

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 Q3, we have only included those indicators with new data for Q3 2023-24 in order to focus the detail of the report; trend data for Q1 and Q2 has also been included for context.

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
Baseline As At *	For 2022-23 this is the full financial year

Caring for People - Key Performance Indicators															
Theme	Indicator Title	Frequency	Polarity	Unit	Cumulative Year to Date or Number for Period	Baseline As At *	Baseline Actual	Latest Available Data	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	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	Cumulative year to date	2022-23	12	Q3 2023-24	Monitor	21	Improved	15	14	This is a cumulative indicator: there were 12 sites at the end of 2022-23 and this has now increased to 21.	
	Social Prescribing - Number of people in contact with Social Prescribers/Prevention and Wellbeing Co-ordinators	Quarterly	Bigger is better	Number	Cumulative year to date	2022-23	7521	Q3 2023-24	Monitor	5969	Improved	2297	1872	Improved based on 75% of 2022-23 full year result	
	Number of Health Champions in the community who received specialist mental health training	Quarterly	Bigger is better	Number	Cumulative year to date	31/03/2023	0	31/12/2023	Monitor	6	Improved	6	0	Specialist mental health training is a new initiative for 2023-24.	
	Number of schools on the Resilient Schools Network	Quarterly	Bigger is better	Number	Number for period	2022-23	81	Q3 2023-24	Monitor	83	Improved	81	82		
	% of people quitting smoking after using a Local Authority funded or delivered service	Quarterly - in arrears	Bigger is better	%	Number for period	2022-23	54.3	Q2 2023-24	40		49	Worsened	51.8		As Baseline Data - reported quarterly in arrears Performance naturally fluctuates between quarters depending on numbers of people accessing the service and how they respond to support offered. However the Q3 result continues to exceed target and remains within the acceptable thresholds as set by the NHS (35 - 70%).
	Cumulative % of the eligible population aged 40-74 offered an NHS Health Check who received one	Quarterly	Bigger is better	%	Cumulative year to date	2022-23	26.9	Q3 2023-24	Monitor	27	Improved	29.5	28		
	Food Dashboard Indicator - Food Bank usage and Healthy Start uptake	Quarterly	Smaller is better	Number	Number for period	2022-23	36289	Q3 2023-24	Monitor	43005	Worsened	37777			As Baseline Data - reported quarterly in arrears Foodbank usage continued to increase, thought to be due to the cost of living crisis but also as a result of promotion of support services by council services and partners.
	Number of businesses involved in the Healthier High Streets programme	Quarterly	Bigger is better	Number	Number for period	2022-23	52	Q3 2023-24	Monitor	107	Improved	107	106		
	Number of health and wellbeing events taking place in libraries	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	96	Not applicable	135	79		
Reducing poverty	Financial support awarded to residents	Quarterly	Bigger is better	£	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	£1.723m	Not applicable	£1.109m	£700,657		
	% 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	%	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	34	Not applicable	42	42.7		
	Number of job starts following Employment Projects	Quarterly	Bigger is better	Number	Cumulative year to date	2022-23	509	Q3 2023-24	Monitor	317	Worsened	122	91	Last year included outcomes from the JETS project delivered by BOOST and Shaw Trust, which provided additional funding and resource. The funding for this has now ended.	
	Number of jobs sustained for 3 months	Quarterly	Bigger is better	Number	Number for period	2022-23	293	Q3 2023-24	Monitor	64	Worsened	62	87		
	Number of locations offering employment support services	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	10	Not applicable	8	4		
	Number of job starts in Growth Sectors	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	56	Not applicable	36	8		
	Number of businesses and partners who pay the London Living Wage	Quarterly	Bigger is better	Number	Cumulative year to date	31/03/2023	39	Q3 2023-24	Increase	43	Improved	41	41		
Living well	Number of visits across Better leisure facilities	Quarterly	Bigger is better	Number	Number for period	2022-23	1436109	Q3 2023-24	394,625	339,222	Worsened	372,750	401,669	Target is evenly split across all four quarters and Q3 is the quietest in terms of footfall. Q4 is busy and the end of year target should be reached. Q3 2023-24 has worsened compared to one quarter of annual baseline total for 2022-23.	
	Number of libraries accredited as Dementia Friendly Venues	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	0	2	No additional libraries accredited but Dementia Friendly signage included in Chipping Barnet refurbishment.	

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Reducing poverty	Number of families in temporary accommodation	Quarterly	Smaller is better	Number	Number for period	31/03/2023	1108	Q3 2023-24	Monitor	1,150	Worsened	1168	1126	The number of families in temporary accommodation (TA) has increased, as has the total households in TA, mainly due to the rising cost of rental properties and decline in the supply of private rented properties. However, the latest position reflects a slight decrease in the proportion of families in TA which was 53% at the end of 2022-23 and is now 51%.
	% Council Tax collected (in year)	Quarterly	Bigger is better	%	Cumulative year to date	2022-23	95.01	Q3 2023-24	Monitor	78.93	Not applicable	53.59	28.51	Council Tax collection was previously reported based on collection over four years; for the purposes of this outcome it is more appropriate to measure in-year collection
	% of Barnet residents employed	Quarterly	Bigger is better	%	Cumulative year to date	31/03/2023	76.5	Q3 2023-24	Monitor	69	Worsened	71.4	70.9	There are external factors which influence this which are out of the council's control such as the economy, Brexit and the lasting impact of Covid-19.
	% of residents who find employment after undertaking BOOST programmes	Quarterly	Bigger is better	%	Cumulative year to date	2022-23	50	Q3 2023-24	Monitor	53	Improved	47	42	
Family Friendly	% of schools rated Good and Outstanding	Annual	Bigger is better	%	Snapshot for period	2021-22	98.4	2022-23	Monitor	95.3	Worsened	These indicators are available annually in line with the academic year so the 2022-23 data became available during Q3.		While the % of schools rated Good or Outstanding has dropped compared to 2021-22, Barnet remains above the national average of 89% and London average of 95.2%.
	% of children having reached a Good Level of Development at the end of the Early Years Foundation Stage	Annual	Bigger is better	%	Snapshot for period	2021-22	64.7	2022-23	Monitor	70.4	Improved			
	Attainment 8 - pupils' performance in 8 GCSE-level qualifications	Annual	Bigger is better	%	Snapshot for period	2021-22	58.1	2022-23	Monitor	57	Worsened			While the Attainment 8 score has dropped slightly compared to 2021-22, Barnet remained the 3rd best performing local authority in the country.
	Progress 8 - pupils' progress made between primary school and the end of GCSEs	Annual	Bigger is better	%	Snapshot for period	2021-22	0.49	2022-23	Monitor	0.64	Improved			

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	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	%	Number for period	2022-23	100	Q3 2023-24	100	100	Same	100	100	
	% of highways defects repaired within the prescribed timescales (Category 2 - 7 working days; Category 3 - 28 working days)	Quarterly	Bigger is better	Number	Number for period	2022-23	92	Q3 2023-24	90	97.6	Improved	100	90.16	
	% 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	%	Number for period	Not applicable	New measure	Q3 2023-24	95	100	Not applicable	100	100	
	% of planned community skip locations with skip delivered per quarter	Quarterly	Bigger is better	%	Number for period	Not applicable	New measure	Q3 2023-24	95	100	Not applicable	100	100	
	% of fly tips collected within Street Scene SLA times	Quarterly	Bigger is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Increase	96	Not applicable	98	80	
Quality, affordable homes	% of tenanted council properties compliant with the Decent Homes Standard	Quarterly	Bigger is better	%	Number for period	2022-23	99.6	Q3 2023-24	100	99.83	Improved	99.5	95	There were 16 non-decent homes as at end of Q3; all are in progress with appointments booked to rectify the issues.
	% of tenanted council properties with a current Landlord Gas Safety Record	Quarterly	Bigger is better	%	Number for period	2022-23	99.9	Q3 2023-24	100	100	Improved	100	100	
	% of tenanted council properties for which all required fire risk assessments have been carried out	Quarterly	Bigger is better	%	Number for period	2022-23	99.6	Q3 2023-24	100	100	Improved	100	100	
	% of repeat homelessness applications	Quarterly	Smaller is better	%	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	5.3	Not applicable	7.5	5.1	
	Number of homelessness preventions	Quarterly	Bigger is better	Number	Cumulative year to date	2022-23	1020	Q3 2023-24	712	1028	Improved	633	294	
Borough of fun	Number of events in parks - organised by a charity / community group	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	60	Not applicable	10	17	

Theme	Indicator Title	Frequency	Polarity	Unit	Cumulative Year to Date or Number for Period	Baseline As At *	Baseline Actual	Latest Available Data	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
	Number of events in parks - organised by LBB or jointly with The Mayor/Leader	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	1	1	No planned events in Q3
	Number of events in parks - organised by a commercial organisation	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	7	5	
	Number of events in parks - private	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	0	Not applicable	0	0	
	Number of attendees (estimate, based on max. number allowed)	Quarterly	Bigger is better	Number	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	58,260	Not applicable	53638	44184	
	Number of events and activities delivered at libraries	Quarterly	Bigger is better	Number	Number for period	2022-23	1,065	Q3 2023-24	Monitor	518	Improved	320	517	These are events delivered specifically by or in partnership with the library service and do not include any events delivered by third parties booking library rooms
	Number of attendees at cultural events at libraries	Quarterly	Bigger is better	Number	Number for period	2022-23	20,788	Q3 2023-24	Monitor	10,909	Not applicable	7317	10791	The number of attendees are directly linked to the number of events delivered. Year to date, over 29,000 residents have attended events at libraries, compared to just under 21,000 for the whole of 2022-23.

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Safe, attractive neighbourhoods and town centres	% of upheld complaints for the Street Scene service	Quarterly	Smaller is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	53	Not applicable	61	43.3	
Quality, affordable homes	% of council tenants who report that they are satisfied that their home is well-maintained	Quarterly	Bigger is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	No survey completed	Not applicable	57.1	60	No surveys completed in Q3
	% of council tenants who report that they are satisfied that their home is safe to live in	Quarterly	Bigger is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	No survey completed	Not applicable	65.7	69	No surveys completed in Q3
	% of rough sleepers returning to the streets	Quarterly	Smaller is better	%	Number for period	Not applicable	New measure	Q3 2023-24	Monitor	8.7	Not applicable	4	11.5	

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Journey to net zero	% of household waste recycled, composted or reused	Quarterly - in arrears	Bigger is better	%	Number for period	2022-23	27.3	Q2 2023-24	Monitor	31.9	Improved	27		As Baseline Data - reported quarterly in arrears. Latest data is Q2 2023-24 as reported quarterly in arrears
	Number of Electric Vehicle Charging Points installed	Quarterly	Bigger is better	number	Number for period	2022-23	463	Q3 2023-24	Monitor	6	Not applicable	0	0	The majority of charging points are installed in Q4 each year, due to the timescales for procurement which needs to take place before installations can be carried out
	Number of sustainability engagement events held	Annual	Smaller is better	Number	Number for period	2021-22	182.8	2022-23	Reduce	173.9	Improved	As Baseline Data	As Baseline Data	The 2022-23 position was confirmed in Q3 2023-24
	Number of sustainability engagement events held	Quarterly	Bigger is better	Number	Cumulative year to date	Not applicable	New measure	Q3 2023-24	4	4	Not applicable	0	2	
	Number of new programmes/courses launched to support career development in green industries	Quarterly	Bigger is better	Number	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	3	Not applicable	2	1	
Enhancing the local environment	Highways' compliance with managing the performance of the contractor delivering the annual gully cleansing programme	Quarterly	Bigger is better	%	Cumulative year to date	2022-23	90	Q3 2023-24	100	99.32	Improved	100	100	
	% of task orders for Gully, Catchpit and Soakaway Cleaning completed on time	Quarterly	Bigger is better	%	Cumulative year to date	2022-23	90	Q3 2023-24	90	100	Improved	100	94	
	Number of trees planted	Quarterly	Bigger is better	Number	Cumulative year to date	2022-23	847	Q3 2023-24	1000	1135	Improved	0	0	

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Journey to net zero	Number of Kw hours of charging undertaken	Quarterly	Bigger is better	kW/hr	Number for period	2022-23	1813512	Q3 2023-24	Increase	473,902	Improved	343,586	331,895	Performance in Q3 2022-23 was 205,841; performance for Q3 2023-24 shows an improvement compared to Q3 last year
	Barnet's place-based carbon emissions (measured ktCo2e)	Annual	Smaller is better	Number	Number for period	2019	1215	2021	Reduce	1,127	Improved	As Baseline Data	As Baseline Data	The latest place-based position was published by the GLA in Q3 2023-24; this is for 2021

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Improving access to services	% of customers who are satisfied with the telephony experience	Quarterly	Bigger is better	%	Number for period	2022-23	92	Q3 2023-24	89	93.1	Improved	93.4	92.7	
	% of customers who are satisfied with the service on the web	Quarterly	Bigger is better	%	Number for period	2022-23	66.1	Q3 2023-24	65	72.5	Improved	69.5	64.9	
	% of cases resolved via self service using online forms and automated phone lines	Quarterly	Bigger is better	%	Number for period	2022-23	69	Q3 2023-24	50	76.9	Improved	73.9	71.6	
	% accessibility performance score on the web	Quarterly	Bigger is better	%	Number for period	2022-23	84.2	Q3 2023-24	Monitor	71.6	Worsened	88.2	70.2	A website re-platform took place during Q3 which caused the software that measures this indicator to not recognise the parameters that had previously been put in place, reducing the score considerably. This was compounded by a code change in Google Translate which affected every page on the website.

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	Q3 Target	Q3 Actual	DoT (from Baseline)	Q2 Actual	Q1 Actual	Comments
Community participation	% of FOI requests answered with published data	Quarterly	Bigger is better	%	Cumulative year to date	Not applicable	New measure	Q3 2023-24	Monitor	29	Not applicable	28	29	