

Performance Measures

Reference	Measure	Urgent Performance Challenge	Portfolio	Service	Reporting Frequency	UPC No
SCC 0556	Full year budget variance	Financial stability	Resources	Finance and 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
SCC 0529	Number of open and overdue Freedom of Information Requests	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0531	Number of open and overdue Subject Access Requests	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0528	Number of open Freedom of Information Requests	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0530	Number of open Subject Access Requests	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0526	Proportion of Freedom of Information Requests responded to within statutory timescales	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0527	Proportion of Subject Access Requests responded to within statutory timescales	Freedom of Information and Subject Access	Resources	Legal and Governance	Monthly	3
SCC 0502	Amount spent on agency staff	Workforce development	Resources	Human Resources	Monthly	4
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	4
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	5
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	5
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	5

Reference	Measure	Urgent Performance Challenge	Portfolio	Service	Reporting Frequency	UPC No
SCC 0533	Area of carriageway resurfaced	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0532	Area of footway resurced	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0534	Proportion of complaints resolved within 3 working days, or 28 days where further investigation is required	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0535	Proportion of reported fly-tipping on the highway removed within 5 working days	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0536	Proportion of reported full litter bins emptied within 1 working day	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0537	Proportion of reported hazardous potholes repaired within 24 hours	Street and neighbourhood	Operational Services	Street Scene and Regulations	Monthly	6
SCC 0563	Road Condition Survey: Proportion of roads where maintenance should be considered	Street and neighbourhood	Operational Services	Street Scene and Regulations	Financial years	6
SCC 0561	Community Support Hotline - number of calls offered	Cost-of-living crisis	Operational Services	Street Scene and Regulations	Monthly	7
SCC 0562	Community Support Hotline - proportion of calls answered	Cost-of-living crisis	Operational Services	Street Scene and Regulations	Monthly	7
SCC 0560	Landlord repossession claims	Cost-of-living crisis	Operational Services	Street Scene and Regulations	Monthly	7
SCC 0559	Mortgage repossession claims	Cost-of-living crisis	Operational Services	Street Scene and Regulations	Monthly	7
SCC 0557	Rent arrears for council tenants	Cost-of-living crisis	Resources	Finance and Commercial Services	Monthly	7
SCC 0558	Universal Credit claimants, by employment status	Cost-of-living crisis	Operational Services	Street Scene and Regulations	Monthly	7
SCC 0430	Number of homelessness presentations	Homelessness	Operational Services	Housing Services	Monthly	8
SCC 0435	Number of households in bed and breakfast accommodation	Homelessness	Operational Services	Housing Services	Monthly	8
SCC 0434	Number of households in temporary accommodation	Homelessness	Operational Services	Housing Services	Monthly	8
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 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

Reference	Measure	Urgent Performance			Reporting	
		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
SCC 0513	% Care Homes rated good or outstanding	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0514	% Homecare rated good or outstanding	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0008	% of people who have had an annual Conversation reviewing longer-term Adult Social Care support	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0542	Loss of working time due to sickness, 12 month rolling average	Adult Health and Social Care	Adult Health and Social Care	People	Monthly	9
SCC 0006	Median number of days to determine whether a person requires ongoing Adult Social Care support	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0007	Median number of days to put in place ongoing Adult Social Care support once it has been determined that the person needs it	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0540	Overall satisfaction of carers with social services	Adult Health and Social Care	People	Adult Health and Social Care	Financial years	9
SCC 0541	Overall satisfaction of people who use services with their care and support	Adult Health and Social Care	People	Adult Health and Social Care	Financial years	9
SCC 0515	Percentage of Safeguarding Adults outcomes met	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0516	Safeguarding Adults Impact on Risk: % risk removed or reduced (S42 enquiries)	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0462	Total number of Adult Social Care service users	Adult Health and Social Care	People	Adult Health and Social Care	Monthly	9
SCC 0510	Total weekly cost of an Adult Social Care package	Adult Health and Social Care	People	Adult Health and 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
SCC 0545	Number of Children Looked After placed within the LA, in a neighbouring LA or 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
SCC 0543	Number of young people over the age of 18 with an open case with Children's Social 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

Reference	Measure	Urgent Performance Challenge	Portfolio	Service	Reporting Frequency	UPC No
SCC 0564	Number of professionals across education, health and care trained in use of 24/7 tool	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0552	Number of supported internship places for young People with SEND	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0555	Number of young people (16-18) with EHC Plans who are NEET or 'not known'	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0551	Proportion of reviews audited showing evidence of good practice in preparation for adulthood	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0550	Proportion of young people with a learning disability who have an annual health check	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0549	Proportion of young people within Children with Disabilities Service who are supported from Y9 onwards	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0553	Transition advice pages: number of hits	SEND multi-agency transitions	People	Education and Skills	Monthly	11
SCC 0554	Transition advice pages: proportion of children, young people and families providing positive feedback	SEND multi-agency transitions	People	Education and Skills	Monthly	11