

This shows the measure reference given to the performance measure.

This shows the target we have set ourselves by the end of 2015/16 (unless stated), as published in the Council's Corporate Plan 2015/16.

This shows the latest reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating for the measure.

Ref **Measure Description** 2015/16 **Target**

Previously completed reporting period **RAG**

Latest completed reporting period

Outturn

Target

Outturn

Target

RAG

The measure description is the short name of the performance measure, as published in the Council's Corporate Plan

This shows the previously reporting performance figure (if applicable). The Red, Amber and Green (RAG) rating and Direction of Travel for the measure.

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q3 Actual	Q4 Actual	Q4 Target	RAG
Delivering effective core services that	Number of uses of cycle routes	69,888	70,857	Not reported until March 2016	68,715	70,857	A
people want	Number of households accessing housing options services	3110	3110	2,023 (interim figure)	2,178	3110	A
An environment where new and existing businesses thrive	Number of small and medium (SME) businesses supported	1725	1765	Not reported until March 2016	1130	1765	A

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q3 Actual	Q4 Actual	Q4 Target	RAG
People live longer,	Number of new users of Telecare services	New Measure	500	260	369	500	•
healthier lives	Rate of permanent admissions to care homes for older people (per 100,000 population) (ASCOF 2A(2))	644	638 (273)	643 (275)	696 (297)	638 (273)	A

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q3 Actual	Q4 Actual	Q4 Target	RAG
	Rate of adults aged 18-64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)	34.0	14.4	28.1 (43)	28.8 (44)	14.4 (22)	A
People live longer, healthier lives	Number of adults aged 18-64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services	New Measure	35	12	14	35	A
	Number of new supporting living placements created for people with learning disabilities	New Measure	50	14	17	50	A
Adults and children	Percentage of referrals to Children's Social Care where domestic violence is an identified factor	38%	40%	33.6%	32.6%	40%	
are supported in times of time	Percentage of young people engaged in education, training, employment or enterprise : Care leavers	67%	70%	53%	56%	70%	A
People and communities achieve their full potential	Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17) : Victims	101	To reduce	96 (227)	125 (294)	101 (239)	A

Corporate Plan Link	Measure Description	Baseline	End of Year Target	Q3 Actual	Q4 Actual	Q4 Target	RAG
Confident, Capable Council	Percentage of our eligible workforce who have a current appraisal	73.4%	100%	57%	70.8%	100%	A

This section of the report provides an overview of the Corporate Performance Report, by Corporate Plan theme and aim. Data for 51 (73%) indicators have been reported in quarter four and are included in this report. The reminder 19 (27%) indicators are calculated at more infrequent intervals and will be reported once data becomes available.

	Total Number	Green Indicators	Amber Ambers	Red Indicators	Other
Place (Stronger Economy)	24	11	2	3	8
Delivering effective core services that people want	14	6	2	2	4
An environment where new and existing businesses thrive	7	4	0	1	2
People develop the skills to get and keep work	3	1	0	0	2
People (Stronger Communities)	33	9	8	8	8
People live longer, healthier lives	14	3	3	5	3
Adults and children are supported in times of need	8	2	4	2	0
People and communities achieve their full potential	11	4	1	1	5
Confident Capable Council (Stronger Organisation)	13	7	2	1	3

Ref	Measure Description	2015/16	Previously o	completed repo	rting	Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI001	Amount of emissions from the council's vehicle fleet							
	Performance Commentary: The measurement and baseline is based on how much fuel is used by the fleet across the year. The final outturn reflects the improving trend which started in Qtr. 2 and continued throughout the year. The target for 2015/16 was set as a 1% reduction over 2014/15. This has been improved upon with a full year decrease of 2.7% over 2014/15.	2,947,511 kgs	Interim: 2,200,978	No quarterly target set	•	2,895,603 kgs	2,947,511 kgs	•
WCPI002	Percentage of customers satisfied with street cleaning					71%	55%	
	Performance Commentary: The Public Realm Customer Satisfaction Survey was conducted June. The survey result June 2015 was a big improvement on the previous year up from 53% to 72%.	55%	reported annu	This performance measure is reported annually in September. No updated information is available		This data was available in September 2015, and reported as part of Qtr. 2		•
WCPI003	Percentage of customer street cleaning enquiries responded to within set timeframe							
	Performance Commentary: The number of street cleansing enquiries responded to within our target customer response times reduced a little to 92.51% in Qtr. 4. The out turn for the year exceeded our target of 94% with 94.55% of 5,211 street cleansing related enquiries responded to on time. The majority of street cleaning enquiries relate to fly tipping.	94%	94%	94%	•	95%	94%	•

Ref	Measure Description	2015/16		ompleted repo period	orting	Latest completed reporting period		
1101	modedio Bosciipilon	Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI004	Number of people killed or seriously injured (KSI) in road traffic accidents							
	Performance Commentary: The change to the Home Office's new CRASH database has given rise to data protection issues. The problem affects all West Midlands authorities. Until these issues are resolved it is not possible for us to access any data on the system. Officers are working on a solution.	73.00	Not reported until March 2016	Not reported until March 2016		Awaiting data. Please see performance commentary	73.00	•
WCPI005	Performance Commentary: Equipment failure resulted in no data being collected during the final two months of the year. Data for these months have therefore been estimated, based on previous years' typical usage for the missing months. There have been frequent issues with the reliability of this equipment. Having regard to the difficulty of obtaining reliable data it is likely that this indicator will be revised or dropped next year.	70,857	Not reported until March 2016	Not reported until March 2016		68,715	70,857	A

Ref	Measure Description	2015/16		Previously completed reporting period			Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI006	Percentage of traffic light faults responded to within two hours								
	Performance Commentary: Data is collected from the Council's Traffic Signal Fault Management System, with contractors carrying out the repairs input faults directly in to the system. The aim of the indicator is to achieve 100% of repairs within the two hour urgent fault response time. The performance achieved is very close to the 100% target. Out of a total of 105 traffic signal junctions and 138 pedestrian crossings in Wolverhampton there were a total of 77 urgent faults attended to during Qtr. 4, with repairs completed within the contracted repair time in 76 cases, which is 98%.	100%	98% (68)	100%	•	98% (76)	100%	•	
WCPI007	Total length of cycle network								
	Performance Commentary: An additional 13km of cycle routes were built in 2015/16, well in excess of the 3km annual target, giving a current total of 36km. For next year it is intended to re-base the indicator to include 12km of 'on carriageway' cycle routes in order to give a more complete picture of the whole cycle network. The new baseline figure will therefore be 48km.	26km	Not reported until March 2016	Not reported until March 2016		36km	26km	•	

Ref	Measure Description	2015/16		ompleted repo period	rting	Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI008	Number of additional homes provided (net) (as part of the New Build programme)							
	Performance Commentary: Final housing monitoring return to be completed by May, which may result in a small change to the outturn for 2015/16. As this is an estimated, unvalidated result a RAG rating has not been applied, however, if this result is confirmed, the indicator would be rated red.	650	Interim 436	No quarterly target set		509 (estimated)	650	•
WCPI009	Performance Commentary: Figures are published by the Government later in the year. As this is an estimated, unvalidated result a RAG rating has not been applied, however, if this result is confirmed, the indicator would be rated red.	115	Not reported until March 2016	Not reported until March 2016		90 (estimated)	115	•
WCPI010	Number of homes improved to meet the statutory housing standard Performance Commentary: This is a combination of the Council's statutory housing interventions on housing standards and empty homes back into use, and housing assistance programmes including assistance to vulnerable households and fuel poverty. There were an additional 262 interventions resulting in homes meeting the statutory housing standard, exceeding the target for the year. This can be in part be attributed to improved reporting through the IDOX system and the new Affordable Warmth contract coming into effect during the latter part of the year.	300	438	300	•	700	300	

Ref	Measure Description	2015/16	Previously (Previously completed reporting period			Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI011	Number of vacant dwellings returned to occupation or demolished								
	Performance Commentary: The target was based on an annual average of performance. This year the measure has fallen slightly short of the 200 property target, with more complex cases taking longer to work through the enforcement process.	200	78	No quarterly target set		189	200	♦	
WCPI012	Total number of homes improved to meet the decent home standard		, this measure is	mes funding and s being discontin non-decency will	ued and a	alterative meası	ures to monito		
WCPI013	Number of households accessing housing options services								
	Performance Commentary: The numbers of clients accessing the service has increased this quarter in line with previous years, with 750 additional households accessing Housing Options. Other services such as P3 navigator that works with vulnerable single homeless people has had one of its highest quarters of over 450 people. Increased support services across the city for example the Navigator service and St Georges Hub has provided additional options for those seeking housing support and advice.	3,110	Interim 2,023	No quarterly target set		2,178	3,110	A	

Ref	Measure Description	2015/16		ompleted repo	rting	· ·	Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI014	Number of landlords accredited through the Midland Landlord Accreditation Scheme (MLAS)								
	Performance Commentary: There are currently 219 landlords registered with the MLAS scheme which is within the annual target. 11 of these landlords have been issued with an expiration notice and could lose their accreditation if they cannot prove that they have accrued sufficient Continuous Professional Development (CPD) points or re-attend the foundation course. Work is on-going to ensure landlords achieve the required number of CPD points through learning and development to remain accredited. Work is also being undertaken to develop the Rent with Confidence scheme which will incorporate the requirement for accreditation to achieve a high rating within the system.	200	203	200	•	219	200	•	
WCPI015	Performance Commentary: Investment in the City is focussed in the three regeneration priority areas; Northern Growth Corridor, Southern Growth Corridor and City Centre. The figures relate to investments in commercial, employment or residential development sites in these areas only. Figures are broken down as Northerrn Growth Corridor; £464.0m: Southern Growth Corridor: £7.5m City Centre: £86.3m	£519.7 million	Interim: £557.8 Million	No quarterly target set	•	£557.8 Million	£519.7 million	•	

Ref	Measure Description	2015/16	Previously completed reporting period		orting	Latest completed reporting period		ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG
	Number of businesses located in the city's main economic growth areas							
WCPI016	Performance Commentary: Northern – 740 City Centre – 2,265 Southern – 1,265	3,964	Not reported until March 2016	Not reported until March 2016	•	4,270	3,964	•
	Data has been captured from annual data released via Office for National Statistics (NOMIS) at Middle Layer Super Outputs Area (MSOA) level.							
	Number of jobs created in the city's main economic growth areas							
WCPI017	Performance Commentary: Data has been captured from annual data released via Office for National Statistics (NOMIS) at Lower Layer Super Outputs Area (LSOA) level. Jobs creation information is lifted form local intelligence and business support.	54,075	Not reported until March 2016	Not reported until March 2016		64,650	54,075	•

Ref	Measure Description	2015/16	Previously o	Previously completed reporting period		Latest completed reporting period		ng
1101	modeare Beechphon	Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI018	Number of visitors to the city's main cultural venues Performance Commentary: The Civic Halls closed for refurbishment at the end of December 2015, which will have impacted attendance figures in Qtr. 4.	Baseline to be established	201,755	Baseline to be established		177,547	Baseline to be established	•
WCPI019	Number of business start-ups supported Performance Commentary: There is an increase in the start-up activity in the City and an increase in business start-ups supported due to additional grant funding.	Baseline to be established	31	Baseline to be established	•	142	Baseline to be established	•
WCPI020	Percentage of businesses surviving after the first five years Performance Commentary: This is a comparison from businesses that started in 2009. There is a significant increase in the 5 year survival rate in the past 12 months	36.9%	39.5%	36.9%	•	39.5%	36.9%	•
WCPI021	Number of small and medium (SME) businesses supported Performance Commentary: This represents support to micro and small SME's by all partners. This reflects a combination of specific support requested by the company and also support on key agenda such as access to finance, procurement and participation on key programmes.	1,765	Not reported until March 2016		1,130	1,765	A	

Ref	Measure Description	2015/16	Previously o	Previously completed reporting period		Latest completed reporting period		ting
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI022	Number of people accessing the creative economy, learning, training or volunteering opportunities Performance Commentary: The indicator draws together 5 strands of activity within Cultural Services and Visitor Economy. 1. People enrolled on Adult Education Creative Studies courses 2. Young people participating in a range Cultural Learning activities/events. 3. Local History talks, launches, archive research, adults participating in learning with their children 4. People participating in work experience/internships/apprenticeships 5. Volunteers recruited and deployed in Cultural venues.	22,000	19,090	No quarterly target set		25,549	22,000	•

Ref	Measure Description	2015/16	Po				npleted reporti period	ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG
	Number of residents supported through education, training, employment or enterprise							
WCPI023	Performance Commentary: This figure includes employment, training and enterprise support delivered through Adult Education and Economic Inclusion Team. The fall in numbers in Qtr. 4 reflects the impact of reductions in Adult Education's grant funding in Terms 1 & 2 for the academic year 2015-16. in 2015-16 the Economic Inclusion Team engaged with 267 residents of whom 229 (86%) had a positive training outcome, 80 (30%) had a positive job outcome and 40 (15%) received enterprise support. We now have a robust baseline for the forthcoming year, although further consideration needs to be given as to how academic year performance data collection and reporting for the Adult Education Service is best integrated with Council data which is collected and reported by financial year.	Baseline to be established	4,353	Baseline to be established		3,246	Baseline to be established	

Ref	Measure Description	2015/16	Previously of	Previously completed reporting period		Latest completed reporting period		ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG
	Number of residents in key deprived areas supported though education, training, employment or enterprise							
WCPI024	Performance Commentary: This indicator is based on data collated by the Economic Inclusion team within most deprived areas in Wolverhampton. Qtr. 4 reflects the activity provided by council services in delivering an employability offer in key deprived areas of the city. This quarter has included Adult Education enrolments of residents from disadvantaged wards for terms 1 & 2 of the academic year. This quarter has included the development of community based English for Speakers of Other Languages (ESOL) provision in various parts of the city, drop in employability programmes and bespoke sector based training including construction, sports coaches and lifeguard training with WV Active along with the start of the GTG based warehousing programme which has received Royal Bank of Scotland (RBS) funding and is run in conjunction with Walsall College.	Baseline to be established	Interim: 1337	No quarterly target set		1,716	Baseline to be established	

Ref	Measure Description	2015/16	Previously completed reporting period			Latest comp	leted reporteriod	ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI025	Percentage of mothers smoking at the time of delivery							
	Performance Commentary: The outcome shows an encouraging reduction in the proportion of women who smoke during pregnancy. It is anticipated that the increased visibility of smoking cessation services within the Healthy Lifestyles Team in antenatal clinics and community settings alongside the use of CO2 monitors at all contacts with midwives will continue to have a positive impact. The England average for 14/15 was 11.4% and for Qtr. 3 15/16 was 10.6%.	To reduce	16.6	<18.8%		Not available until June 2016	<18.8%	
WCPI026	Percentage of individuals achieving targeted weight loss through a weight management programme Performance Commentary: There continues to be a greater proportion of individuals completing a weight management programme and meeting their weight loss goals. This remains a key part of Wolverhampton's whole systems approach to tackling obesity and is demonstrating a positive impact.	To increase	44.5	<39.9%		Not available until May 2016	<39.9%	•

			Outturn	Target	RAG	Outturn	Target	RAG
WCPI027	Rate of alcohol related emergency admissions (under 75 years per 100,000 population)							
	Performance Commentary: This annual figure shows a continued increase in alcohol admissions for 2013/14. Unfortunately because of the time lag in reporting this data it will not reflect the impact of initiatives that have been implemented since 2013/14. It should be noted that there has also been a national increase in alcohol admissions. England average: 645 per 100,000 for 13/14.	To stabilise	851 (13/14)	<78	32	This perform reported annua updated infor	•	ber. No
	In order to give an indication of the direction of travel, there is a local indicator relating to emergency admissions to hospital that are due to alcohol misuse. This indicator shows that in 14/15 there were 956 emergency admissions (actual number, not rate per 100,000) and that this had reduced in Qtr. 1 15/16 (the latest annualised data available) to 909. Qtr. 2 and 3 data not available at the time of this data request.							

			Outturn	Target	RAG	Outturn	Target	RAG
WCPI028	Number of new users of Telecare services							
	Performance Commentary: Realising the opportunities of better care technology is central to the redesign of older people's services. Following a report that was considered at Cabinet on 11 November, staffing changes are being made, in partnership with Wolverhampton Homes including integrating Care Link and Telecare services and retraining to increase installation capability and to accelerate progress. However, the effect of these changes will not be realised in reported telecare figures until 2016/17.	500	260	300	\	369	500	•

			Outturn	Target	RAG	Outturn	Target	RAG
WCPI029	Number of financial health checks undertaken							
	Performance Commentary: The financial health checks being carried out by the Welfare Rights Service are having a positive impact on maximising the income of vulnerable people in the city with over £7 million worth of benefits gains being identified for this year. Work is also on-going with partners to develop capacity to offer financial health checks across the City.							
	The methodology used to measure this target has been changed to more accurately reflect the financial health check work being undertaken and previous quarters have been amended to reflect this. Previously the measure used the number of initial contact financial health checks that resulted in a potential or actual increase in income. Now, as well as full financial health checks the measure includes all initial contacts to the Welfare Rights service, even if they do not result in an actual or potential gain as it was identified that a health check was still being undertaken by a Welfare Rights Officer and it was felt that this was a more accurate reflection of health check activity.	2000	1511	1200		2299	2000	

Ref	Measure Description	2015/16	Previously co	ompleted repo	orting		completed reporting period		
	modearo Bosonpaon	Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI030	Number of carer assessments								
	Performance Commentary: New Care Act compliant processes and documentation introduced at the beginning of the year contributed to fewer joint carers assessments being undertaken immediately following implementation, however, to mitigate this the Carers team provided and additional focus on undertaking separate assessments. An assessment of carers services by a regional expert is in progress and an improvement action plan is in place and being implemented.	1350	731	1012	A	1006	1124	*	
WCPI031	Rate of permanent admissions to care homes for older people (per 100,000 population) (ASCOF 2A(2)) Performance Commentary: This is a key target of the Better Care Fund (BCF) integrated work with health. Admissions increased in the second half of the year, in part due to demographic changes within the city around increasing numbers of older people and pressures from hospital admissions. A revised approvals system has been developed with increased oversight and higher level decision making. Comparator data for 14/15 showed that Wolverhampton is rated in the top quartile amongst comparator authority's and the upper mid quartile within the region last year, demonstrating that older people within the City are being helped to remain independent. The current result continues to place Wolverhampton in the top quartile among comparators but in the lower mid quartile regionally and nationally.	638	643 (275)	640 (274)	\	696 (297)	638 (273)	•	

Ref	Measure Description	2015/16	Previously completed reporting period				pleted report eriod	ting
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI032	Percentage of older people who have received reablement services who remain in their own home six months after discharge from those services							
	Performance Commentary: Offering older people reablement to recover from a fall or illness or to improve mobility and confidence is key in enabling them to remain independent. In the 12 months up to the end of September, 361 people had received reablement. At the end of March 295 were either receiving no services or services at home and fewer people were in residential or nursing care following reablement. Despite the Amber rating against an ambitious target, performance remains within expected parameters. Although this is local indicator, there is a national indicator which looks at older people who receive reablement on discharge from hospital. Data for this measure demonstrates that while effectiveness is not as good as comparators, this is explained by Wolverhampton offering reablement to double the proportion of people that averages for statistical neighbours, regionally and nationally. This increased offer lessens the 'cherry picking' effect which can make effectiveness look better.	84.0%	82.2% (315)	84.0%	•	81.7%	84%	.

Ref	Measure Description	2015/16	Previously completed reporting period				pleted report period	RAG
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI033	Percentage of Education, Health and Care Plans (EHCP) converted							
	Performance Commentary: At the start of September there were 1143 children and young people with statements. At the end of March 1108 children had statements and 177 had EHCPs being maintained by Wolverhampton. 180 EHC assessments were in progress. At the end of March there were 422 EHC needs assessments in progress or completed- this is 38% of current statements and 79% of the full year target which it it anticipated will be achieved by the end of the academic year. Since September 2014 we have initiated 761 EHC Needs Assessments.	46% (548)	14.7% (162)	12%		38.2% (422)	31%	
	Completion of EHC Needs Assessment within a timely manner (20 weeks) remains an issue due to advice providers from across all services (Education, Health and Care) struggling to provide advice in a timely manner. The Council is currently completing 50% of assessments within the 20 week period. However, 81% of councils have reported not to be able to meet the 20 week timescale. Capacity has been increased within the council to enable more timely completion of EHCP, where advice is received in a timely manner.							

			Outturn	Target	RAG	Outturn	Target	RAG
WCPI034	Percentage of disabled children in year 9 that have a Transition Plan							
	Performance Commentary: The total number of reviews that will need to be done in order to develop appropriate transition plans in the 2015/16 academic year is 113. 52 (44%) year 9 reviews took place between September 2015 and March 2016 with the remainder due to take place between April and August 2016 so this indicator is on target to achieve 100% by the end of the academic year.	100%	44% (52)	44%	•	44%	44%	•
WCPI035	Rate of adults aged 18-64 in contact with Mental Health Services who are in permanent residential or nursing care (per 100,000 population)							
	Performance Commentary: All of the individuals that are currently in residential care have been profiled to assess their suitability for resettlement in the community and plans are being made to move those for whom it is appropriate however due to delays in the resettlement programme the ambitious target could not be realised this year. However there are 8 fewer people with Mental Health problems in permanent residential or nursing care at the end of March compared to the end of the last financial year.	14.4	28.1 (43)	19.6 (30)	A	28.8 (44)	14.4 (22)	•

Ref	Measure Description	2015/16	Previously co	ompleted repoeriod	orting			ing
Roi	modelio Becomption	Target	Outturn	Target	RAG	Outturn	Target 35 96.8 (148)	RAG
WCPI036	Number of adults aged 18-64 in contact with Mental Health Services who have been resettled from permanent residential care into community based services							
	Performance Commentary: Fourteen people have already been successfully resettled from residential care into the community. Intensive work is being carried out with the remaining 21 people in order to progress their resettlement. A consequence of not meeting this target is a direct impact on the rate of adults aged 18-64 in contact with Mental Health services who are in permanent residential care (per 100,000 population).	35	12	20	A	14	35	A
WCPI037	Rate of adults aged 18-64 in contact with Learning Disability Services who are in permanent residential or nursing care (per 100,000 population)							
	Performance Commentary: The successful achievement of this indicator is based on two factors; the first is the number of new admissions to residential and nursing care and the second is the resettlement of existing clients into community based placements. The number of people who have been resettled has been lower than expected due to delays in the completion of new supported living schemes, however, significant decreases in the number of people being admitted to residential and nursing care means that while performance is slightly above anticipated levels, it remains within expected parameters.	96.8	102.0 (156)	100.0	•	100.7 (154)		\

Ref	Measure Description	2015/16	Previously co	ompleted repoeriod	orting		Target 50 60%	ting
1101	modelle Becomption	Target	Outturn	Target	RAG	Outturn		RAG
WCPI038	Number of new supporting living placements created for people with learning disabilities							
	Performance Commentary: The profiling for this indicator was contingent upon the completion of two major new supported living schemes at Carlton Road and Sunbeam which would have delivered 28 places allowing 45 people in total to be resettled. In one of these development there has been a delay in the completion of building works, although tenants will begin to move into these schemes in the coming months. Additional people continue to be identified and worked with in order to ensure that they are in the correct settings for their needs, however, this can be a lengthy process because Mental Capacity Act assessments and Court of Protection processes are often required. There is also a review and stocktake being undertaken around this work in order to progress the programme and embed the required culture shift.	50	14	25		17	50	
WCPI039	Proportion of children identified as been at risk of Child Sexual Exploitation (CSE) whose level of risk has reduced							
VVCF1039	Performance Commentary: Performance in this area is incredibly positive with Wolverhampton having made significant progress in the last year and the measure demonstrates that work being undertaken with young people at risk of CSE is positively reducing their risk levels. Relatively small numbers can make this indicator volatile. As at 12th April 13 young people were deemed to be at risk of CSE.	60%	83% (45)	60%	•	90% (63)	60%	•

Ref	Measure Description	2015/16	Previously co	ompleted rep period	orting			ting
TO	medadie beschption	Target	Outturn	Target	RAG	Outturn	A0% (1522)	RAG
WCPI040	Percentage of referrals to Children's Social Care where domestic violence is an identified factor							
	Performance Commentary: Identifying children who are at risk of or affected by domestic violence (DV) is an important part of safeguarding vulnerable children. With the introduction of the Multi-Agency Safeguarding Hub (MASH) and the strengthening of the DV screening process, the identification of children who are affected by domestic violence should increase with additional work being undertake to ensure that this is adequately captured on systems. In parallel, on-going actions will be taken by the Domestic Violence Forum to increase awareness. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17)	40%	33.6% (1261)	40.0%		32.6% (1241)		^
WCPI041	Percentage of referrals to Adults Safeguarding where domestic violence is an identified factor							
	Performance Commentary: Whilst identifying domestic violence (DV) within adult safeguarding work is important, it is difficult to ascertain the extent to which the prevalence of DV is impacting on this result as distinct from an awareness of issues leading to the identification of domestic violence. In cases where DV has been identified as a factor of why an adult may be vulnerable, appropriate investigations and safeguarding actions have been undertaken. However, it is felt that this is not the best indicator for measuring the effectiveness of response to domestic violence issues and a more suitable indicator will be identified for the next reporting cycle (2016/17)	12%	8.9% (26)	12.0%		10.9% (42)	12%	*

Ref	Measure Description	2015/16	Previously cor	mpleted rep eriod	orting		pleted report period	ting
VVCP1042		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI042	Proportion of people who use social services who feel safe							
	Performance Commentary: This is a provisional result from the 2015/16 Adult User Survey. Performance remains above the 2014/15 comparator averages demonstrating that some of the most vulnerable people in Wolverhampton feel that the City is a safe place to live. Although performance against this indicator has fallen slightly in 2015/16, performance against the indicator which measures the percentage of people who use services who say that those services make them feel safe and secure has increased from 84.4% in 2014/15 to 85.5%. This suggests that vulnerable people do not feel unsafe due to their social care needs but due to external factors in their environment. 2014/15 comparator results show that for statistical neighbours the average result was 69.2%, across the West Midlands was 69.5% and nationally was 68.5%. Wolverhampton is in the top quartile nationally and among comparators and the upper mid quartile regionally.	75.5%	Not reported until March 2016	75.5%		71.7%	75.5%	\

Ref	Measure Description	2015/16	Previously co	ompleted repoeriod	orting	Latest completed repo period		orting	
		Target	Outturn	Target	RAG	Outturn	period	RAG	
WCPI043	Number of families who have been identified and with whom work has commenced as part of the second phase of the Troubled Families programme								
	Performance Commentary: The identification of families with whom work has begun as part of the Troubled Families Programme has exceeded the target in 2015/16. This is incredibly positive and is reflective the whole family approach to support and early intervention becoming embedded within front line services in Wolverhampton. On-going reporting will now begin to focus on the proportion of those families who are being worked with that have been turned around.	483	412	352	•	518	483	•	
WCPI044a	Percentage of young people engaged in education, training, employment or enterprise : Young offenders								
	Performance Commentary: At the end of the Qtr. 4 there were 41 young people included in the cohort, 22 of which were in education, training, employment or enterprise (ETEE), at the end of their order. This is a positive increase on the 19 of 41 in ETEE (46%) at the start of their order. 26 of these young people are school-aged. At the end of their orders 54% (14/26) were engaged in 25 hours at the end of their order. Of the post-school cases, 53% (8/15) were in ETEE at the end of their order.	55%	60% (21)	55%	•	54%	55%	\	

Ref	Measure Description	2015/16	Previously co	ompleted reposeriod	orting		•	ting
		Target	Outturn	Target	RAG	Outturn	Target 70% 109 (631)	RAG
WCPI044b	Percentage of young people engaged in education, training, employment or enterprise : Care leavers							
	Performance Commentary: There are 184 care leavers in the cohort, 103 (56%) of which are in Education, Employment or Training. Of the 81 (44%) who are not, 37 (20%) are not available for the labour market due to illness, disability, pregnancy, motherhood or being in custody. The remaining 44 (24%) are not in Education, Employment or Training for 'Other' reasons.	70%	53% (85)	60%	•	56%	70%	A
WCPI045	Rate of Looked After Children (LAC) (per 10,000 population)							
	Performance Commentary: Whilst the ambitious target was not reached significant has been made in reducing LAC numbers and this continues to decrease with 124 fewer LAC as at 31st March than at the beginning of the year.	109	117 (675)	117 (674)	•	113 (654)		*
TI in de fa	The implementation of the children's redesign in early intervention will ensure a continued reduction in demand on specialist social care services and lead to families being supported at an earlier stage and before they reach crisis.							

			Outturn	Target	RAG	Outturn	Target	RAC
WCPI046	Percentage of schools judged by OFSTED to be 'good' or 'outstanding'							
tli S tll n T n F a e o a	Performance Commentary: The Local Authority has been implementing its School Improvement and Governance Strategy since September 2014 and this is having a positive impact on the quality of education in some of the most at risk maintained primary and secondary schools in the City. This is reflected in the increased number of schools now being judged good or outstanding.	78.0%	commentary available and Corporate Per	nd performan shown here reported as p	ce was art of	78% (82)	78%	•
	Feedback from the regional the school commissioner and regional Her Majesty's Inspectorate (HMI) were extremely positive, we expect our percentage of good or better schools to be at least 85% by the end of this academic year (depending on the pace of inspections).							
WCPI047	Percentage of pupils achieving level 4 in combined Reading, Writing and Maths at Key Stage 2		This indicator is	an annual m	easure.			
WCPI047	Performance Commentary: The % of pupils at level 4+ in reading writing and maths has improved by 1% since 2014. This matches the national average and ranks Wolverhampton primary schools performance at 79 out of 152 Local Authorities (LAs).	80%	commentary available and Corporate Pei		was art of	80% (2252)	80% (2014/15)	
NCPI048	Percentage of pupils achieving 5 A* - C Grades including English and Maths		This indicator is	an annual m	easure.			
 F () ()	Performance Commentary: Our figures have been artificially distorted by technical difficulties with two schools examination submissions (Kings and Morton). The reconciled figure would have been 54.0% hence the green rating this for measure.	54.0%	commentary available and Corporate Pei		was art of	52%	54% (2014/15)	•



People Stronger Communities

WCPI049	Percentage of maintained primary and special schools with uncommitted balances greater than 8% of budget share		This indicator is an annual measure.			
	Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources.	Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources. Percentage of maintained secondary schools with		60% (46)	20%	A
WCPI050			This indicator is an annual measure.			
	Performance Commentary: Local Authority officers met with the schools that had maintained significant balances above the 8% threshold during 2014/15 to discuss plans for the use of balances. Schools were also alerted to the possibility of claw back of unspent resources.	0%	The data and performance commentary shown here was available and reported as part of Corporate Performance Report – Qtr. 2.	33% (2)	0%	A
WCPI051	Number of unique hits on the Wolverhampton Information Network (WIN)					
	Performance Commentary: Community events continue to held to promote WIN and increase it's use across the City, the success of which continues to be demonstrated by the amount of additional new hits that the service has received. In quarter 4 this includes a joint launch with the Police "About Youth" initiative at both a public and stakeholder event and a public event at the Molineux which attracted a large number of people.	215,000	201,978 155,000	252,227	215,000	•

Ref	Measure Description	2015/16	Previously co	ompleted repoeriod	orting		ipleted report period	ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG

Ref	Measure Description	2015/16		ompleted repo period	orting			orting	
1101	modelio Becomption	Target	Outturn	Target	RAG	Outturn	994 688 860 6648	RAG	
WCPI052	Number of listings on the Wolverhampton Information Network (WIN)								
	Performance Commentary: The number of listings continues to grow and has been boosted in Qtr. 4 by the addition of the Special Educational Need Disability (SEND) local offer which includes information and support for children and young people with special educational needs and disabilities aged 0-25 and the Information and Support offer for families with children aged 0-19. This is extremely positive and continues to demonstrate the capacity of the WIN as an incredibly useful community resource as the council works to increase community capacity within the city.	688	680	653	•	994	688	•	
WCPI053	Performance Commentary: Qtr. 4 has seen a slight increase in offences resulting in an overall increase of 3.1% for the year; although a force-wide issue, this was the second lowest increase across the West Midlands and is below the regional average. These can be accounted for by the increase in 'hidden crime', where active efforts and initiatives have been adopted to increase reporting. Of these 515 additional crimes, 350 are attributed to a rise in domestic violence (DV) reporting of 17.3%. An increase in shoplifting of 5.2% accounts for an addition 100 offences.	To reduce	5066 (12,816)	5060 (12,800)	\	6860 (17,354)		\	

Ref	Measure Description	2015/16	Previously co	ompleted repo period	orting		pleted report period	ing
	modedio Bosonphon	Target	Outturn	Target	RAG	Outturn	101 (239)	RAG
WCPI054a	Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17): Victims Performance Commentary: Levels of violence with injury against this age group have reduced for Qtr. 4 compared to Qtr. 3 although levels for the year overall remain raised. This picture is reflected across the West Midlands and remains a local priority for action.	To reduce	96 (227)	77 (182)	A	125 (294)		^
	Violence was the top priority for the Local Policing Unit (LPU) last year and the end of performance year showed a very slight increase of 9 offences (all ages) which when considering the rise in Domestic Abuse (DA) offences points to some success in countering violence in traditional hotspots.							
WCPI054b	Rate of young people involved in violent crime (with injury) (per 10,000 population aged 10-17): Offenders Performance Commentary: The 'early help' approach led by Youth Offending Team (YOT) and Police is contributing to a steady reduction in the number of young offenders committing these offences with an overall decrease in violent young offenders compared to 2014/15.	To reduce	40 (94)	44 (105)	•	54 (127)		•
WCPI055	Number of referrals made to Channel Panel (Prevent Agenda) Performance Commentary: Qtr. 4 referrals remain at an acceptable rate and referrals for Channel for the year have more than doubled compared to 2014/15; this is an encouraging trend as it highlights an increased awareness amongst agencies to refer vulnerable individuals in for support.	To increase	40	14	•	54	21	•



Ref	Measure Description	2015/16	Previously cor	mpleted repo	orting	Latest compl pe	eted report riod	ing
WCPI056 WCPI057		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI056	Percentage of council tax collected							
	Performance Commentary: Collection rate is down 0.64% against the target. The maximum amount of council tax reduction allowed for working age applicants was reduced from 1 April 2015, which will have had an impact as people with low income have to find more towards their council tax. We are working closely with our benchmarking partners and investigating new ways of streamlining the recovery and enforcement process. We are also working with advice agencies, such as Citizens Advice, to provide budgeting and debt advice to customers.	95%	76.2% (£72.5 million)	76.2%	•	94.4% (£89.1 million)	95%	*
WCPI057	Performance Commentary: Collection rate is above target. The reduction in rates due following successful appeals has contributed to collection. We are working closely with our benchmarking partners and investigating new ways of streamlining the recovery and enforcement process.	96.7%	80.3% (£63.5 million)	80.3%	•	97.8% (£76.8 million)	96.7%	•
WCPI058	Percentage of spend with suppliers whose address includes a WV postcode Performance Commentary: Spend with local suppliers has increased due to an increase in awards on construction projects, such as school extensions and work on the leisure facilities.	31.08%	Interim: 35%	31.08%		31.9% (£117,769,099)	31.08%	

Stronger Organisation

Ref	Measure Description	2015/16	Previously completed reporting period			•	pleted reporting eriod		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI059	Cost per square metre of our operational property portfolio								
	Performance Commentary: This figure has been determined utilising actual expenditure of running costs against the office accommodation portfolio (Future Space in-scope assets). The running costs that have been included are rates, utilities, cleaning, grounds maintenance, insurance and repairs and maintenance.	£50.00	Not reported until March 2016	No quarterly target set		£48.00	£50.00	•	
WCPI060	Percentage of customers satisfied with the customer service they received from the council								
	Performance Commentary: We have piloted customer satisfaction surveys this year, exploring different channels and means by which we can capture customer feedback. We currently carry out these surveys in the contact centre after customer calls, and out on receptions with face to face customers on both Main and Housing Benefits reception. We are aiding this by providing regular updates on number of surveys completed to team, creating visual aids and introducing healthy competition between teams.	70%	Interim: 76.82%	70%	•	88.78%	70%	•	

Ref	Measure Description	2015/16	Previously completed reporting period			•	oleted report eriod			
		Target	Outturn	Target	RAG	Outturn	Target	RAG		
WCPI061	Percentage of calls to Customer Services resolved at 1st contact									
	Performance Commentary: Of the 602,615 calls handled during the year, we resolved 85% of enquiries at first point of contact within the contact centre, 15% above target. During the month of March, there was a drop in enquiry volumes used to calculate this figure due to the crossover to the new Customer Engagement Platform. For consistency, we used data up until the go-live date for the implementation of this new system. We have streamlined processes via business process reengineering to answer customer enquires quickly and to ensure we are taking and providing all the necessary information needed to resolve their issue. We also have clear and enquiry-specific 'Knowledge Based Articles', previously known as 'Business Rules', to aid officers to help resolve enquiries.	70%	86% (58,497)	70%	•	87.42% (59,624)	70%	•		

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Ref	Measure Description	2015/16	Previously completed reporting period				Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI062	Percentage of completed website transactions								
	Performance Commentary: We have seen a drop in web transaction figures for March due to a gap in reporting. However, for the complete year, 59% of customers successfully completed web transactions from end to end. We currently do not have an agreed target level in place for web transactions and are still exploring the most accurate and valid ways of measuring and reporting this traffic. However, we have seen a big interest in our web based services and receive a healthy number of transactions, channel-shifting customers from more traditional and costly channels such as telephony. Two of our top tasks- report a missed bin and pay a parking fine have been recognised by SOCITM (Society of Information Technology Management) to be at 4* level (out of 4) nationally.	Baseline to be established	43.0% (360)	Baseline to be established		65.12% (1807)	Baseline to be established		

Ref	Measure Description	2015/16	Previously completed reporting period				oleted report eriod	ing
		Target	Outturn	Target	RAG	Outturn	Target	RAG
WCPI063	Percentage of our eligible workforce who have a current appraisal							
	Performance Commentary:							
	This measure is reported as a cumulative figure over a set Financial Year i.e. April to March. However; appraisals are recorded on a rolling basis and therefore can produce a deficit figure as they exceed the 12 month period from the previous Financial Year e.g. we could report 30% completion in Qtr. 1 against our 100% target, and then a lesser figure in Qtr. 2. By reporting in the current way we cannot easily ascertain the increase in newly completed appraisals. To address this issue we are developing the facility to schedule future appraisals on Agresso. Therefore going forward we can produce a baseline forecast for those appraisals due and produce a quarterly target to performance manage against. A separate report on this indicator will be discussed at Cabinet (Performance Management) Panel on 13 June	100%	57%	100%		70.8%	100%	•



Ref	Measure Description	2015/16	Previously completed reporting period				npleted reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI064	Number of workings days lost per Full Time Equivalent (FTE) to sickness absence	Baseline to be established					Baseline to be established		
	Performance Commentary: We didn't set a target this year as this was the first year that Wolverhampton has reported the performance information for this measure in this way. It is important to note that the majority of this outturn is as a result of the council's average long-term sickness (7.63 days), whilst short term average sickness is (2.66 days).		7.76 Days	Baseline to be established	•	10.28 Days			
	A target for next year will be set at 9 days. The new MOA Policy, Management training in the use of the Policy and the new Sickness Management Board, will work towards achieving this target.								
WCPI065	Percentage of Freedom of Information (FOI) requests responded to within the statutory timeframe	100%	99.6%	100%		100%	100%		
	Performance Commentary: All requests received for FOI/EIR were responded to within the statutory timeframe.				•			•	
WCPI066	Percentage of Subject Access requests responded to within the statutory timeframe								
	Performance Commentary: One request in February (Corporate) went out one day late as a result of a delay with the information being provided.	95%	100%	95.0%	•	99.8%	95%	•	



Ref	Measure Description	2015/16	Previously completed reporting period				Latest completed reporting period		
		Target	Outturn	Target	RAG	Outturn	Target	RAG	
WCPI067	Percentage of customers who feel informed about council performance								
	Performance Commentary: This data has been captured as part of the Public Health Lifestyle survey which was completed in April 2016, with a total of 9046 responses. There were a total of 9,001 responses to how well do you think Wolverhampton City Council is performing. This means that of those that responded to the survey, 5,428 agreed that the city council was performing well or very well.	Baseline to be established	Not reported until March 2016	Baseline to be established	•	60% (Interim)	Baseline to be established	•	
	However, Public Health has noted some discrepancies with the data analysis and these are currently being clarified with the contractor.								
WCPI064	Percentage of employees who are aware of the council's corporate priorities and understand how they contribute to them			Not reported					
	Performance Commentary: The indicator shows a significant improvement on the 2014 benchmark result of 44% - up 29% - whilst not hitting the stretching 80% target set. This is based on a response rate of 419 survey responses (516 in 2014).	80%	until March 2016	80%		(Interim) b estab	80%	•	