Appendix 1

Priority	Monthly KPI	Unit	Freq.	Big/Small is better	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Latest Target	End of Year Target	DOT (since last year)	RAG Status
Create a great place for learning and opportunity	16-19 yr old Not in Education, Employment or Training (NEET)	%	M	Small	5.5	5.3	5.7	5.5	6.2	6.5	6.3	6.7	7.2	6.2	5.6	5.3	5.3	5.4	5.4	Better	G
	Children subject to Child Protect Plan*	Rate	M	-	69	68	71	75	73	66	56	49	49	48	43.7	42.4	42	---	---	Better	n/a
	Rate of Looked After Children*	Rate	M	-	74	74	74	75	74	76	73	75	77	78	76.6	78	75	---	---	Worse	n/a
	% of primary schools judged "good" or better	%	Q	Big	57		64.7			72.7			75.8			75.8		81	84	Better	A
	KS2 Attainment – Achievement at Level 4+ in Reading, Writing & Maths	%	Q	Big	n/a		72.3			76.8			76.8			76.8		78	78	Better	A
	NEW KS2 Attainment – Achievement at Level 5+ in Reading, Writing & Maths	%	Q	Big	n/a		n/a			20.1			20.1			20.2		22	22	n/a	A
	Achievement of Level 2 qualification at 19	%	Q	Big	82		82.2			87.2			87.2			87.2		n/a	89	Better	n/a
	Achievement of Level 3 qualification at 19	%	Q	Big	49.2		49.2			52.8			52.8			52.8		n/a	56	Better	n/a
	Number of free places available for two year olds to access early years education in the borough	%	Q	Big	n/a		621			726			973			1024		1024	1024	n/a	G
	NEW Number of free places accessed for two year olds for early years education in the borough	%	Q	Big	n/a		406			455			657			748		1024	1024	n/a	R
	NEW LAC KS2 Attainment – Achievement at Level 4+ in Reading, Writing and Maths	%	Q	Big	n/a		n/a			50			53			53		59	59	n/a	A
	NEW LAC KS4 Attainment – 5+ A*-C (including English and Maths GCSEs)	%	Q	Big	n/a		n/a			5			7			9.5		n/a	15	n/a	n/a
	NEW Average time (in days) for a child to be adopted (3 year average)	%	Q	Small	n/a		n/a			784			710			710		547	547	n/a	R
	NEW Average time (in days) between placement order and placement for adoption (3 year average)	%	Q	Small	n/a		n/a			323			244			244		152	152	n/a	R
Encourage and promote job creation and economic prosperity	% of Major planning applications processed in 13 weeks	%	M	Big	67.4	66.7	68.1	65.4	50	75	77.8	72.7	75	80	83.3	85	85.7	70	70	Better	G
	% of Minor planning applications processed in 8 weeks	%	M	Big	93.1	93.3	93	91.7	100	97.1	97.9	92.3	93.5	94.7	91.8	90.4	88.5	88	88	Worse	G
	No of apprenticeships within the council	No	M	Big	44	58	62	65	2	4	15	18	20	24	27	27	35	52	65	Worse	R
	No of jobs created through the Thurrock TIGER programme	No	M	Big	45	45	66	66	0	18	18	18	18	18	87	87	87	80	100	Better	G
	No of businesses supported by Low Carbon Business Programme	No	Q	Big	460	n/a	n/a	456		176			226			n/a			290	n/a	n/a
Build pride, responsibility and respect to create safer communities	% satisfaction with housing repairs	%	M	Big	78.9	82	83	83	85	85	87	88	85	85	85	83	85	80	80	Better	G
	No of Well Homes Assessments completed	No	Q	Big	n/a	n/a	n/a	n/a		21			107 (128)			100 (228)		280	400	n/a	R
	Average time to relet Council properties	Days	M	Small	34.1	34	35.6	26.9	35	35	35	29.9	32	38.6* (30.5)	30.5	30.5	30.3	38	35	Better	G
	% General Satisfaction of tenants with neighbourhoods/services provided by Housing	%	M	Big	n/a		n/a		71	72	72	67	67	69%	70%	74%	70%	75	75	n/a	A
	Number of volunteer opportunities in the council	No	Q	Big	247		224			252			247			251		250	250	Better	G
	NEW % of properties transformed against planned programme (based on 2000 prop)	%	Q	Big	n/a		n/a			100			100			100		100	100	Better	G
	% of young people who reoffend after a previously recorded offence	%	Q	Small	n/a		25			27			20			24		25	25	Better	G

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	% of offenders who successfully complete substance misuse treatment & don't represent	%	Q	Big	100		100			n/a			n/a			n/a			n/a	n/a	n/a	n/a
Improve health and well-being	Permanent admissions to residential / nursing homes per 100K pop. 18yrs+	Rate	M	Small	87	98	109	127	7	16	20	25	37	56	71	79 (85 REVISED)	88	88	110	In line	G
	% adult social care users in receipt of Self Directed Support	%	M	Big	72	72	72	71	68	69	69.7	70.4	70.9	72	71.9	72	72	75	75	In line	A
	No of households assisted to move to a smaller property (downsize)	No	M	Big	88	98	103	107	3	9	15	18	21	24	33	41	49	36	48	Worse	G
	Obesity: % of weight management course attendees who lose 5% of original weight	%	Q	Big	44		43			54			56			50		40	40	Better	G
	Smoking cessation in most disadvantaged areas	%	Q	Big	44		44			34			34			35		35	35	Worse	G
	% older people still at home 91 days after discharge	%	Q	Big	90		89.9			90			82			92		93	93	Better	A
Promote and protect our clean and green environment	% Household waste reused/ recycled/ composted	%	M	Big	42.14	41.41	40.6	40	48	49	45	44	43	43.5	43	37	36	39.6	45	Worse	R
	Municipal waste sent to landfill	%	M	Small	21	19.3	19.6	23.2	13	12	17	18	17	20.8	20	20.2	19	19	19	Better	G
	% of targeted funding successfully awarded for Environmental programmes	%	Q	Big	100		100			100			100			data no longer collected		25	25	n/a	n/a
	Number of visitors to the boroughs managed natural areas	No	Q	Big	482356		612180			165000 (Prov)			314,616			data no longer collected		n/a	625,000	n/a	n/a
	Street Cleanliness - a) Litter	Score	3 times	Small		3.89				1.81				1.8				5	5	Better	G
	Street Cleanliness - b) Detritus	Score	3 times	Small		4.11				1.97				1.9				5	5	Better	G
	Street Cleanliness - c) Graffiti	Score	3 times	Small		0.89				0.33				0.3				3	3	Better	G
	Street Cleanliness - d) Fly-posting	Score	3 times	Small		0				0				0				1	1	In line	G
Well - run organisation	Average sickness absence per employee	Days	M	Small	8.36	9.5	10.38	11.15	0.68	1.57	2.44	3.34	3.98	4.99	6.03	7.06	8.04	6.25	9	Better	A
	% long term sickness	%	M	Small	53	52	51	51	50	47	49	49	50	50	51	51	50	38	34	Better	A
	% stress/stress related absence	%	M	Small	25.7	25.6	25.47	25.34	22.66	21.67	22.7	22.25	28.57	24.1	21.52	19	20.5	21	20	Better	G
	Overall variance on General Fund	%	M	0	0	0	0	-0.4	n/a	n/a	0	0	0	0	0	0	0	0	0	In Line	G
	Overall variance on HRA	£k	M	0	-300	-300	-300	-460	n/a	n/a	0	0	0	0	0	-617	-413	0	0	Better	G
	Overall spend to budget on Capital Programme	%	Q	Big	42		81.43			10.96			28			65		65	90	Better	G
	% invoices paid within timescale	%	M	Big	92.74	92.39	92.52	92.88	95.28	95.09	95.84	94.59	93.92	91.81	93.97	94.37	94.56	97	97	Better	A
	% Council Tax collected	%	M	Big	79.79	88.08	93.56	98.5	10.42	19.19	27.94	36.56	45.32	53.98	62.8	71.28	79.77	80.05	98.9	In Line	A
	% National Non-Domestic Rates (NNDR) collected	%	M	Big	88.66	97.32	98.67	98.17	9.66	20.6	29.89	39.08	48.54	57.72	66.37	74.97	83.91	88.43	99.3	Worse	R
	% Rent collected	%	M	Big	97.45	97.37	97.6	99.7	77.63	84.48	90.88	92.22	92.84	94.9	95	95.5	97.1	97.25	99.5	Worse	A
	% timeliness of all Complaints	%	M	Big	97.5	97.56	97.64	97.36	98.54	98.93	99.29	99.12	98.69	98.88	98.8	98.21	98.19	97	97	Better	G
	% all Complaints upheld	%	M	Small	48.95	48.44	47.87	47.83	44.53	38.43	37.83	39.82	41.63	42.29	42.19	43.34	42.94	45	45	Better	G