilience for vulnerable young people									

¹⁵ All indicators based on the Adult Social Care user survey are set using a 'confidence interval' that takes account of the margin of error which may result from surveying a small sample of the population.

¹⁶ Methodology for indicator is likely to change by 2019/20, so target will be confirmed then.

¹⁷ CAF = Common Assessment Framework; CiN = Children in Need; CP = Child Protection; LAC = Looked After Children

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	FS/S15	Percentage of care leavers age 19 – 21 in education, employment or training	55% Above our statistical neighbours	62.6%	58.7%	Above statistical neighbours (NB changing to include 18 YOs)	Top 10% in England	Family Services	
Preventing homelessness									
CPI	BH/S2	Number of homelessness preventions	900	233 (Q1 Target 225)	450 (Q2 Target 450)	900 (TBC)	900 (TBC)	Barnet Homes	
CPI	BH/C4	Numbers of households in Temporary Accommodation	2700	2934 (Q1 Target 2925)	2887 (Q2 Target 2875)	2500	Monitor	Barnet Homes	
CPI	NEW - TBC	Number of new acceptances to Temporary Accommodation that are families with children ¹⁸	NEW FOR 2017/18	NEW FOR 2017/18	NEW FOR 2017/18	Monitor	TBC	Barnet Homes or Commissioning Group	New indicator proposed by SCB
CPI	EH021	Compliance with licensing requirements for Houses in Multiple Occupation	60%	74.9%	68.7%	60%	90%	Re	
Recycling and waste minimisation									
CPI	SS/S3	Percentage of household waste sent for reuse, recycling and composting	42%	33.2% (Q4 15/16) (Q4 Target 40%)	39.43% (Q1 16/17) (Q1 Target 43.7%)	42%	50%	Street Scene	
CPI	SS/S4 (RPS - Biannual)	Percentage of residents who are satisfied with refuse and recycling services	80%	75% (Spring 2016)	Not reported – due Q1 17/18	82% (Autumn and Spring)	85%	Street Scene	London average was 69% for refuse and 66% for recycling in 14/15
Supporting people into work									

¹⁸ New indicator – target set as Monitor for 2017/18 whilst baseline identified.

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	CG/S1 (Quarter)	Unemployment (of people on out of work benefits)	Monitor	5.8% (Jan 2015 – Dec 2015)	5.6% (Apr 2015 - Mar 2016)	Monitor	Monitor	Commissioning Group	

Transforming local services (Opportunity)

As a Commissioning Council our focus is on reaching the best outcomes for our residents whilst delivering value for money to the taxpayer. This means delivering differently and working with a range of public, private, and voluntary sector organisations to ensure we can meet our priorities. The following activities and indicators will monitor our progress against these commitments.

Key areas of focus	How this contributes to the Corporate Plan priorities
Family Services Strategy for Change	Exploring opportunities to develop a social work-led, not-for-profit organisation to provide some services for children and young people.
Health visiting and CAMHS	Re-commissioning health visiting to be more integrated with other early years' provision and jointly re-commissioning CAMHS with the CCGs to focus the service on resilience building and earlier intervention and prevention.
Libraries	Implementing the new model of library provision to retain all 14 library sites, as well as the home, mobile and school library services, whilst delivering savings. This will be achieved through reducing staffed hours and introducing Self-Service Opening, which will increase the total overall opening hours at 10 library sites. Library sizes will be reduced to release space for commercial letting and four libraries will become community-run – utilising the capacity of local community groups, volunteers and the voluntary sector.
Street services ADM	Delivering the outcomes of the Street Services ADM project.
Digital by default	By 2020, the majority of customer interaction with the council will be via the web and other self-service channels, which will be quicker and more convenient. My Account will enable customers to take control of their transactions with the council across a wide range of services and receive transparent and proactive updates on progress on their cases until they are resolved. We'll ensure that those who are unable to access services digitally are still supported.

Promoting community engagement, independence and capacity (Responsibility)

We want to support residents and the wider community to become more independent and self-sufficient. This means residents having more of a say in the future of their local area, and where appropriate, taking on more responsibility for local services. The following activities and indicators will monitor our progress against these commitments.

Key areas of focus	How this contributes to the Corporate Plan priorities
Family friendly Barnet	Working with partners to make Barnet the most family friendly borough to ensure a great start in life for every child and prepare young people well for adulthood.
Building family resilience	Working with families, schools and the community, we will build resilience so that families are able to help themselves and stop problems from escalating.
Safer communities	Working with partners to provide a safe environment for residents and ensuring residents feel able to report incidents through increased confidence in the council being able to help
Community participation	Embedding the community participation strategy, including developing an interactive database that shows the support provided by voluntary organisations across the borough; and a comprehensive volunteering brokerage service that puts residents and council staff interested in volunteering in touch with local opportunities.
Community assets	Embedding the community assets strategy, including investing in four community hubs, which will work with co-located community groups to drive commissioning priorities and improve their interaction with council services.

Ref	Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
Family friendly Barnet								
CPI	FS/S7	Percentage of free entitlement early years places taken up by parents/ carers that are eligible for a place	63% (London average)	Not reported – due Q3 and Q4	Not reported – due Q3 and Q4	70%	85%	Family Services
CPI	NEW – TBC (RPS – Annual)	Percentage of residents who agree that Barnet is a family friendly borough place to live	NEW FOR 2017/18	86% (Spring 2016)	Not reported – due Q2 17/18	87%	89%	Commissioning Group
Safer communities								

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
CPI	CG/S3	Level of crime across the Mayor's Office for Policing And Crime set of crimes (burglary, vandalism, criminal damage, theft of / from motor vehicle, violence with injury, robbery, and theft from the person)	20% reduction	17.5% reduction	18% reduction	20% reduction	20% reduction	Commissioning Group	
CPI	CG/S4 (RPS - Annual)	Public confidence in police and council in dealing with anti-social behaviour and crime issues that matter in their area	68%	66% (Spring 2016)	Not reported – due Q2 17/18	68% (Spring Only)	68%	Commissioning Group	
Community participation									
CPI	CG/S5 (RPS - Annual)	Percentage of residents who report feeling they belong to their neighbourhood	74%	Not reported – due Q3 16/17	Not reported – due Q3 16/17	75% (Autumn Only)	77%	Commissioning Group	
CPI	CG/S9 (RPS - Annual)	Percentage of residents that volunteer at least once a month	29%	23% (Spring 2016)	Not reported – due Q2 17/18	29% (Spring Only)	35%	Commissioning Group	
CPI	CG/S10 (RPS - Annual)	Percentage of residents who agree that people pull together to help improve their area	53%	52.0% (Spring 2016)	Not reported – due Q2 17/18	54% (Spring Only)	56%	Commissioning Group	

INDICATORS TAKEN OUT OF CORPORATE PLAN

Delivering quality services (Responsibility)

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
BPI – changed from CPI	CG/S15	Performance of services	80% above average	82%	78%	80% above average	80% above average	Commissioning Group	Taken out Corporate Plan. Retained in Commissioning Group Business Plan
DELETE – changed from CPI	FS/S6	Percentage of children in London Borough of Barnet foster care	42.5% (133/311)	44.9% (Q1 Target 40%)	44.5% (Q2 Target 41.8%)	DELETE INDICATOR	53% (166/311)	Family Services	Alternative indicator proposed by SCB
SPI – changed from CPI	CES/S25	Percentage attendance levels at primary schools	London Average	96.2%	Not reported	London Average	London Top quartile	Education & Skills	Taken out Corporate Plan. Retained in CELS Commissioning Plan
SPI – changed from CPI	Replaces CES/S15 (Annual)	Average Attainment 8 score of looked-after children	National average (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	National average (AY 16/17)	National average (AY 18/19)	Education & Skills	Replaced in Corporate Plan by new indicator on attainment and progress of looked after children. Retained in CELS Commissioning Plan
SPI – changed from CPI	Replaces CES/S16 (Annual)	Average Progress 8 score of looked-after children	National average (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	National average (AY 16/17)	National average (AY 18/19)	Education & Skills	Replaced in Corporate Plan by new indicator on attainment and progress of looked after children. Retained in CELS Commissioning Plan

Ref	Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
SPI – changed from CPI	Formerly CES/S11(a) (Annual) 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	Improve national ranking (AY 15/16)	Not reported – provisional data Q3; final data Q4	Not reported – provisional data Q3; final data Q4	Top 10% in England (AY 16/17)	Top 10% in England (AY 18/19)	Education & Skills	Taken out Corporate Plan. Retained in CELS Commissioning Plan
SPI - changed from CPI	SS/S7 (Biannual) Percentage of unacceptable levels of litter	3%	Not reported – due Q2	1.00%	TBC	3%	Street Scene	Taken out Corporate Plan
SPI - changed from CPI	SS/S8 (Biannual) Percentage of unacceptable levels of detritus	9%	Not reported – due Q2	2.83%	TBC	8%	Street Scene	Taken out Corporate Plan
BPI – changed from CPI	CG/S26 Customer cases that are closed within the agreed timescales	90%	89%	84%	90%	90%	Commissioning Group (incl. CSG, Re and Street Scene)	Taken out Corporate Plan. Retained in Commissioning Group Business Plan

Responsible growth, regeneration and investment (Opportunity)

Ref	Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
DELETED – changed from CPI	Re/S11 (Annual) Number of new homes provided in Barnet each year (net)	1,203	Not reported – annual	Not reported – annual	DELETE INDICATOR	10,840 (cumulative)	Re	Replaced in Corporate Plan by REGEN KPI01new homes completed

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
DELETED – changed from CPI	Re/S12 (Annual)	Total number of new homes created through regeneration schemes	462	Not reported – annual	Not reported – annual	DELETE INDICATOR	5,457	Re	Taken out Corporate Plan
DELETED – changed from CPI	Re/S13 (Annual)	Number of affordable homes created through regeneration schemes	169	Not reported – annual	Not reported – annual	DELETE INDICATOR	1,795	Re	Taken out Corporate Plan
DELETED – changed from CPI	Re/S17 (Annual)	Percentage of New Build homes that are affordable	40%	Not reported – annual	Not reported – annual	DELETE INDICATOR	40%	Re	Replaced in Corporate Plan by REGEN KPI05 delivery of affordable housing completions
SPI – changed from CPI	BH/S4	Current arrears as a percentage of debit	3%	3.31% (Q1 Target 3.67%)	3.3% (Q2 Target 3.6%)	TBC	Top 25%	Barnet Homes	Taken out Corporate Plan. Retained in Housing Commissioning Plan
SPI – changed from CPI	BH/S5	Temporary Accommodation arrears as a percentage of debit	4.95%	5.26% (Q1 Target 4.95%)	5.70% (Q2 Target 5.20%)	TBC	4.6%	Barnet Homes	
DELETED – changed from CPI	PH/S7	Physical activity participation	59%	58.5% (Q4 15/16) (Q4 Target 54%)	59.5% (Q1 16/17) (Q1 Target 59%)	DELETE INDICATOR	60%	Public Health	Taken out Corporate Plan

Building resilience in residents and managing demand (Fairness)

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
SPI – changed from CPI	AC/S8	Percentage of new clients, older people accessing enablement	63%	59.7%	53.2%	65%	70%	Adults & Communities	Taken out Corporate Plan. Retained in Adults Commissioning Plan
DELETE – changed from CPI	FS/S4	Number of referrals to social care (per 10,000 of the under-18 population)	Monitor	370	377.8	DELETE INDICATOR	Monitor	Family Services	Replaced in Corporate Plan by ratio of children subject to: CAF:CaN:CP:LAC
DELETE – changed from CPI	FS/S16	Number of children in care per 10,000	Monitor	35.7	36.4	DELETE INDICATOR	31.4	Family Services	Replaced in Corporate Plan by ratio of children subject to: CAF:CaN:CP:LAC
SPI – changed from CPI	EH01B	Compliance with Environmental Health Service Standards (Priority 1)	100%	100%	100%	100%	100%	Re	Taken out Corporate Plan. Retained in Environment Commissioning Plan

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
KPI – changed from CPI	Re/S2 (Annual)	Youth unemployment	1%pt better than comparable boroughs	Not reported – under review	Not reported – under review	1%pt better than comparable boroughs	2%pts better than comparable boroughs	Re	Taken out Corporate Plan. Retained in Re contract
SPI – changed from CPI	BH/C2 (LY: BH/C6)	Households placed directly into the private sector by Barnet Homes	500	158 (Q1 Target 125)	318 (Q2 Target 250)	500	500	Barnet Homes	Taken out Corporate Plan. Retained in Housing Commissioning Plan
DELETE – changed from CPI	PH/S4	Rate of hospital admissions related to alcohol	400 per 100,000	424.9 (Q4 15/16) (Q4 Target 458.76)	424.9 (Q1 16/17) (Q1 Target 400)	DELETE INDICATOR	380 per 100,000	Public Health	Taken out Corporate Plan

Transforming local services (Opportunity)

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
DELETE – changed from CPI	FS/S1	Number of children made subject to Child Protection Plans	Monitor	79	143	DELETE INDICATOR	Monitor	Family Services	Replaced in Corporate Plan by ratio of children subject to: CAF:CaN:CP:LAC
MPI – changed from CPI	FS/S3	Number of children subject to Child Protection Plans for two or more years	Perform in line with statistical neighbours (currently 3.31%)	7 (Q1 Target Monitor)	7 (Q2 Target Monitor)	Monitor	Perform in line with statistical neighbours	Family Services	Taken out Corporate Plan. Retained in Family Services Management Agreement

Ref	Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
SPI – changed from CPI	PH/S2	Excess weight in 4-5 year olds (overweight or obese)	21%	19.9% (Q4 15/16) (Q4 Target 21%)	19.9% (Q1 16/17) (Q1 Target 21%)	21%	Public Health	Taken out Corporate Plan. Retained in Public Health Commissioning Plan
SPI – changed from CPI	PH/S3	Excess weight in 10-11 year olds (overweight or obese)	32%	32.6% (Q4 15/16) (Q4 Target 36.7%)	32.6% (Q1 16/17) (Q1 Target 32%)	32.6% - changed from 30%	Public Health	Taken out Corporate Plan. Retained in Public Health Commissioning Plan
DELETE – changed from CPI	PH/S5	Smoking Prevalence	13%	13.2% (Q4 15/16) (Q4 Target 15.0%)	14.6% (Q1 15/16) (Q1 Target 13%)	DELETE INDICATOR	Public Health	Taken out Corporate Plan

Promoting community engagement, independence and capacity (Responsibility)

Ref	Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
DELETE – changed from CPI	NEW (Annual)	Percentage of young people in care who know about the Corporate Parenting Pledge	TBC	Not reported - annual	Not reported - annual	DELETE INDICATOR	Family Services	Replaced in Corporate Plan by percentage of children in care participating in own statutory reviews
SPI – changed from CPI	FS/S2	Children made subject to Child Protection Plan for a second or subsequent time	Perform in line with statistical neighbours (currently 15.6%)	15.7%	15.8%	Perform better than statistical neighbours (Q2 16/17 17.6%)	Family Services	Taken out Corporate Plan. Retained in CELS Commissioning Plan

Ref		Indicator	2016/17 Target	2016/17 Q1 Result	2016/17 Q2 Result	2017/18 Target	2019/20 Target	Service	Comment
SPI – changed from CPI	FS/S5	Number of children adopted	10	3 (Q1 Target Monitor)	3 (Q2 Target Monitor)	13	18 – changed from 20	Family Services	Taken out Corporate Plan. Retained in CELS Commissioning Plan
SPI – changed from CPI	FS/S8	Percentage of the target groups that are registered with the children centre within the area it serves	65%	79.2%	88%	65%	65%	Family Services	Taken out Corporate Plan. Retained in CELS Commissioning Plan
SPI – changed from CPI	FS/S18	Proportion of care leavers age 19 – 21 in suitable accommodation	90%	96.5%	96.2%	90%	Top 10% in England (currently 95%)	Family Services	Taken out Corporate Plan. Retained in CELS Commissioning Plan