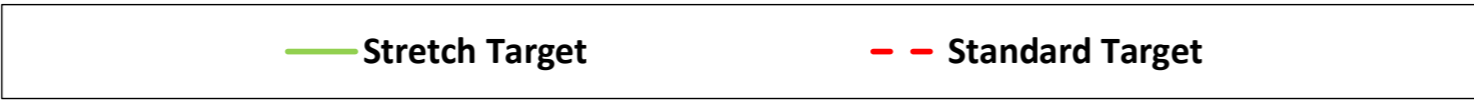
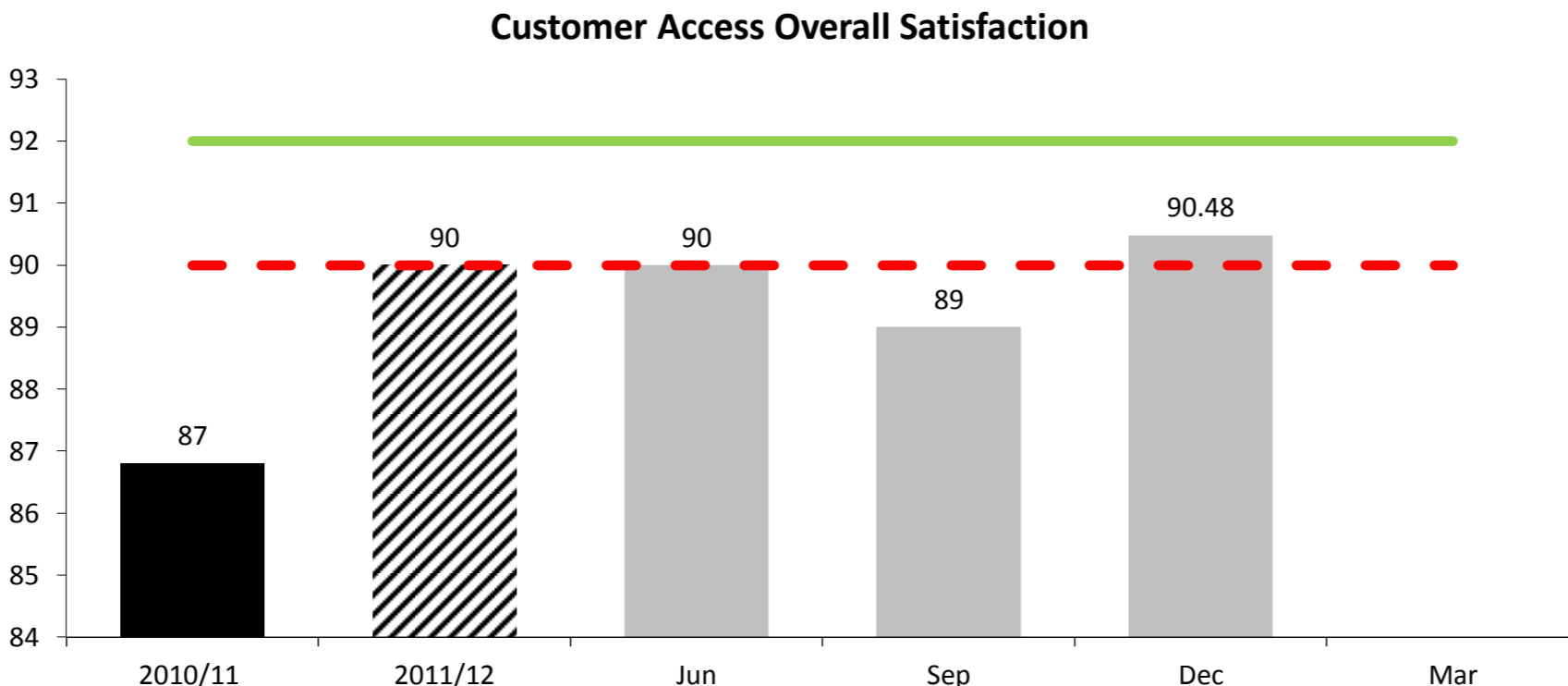
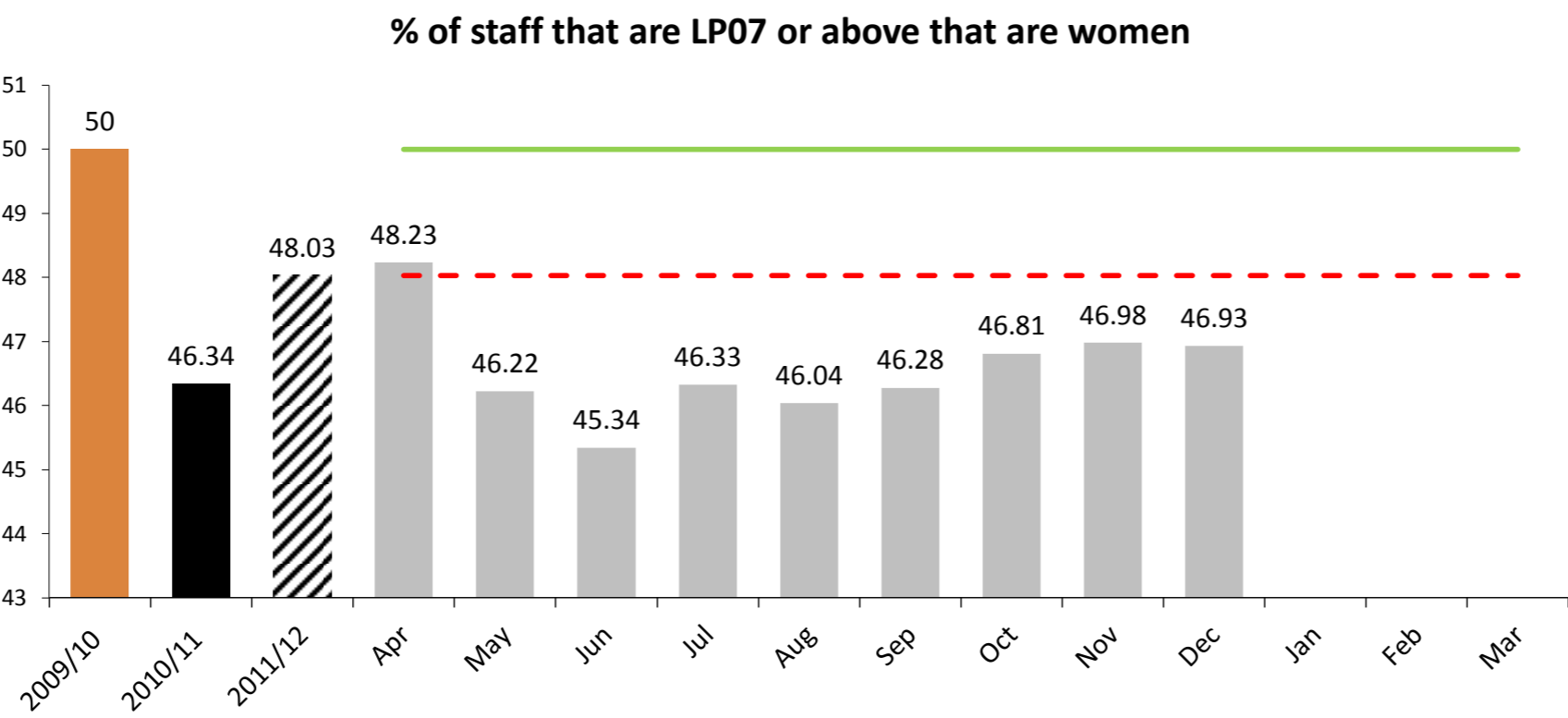

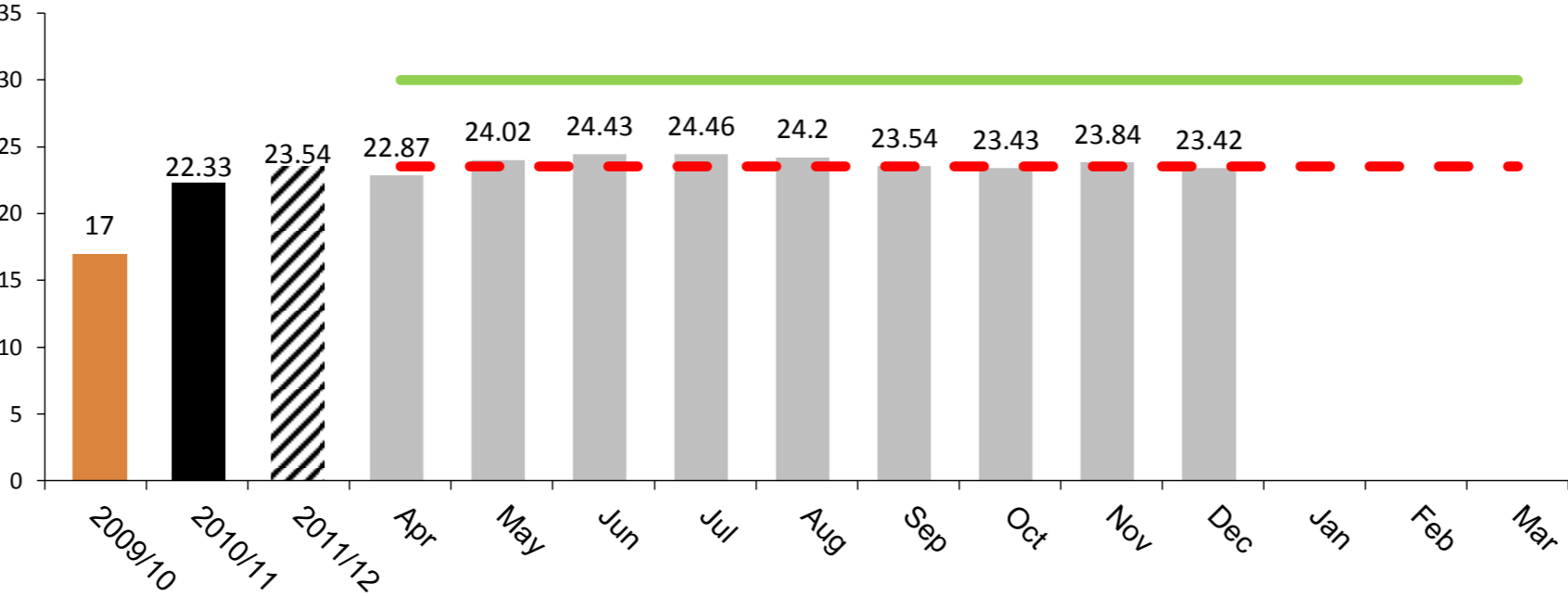
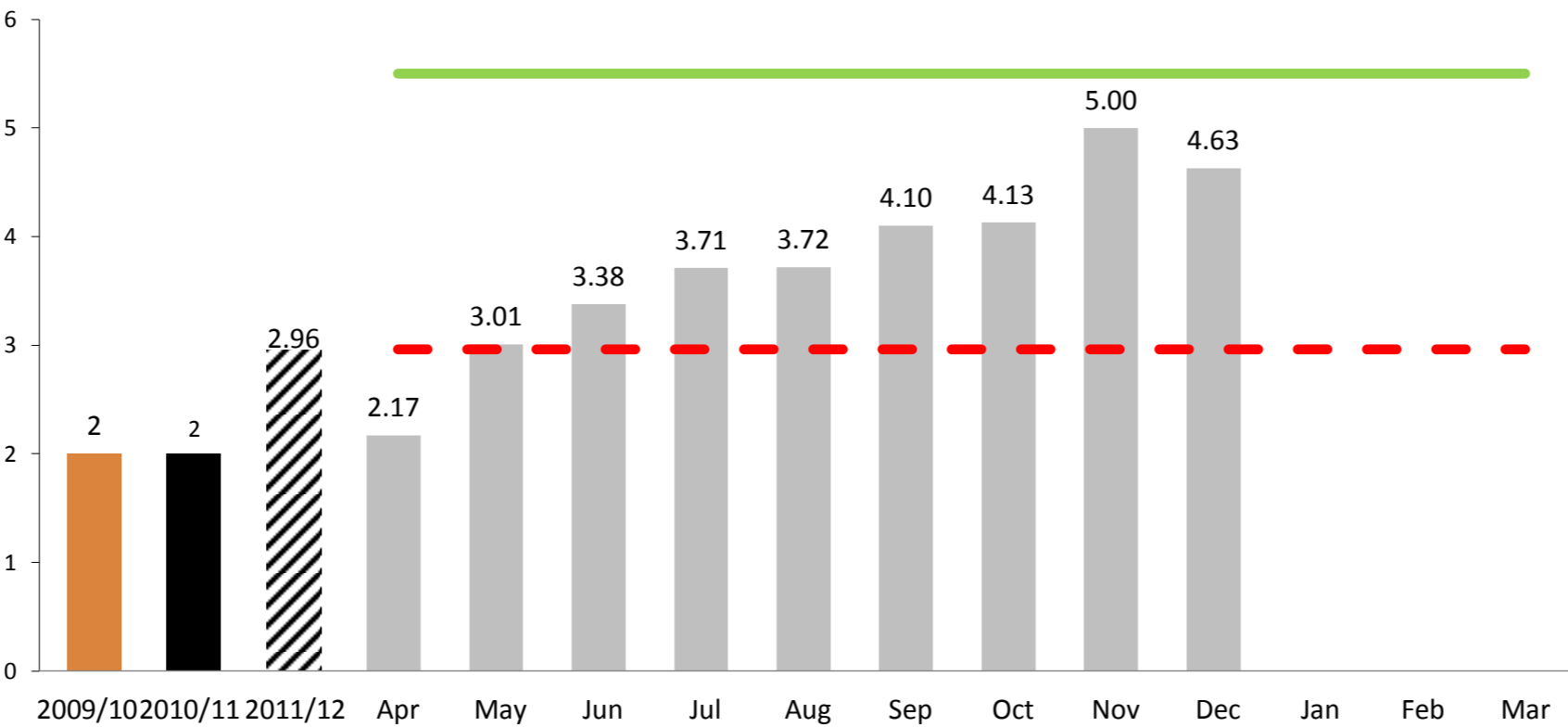
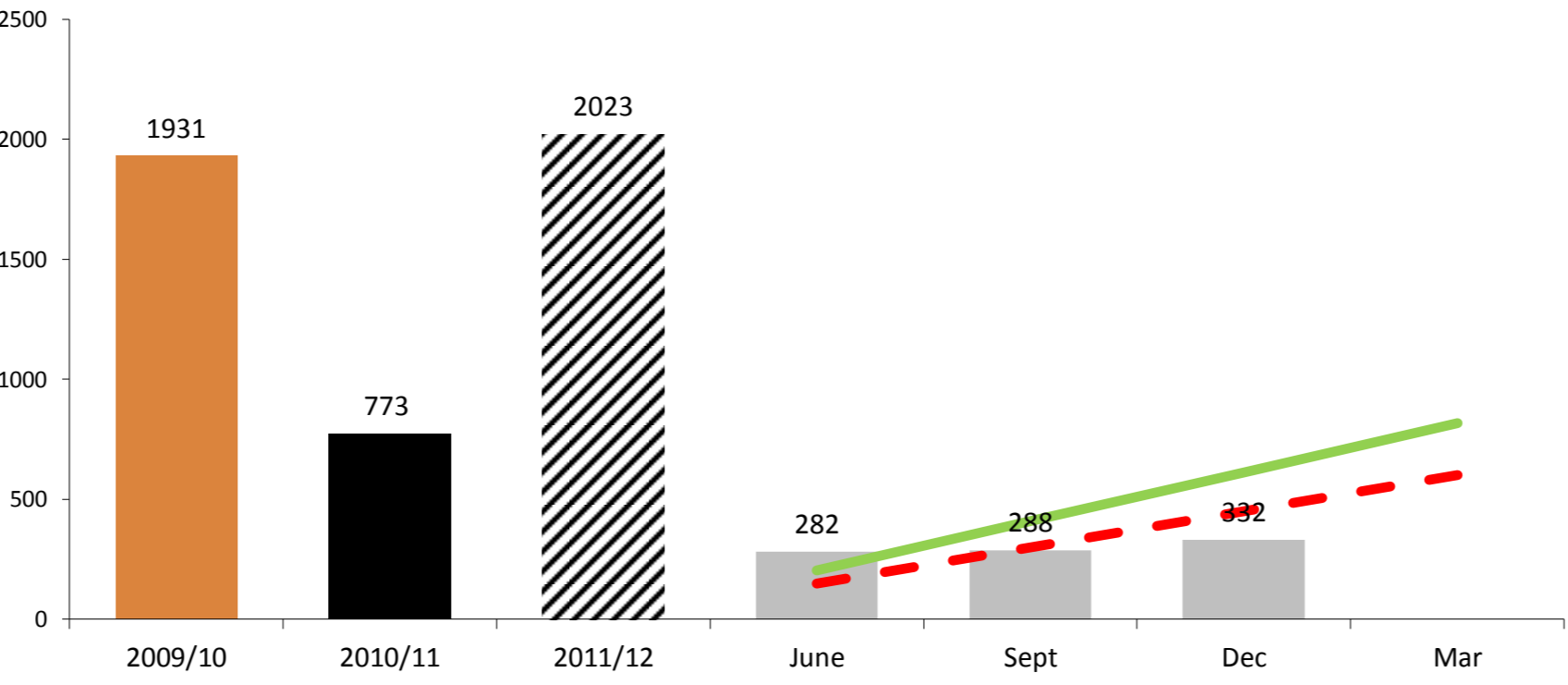
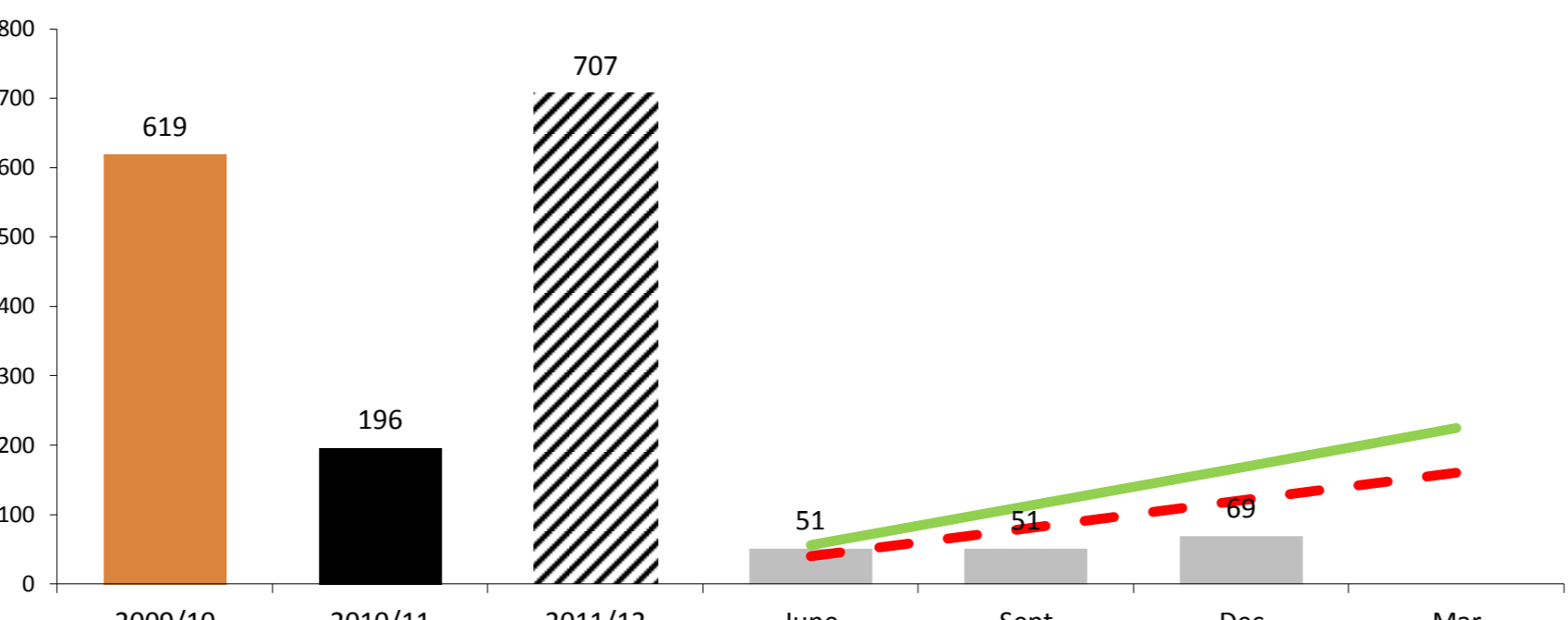
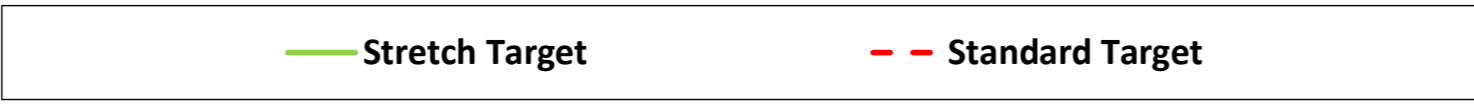
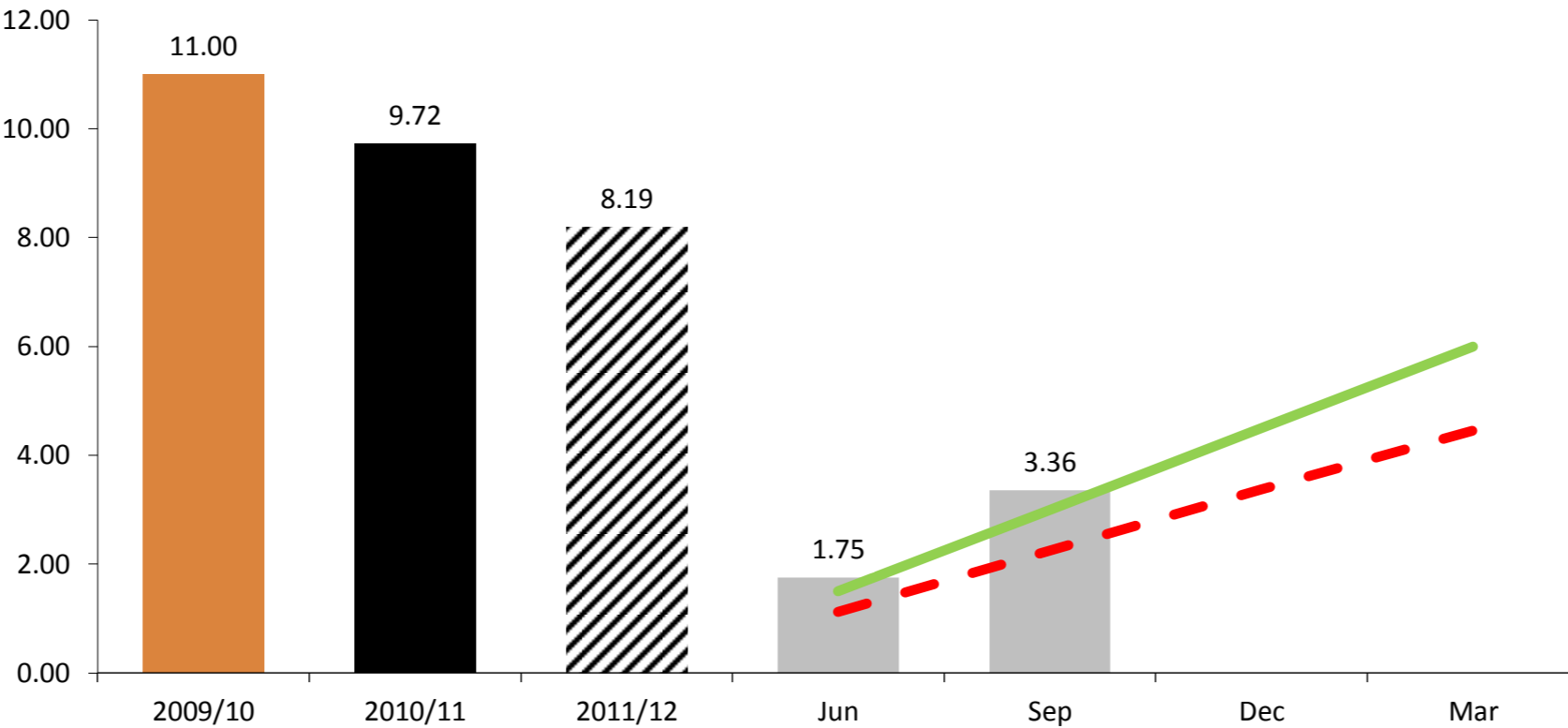
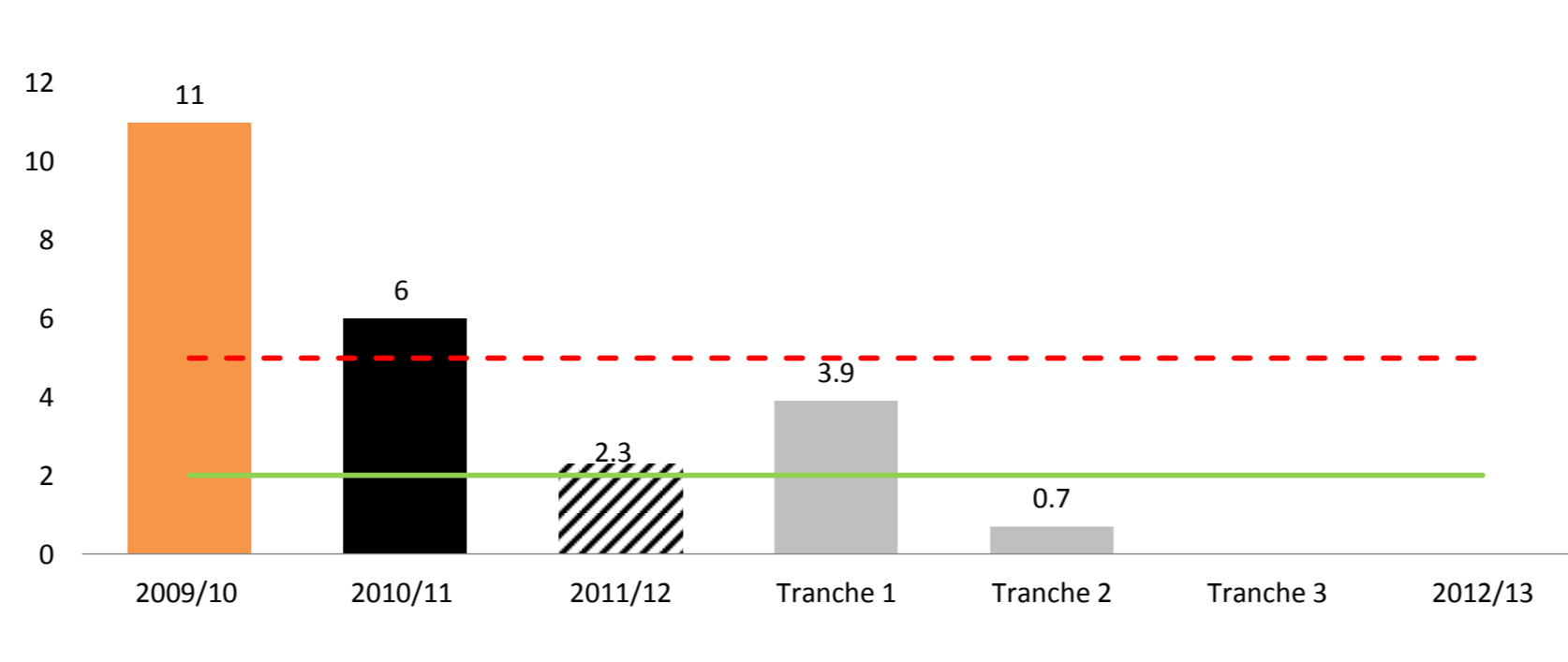
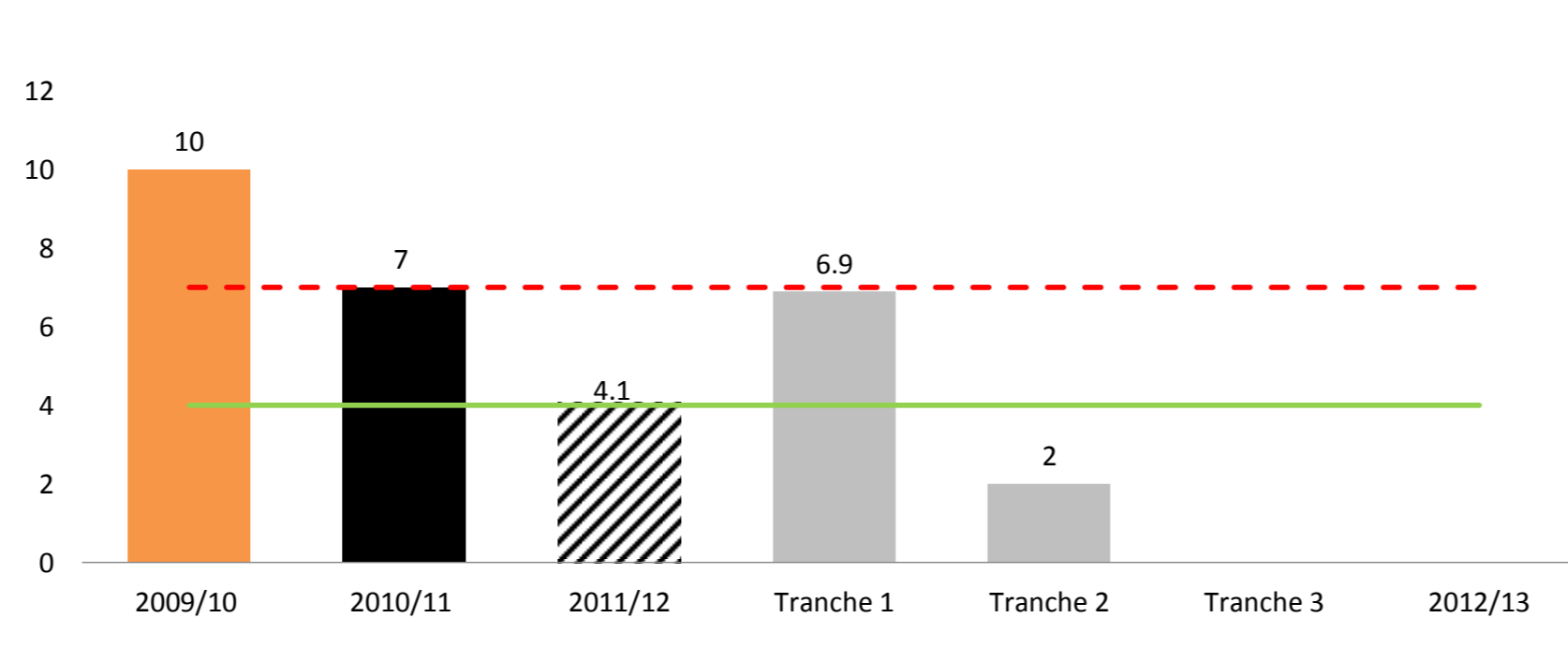


Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
One Tower Hamlets						
Customer Access Overall Satisfaction Measured in: % Good Performance: Higher		92	92	90.48	AMBER	↔
The month-on-month upward trend noted in September has been sustained to give an improved figure of 90.48% satisfaction for the October-December quarter. Satisfaction survey take-up remains high and further staff training initiatives in the fourth quarter should see a continuation of this trend.						
Number of working days/shifts lost to sickness absence per employee (nr) Measured in: Number (the aggregate of working days lost due to sickness absence divided by the average number of FTE staff) Good Performance: Lower		6.5	6.5	7.17	RED	↔
This outturn is the latest available and relates to November data. This is 0.68 days above the target of 6.5 days and an increase of 0.04 days compared to the previous month. Short term absence has increased from 3.52 to 3.59 days and long term has decreased from 3.61 to 3.58 days. The number of days lost to sickness absence per employee has stabilised. The Corporate and Directorate Absence Management Panels will continue to develop local targets for service areas in order to ensure sickness cases are dealt with consistently and robustly. Specific action is being developed in respect of sickness returns. Sickness reporting and sickness management are areas which are being looked at as part of the adoption of improved HR IT systems. Tower Hamlets is in the top quartile in London for this indicator.						
Percentage of LP07 or above Local Authority staff that are women (%) Measured in: % Good Performance: Higher		50	50	46.91	RED	↔
Although this quarter shows an increase from 46.21% in the previous quarter, performance remains below target. It is planned that the Navigate programme, the new career development initiative, will positively impact on performance. Following recent recruitment, 54% of those successfully nominated to the management development pool were women.						

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)																																
<p>Percentage of LP07 or above Local Authority staff that are from an ethnic minority (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Percentage of earners that are LP07 or above of LA staff that are from an ethnic minority</p>  <table border="1"> <caption>Percentage of earners that are LP07 or above of LA staff that are from an ethnic minority</caption> <thead> <tr> <th>Year/Period</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>17</td></tr> <tr><td>2010/11</td><td>22.33</td></tr> <tr><td>2011/12</td><td>23.54</td></tr> <tr><td>Apr</td><td>22.87</td></tr> <tr><td>May</td><td>24.02</td></tr> <tr><td>Jun</td><td>24.43</td></tr> <tr><td>Jul</td><td>24.46</td></tr> <tr><td>Aug</td><td>24.2</td></tr> <tr><td>Sep</td><td>23.54</td></tr> <tr><td>Oct</td><td>23.43</td></tr> <tr><td>Nov</td><td>23.84</td></tr> <tr><td>Dec</td><td>23.42</td></tr> <tr><td>Jan</td><td></td></tr> <tr><td>Feb</td><td></td></tr> <tr><td>Mar</td><td></td></tr> </tbody> </table>	Year/Period	Percentage (%)	2009/10	17	2010/11	22.33	2011/12	23.54	Apr	22.87	May	24.02	Jun	24.43	Jul	24.46	Aug	24.2	Sep	23.54	Oct	23.43	Nov	23.84	Dec	23.42	Jan		Feb		Mar		30	30	23.56	AMBER	↔
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<p>Performance remains below the stretch target and has dropped slightly since last quarter. The figures can change with very small movements in numbers. Performance should improve through the introduction of directorate targets and creating development opportunities through the Navigate initiative. 61.29% of staff in the Navigate management development talent pool, which supports PO3 – PO6 officers to secure more senior roles, are from an ethnic minority. In addition, through using workforce planning and succession planning frameworks, managers are asked to identify opportunities to improve upon performance.</p>																																						
<p>Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained schools) (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Percentage of earners that are LP07 or above of LA staff that have a disability</p>  <table border="1"> <caption>Percentage of earners that are LP07 or above of LA staff that have a disability</caption> <thead> <tr> <th>Year/Period</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>2</td></tr> <tr><td>2010/11</td><td>2</td></tr> <tr><td>2011/12</td><td>2.96</td></tr> <tr><td>Apr</td><td>2.17</td></tr> <tr><td>May</td><td>3.01</td></tr> <tr><td>Jun</td><td>3.38</td></tr> <tr><td>Jul</td><td>3.71</td></tr> <tr><td>Aug</td><td>3.72</td></tr> <tr><td>Sep</td><td>4.10</td></tr> <tr><td>Oct</td><td>4.13</td></tr> <tr><td>Nov</td><td>5.00</td></tr> <tr><td>Dec</td><td>4.63</td></tr> <tr><td>Jan</td><td></td></tr> <tr><td>Feb</td><td></td></tr> <tr><td>Mar</td><td></td></tr> </tbody> </table>	Year/Period	Percentage (%)	2009/10	2	2010/11	2	2011/12	2.96	Apr	2.17	May	3.01	Jun	3.38	Jul	3.71	Aug	3.72	Sep	4.10	Oct	4.13	Nov	5.00	Dec	4.63	Jan		Feb		Mar		5.5	5.5	4.59	AMBER	↑
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<p>Performance remains below the stretch target but has increased compared to last quarter. Performance has also improved significantly compared to this time last year. It is hoped that in time, the outputs of the Navigate programme will help to continue improved performance against this indicator. Work is on-going to develop action plans within directorates to improve performance. However, it is to be noted that reduced vacancies at this level will impact on performance.</p>																																						

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
Great Place to Live						
<p>Number of affordable homes delivered (gross)</p> <p>Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher</p>	<p>Number of affordable homes delivered (gross)</p> 	817	612	332	RED	↓
<p>Three schemes have been completed this quarter providing a total of 44 units. A number of other schemes due in Quarter 3 have now slipped to Quarter 4. Performance is therefore below the quarter's targets but the overall annual forecast remains at 580 for the year, which is 97% of the standard target of 600 units.</p> <p>Major housing schemes take a number of months or years to complete and it is difficult to predict exactly in which month they will be completed. Nonetheless, we are confident that Tower Hamlets will remain a top performer nationally for this measure and the Mayor's target of 4,000 affordable homes will be delivered. Work is on-going with Registered Partners to ensure that issues are dealt with in a timely manner so that all schemes complete on time.</p>						
<p>Number of social rented housing completions for family housing (gross figures only)</p> <p>Measured in: Number (a count of the number of affordable housing - local authority, housing associations, and co-operative tenants. Family housing is 3 bedrooms or more) Good Performance: Higher</p>	<p>Nr of social rented housing completions for family housing (gross figures only)</p> 	225	168	69	RED	↓
<p>In line with the decline in overall affordable homes delivered, this measure is also below the quarterly target. This is due to reprofiling of schemes; some schemes were in fact delivered early and fell into 2011/12 and others have been delayed into 2013/14. The Council is continuing to work with its partners to ensure that, where possible, all schemes complete on time. We are confident that Tower Hamlets will remain a top performer nationally for this measure.</p>						
<p>The number of overcrowded families rehoused, lets to overcrowded households</p> <p>Measured in: Number (count of lets to overcrowded housing applicants and tenants of CHR partner landlords lacking one or more bedrooms) Good Performance: Higher</p>	<p>Lets to overcrowded families</p> 	1200	900	808	AMBER	↓
<p>The downward direction of travel has been primarily due to an overall reduction in the number of lets this year, when compared to last year's figures. In addition, other cases with higher priority, such as homeless households, are being let to while not necessarily being overcrowded. It is projected that there will be 2,000 lets this year, compared to 2,703 last year. Based on current analysis and recent performance, if the number of lets to overcrowded applicants increase during the next few months we are likely to achieve the standard target of 1,000 lets to overcrowded applicants.</p>						

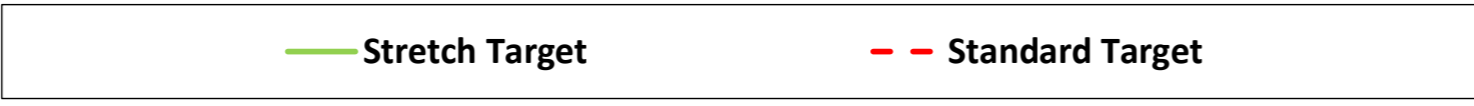
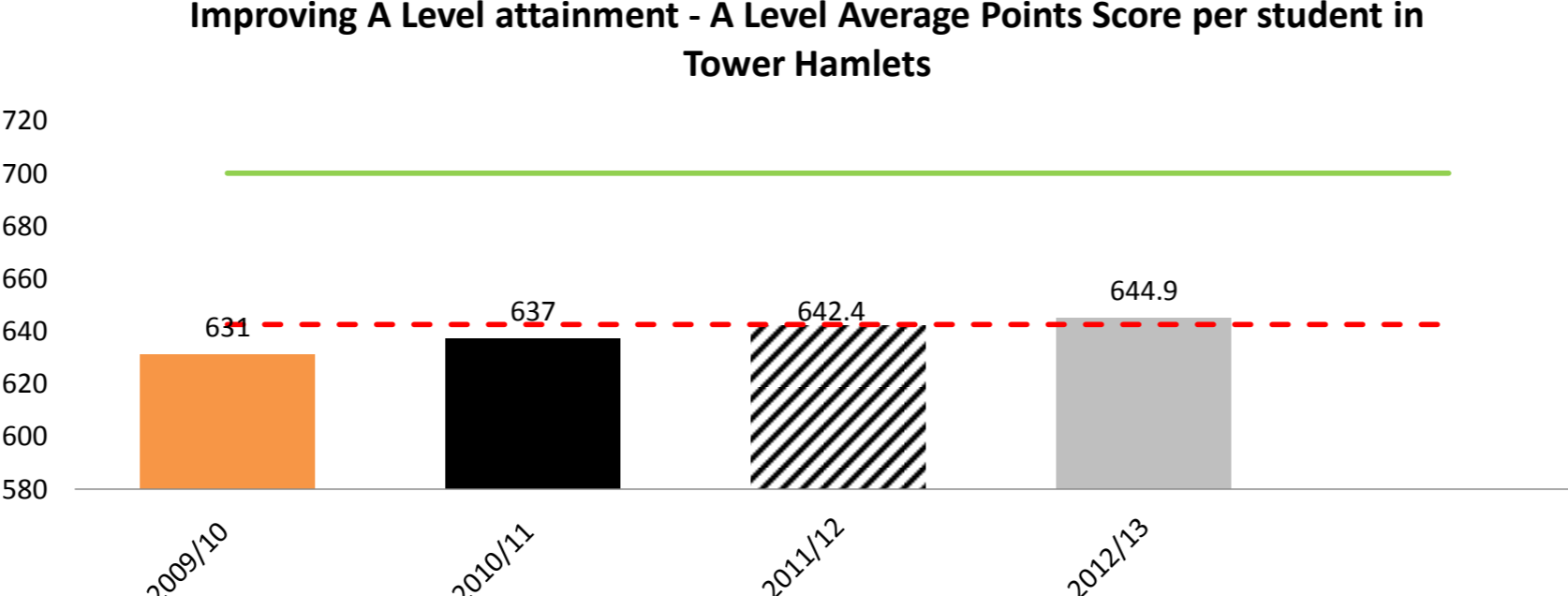
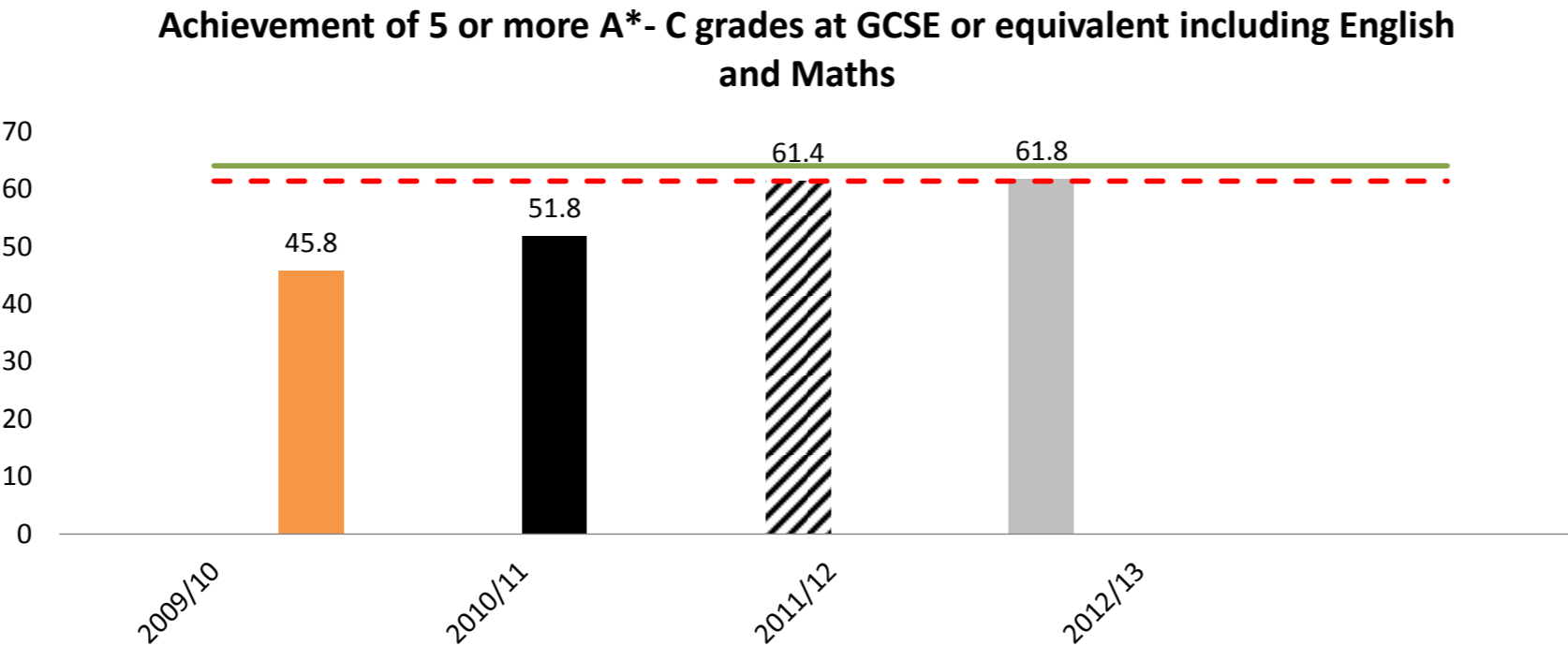
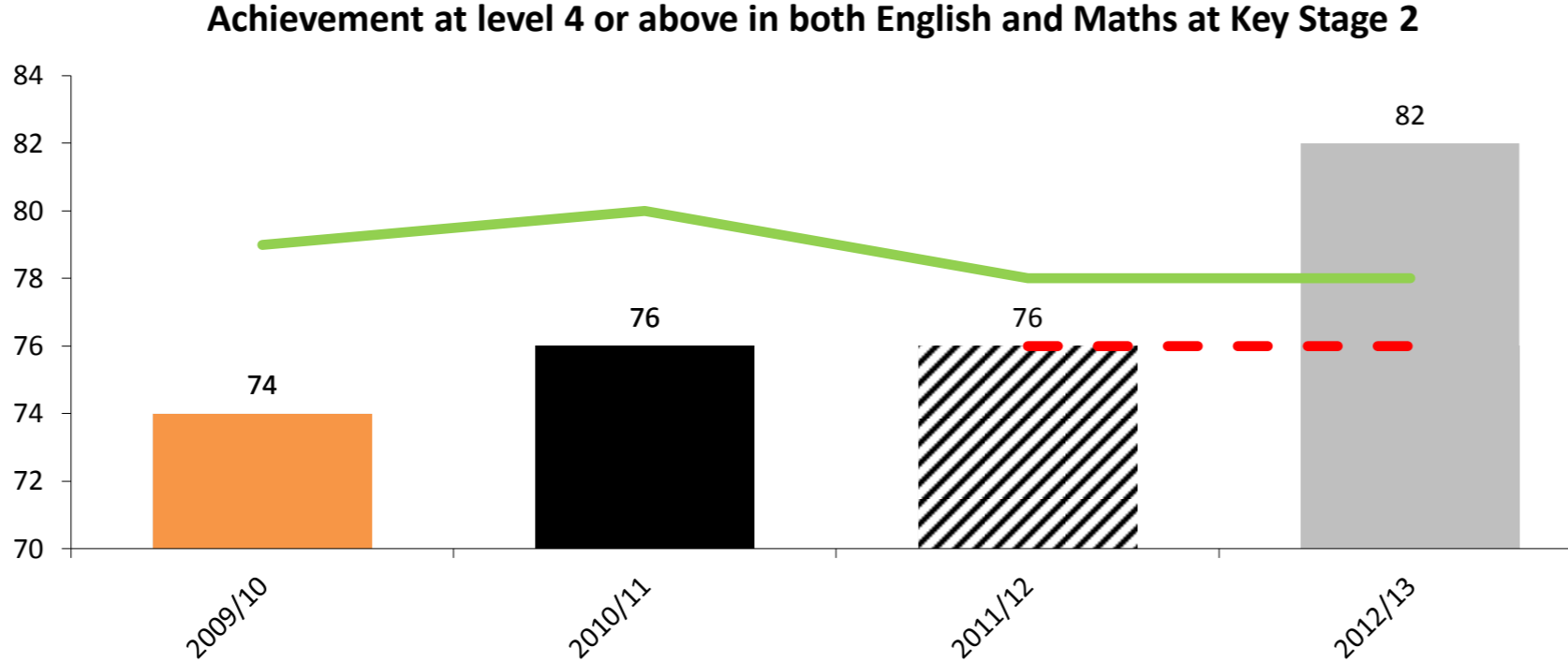
Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
<p>The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.</p> <p>Measured in: The number of cases assisted through successful casework intervention divided by the number of thousand households in the local authority area. Good Performance: Higher</p>	<p>Homelessness Prevention</p> 	6	3	3.36	GREEN	↓
<p>Level of street and environmental cleanliness - litter (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness - Litter</p> 	2	2	0.7	GREEN	↑
<p>Level of street and environmental cleanliness - detritus (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness - detritus</p> 	4	4	2	GREEN	↑

This outturn is the latest available and relates to September (Q2) rather than December. The outturn for Quarter 2 is above the stretch target, but there has been a slight reduction in performance compared to the same period last year. Due to a data collection time lag, the Q3 outturn will be available by late February.

The outturn for this quarter is better than the stretch target. Litter levels remain very low. The outturn represents a significant improvement when compared to the same quarter in 2011/12.

The outturn for this quarter is better than the stretch target. The outturn represents an improvement when compared to the same quarter in 2011/12.

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
<p>Improved street and environmental cleanliness - graffiti (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness -Graffiti</p> 	6	6	12.4	RED	↓
<p>Improved street and environmental cleanliness - fly-posting (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness -Fly-posting</p> 	2	2	4.6	RED	↓
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>Measured in % Good performance: Higher</p>	<p>Percentage of household waste sent for reuse, recycling & composting</p> 	29	29	26.52	RED	↔
<p>The outturn for this quarter is above target. Three of the wards which were surveyed are known hotspots for graffiti and this is reflected in the elevated score. The majority of the graffiti was found on private property. Graffiti was high in the Spitalfields and Banglatown area which attracts international graffiti artists and there are a number of graffiti tours which are having a negative impact in the area. The Streetcare Team is meeting with Town Centre Police Teams to flag graffiti related criminal damage with an aim to increase profile and enforcement.</p>		<p>The outturn for this quarter is above the standard target. Fly-posting outturn was higher than expected. An accumulation of stickers advertising shutter companies in Bow East ward increased the outturn – these stickers, usually stuck on newly installed or repaired shutters, advertise the services of the shutter company. Although they are small, these stickers are still classified as fly-posting as they are considered unlawful advertising. Fly-posting and unlawful advertising found on private property have impacted negatively on performance. Enforcement action by Streetcare Officers is being increased in hotspot areas to bring down the level of fly-posting.</p>		<p>This outturn is the latest available and relates to September (Q2) rather than December. Household co-mingled recycling has maintained its improvement into Quarter 2 and we will reinforce recycling messages through a coordinated communications campaign in Quarter 4.</p>		

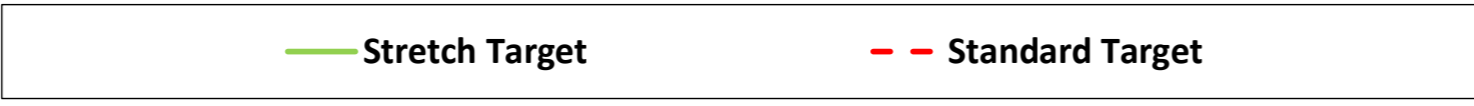
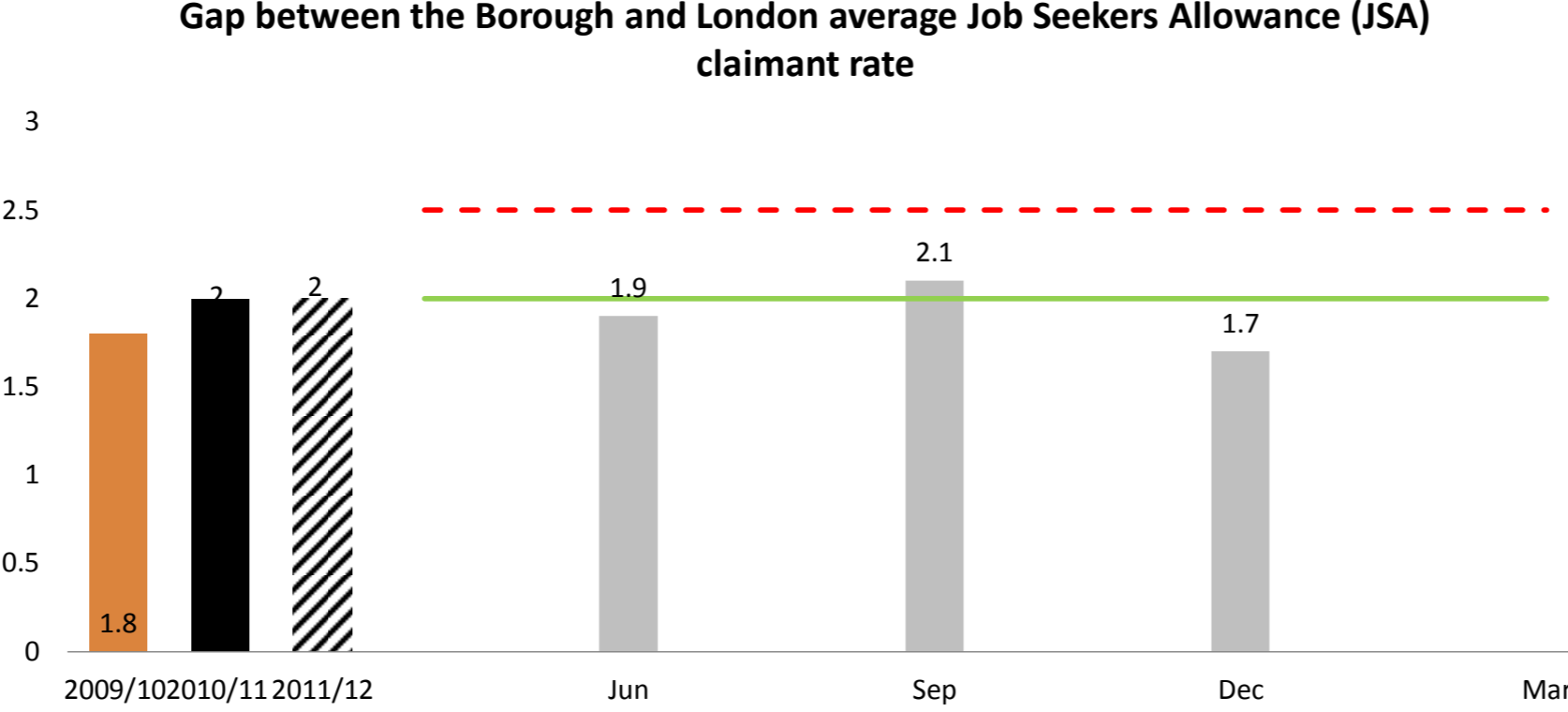
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Prosperous Community						
A Level Average Points Score per student in Tower Hamlets. Measured in % Good performance: Higher	Improving A Level attainment - A Level Average Points Score per student in Tower Hamlets 	700	700	644.9	AMBER	↔
Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths. Measured in % Good performance: Higher	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths 	64.1	64.1	61.8	AMBER	↔
Achievement at level 4 or above in both English and Maths at Key Stage 2. Measured in % Good performance: Higher	Achievement at level 4 or above in both English and Maths at Key Stage 2 	78	78	82	GREEN	↑
<p>The final A-Level Average Point Score per learner is 644.9 for the academic year 2011/12 (financial year 2012/13). This is a 2.5 point increase on the previous year (642.4); placing us above the standard target of 642.4, but below the stretch target of 700. Although we are below the national average of 733, we continue to narrow the gap between the national and local average, which has decreased from 103.5 in 2010/11 to 88.1 this year.</p>		<p>The provisional results were reported in Q2. The confirmed results were released in January 2013. In the academic year 2011/12 (financial year 2012/13) 61.8% of KS4 students achieved 5+ A*-C GCSEs (or equivalent), including English and Maths GCSEs. This is a slight increase compared to the previous year's figure of 61.4%, but 2.9ppt below our target of 64.1%. Tower Hamlets performs above the national average of 59% and ranks 16th amongst London Boroughs.</p>		<p>The final result for achievement at level 4 or above in both English and Maths at Key Stage 2 in 2012/13 (academic year 2011/12) is 82%. This exceeds the target and is a significant improvement from the previous year. Tower Hamlets is above the national average result of 80%.</p>		

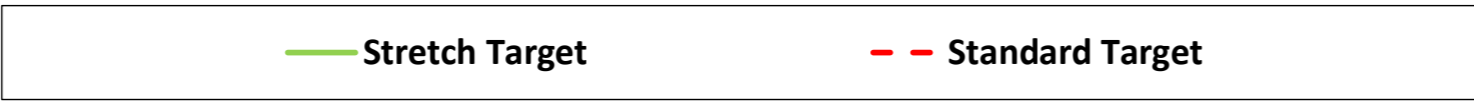
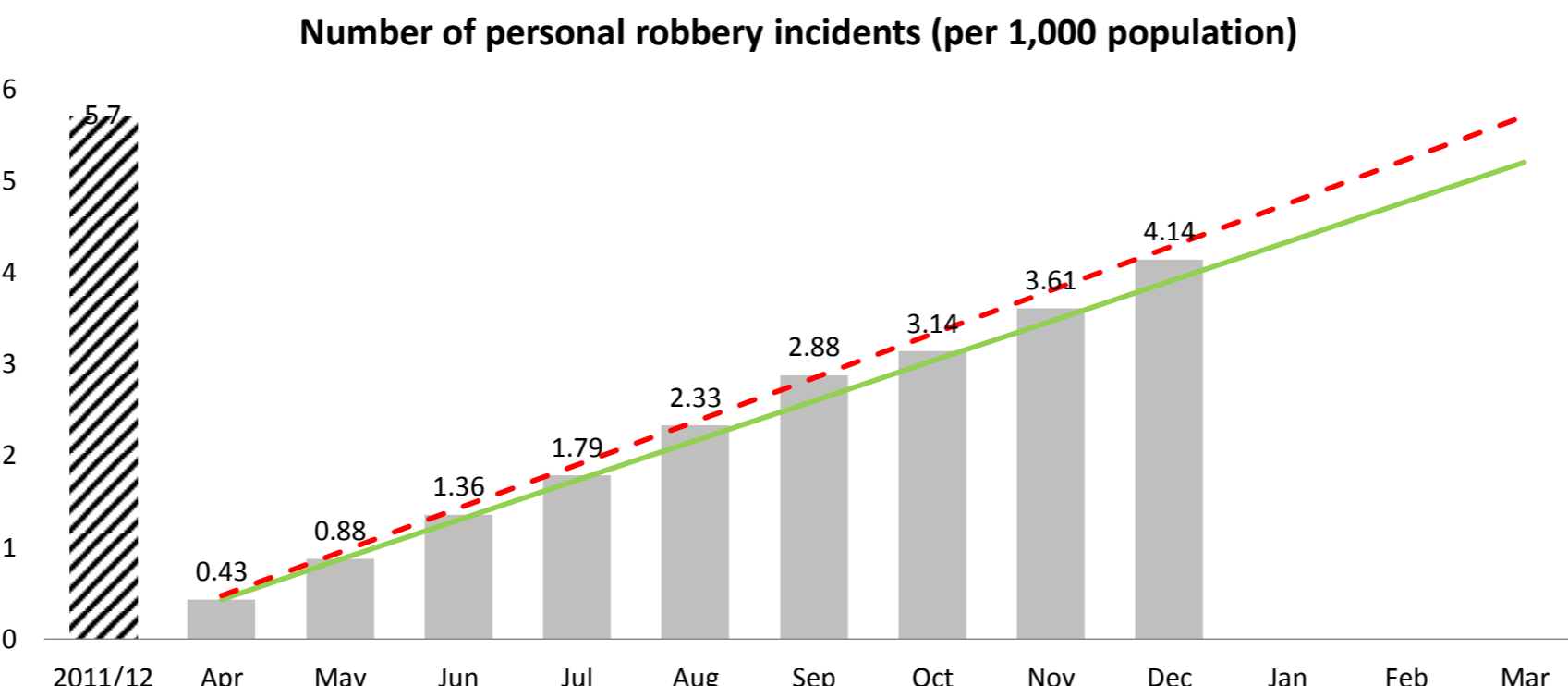
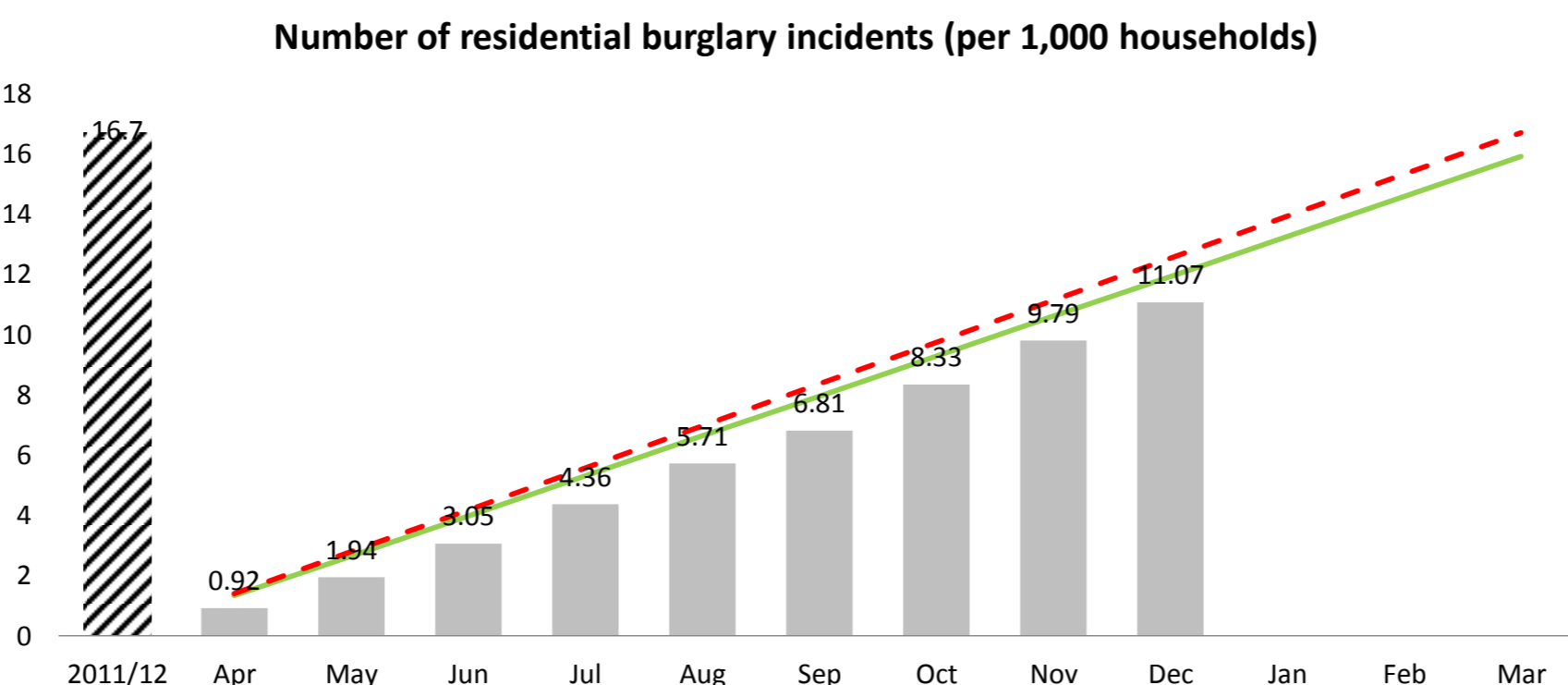
Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
<p>Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy.</p> <p>Measured in % Good performance: Higher</p>	<p>Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy.</p> 	60	60	55	AMBER	↑
<p>16 to 19 year olds who are not in education, employment or training (NEET) (%)</p> <p>Measured in: % Good Performance: Lower</p>	<p>16-18 Year olds who are not in education, employment or training (NEET)</p> 	4.5	4.5	5.6	RED	↓
<p>Overall employment rate - gap between the Borough and London average rate (working age) (%)</p> <p>Measured in: % Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average employment rate (working age)</p> 	7.3	7.3	6.6	GREEN	↑

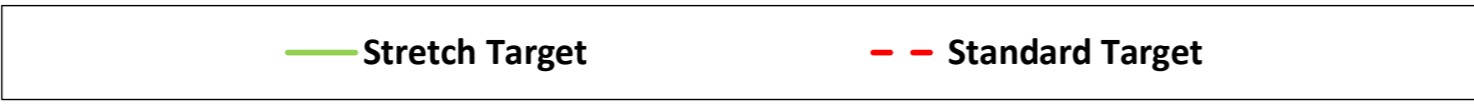
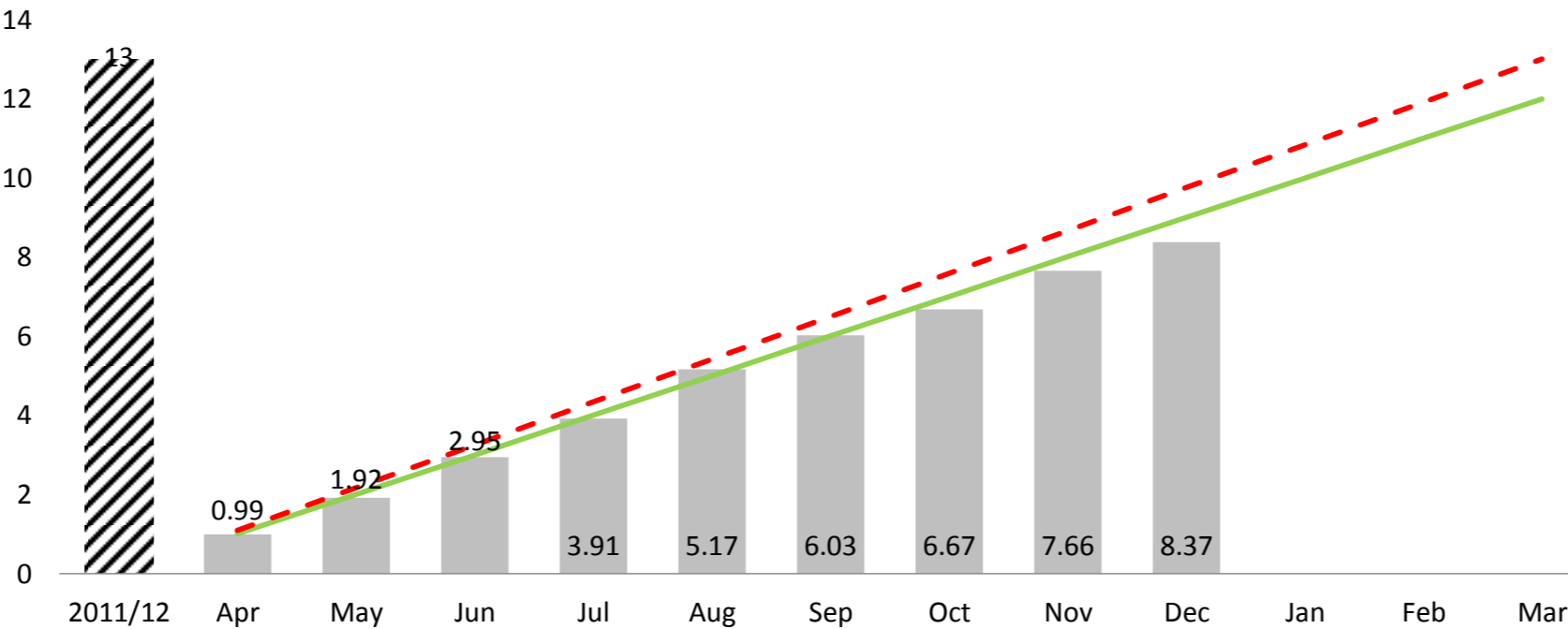
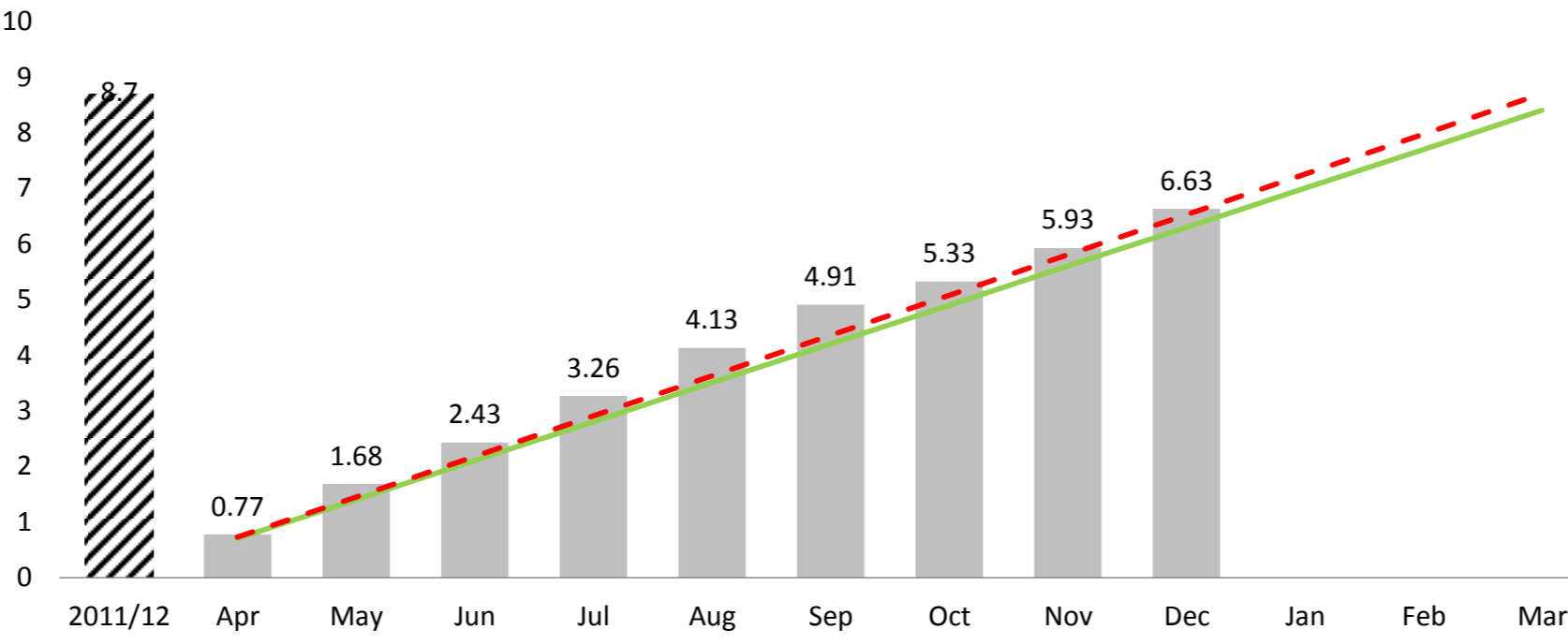
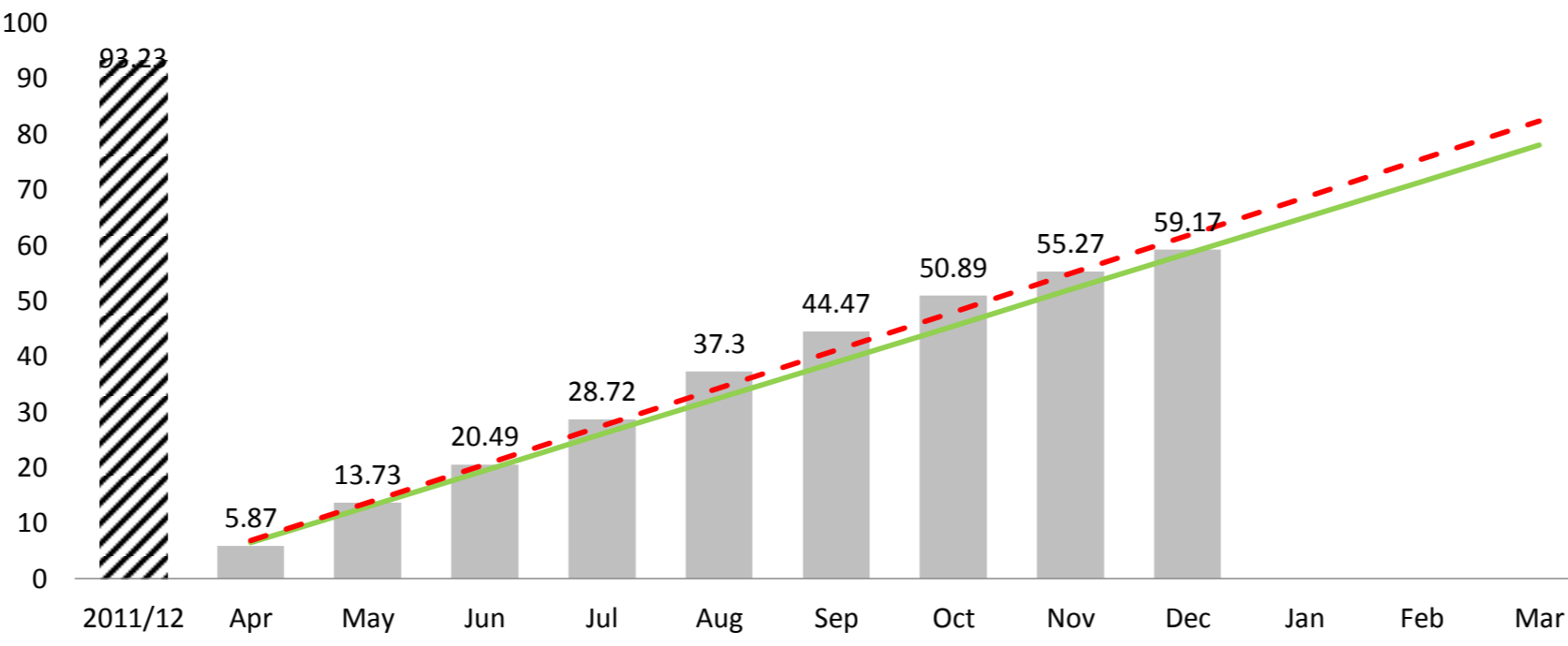
The final results show that 55% of children achieved at least 78 points across the Early Years Foundation Stage, with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy. This is an improvement when compared to last year's outturn of 49.9% but falls short of the 60% stretch target.

It is normal for NEET figures to vary from month to month and the target of 4.5% is most applicable to the end of year value. The calculation for the measure has changed, and now includes a larger cohort of young people. As this is the first year on the new count, the target may have been too ambitious but we will have a fuller picture once January figures are confirmed. Out of the 629 young people currently classified as unknown 407 of these come in the category 'Cannot be contacted'. This means that the phone number they previously had is no longer valid and they are not at the address we had for them on the system. When these clients are visited at the address where they used to be, unless we can confirm their new address with a neighbour or the current occupant, they remain on our register and cannot be classified as 'moved away' as previously. We are in touch with social landlords in the borough to see if they have a forwarding address for these clients. Under the standard formula a certain percentage of the unknown are added to the NEET figure and raise the NEET percentage. The Youth Connexions Service is delivering a targeted programme for encouraging NEET youths to engage with Positive Activities for Young People (PAYP) which is aimed at reducing NEET levels in the borough.

The latest employment figures relate to the period ending September 2012, and show a gap of 6.6pp between the borough's employment rate and the London average. This is a further reduction of 1pp since the last reported period. Whilst the employment rate for TH improved by 1.5pp, the corresponding increase in the London average was only 0.6pp. It could be suggested that employment initiatives and activities, including the Olympic Games time jobs, are a contributing factor for this larger increase in employment rate for TH. When comparing the employment rate to previous years since 2004, the current employment rate of 62.0% is the highest that it's been for TH. The gap reduction target of 7.3pp has been exceeded. In addition to this, a recent study by Local Futures (in conjunction with the Municipal Journal) concluded that in relation of economic performance, Tower Hamlets is the top performing borough across the country in terms of our attraction to inward investors and businesses considering location. This rating considered several key measures concerning productivity, knowledge-driven businesses, business and enterprise, economic scale and growth in business stock.

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)																
<p>JSA Claimant Rate (gap between the Borough and London average rate (working age) (%))</p> <p>Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average Job Seekers Allowance (JSA) claimant rate</p>  <table border="1"> <caption>JSA Claimant Rate Gap Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>1.8</td> </tr> <tr> <td>2010/11</td> <td>2</td> </tr> <tr> <td>2011/12</td> <td>2</td> </tr> <tr> <td>Jun</td> <td>1.9</td> </tr> <tr> <td>Sep</td> <td>2.1</td> </tr> <tr> <td>Dec</td> <td>1.7</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table>	Period	Value (%)	2009/10	1.8	2010/11	2	2011/12	2	Jun	1.9	Sep	2.1	Dec	1.7	Mar	-	2	2	1.7	GREEN	↑
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2009/10	1.8																					
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Dec	1.7																					
Mar	-																					
<p>Over the last year Tower Hamlets has performed well and exceeded the stretch target of a 2.0 percentage point gap with London. The last four quarter updates show a steady trend in the gap indicator. In December 2011, the JSA rate for the borough was 5.9%; in December 2012 the outturn is 5.6%. It is useful to look at the quarter updates against the same period from the year before as this will take into account seasonal adjustments. In terms of the number of claimants, there has been a total reduction of 529 JSA claimants from December 2011 to December 2012.</p>																						

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
Safe and Cohesive Community						
<p>Rate of personal robbery incidents 1,000 population</p> <p>Measured in: Number (No. of personal robbery incidents/total population x 1,000) Good Performance: Lower</p>	<p>Number of personal robbery incidents (per 1,000 population)</p> 	5.2	3.9	4.1	AMBER	↔
<p>Rate of residential burglary incidents per 1,000 households</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1,000) Good Performance: Lower</p>	<p>Number of residential burglary incidents (per 1,000 households)</p> 	15.9	11.9	11.1	GREEN	↑
<p>The council and the Metropolitan Police continue to proactively target known robbers, undertaking additional patrols and working hard on underlying gang issues with partners. Additional police resources will be used to proactively target Robbery offences and offenders. However, it is anticipated that end of year stretched target will not be reached.</p> <p>This measure is on target and should remain so until the end of the current financial year.</p>						

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
<p>Rate of motor vehicle crime incidents per 1,000 population</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1,000) Good Performance: Lower</p>	<p>Number of motor vehicle incidents (per 1,000 population)</p> 	12	9	8.37	GREEN	↑
<p>Rate of violence with injury crimes per 1,000 population</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1,000) Good Performance: Lower</p>	<p>Number of violence with injury incidents (per 1,000 population)</p> 	8.4	6.3	6.63	RED	↔
<p>CAD calls for ASB</p> <p>Measured in: Number (No. of CAD calls/total population x 1,000) Good Performance: Lower</p>	<p>Number of CAD calls for ASB (per 1,000 population)</p> 	77.98	58.48	59.17	AMBER	↑

This measure is on target and should remain so until the end of the current financial year.

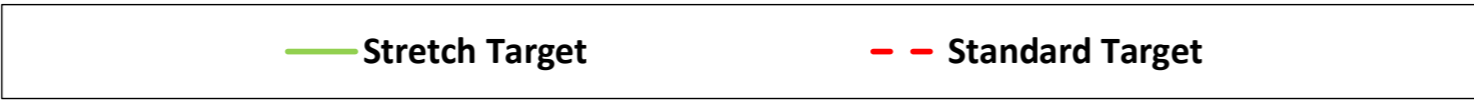
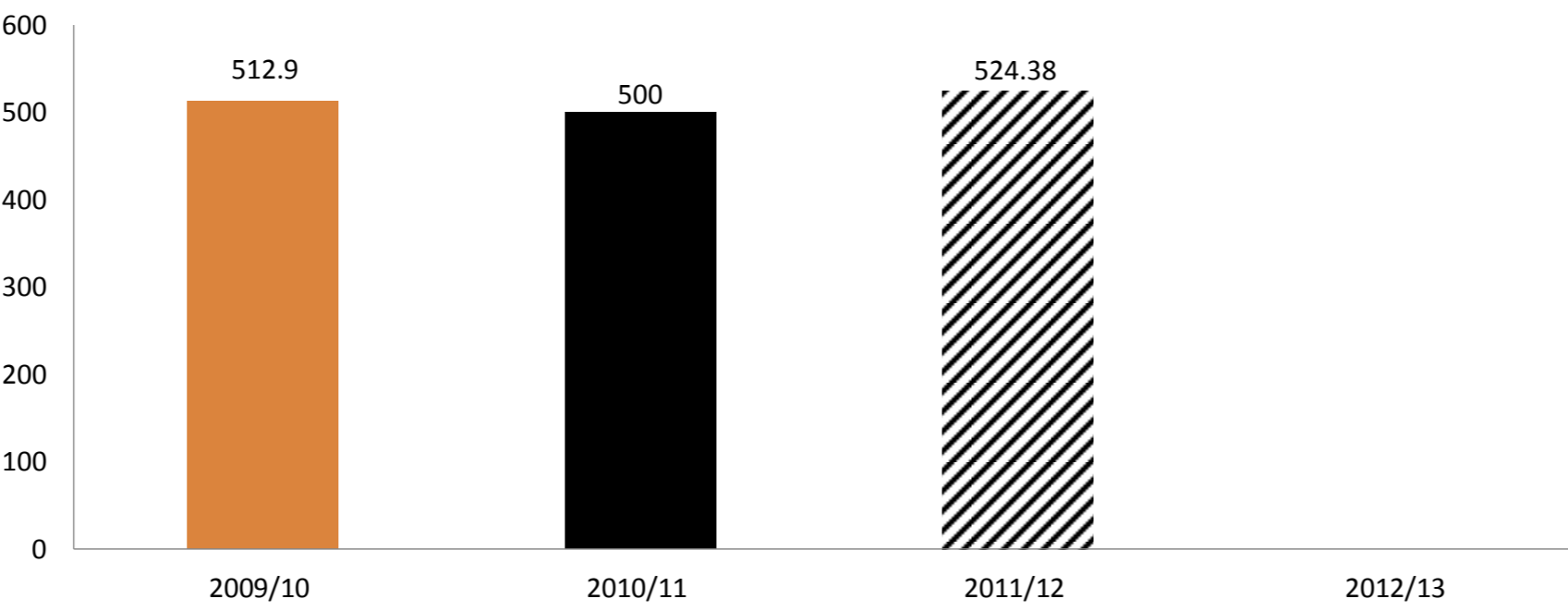
Although the violent crime rate has gone up, particularly in the area of Domestic Violence, this is due to changes to the method of recording Domestic Violence incidents rather than its occurrence as the number of people calling in regarding Domestic Violence has not increased.

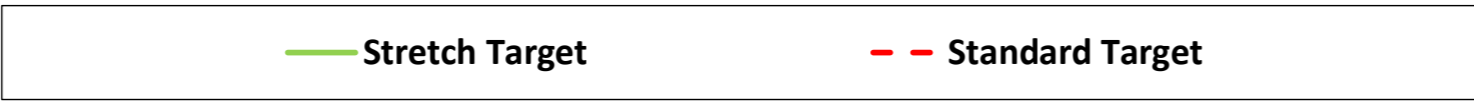
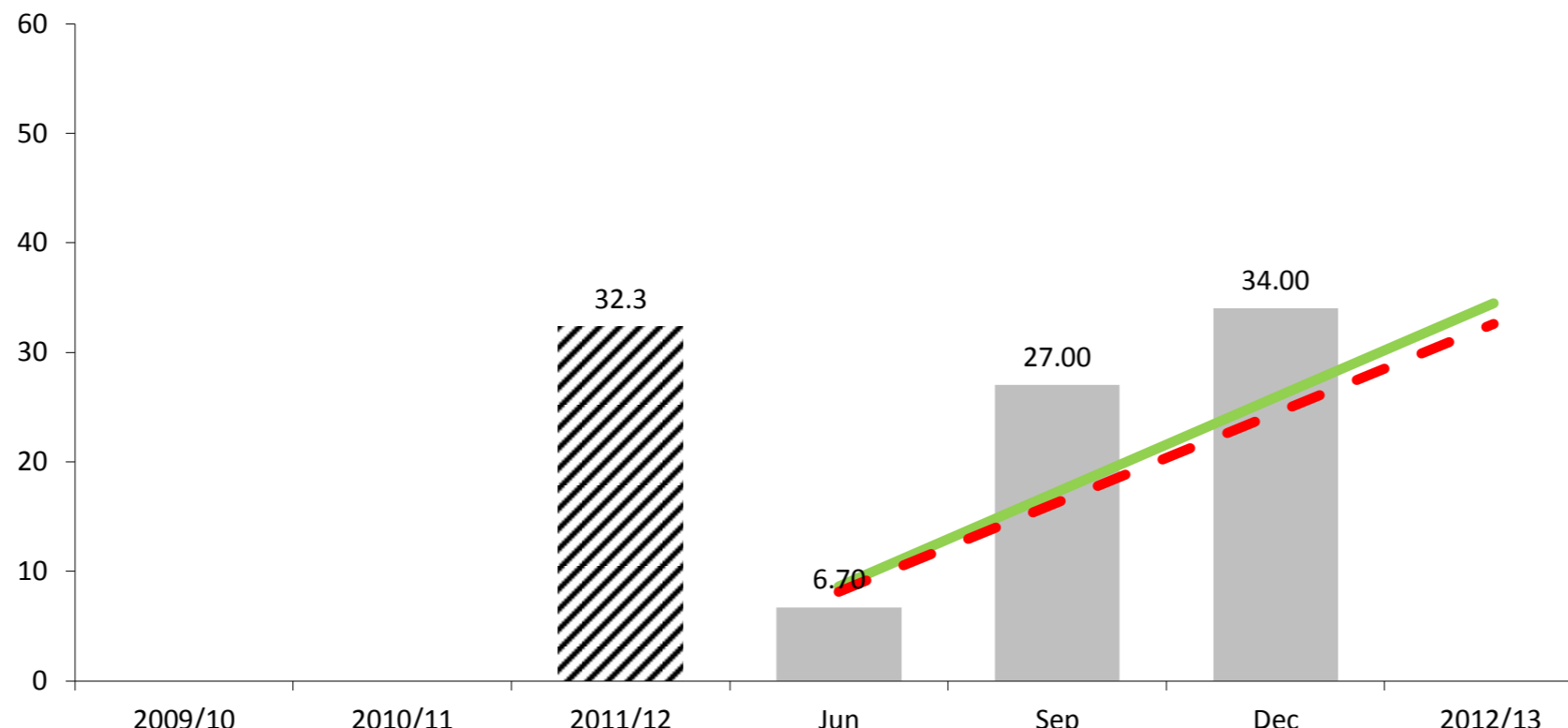
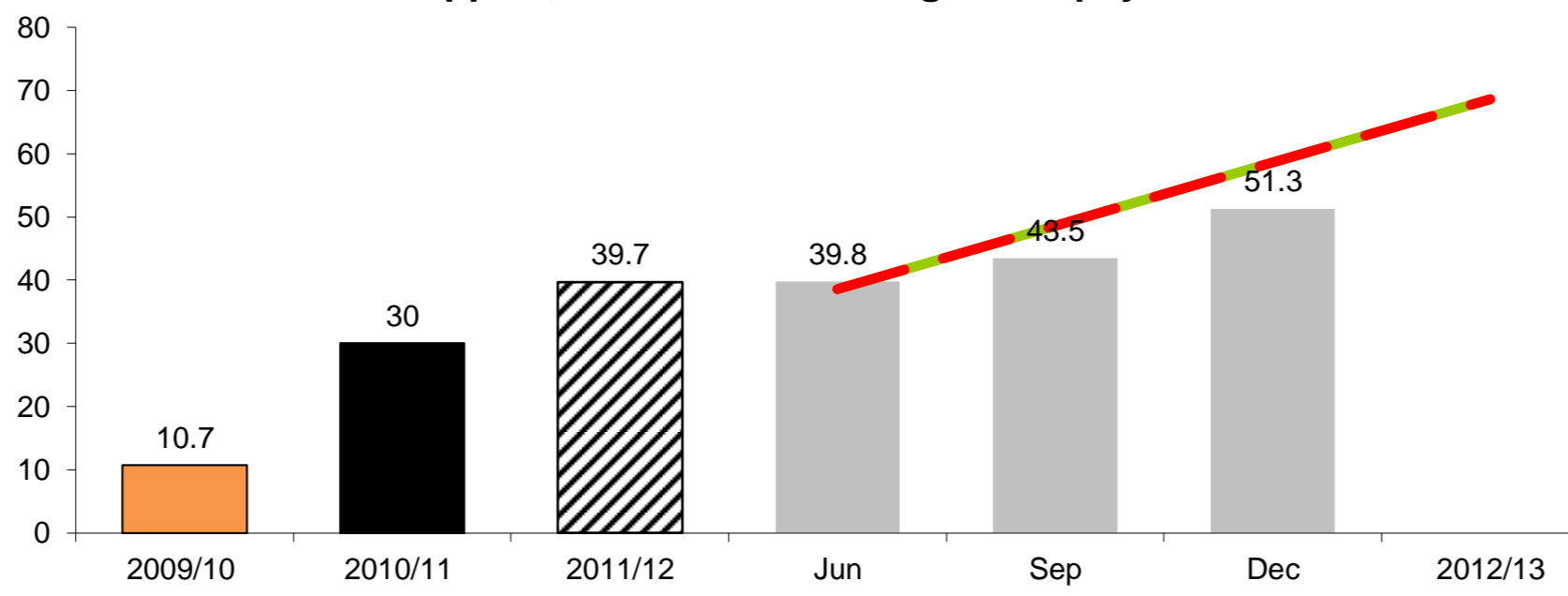
The Council is committed to increasing the reporting of incidents of domestic abuse and the DV Team currently facilitate 3 weekly drop-in surgeries in partnership with other agencies in order to offer support to all victims of domestic abuse. The current arrest rate for domestic violence offences is 85.4%, that is, 85.4% of all reported domestic violence incidents lead to an arrest. This is a 2.3 percentage point increase compared to the same period in the previous year and is the 3rd best performing borough in London.

The cumulative outturn for Q3 is off-target. However, when looking at just Q3, performance has improved and the Q3 outturn (2.07) is better than the stretch target for that period (2.1).

Additional commentary is provided in the body of the report.

The Q3 outturn is slightly above the stretch target but substantially better than the standard. This is a new indicator for 2012/13.

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
Healthy and Supportive Community						
<p>Stopping smoking</p> <p>Measured in: the number of four-week smoking quitters who have attended NHS Stop Smoking Services per 100,000 .</p> <p>Good Performance: Higher</p>	<p>Stopping Smoking</p> 	2686	1200	1533	GREEN	↑
<p>All-age all-cause mortality rate - Male</p> <p>Measured in: Standardised mortality rate per 100,000 population, from all causes at all ages (three year rolling average)</p> <p>Good Performance: Lower</p>	<p>All-age, all-cause mortality - male</p> 	749	749	782.24	RED	↓
<p>All-age all-cause mortality rate - Female</p> <p>Measured in: Standardised mortality rate per 100,000 population, from all causes at all ages (three year rolling average)</p> <p>Good Performance: Lower</p>	<p>All-age, all-cause mortality - female</p> 	529	529	524.38	GREEN	↔
<p>This outturn is the latest available and relates to Sept (Q2) rather than December. The quarter 2 outturn (cumulative) far exceeds the stretch target and the standard target. Tower Hamlets continues to perform well on this measure and benchmarking data places us as the best performing London borough on this measure.</p> <p>This outturn relates to 2011/12 and is a rolling three-year average. Performance is within the target's statistical confidence interval for the measure.</p> <p>This outturn relates to 2011/12 and is a rolling three-year average.</p>						

Description		Annual Stretched Target (2012/13)	Q3 Stretched Target (Sept-Dec 2012/13)	Q3 Actual (Sept-Dec 2012/13)	Variance (performance against Q3 stretch target)	Direction of Travel (comparing Q3 12/13 and Q3 11/12 actual)
<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information (%)</p> <p>Measured in: % (number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year) Good Performance: Higher</p>	<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information</p> 	34.5	25.88	34.00	GREEN	↑
<p>Social care clients and carers in receipt of Self Directed Support</p> <p>Measured in: % (Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over) Good Performance: Higher</p>	<p>Proportion of people using social care who receive self-directed support, and those receiving direct payments</p> 	68.6	58.6	51.3	RED	↑
<p>Qtr. 3 performance is above the local target of 25.87%. Performance is showing a positive trend and is far better than Qtr. 1 (6.70%) and Qtr. 2 (27.0%). The number of carers receiving needs assessment or review and a specific carer's service, or advice and information, as a percentage of clients receiving community based service was 34.0% at the end of Quarter Three. This figure is provisional until being processed as part of the statutory returns process in 2013, therefore figures can go up as well as down.</p>		<p>The latest performance against NI130 as at 31 December 2012 is 51.3%. This figure is provisional. Finalised Qtr.3 results will be available in February 2013. Current interim performance is lower than the local quarterly target (58.6%) by 7.3 percentage points. Performance is showing an improvement trend and is far better than Qtr. 1 (39.8%) and Qtr. 2 (43.5%).</p> <p>Action being taken includes:</p> <ul style="list-style-type: none"> • Teams to be given targets to achieve 70% by 31st March 2013. • 100 new PB/DPs achieved across social care teams per week. • Regular monitoring • Staff workshop. • Carer's personal budgets rolled out as part of the Carers Customer Journey. 				