

Delivery and Outcomes Framework - Performance Detail by Pillar

The tables below set out performance in detail for the key performance indicators and outcome performance indicators agreed for the Delivery and Outcomes Framework, by pillar and theme.

For existing performance indicators, a baseline position has been provided; this is an annual figure for 2022-23 or the latest available year if reported in arrears.

For new indicators that have been developed in order to monitor the progress of delivering Our Plan for Barnet, performance will be monitored during 2023-24 and a baseline for the year provided at the end of 2023-24.

For indicators with an annual reporting frequency, performance will be reported at the end of 2023-24.

Key:		Performance has met or exceeded target
		Performance was within 10% of the target
		Performance has not met target by 10% or more
		Target is Monitor so a RAG status cannot be determined

Caring for People - Key Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments	
Tackling inequalities	Number of sites in Barnet that are classed by the Alzheimer's Society as being Dementia Friendly	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	12	Q1 2023-24	Monitor	14	Improved		
	Social Prescribing - Number of people in contact with Social Prescribers/Prevention and Wellbeing Co-ordinators	Quarterly	Bigger is better	Number	Year to date	2022-23	7122	Q1 2023-24	Monitor	1872	Improved	Improved based on a quarter of 2022-23 outturn as this is for the whole year	
	Number of trained Mental Health Champions in the community	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	300	Q1 2023-24	Monitor	294	Worsened		
	Number of schools on the Resilient Schools Network	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	81	Q1 2023-24	Monitor	82	Improved		
	% of people quitting smoking after using a Local Authority funded or delivered service	Quarterly	Bigger is better	%	Snapshot for period	2022-23	54.3	As Baseline Data - reported quarterly in arrears				Not applicable	
	% of Year 6 pupils who are obese (including severe obesity)	Annual	Smaller is better	%	Snapshot for period	2021-22	34.9	Data reported annually				Not applicable	Benchmarking data for these indicators is available as part of Appendix C, Latest Available Benchmarking Data
	% of adults (aged 18+) classed as overweight or obese	Annual	Smaller is better	%	Snapshot for period	2021-22	7.1	Data reported annually				Not applicable	
	Cumulative % of the eligible population aged 40-74 offered an NHS Health Check who received one	Quarterly	Bigger is better	%	Year to date	2022-23	26.9	Q1 2023-24	Monitor		29.5	Improved	
	Food Dashboard indicator - Food Bank usage and Healthy Start uptake	Quarterly	Smaller is better	Number	Snapshot for period	2022-23	36289	As Baseline Data - reported quarterly in arrears				Not applicable	
	Number of businesses involved in the Healthier High Streets programme	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	52	Q1 2023-24	Monitor		106	Improved	
	Prevalence of Diabetes in the adult population (measured by QOF prevalence (17+ years))	Annual	Smaller is better	%	Snapshot for period	2021-22	6.7	Data reported annually				Not applicable	Benchmarking data for these indicators is available as part of Appendix C, Latest Available Benchmarking Data
	Prevalence of Dementia (measured by QOF prevalence (all ages))	Annual	Smaller is better	%	Snapshot for period	2021-22	0.6	Data reported annually				Not applicable	
	Number of residents supported through digital skills drop-ins and training activities	Annual	Bigger is better	Number	Year to date	Not applicable	New measure	Data reported annually				Not applicable	
	Number of residents provided with free devices or vouchers for free / cheap connections.	Annual	Bigger is better	Number	Year to date	Not applicable	New measure	Data reported annually				Not applicable	
	Number of businesses supported with digital skills and improved connectivity.	Annual	Bigger is better	Number	Year to date	Not applicable	New measure	Data reported annually				Not applicable	
Number of health and wellbeing events taking place in libraries	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor		79	Not applicable		
Reducing poverty	Financial support awarded to residents	Quarterly	Bigger is better	£	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	£700,657	Not applicable		

	% of residents completing the benefit calculator then going on to visit webpages to apply for national benefits such as Universal Credit and Pension Credit.	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	42.7	Not applicable	
	Number of job starts following Employment Projects	Quarterly	Bigger is better	Number	Year to date	2022-23	509	Q1 2023-24	Monitor	72	Worsened	Worsened based on a quarter of 2022-23 outturn as this is for the whole year
	Number of jobs sustained for 3 months	Quarterly	Bigger is better	Number	Year to date	2022-23	293	Q1 2023-24	Monitor	87	Improved	Improved based on a quarter of 2022-23 outturn as this is for the whole year
	Number of locations offering employment support services	Quarterly	Bigger is better	Number	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	4	Not applicable	
	Number of job starts in Growth Sectors	Quarterly	Bigger is better	Number	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	8	Not applicable	
	Number of businesses and partners who pay the London Living Wage	Quarterly	Bigger is better	Number	Year to date	31/03/2023	39	Q1 2023-24	Increase	41	Improved	
Living well	Number of visits across Better leisure facilities	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	1,436,109	Q1 2023-24	394,625	401,669	Improved	Improved based on a quarter of 2022-23 outturn as this is for the whole year
	Proportion of adults in contact with secondary mental health services living independently, with or without support	Annual	Bigger is better	%	Snapshot for period	2022-23	16.6	As Baseline Data			Not applicable	The 2021-22 performance for these Adult Social Care indicators is available as part of Appendix C, Latest Available Benchmarking Data
	Proportion of people using social care who receive self-directed support: (Adults, older people receiving self directed support in the year)	Annual	Bigger is better	%	Snapshot for period	2022-23	100	As Baseline Data			Not applicable	
	Proportion of people using social care who receive direct payments as part of self directed support (Adults receiving direct payments)	Annual	Bigger is better	%	Snapshot for period	2022-23	28.3	As Baseline Data			Not applicable	
	Proportion of new clients (65+) who received reablement services following discharge from hospital	Annual	Bigger is better	%	Snapshot for period	2022-23	88.3	As Baseline Data			Not applicable	
	Proportion of new clients (65+) who received reablement services following discharge from hospital	Annual	Bigger is better	%	Snapshot for period	2022-23	4.9	As Baseline Data			Not applicable	
	Number of libraries accredited as Dementia Friendly Venues	Quarterly	Bigger is better	Number	Snapshot for period	Not available at time of publication		Q1 2023-24	Monitor	2	Not applicable	

Caring for People - Outcome Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Tackling inequalities	Life expectancy at birth - slope of inequality index - Male	Annual	Smaller is better	Number (Years)	Cumulative over 3 years	2018-2020	6.7	Data reported annually			Not applicable	
	Life expectancy at birth - slope of inequality index - Female	Annual	Smaller is better	Number (Years)	Cumulative over 3 years	2018-2020	5.7	Data reported annually			Not applicable	
	Healthy Life Expectancy at birth - Male	Annual	Bigger is better	Number (Years)	Cumulative over 3 years	2018-2020	62.9	Data reported annually			Not applicable	
	Healthy Life Expectancy at birth - Female	Annual	Bigger is better	Number (Years)	Cumulative over 3 years	2018-2020	67.1	Data reported annually			Not applicable	
	Under 75 mortality rate from Cardiovascular diseases	Annual	Smaller is better	Rate per 100,000	Snapshot for period	2021	8.9	Data reported annually			Not applicable	Benchmarking data for these indicators is available as part of Appendix C, Latest Available Benchmarking Data
	Suicide rate per 100,000	Annual	Smaller is better	Rate per 1,000	Snapshot for period	2019-2021	7	Data reported annually			Not applicable	
	Ranking Barnet on Life Expectancy compared to all other London Boroughs	Annual	Bigger is better	Number	Snapshot for period	2021	7th	Data reported annually			Not applicable	
	% of residents who agree that their local area is a place where people from different backgrounds get on well together?	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	88	As Baseline Data			Not applicable	
	% of residents who agree the council promotes equal opportunities for all and equal access to quality services	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	67	As Baseline Data			Not applicable	

Reducing poverty	% Council Tax collected (in year)	Quarterly	Bigger is better	%	Year to date	2022-23	95.01	Q1 2023-24	Monitor	28.51	Not applicable	Council tax collection was previously reported based on collection over 4 years; for the purposes of this outcome it is more appropriate to measure in year collection
	% of Barnet residents employed	Quarterly	Bigger is better	%	Year to date	31/03/2023	76.5	Q1 2023-24	Monitor	70.9	Worsened	There are external factors which influence this which are out of the council's control
	% of residents who find employment after undertaking BOOST programmes	Quarterly	Bigger is better	%	Year to date	2022-23	50	Q1 2023-24	Monitor	42	Not applicable	2022-23 position was unusually high, so not comparable
Living well	% of adults (16+) active for at least 150 minutes per week (Active Lives)	Six Monthly	Bigger is better	%	Snapshot for period	Nov 2021 - Nov 2022	62.6	As Baseline Data			Not applicable	
	Overall customer experience (out of 5) (GLL Annual User Survey)	Annual	Bigger is better	%	Snapshot for period	2022-23	77	Data reported annually			Not applicable	
	% disabled people employed by the council	Annual	Bigger is better	%	Snapshot for period	March 2023	6.7	As Baseline Data			Not applicable	
	Proportion of adults with a learning disability in paid employment	Annual	Bigger is better	%	Snapshot for period	2022-23	8.2	As Baseline Data			Not applicable	The 2021-22 performance for these Adult Social Care indicators is available as part of Appendix C, Latest Available Benchmarking Data
	Proportion of adults with a learning disability who live in their own home or with their family	Annual	Bigger is better	%	Snapshot for period	2022-23	84.9	As Baseline Data			Not applicable	
	Outcome of short-term services: where sequel to service was either no ongoing support or support of a lower level	Annual	Bigger is better	%	Snapshot for period	2022-23	76.4	As Baseline Data			Not applicable	
	Social care reported quality of life – Impact of Social Care Services	Annual	Bigger is better	Number	Snapshot for period	2022-23	0.423	As Baseline Data			Not applicable	
	Proportion of people who use services who say that those services have made them feel safe and secure	Annual	Bigger is better	%	Snapshot for period	2022-23	88.2	As Baseline Data			Not applicable	

Caring for Our Places - Key Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Safe, attractive neighbourhoods and town centres	% of highways defects passed to the contractor for repair within 10 days of being notified or identified through cyclical inspection, following attendance, inspection and assessment	Quarterly	Bigger is better	%	Snapshot for period	2022-23	100	Q1 2023-24	100	100	Same	
	% of highways defects repaired within the prescribed timescales (Category 2 - 7 working days; Category 3 - 28 working days)	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	92	Q1 2023-24	90	94	Improved	
	% of residential roads visited once per quarter. All visited roads to be deemed within cleanliness grade B or above immediately post inspection	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	95	100	Not applicable	
	% of planned community skip locations with skip delivered per quarter	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	95	100	Not applicable	
	% of fly tips collected within Street Scene SLA times	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	Increase	80	Not applicable	

Quality, affordable homes	% of tenanted council properties compliant with the Decent Homes Standard	Quarterly	Bigger is better	%	Snapshot for period	2022-23	99.58	Q1 2023-24	100	95	Worsened	Savills recommended the stock condition surveys in May and have reported a high number of Housing Health and Safety Rating System (HHSRS) severe failures into the service in May and June. It has been found that the threshold for 'severe' categorisation has lowered in relation to damp and mould and the team have been booking in and dealing with all severe cases. The last 20% tranche of stock condition surveys are due to complete in August to give a 100% view of the stock and at 4 August, only six properties are outstanding from the 80% tranche previously completed.
	% of tenanted council properties with a current Landlord Gas Safety Record	Quarterly	Bigger is better	%	Snapshot for period	2022-23	99.9	Q1 2023-24	100	100	Improved	
	% of tenanted council properties for which all required fire risk assessments have been carried out	Quarterly	Bigger is better	%	Snapshot for period	2022-23	99.55	Q1 2023-24	100	100	Improved	
	% of repeat homelessness applications	Quarterly	Smaller is better	%	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	5.1	Not applicable	
	Number of homelessness preventions	Quarterly	Bigger is better	Number	Year to date	2022-23	1020	Q1 2023-24	237	294	Improved	
	Number of affordable homes completed	Annual	Bigger is better	Number	Year to date	2022-23	463	Data reported annually			Not applicable	
	Number of homes at 50% of market rent	Annual	Bigger is better	Number	Year to date	2022-23	252	Data reported annually			Not applicable	252 as baseline is made up of 70 complete units, 154 onsite; 28 with planning secured.
Borough of fun	Number of events in parks - organised by a charity / community group	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	17	Not applicable	46 park events 2022-23 - did not break down by type last year
	Number of events in parks - organised by LBB or jointly with The Mayor/Leader	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	1	Not applicable	
	Number of events in parks - organised by a commercial organisation	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	5	Not applicable	
	Number of events in parks - private	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	0	Not applicable	
	Number of attendees (estimate, based on max. number allowed)	Quarterly	Bigger is better	Number	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	44,184	Not applicable	
	Number of events and activities delivered at libraries	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	1,065	Q1 2023-24	Monitor	517	Not applicable	
	Number of attendees at cultural events at libraries	Quarterly	Bigger is better	Number	Snapshot for period	2022-23	20,788	Q1 2023-24	Monitor	10,791	Not applicable	
	Number of new or refurbished libraries delivered	Annual	Bigger is better	Number	Snapshot for period	Not available at time of publication		Data reported annually			Not applicable	

Caring for Our Places - Outcome Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Safe, attractive neighbourhoods and town centres	% of upheld complaints for the Street Scene service	Quarterly	Smaller is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	42	Not applicable	
	Number of empty business premises in town centres	Quarterly	Smaller is better	Number	Snapshot for period	45016	593	Q1 2023-24	Reduce	559	Improved	
	% of residents satisfied with street cleansing (RPS)	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	58	As Baseline Data			Not applicable	

	Perception of crime / ASB - % of residents who see these things as a problem / concern (RPS)	Biennial	Smaller is better	%	Snapshot for period	Q3 2021-22	25	As Baseline Data			Not applicable	
	% of residents satisfied with refuse and recycling services (RPS)	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	80	As Baseline Data			Not applicable	
Quality, affordable homes	% of council tenants who report that they are satisfied that their home is well-maintained	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	60	Not applicable	
	% of council tenants who report that they are satisfied that their home is safe to live in	Quarterly	Bigger is better	%	Snapshot for period	Not applicable	New measure	Q1 2023-24	Monitor	69	Not applicable	
	% of rough sleepers returning to the streets	Quarterly	Smaller is better	%	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	11.5	Not applicable	
	% of homes with Full Fibre coverage, delivered in partnership	Annual	Bigger is better	%	Year to date	2022-23	36.9	Data reported annually			Not applicable	
	Number of social housing lettings	Annual	Bigger is better	Number	Snapshot for period	2022-23	541	Data reported annually			Not applicable	541 as baseline consists of 272 LBB lettings incl HRA acquisitions; 269 Registered Providers' lettings (including 60 ODH lettings)
Borough of fun	% of residents who agree that LBB is making the local area a better place for people to live	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	68	As Baseline Data			Not applicable	

Caring for The Planet - Key Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Journey to net zero	% of household waste recycled, composted or reused	Quarterly - in arrears	Bigger is better	%	Snapshot for period	Q4 2022-23	24.6	As Baseline Data - reported quarterly in arrears			Not applicable	
	Number of Electric Vehicle Charging Points installed	Quarterly	Bigger is better	number	Snapshot for period	2022-23	463	Q1 2023-24	Monitor	0	Not applicable	No installations were planned for Q1
	Barnet's organisation-based carbon emissions (measured ktCo2e)	Annual	Smaller is better	Number	Snapshot for period	Not applicable	New measure	Baseline position being calculated				
	Number of sustainability engagement events held	Quarterly	Bigger is better	number	Year to date	Not applicable	New measure	Q1 2023-24	2	2	Not applicable	
	Number of activities delivered to engage green businesses	Annual	Bigger is better	Number	Year to date	Not applicable	New measure	Data reported annually			Not applicable	
	Number of businesses engaged	Annual	Bigger is better	Number	Year to date	Not applicable	New measure	Data reported annually			Not applicable	
	Number of new programmes/courses launched to support career development in green industries	Quarterly	Bigger is better	Number	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	1	Not applicable	
Enhancing the local environment	Highways' compliance with managing the performance of the contractor delivering the annual gully cleansing programme	Quarterly	Bigger is better	%	Year to date	2022-23	90	Q1 2023-24	100	100	Improved	
	% of task orders for Gully, Catchpit and Soakaway Cleaning completed on time	Quarterly	Bigger is better	%	Year to date	2022-23	90	Q1 2023-24	90	94	Improved	
	Number of trees planted	Quarterly	Bigger is better	Number	Year to date	2022-23	847	Q1 2023-24	0	0	Not applicable	Planting season begins in Q3

Caring for The Planet - Outcome Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Journey to net zero	Number of Kw hours of charging undertaken	Quarterly	Bigger is better	kW/hr	Snapshot for period	2022-23	1813512	Q1 2023-24	Increase	331895	Improved	Performance in Q1 2022-23 was 169,075
	Barnet's place-based carbon emissions (measured ktCo2e)	Annual	Smaller is better	Number	Snapshot for period	Not applicable	New measure	Baseline position being calculated				
Enhancing the local environment	% of residents satisfied with refuse and recycling services	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	80	As Baseline Data			Not applicable	

Engaged and Effective Council - Key Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Improving access to services	% of customers who are satisfied with the telephony experience	Quarterly	Bigger is better	%	Snapshot for period	2022-23	92	Q1 2023-24	89	92.7	Improved	
	% of customers who are satisfied with the service on the web	Quarterly	Bigger is better	%	Snapshot for period	2022-23	66.1	Q1 2023-24	65	64.9	Worsened	Dialogue is ongoing to confirm the official result and potential reason for not meeting target
	% of cases resolved via self service using online forms and automated phone lines	Quarterly	Bigger is better	%	Snapshot for period	2022-23	69	Q1 2023-24	50	71.6	Improved	
	% accessibility performance score on the web	Quarterly	Bigger is better	%	Snapshot for period	2022-23	84.2	Q1 2023-24	Monitor	70.2	Worsened	

Engaged and Effective Council - Outcome Performance Indicators

Theme	Indicator Title	Frequency	Polarity	Unit	Year to Date or Snapshot for Period	Baseline As At	Baseline Actual	Latest Available Data	Target This Period	Actual This Period	DoT (from Baseline)	Comments
Community participation	% of FOI requests answered with published data	Quarterly	Bigger is better	%	Year to date	Not applicable	New measure	Q1 2023-24	Monitor	29	Not applicable	
	% of residents who feel Barnet Council keeps residents informed about what they are doing	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	70	As Baseline Data			Not applicable	
	% of residents who feel Barnet Council listens to concerns of local residents	Biennial	Bigger is better	%	Snapshot for period	Not applicable	New measure	Data being gathered at next Residents' Perception Survey, due to take place in Q3 2023-24				
	% of residents who feel Barnet Council involves residents when making decisions	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	56	As Baseline Data			Not applicable	
	% of residents who feel Barnet Council acts on the concerns of local residents	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	57	As Baseline Data			Not applicable	
Improving access to services	% of residents who agree LBB is improving their customer services (resident experience) (RPS)	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	57	As Baseline Data			Not applicable	
	% of residents who agree that it is easy to access council services (RPS)	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	64	As Baseline Data			Not applicable	
	% of residents who agree that LBB promotes equal access to quality services (RPS)	Biennial	Bigger is better	%	Snapshot for period	Q3 2021-22	67	As Baseline Data			Not applicable	
A Great Place to Work	% representation of people who identify as LGBTQ+	Annual	Bigger is better	%	Snapshot for period	March 2023	3.7	As Baseline Data			Not applicable	
	% of staff who identify as being Disabled	Annual	Bigger is better	%	Snapshot for period	March 2023	6.7	As Baseline Data			Not applicable	