

Colour Coding

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**ClIr Barry Abraham - Monthly Cabinet Report
 Quarter 4 - 2009-10**

Monthly Measure Description	Measure Aim	Mar-10		Feb-10	Jan-10	Dec-09	Measure Trend	End of Year Target	End of Year Outturn	Action
		Actual	Target							
Community Safety Services										
Number of violent crimes (assault with less serious injury) (Cumulative)	▼	2203 Blu		2035	1884	1728	◄		2203 Blu	The actual for March was 196, which is a 4% increase on the same period last year (188). The end of year figure is showing a 14% (approx) decrease when compared to last years outturn figure of 2587. The ongoing targeting of the top ten licensed premises has contributed to a decline in violent offences attached to the night time economy. The summer policing plan ensured extra officers were on duty at peak times.
The number of requests for environmental health service responded to within 3 working days expressed as a percentage of the total number of service requests	▲	97.5 A	98	97.45	97.3	97.3	▲	98	97.5 A	Out of 199 service requests 194 (97.5%) were responded to within 3 working days. Year to date - 2700 out of the 2770 requests received have been responded to with 3 working days.
Incidence of inappropriate sales of age sensitive products (tobacco, alcohol, fireworks, solvents) when test purchases are attempted by trading standards expressed as a percentage (Cumulative)	▼	8.3 G	15	8.3	10	10	◄	15	8.3 G	This is a very satisfactory result, being significantly better than target and indicates a pleasing year on year reduction in sales. This is a good reflection on the work of the Trading Standards Service in promoting well-informed businesses, and an increasingly responsible attitude by sellers of age sensitive products.
Percentage of environmental health planned inspections actually carried out (planned vs actual for food hygiene, food standards, health and safety, licensing, environmental protection)	▲	95.3 A	98	92	88	91	▲	98	95.3 A	Measure has not been achieved due to an officer being on secondment with FSA and increased workload due to heightened enforcement action over the last 12 months.
Fire & Rescue Services										
ANI 49a - All Primary Fires (Deliberate and Accidental) cumulative	▼	228 G	264	213	195	181	▲	264	228 G	Well within the target of 264 and below the outturn of 253 in 2008-9 showing an overall reduction in all types of property fire, whether deliberate or accidental.
ANI 49b - Fatalities due to Primary Fires (Cumulative)	▼	1 R	0	1	1	0	▼	0	1 R	One fatality this year is a reduction where there were 2 in each of the previous 3 years. This was due to an accidental dwelling fire and there was one death in each of the previous three years so this is not reduced.
ANI 49c - Injuries due to Primary Fires (excluding precautionary checks) cumulative	▼	6 G	10	6	4	3	◄	10	6 G	This is an improvement on the 11 injuries in 2008-9, and better than the target of 10.
ANI 33a - Deliberate Primary Fires (cumulative)	▼	50 G	84	46	41	40	◄	84	50 G	With 4 in March, there were 50 for the year compared with 76 in 2008-9 continuing the strong downward trend, and well within the target of 84.
ANI 33b - Deliberate Secondary Fires (cumulative)	▼	96 G	120	90	92	90	▲	120	96 G	The total of 96 compares with 102 last year continuing the downward trend of the past three years, and is well within the target of 120.

CLlr Barry Abraham - Quarterly Performance Report
Quarter 4 - 2009-10

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		Actual	Target							
Community Safety Services										
Assault with less serious injury crime rate per 1,000 population	▼	6.42 G	6.55	6.4	7.04	7.28	▲	6.55	6.42 G	This is positive change in performance when compared to last years outturn figure of 7.24.
Number of criminal damage incidents (in area) recorded by police (cumulative)	▼	2083 G	2554	1640	1143	649	▲	2554	2083 G	The ongoing targeting of the top ten licensed premises has contributed to a decline in violent offences attached to the night time economy. The summer policing plan ensured extra offices on duty at peak times. The Actual for March was 181 which is a 9% decrease on the previous years actual (199). For the year there has been a 17% (approx) reduction when compared to last years outturn of 2517. The Violence and Damage action plan along with the Top Ten streets, which is updated monthly, has helped in targeting resources in hot spot areas across the island . Safer Street patrols concentrating on licensed premises have also led to the reduction.

Cllr David Pugh - Annual Performance Report
Quarter 4 - 2009-10

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Quarterly Measure Description	Measure Aim	2009/10		2008/09	2007/08	2006/07	Measure Trend	End of Year Target	End of Year Outturn	Action
		Actual	Target							
Learning and Achievement										
% young people leaving care aged 16 or over with 5 or more GCSEs at Grade A*-C or GNVQs	▲	16.6 G	16	12.5	9	8.7	▲	16	16.6 G	3 of the 18 Children in Care in year 11 (who had been in care for at least 12 months) achieved 5 or more GCSE grades or equivalent at A*-C in 2009. This equates to 16.6% and exceeds our target. Of the 15 children who did not achieve 5 A*-C grades, three were school refusers and one was registered to the Intensive Support Service. A total of 5 Children in Care did not sit any exams.

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		Actual	Target							

Learning and Achievement

Number of fixed period exclusions all schools	▼	62 G	84	50	42	83	▼	920	676 G	<p>Please note that the monthly outturn of 62 represents February 2010. Provisional data for March is available has been used to calculate the end of year totals.</p> <p>There were 676 fixed term exclusions in financial year 2009/10, which represents a 29% decrease on 2008/09. 1514 days were lost to exclusion which is also a decrease of nearly 30%. A total of 387 pupils were excluded at least once during the year with males being responsible for almost three quarters of the total exclusions (72%). The most common reason for exclusion was Persistent Disruptive Behaviour which accounted for 30% of all exclusions, followed by Physical Harm Against a Pupil (21%) and Verbal Abuse to Staff (18%). There were 3 exclusions during the year for bullying.</p> <p>Fixed term exclusion figures have continued to decrease with a welcome decline in the number of young people receiving three or more exclusions. The High School Behaviour Partnership which is helping to change attitudes to exclusion and which is working in a more preventative way, particularly in how schools have worked with the Clatterford Centre are major contributors to this decrease.</p>
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**CLr David Pugh - Quarterly Performance Report
 Quarter 4 - 2009-10**

Quarterly Measure Description	Measure Aim	This Quarter		Oct-Dec 2009	Jul-Sep 2009	Apr-Jun 2009	Measure Trend	End of Year Target	End of Year Outturn	Action
		Actual	Target							
Childrens Commissioned Services										
Percentage of Schools providing access to Extended Services	▲	100 G	100	100	100	99	▲	100	100 G	All schools are now providing access to extended services, meeting the national target
Learning and Achievement										
Number of permanent exclusions all schools	▼	1 G	4	3	0	2	▲	15	6 G	The 25% reduction in the number of permanent exclusions which was the aspiration within the target has been exceeded due to: a) improved partnership working, particularly the behaviour networks which have been established, and the guidance and training offered, b) the outreach work of the pupil referral centres and the short stay opportunities available to schools, and c) greater ownership of the inclusion agenda by schools.
Number of racial incidents reported by schools	▼	13 Blu		9	4	4	▼		30 Blu	The end of year figures (complete with updated figures for earlier quarters, including incidents reported late) reveal that the amount of racial incidents reported throughout the year increased from 4 in quarter 1 to 13 in quarter 4. Of the 30 total incidents in 2009/10, 21 were reported at middle schools. Schools now report such incidents to the LA via an online system. This will be monitored to see how levels of reporting are affected by the change in reporting process. The reporting system also monitors incidents relating to other types of diversity such as disability or sexual orientation.
Percentage schools recently inspected who are graded as good or outstanding	▲	74 R	80	85	92	89	▼	80	74 R	It should be noted that the Ofsted framework for inspection changed in September 2009 such that the overall school grade is now closely linked to prior attainment. A summary for the year shows that there were two outstanding, eighteen good and seven satisfactory outcomes. This represents an overall judgement of 74% good or outstanding. Four of the seven schools judged as satisfactory were noted as having a good capacity to improve.
Percentage of half days missed due to total absence in primary schools maintained by the local education authority	▼	5.55 A	5	5.28	4.74			5	5.55 A	It should be noted that the data is provisional as data has not yet been verified from all primary schools. However it is likely that the outturn figure will be above target, which is disappointing, particularly as the number of schools with absence rates of 5% or more has risen from 18 to 21. Whilst 7 of these schools with less than 70 pupils, where 1 additional days absence can affect the school percentage by 0.5%, 7 are some of our larger urban primaries. 70% of the schools targeted for additional support during the year saw improvements in their attendance with the increase being in many schools whose attendance last year had been satisfactory.
Percentage of half days missed due to total absence in Secondary schools maintained by the local education authority.	▼	6.68 R	5.5	7.33	6.68			5.5	6.68 R	The autumn term shows a high number of absences coded as medical, which represents some possible over anxiety relating to pandemic flu. Attendance rates in Years 10 and 11 in particular have continued at similar levels to last year which is disappointing, despite increased guidance to schools on how to use data to track attendance and to identify those for additional support and monitoring. Revisions to the Education Welfare Service were completed, part way through the year, with the impact of those changes not yet to be felt.
Percentage of 16 - 18 year olds who are not in education, employment or training (NEET)	▼	7 R	3.5	6.7	7.1	6.9	◀▶	3.5	6.9 R	This target was identified as being extremely challenging at the beginning of the year, but had been set two years previously as part of the LPSA/LAA targets. None the less the figure would still have been above the 5.4% target that the NEET strategy group had been working towards. Fewer job opportunities, difficulties engaging some young people into learning opportunities through E2E training programmes together with less robust provision to track youngsters immediately they become NEET, have all contributed to the rise. The Real Opportunities Now programme is to be re-focused to target specific groups like teenage mothers. More personalised support and guidance, a widening of initiatives such as the Future Jobs Fund and the development of apprenticeships as part of the major regeneration projects such as PFI, and ensuring the 14-19 learning offer matches & is responsive to the aspirations of young people, will be crucial in helping to address this.
Percentage of permanently excluded pupils who take up the offer of 21 hours education	▲	80 R	100	78	100	62.5	▼	100	80 R	Currently 100% of pupils are offered 21 or more hours with 80% of those during quarter 4 accessing. Two youngsters, aged 14 and 16 were accessing less. Both have a range of needs which are requiring a multi-agency response.

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**CIIR Dawn Cousins - Monthly Cabinet Report
 Quarter 4 - 2009-10**

Monthly Measure Description	Measure Aim	Mar-10		Feb-10	Jan-10	Dec-09	Measure Trend	End of Year Target	End of Year Outturn	Action
		Actual	Target							
Adult Social Care										
NI 130 - % of Social Care clients receiving Self Directed Support (Direct Payments and Individual Budgets)	▲	7.1 R	15	6.2	6.1	5.7	▲	15	7.1 R	A new weekly report for team managers has been developed to highlight the personal budgets that need to be finalised and to identify where the process is slow and needs to be improved. This includes monthly targets of the number of personal budgets required for each team to hit the 2011 target. Regular meetings have been set up with the Brokerage, Advocacy and Information and Advice Pilots to understand what is working well and what further developments are needed to improve the process for support planning which is essential to the provision of personal budgets.
NI 135 - Carers receiving needs assessment or review, and a specific carer's service, advice or information, as a % of clients receiving community services	▲	30.36 G	20	31.37	32.92	17.7	▲	20	30.36 G	FACE reviews include a carer review which will improve this indicator when recorded in Swift. Weekly checks being undertaken to ensure reviews being undertaken. The new denominator has impacted positively on this NI indicating that of the active cases almost a third of carers have had reviews.
NI 136 - Number of adults per 100,000 population supported to live independently through social services	▲	3253 R	3560.7	3193	3235	3817	▼	3560.7	3253 R	Reduction in the reliance on residential placements is being managed through practice and panel process. Raising awareness with staff and service users of the need to ensure all independent options are explored fully with maximising the use of reablement and promoting independent living skills within the Adelaide and Gouldings environment.
Targeted Intervention										
Children becoming the subject of a Child Protection Plan for a second or subsequent time	▼	27 Blu	15	15	12	12	▼	15	Blu	<ul style="list-style-type: none"> At 31/03/2010 there have been 79 CP Plans started since 01/04/2009, 21 of which are a repeat plan (27%) 12 children were made subject to a repeat CP Plan during March.
Percentage of Core Assessments completed (in year) within 35 days	▲	72 R	85	70	68	68	▲	85	72 R	Of the 437 CA completed during the year 316 were completed within 35 days. Although the year's outturn is below target, there has been steady improvement of performance over the past 12 months, reflected in the timeliness figure of 86.9% for the last quarter. This demonstrates improvements in performance by practitioners in data quality and embedding business processes. There appears to be greater understanding and recognition of performance management and how this translates to front line staff.

CLF Dawn Cousins - Quarterly Performance Report
Quarter 4 - 2009-10

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Childrens Commissioned Services										
Number of referrals to specialist CAMHS (Child & Adolescent Mental Health Service) Tier 3 only (cumulative)	▼	583 G	625	430	295	139	▼	625	583 G	Year end figure is below what has been estimated but as previously stated the complexity of cases referred has increased and the impact of Common Assessment Framework has probably reduced some of the referrals that do not fit with the criteria for this service.
Housing										
Percentage of vulnerable people achieving independent living	▲	60.37 R	67.9	83.82	80.61	81.25	▼	67.9	75.52 G	The last quarter of 2009/10 showed a dip to 60.37% for NI141. This compares to 75.52% for the full year. As has been mentioned on a number of previous occasions, this is a small sample of the total SP services available. As a result of this, just one client will make a difference between 0% and 100% in the constituent services and therefore the overall result. However, there could be an underlying indication that the current uncertainty over the future level of provision of SP services is affecting the number of units of move-on accommodation generally available. It is proposed to monitor this trend over the next two quarters and report as necessary.
Number of affordable homes delivered (gross)	▲	347 G	331	291	193	25	▲	331	347 G	Total affordable housing units delivered during 2009/10 is 230. This added to 117 from 2008/09 delivers 347 total units. Additional units are being brought forward during 2010/11 to achieve shortfall on 3 years delivery target which is currently calculated at 21 units over the three year period.
Number of Households living in temporary accommodation	▼	121 G	170	113	114	135	◀▶	170	121 G	The numbers in TA remain static and whilst this target set for the year has not been met, the target set by the CLG to reduce numbers in TA to 175 has been and continues to be met.
Targeted Intervention										
Percentage referrals to social care that are repeat referrals within 12 months	▼	16.8 G	20	16.6	16	12.7	◀▶	20	16.8 G	Re referrals provisional end of year outturn 16.8% against a target of 20%. This reflects the continuing improving trend from a high point in 2007/08 of 25.5%. This is partly due to realignment of business process in line with national guidance. It also indicates that there has been improved performance of assessment of need and also the increased capacity at preventative level to intervene at an earlier stage.
Percentage of looked after children consulted who think services to them are good or better	▲	70 R	82	73	85	95	▼	82	81 A	<ul style="list-style-type: none"> The figure of 70% for quarter 4 is the average of January and February. This figure will be updated once March's data becomes available. For the period January-February 2010, 19 (70%) of the 27 asked reported being satisfied with the services they received, with 8(30%) dissatisfied. 7 (87.5%) of the 8 children that stated they were dissatisfied with services were due to the number of changes and/or the lack of social work input. This dissatisfaction clearly coincides with the consequences of the reorganisation of the social work teams in the autumn.
No of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a % of the no of LAC at 31 March (excl unaccompanied asylum seekers) who had been looked after for 6 months or more	▲	8.3 R	10	5.2	1.1	1.2	◀▶	10	8.3 R	The continued increase in performance during 09/10 gives an early indication of the effectiveness of the dedicated special guardianship order (SGO) worker. We now have a clear focus on SGOs and the courts are also requesting more and more SGOs at an earlier stage. We hope to continue with this trend of moving children appropriately out of the Looked After system as we continue to develop and focus on SGOs.
Percentage for stability of placements of looked after children: Length of placement	▲	65 R	71	68.9	31	57	▼	71	65 R	A small number of placement breakdowns, involving sibling groups, can easily affect this performance indicator because of the relatively small size number of children in care on the IOW. Placement Stability Improvement Plan will identify, monitor and action change and report to Corporate Parenting Board, chaired by lead member. We are rolling out a new "placements under pressure" initiative to reduce need for children to move and placement breakdown.

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**Cllr Edward Giles - Monthly Cabinet Report
 Quarter 4 - 2009-10**

Monthly Measure Description	Measure Aim	Mar-10		Feb-10	Jan-10	Dec-09	Measure Trend	End of Year Target	End of Year Outturn	Action
		Actual	Target							
Highways & Transport										
Total number of bus journeys made by holders of English National Concessionary Bus Fare Scheme and New Islander Card passes (Cumulative)	▲	3440453 A	3554445	3160828	2939547	2743826	▼	3962404	3440453 A	The end of the year total number of bus journeys made by Concession Card holders fell by 0.01%. 2008/9 3,488,031 2009/10 3,440,453 Performance in increasing bus usage has significantly exceeded the Local Transport Plan targets in recent years. We continue to see high patronage of the concessionary fares scheme despite withdrawal of the concession on tourist routes. However the end of year target was not achieved this year as growth in this sector has not been as strong as anticipated. It should be noted that the overall numbers using this scheme has a financial implication in respect of the amount needing to be paid to the service provider.
Cowes Chain Ferry - Total number of vehicular crossings (Cumulative)	▲	420824 G	337165	384961	354209	337955	◀	400000	420824 G	The end of year target was exceeded. The increased numbers of vehicles using the ferry will have had a positive effect in as much as helping to reduce journey times and the CO2 emissions that would otherwise result were vehicles to go via Newport.
Total number of bus journeys made by Student Rider Card holders (Cumulative)	▲	1093749 A	1117374	1000594	917197	839212	▼	1200000	1093749 A	The end of the year total number of bus journeys made by Student Rider Card holders fell by 8.62%. 2008/9 1,196,879 2009/10 1,093,749 The use of the Student Rider scheme by young people has fallen although there is some correlation between this and the introduction of more favourable network tickets by Southern Vectis. There is no evidence of a reduction in the use of public transport by young people. It should be noted that the overall numbers using this scheme has a financial implication in respect of the amount needing to be paid to the service provider.
Percentage of highway road repairs undertaken within 2 hours (from time works order issued)	▲	100 G	100	100	100	100	◀	98	98 G	215 works orders were issued during this period, of which 43 were inspected. This equates to 20%. All works orders issued were completed within the 2 hour time limit.
Waste and Coastal										
NI 192 - Percentage of household waste sent for reuse, recycling and composting	▲	31.94 R	35	32.04	32.18	33.05	◀	35	31.94 R	This is the cumulative figure for April to March inclusive. The actual monthly figure is 30.18%. This slight increase this month may be attributed to a higher tonnage of materials (especially Green waste) being collected for recycling at the HWRC's and diverted from landfill, however the slight increase in tonnage was not sufficient to meet the End of year target.
Percentage of municipal waste diverted from landfill (this includes fuel) - (England Waste Strategy Target)	▲	48.95 R	53	47.63	47.11	53.18	▼	53	48.95 R	This is the cumulative figure for April to March. The actual monthly figure is 61.86%. This increase since last month is attributed to the increased tonnage of green garden waste being recycled at Household Waste Recycling Centres, however it was insufficient to meet the end of year target. The gasification plant also ran successfully for the majority of the month.

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**CIlr George Brown - Monthly Cabinet Report
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		Actual	Target							
Planning Services										
% of major applications determined within 13 weeks	▲	50 R	60	60	0	66.67	▲	60	69.09 G	There were 10 major applications determined 5 met the target timeframe within the month. Over the duration of the year 55 majors were determined and 38 met the target timeframe 69.09%
% of minor applications determined within 8 weeks	▲	72.22 G	65	62.22	79.17	79.63	▼	65	75.97 G	There were 39 minor applications out of 54 determined within the 8 week target timeframe during the month of March. During the year the Planning Service achieved 75.97% determined within target time reviewing 595 minor applications and determining 452 in under 8 weeks
% of other applications determined within 8 weeks	▲	93.26 G	80	88.89	90.32	88.89	▲	80	90.01 G	83 applications were determined within the target timeframe of 8 weeks out of 89 applications. Over the past year the Service achieved 90% determining 874/971 within the target timeframe.
Number of housing units built - Cumulative	▲	412 R	520	361	361	319	◀▶	520	412 R	Whilst the total of 412 units does fall short of the annual requirement of 520 this has always been forecast to be the case for 2009/10 because of the downturn in the economy. Of the total number of new homes created 340 were on brownfield land, some 82.52%, which is above the national target of 60%.
% of appeals allowed against the Council decisions to refuse planning applications	▼	75 R	30	100	75	22.2	▼	30	26 G	The Service had eight appeal decisions 6 of which were allowed. During the previous year 115 appeals determined 30 were allowed. Of concern is the current last three months trend with higher than normal number of cases being allowed.

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**CLlr Peter Bingham - Monthly Cabinet Report
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		Actual	Target							
Exchequer & Residents Services										
Creditor Payments - Percentage of invoices paid within 30 days of receipt	▲	85 G	80	85	77	78	▲	80	80.83 G	The performance for March exceeded the target set for the month and throughout the year the monthly figures have been improving.
Revenues & Benefits - Percentage of Council Tax collected (Cumulative)	▲	98.5 A	99	98.09	96.41	87.15	▼	99	98.5 A	Excellent performance this year which has been particularly difficult when considering the financial climate.
Revenues & Benefits - Percentage of non-domestic rates due for the financial year received by the Council (Cumulative)	▲	98.78 G	97.67	97.65	96.73	88.73	▲	97.67	98.78 G	The figure of 98.78% takes into account monies which were deferred for payment to 2010 and 2011 allowing businesses to defer 60% of their 2009-10 rates bill in accordance with the Non-Domestic Rating (Deferred Payments) (England) Regulations 2009 (SI 1597). Nevertheless this is very good performance by the Team, taking into account the difficult economic climate for businesses.
Revenues & Benefits - Percentage of new benefit claims decided within 14 days of receiving all information	▲	89.97 G	87	91.77	90.09	93.5	▼	90	91.46 G	A good level of performance for March to ensure that the target was exceeded. The year to date figure is 91.46%
Creditor Payments - Percentage of invoices paid within 20 days of receipt	▲	75 G	70	77	62	57	▲	70	62.75 R	The performance for March exceeded the target set for the month and throughout the year the monthly figures have been improving. Performance has been affected by the number of invoices which are still being received by service departments. Suppliers are being contacted attaching our Guide to IW Council Purchase Ordering and Payment Process, to remind them that, to ensure prompt payment, invoices should be forwarded to our PO Box.
Financial Management										
Value of identified savings (£000's cumulative)	▲	4086 R	5650		3951	3815		5650	4086 R	As predicted, savings targets have proved challenging and there is a shortfall from the targetted £5.65m for the year. The most significant variances are: Learning Disability Budgets (£900k); expected housekeeping savings (£238k); BSIP (£400k) and Children's Services (£225k). These are offset by voluntary redundancy savings of £230k. The arrangements for managing savings targets have been strengthened for 2010-11 including monthly star chambers to ensure savings plans are being delivered.
ICT										
% of availability during normal working hours (8:00 - 18:00) - All Corp. Systems	▲	99.54 A	99.99	99.52	99.54	99.54	▲	99.99	99.99 G	The Kinomi email archive system is still re building its database the system has remained out of service since Dec 09 our suppliers are still working on speeding up this process which has several million indexes to get through the transformation team are looking to replace this system in the next 9 months
Legal Services										
Whole Council - Percentage of FOI requests completed in statutory timescale	▲	91 A	100	90	67	85	▲	100	87.5 R	The end of year figure of 87.5% is an improvement on last year's 83%. During March 2010 Community Services and CX Strategy and Performance Unit closed 100% of calls on time, Resources closed 94% (16 out of 17), Environment and Neighbourhoods 90% (28 out of 31), Corporate Services 89% (16 out of 18) and Children and Young People 88% (14 out of 16).
Whole Council - Percentage of Subject Access Requests closed within statutory timescale	▲	100 G	100	86	83	100	▲	100	92.25 A	During March 2010 Community Services, Corporate Services and Children and Young People closed 100% of calls on time. This measure changed from quarterly to monthly during 2009, therefore the forecast end year figure is based on figures from December 2009.
Strategic Asset Management										
Property Services - Capital Receipts (cumulative)	▲	1947780 G	1900500	54000	5500	5500	▲	1900500	1900500 G	The difference achieved between Receipts reported and target for the year relates to two small 'wind fall' disposals that were not planned for in the year.

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**CLr Tim Hunter-Henderson - Monthly Cabinet Report
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		Actual	Target							
Corporate Policy and Performance Team										
Complaints referred to the Local Government Ombudsman (cumulative)	▼	48 G	48	44	41	37	▲	48	48 G	The actual is on target and just above last years figure of 46. Four new complaints were received by the Ombudsman during March - 3 were classed as premature. 24 out of the 48 (or 50%) of cases were investigated by the Ombudsman. For the ones not investigated the majority were "Premature Complaints" and the remainder "Outside Jurisdiction".
Average time to respond to Local Government Ombudsman (Days)	▼	35 R	28	35	35	35	◀▶	28	35 R	There were no further requests for information received during the month. This measure is reported for the last time and will be replaced from next month to identify any late returns and the department(s) responsible.
The number of complaints upheld by the Ombudsman (cumulative)	▼	1 G	1	1	1	1	◀▶	1	1 G	No change since the one case received in May 2009. There is a possibility of a further two cases (Planning & Children Services) where maladministration could be found and compensation may be due to the complainant. We will not know the outcome for another month.
% of complaints closed within timescale (% of those closed - monthly)	▲	80 R	85	61	84	73	▲	85	70 R	This measure has now been replaced with a new one removing C & YP and Adult Social Care complaints as they run to different timescales. This measure will be removed at the end of the financial year and is reported for the last time this month.
Percentage of learning outcomes as a result of complaints recorded on CRM (Cumulative)	▲	34 R	60	35	33	34	◀▶	60	34 R	A one percent decrease over last month - unable to catch up to reach end of year target on this cumulative figure. The importance of recording learning outcomes is mentioned at every opportunity with NCO's and a recent review of the CRM system is looking into ways of making the field compulsory or sending reminders. For March, 44% of complaints had recorded learning outcomes.
% complaints closed within timescale excluding Children & Young People and Adult Social Care (% of those closed monthly)	▲	87 G	85	74	92.6	77	▲	85	83 A	This is a new measure recording all complaints with the exception of C & YP and Adult Social Care. Previous months: Feb, 74% Jan 92%, Dec 77%, Nov 86%, Oct 81%.