Performance Measures

		Urgent Performance			Reporting	
Reference	Measure	Challenge	Portfolio	Service	Frequency	UPC No
				Finance and		
SCC 0556	Full year budget variance	Financial stability	Resources	Commercial Services	Monthly	1
SCC 0490	Average waiting time for customers calling the Contact Centre	Customer Services	Resources	Customer Services	Monthly	2
SCC 0525	Longest waiting time for customers calling the Contact Centre	Customer Services	Resources	Customer Services	Monthly	2
SCC 0512	Proportion of offered calls answered by Contact Centre	Customer Services	Resources	Customer Services	Monthly	2
SCC 0524	Total calls offered to Contact Centre	Customer Services	Resources	Customer Services	Monthly	2
		Freedom of Information				
SCC 0529	Number of open and overdue Freedom of Information Requests	and Subject Access	Resources	Legal and Governance	Monthly	3
		Freedom of Information				
SCC 0531	Number of open and overdue Subject Access Requests	and Subject Access	Resources	Legal and Governance	Monthly	3
		Freedom of Information				
SCC 0528	Number of open Freedom of Information Requests	and Subject Access	Resources	Legal and Governance	Monthly	Э
		Freedom of Information				
SCC 0530	Number of open Subject Access Requests	and Subject Access	Resources	Legal and Governance	Monthly	3
	Proportion of Freedom of Information Requests responded to within statutory	Freedom of Information				
SCC 0526	timescales	and Subject Access	Resources	Legal and Governance	Monthly	3
		Freedom of Information				
SCC 0527	Proportion of Subject Access Requests responded to within statutory timescales	and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0502	Amount spent on agency staff	Workforce development	Resources	Human Resources	Monthly	2
SCC 0500	Loss of working time due to sickness	Workforce development	Resources	Human Resources	Monthly	4
SCC 0503	Number of agency staff employed	Workforce development	Resources	Human Resources	Monthly	4
SCC 0504	Proportion of staff who have completed all of the required learning modules	Workforce development	Resources	Human Resources	Monthly	4
SCC 0489	Proportion of the workforce who have had a PDR in the past 12 months	Workforce development	Resources	Human Resources	Monthly	2
SCC 0437	Average tenant satisfaction with overall Repairs and Maintenance Service	Housing repairs	Operational Services	Direct Services	Monthly	5
SCC 0523	Average time taken to bring voids back into fit-to-let condition	Housing repairs	Operational Services	Direct Services	Monthly	5
SCC 0522	Proportion of repairs completed on time: Planned repairs	Housing repairs	Operational Services	Direct Services	Monthly	Ę
SCC 0521	Proportion of repairs completed on time: Responsive repairs	Housing repairs	Operational Services	Direct Services	Monthly	5
SCC 0520	Repairs and maintenance backlog: Fire stopping	Housing repairs	Operational Services	Direct Services	Monthly	Ę
SCC 0519	Repairs and maintenance backlog: Gas	Housing repairs	Operational Services	Direct Services	Monthly	5
SCC 0518	Repairs and maintenance backlog: Planned repairs	Housing repairs	Operational Services	Direct Services	Monthly	5
SCC 0517	Repairs and maintenance backlog: Responsive repairs	Housing repairs	Operational Services	Direct Services	Monthly	,

Street and Proportion of complaints resolved within 3 working days, or 28 days where further proportion of complaints resolved within 3 working days, or 28 days where further investigation is requiredStreet and neighbourhoodOperational Services RegulationsMonthlyCESCC 0534investigation is requiredStreet and Street Scene and<			Urgent Performance			Reporting	
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SCC 0431 Proportion of homelessness prevention outcomes with a successful outcome Homelessness Operational Services Housing Services Monthly	SCC 0384	Number of rough sleepers identified at monthly count	Homelessness	Operational Services	Housing Services	Monthly	8
	SCC 0539	Proportion of homelessness presentations owed a prevention duty	Homelessness	Operational Services	Housing Services	Monthly	8
SCC 0432 Proportion of homelessness relief outcomes with a successful outcome Homelessness Operational Services Housing Services Monthly 8	SCC 0431	Proportion of homelessness prevention outcomes with a successful outcome	Homelessness	Operational Services	Housing Services	Monthly	8
	SCC 0432	Proportion of homelessness relief outcomes with a successful outcome	Homelessness	Operational Services	Housing Services	Monthly	8

		Urgent Performance			Reporting	· · · · · · · · · · · · · · · · · · ·
Reference	, Measure	Challenge	Portfolio	Service	Frequency	UPC No
SCC 0538	Total number of homelessness acceptances in the past 12 months	Homelessness	Operational Services	Housing Services	Monthly	8
		Adult Health and Social		Adult Health and		
SCC 0513	% Care Homes rated good or outstanding	Care	People	Social Care	Monthly	9
		Adult Health and Social		Adult Health and		
SCC 0514	% Homecare rated good or outstanding	Care	People	Social Care	Monthly	9
	% of people who have had an annual Conversation reviewing longer-term Adult	Adult Health and Social		Adult Health and		
SCC 0008	Social Care support	Care	People	Social Care	Monthly	9
		Adult Health and Social	Adult Health and			
SCC 0542	Loss of working time due to sickness, 12 month rolling average	Care	Social Care	People	Monthly	9
	Median number of days to determine whether a person requires ongoing Adult	Adult Health and Social		Adult Health and		
SCC 0006	Social Care support	Care	People	Social Care	Monthly	9
	Median number of days to put in place ongoing Adult Social Care support once it	Adult Health and Social		Adult Health and		
SCC 0007	has been determined that the person needs it	Care	People	Social Care	Monthly	9
		Adult Health and Social		Adult Health and	Financial	
SCC 0540	Overall satisfaction of carers with social services	Care	People	Social Care	years	9
		Adult Health and Social		Adult Health and	Financial	
SCC 0541	Overall satisfaction of people who use services with their care and support	Care	People	Social Care	years	9
		Adult Health and Social		Adult Health and		
SCC 0515	Percentage of Safeguarding Adults outcomes met	Care	People	Social Care	Monthly	9
		Adult Health and Social		Adult Health and		
SCC 0516	Safeguarding Adults Impact on Risk: % risk removed or reduced (S42 enquiries)	Care	People	Social Care	Monthly	9
		Adult Health and Social		Adult Health and		
SCC 0462	Total number of Adult Social Care service users	Care	People	Social Care	Monthly	9
		Adult Health and Social		Adult Health and		
SCC 0510	Total weekly cost of an Adult Social Care package	Care	People	Social Care	Monthly	9
SCC 0548	Children's Social workers with caseloads above or well above normal expectations	Children's Social Care	People	Children and Families	Monthly	10
SCC 0399	Number of Children In Need	Children's Social Care	People	Children and Families	Monthly	10
SCC 0075	Number of Children Looked After	Children's Social Care	People	Children and Families	Monthly	10
	Number of Children Looked After placed within the LA, in a neighbouring LA or					
SCC 0545	further afield	Children's Social Care	People	Children and Families	Monthly	10
SCC 0398	Number of children subject to a Child Protection Plan	Children's Social Care	People	Children and Families	Monthly	10
SCC 0546	Number of high-cost external mainstream placements	Children's Social Care	People	Children and Families	Monthly	10
	Number of young people over the age of 18 with an open case with Children's Social					
SCC 0543	Services	Children's Social Care	People	Children and Families	Monthly	10
SCC 0544	Social care staffing costs: full year outturn	Children's Social Care	People	Children and Families	Monthly	10
SCC 0547	Total cost of Children's Social Care placements: full year outturn	Children's Social Care	People	Children and Families	Monthly	10

	Urgent Performance		·	Reporting	
Measure	Challenge	Portfolio	Service	Frequency	UPC No
Number of professionals across education, health and care trained in use of 24/7	SEND multi-agency				
tool	transitions	People	Education and Skills	Monthly	11
	SEND multi-agency				
Number of supported internship places for young People with SEND	transitions	People	Education and Skills	Monthly	11
	SEND multi-agency				
Number of youong people (16-18) with EHC Plans who are NEET or 'not known'	transitions	People	Education and Skills	Monthly	11
Proportion of reviews audited showing evidence of good practice in preparation for	SEND multi-agency				
adulthood	transitions	People	Education and Skills	Monthly	11
Proportion of young people with a learning disability who have an annual health	SEND multi-agency				
check	transitions	People	Education and Skills	Monthly	11
Proportion of young people within Children with Disabilities Service who are	SEND multi-agency				
supported from Y9 onwards	transitions	People	Education and Skills	Monthly	11
	SEND multi-agency				
Transition advice pages: number of hits	transitions	People	Education and Skills	Monthly	11
Transition advice pages: proportion of children, young people and families providing	SEND multi-agency				
positive feedback	transitions	People	Education and Skills	Monthly	11
	Number of professionals across education, health and care trained in use of 24/7 tool Number of supported internship places for young People with SEND Number of youong people (16-18) with EHC Plans who are NEET or 'not known' Proportion of reviews audited showing evidence of good practice in preparation for adulthood Proportion of young people with a learning disability who have an annual health check Proportion of young people within Children with Disabilities Service who are supported from Y9 onwards Transition advice pages: number of hits Transition advice pages: proportion of children, young people and families providing	MeasureChallengeNumber of professionals across education, health and care trained in use of 24/7SEND multi-agency transitionstoolSEND multi-agency transitionsNumber of supported internship places for young People with SENDTransitionsNumber of youong people (16-18) with EHC Plans who are NEET or 'not known'SEND multi-agency transitionsProportion of reviews audited 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