



The Vision and Priorities

Our Performance - how we did in 2009-10

Our Key Performance Indicators - Thurrock's Top 50 Key PIs

Other Performance Indicators by Area

Education and Children

Our Environment

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Additional Information

Thurrock in Numbers - demographic profile

How do I find out more?

How can I get involved?

Annual Performance Report 2009-10

How Thurrock Council performed in 2009-10

A report of our performance against the
National Indicator Dataset

www.thurrock.gov.uk

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Vision & Priorities



We want Thurrock to be at the **dynamic** heart of the Thames gateway, a place of **ambition, enterprise & opportunity**, where communities and businesses **flourish**.

Our priorities within the community are:

- to **improve** the education and skills of local people
- to **encourage** and **promote** job creation and economic prosperity
- to **ensure** a safe, clean and green environment
- to **provide** and **commission** high quality and accessible services that meet, wherever possible, individual needs
- to **build** pride, respect and responsibility in Thurrock's communities and its residents.

In addition, our **organisational priority** is:

- to **deliver** efficient, customer-focused and well-designed, well-managed, accessible public services.

This Annual Report highlights the performance in 2009-10 of Thurrock Council and our partners in delivering our Priorities. The report is divided into two sections:

Firstly those indicators which the Council considers to be the most important, or KEY, and which are monitored most closely throughout the year.

Secondly, additional indicators which the Council is required to report statutorily and/ or are significant to the delivery of our objectives.


Our Performance





This Annual Report highlights the performance in 2009-10 of Thurrock Council and our partners in delivering our Priorities. The report is divided into two sections: 1) those indicators which the Council considers to be the most important, or KEY, and which are monitored most closely throughout the year.

2) indicators which the Council is required to report statutorily and/ or are significant to the delivery of our objectives.

Key to Symbols used within this report

 Green tick = on or above target

 Amber double headed arrow = within acceptable tolerance of target

 Red cross = under target

 Question Mark/ Exclamation Mark = data not available / no set target

Direction of Travel - Have we improved or declined since last year?

The direction of the arrow indicates whether the numeric value of the indicator has gone up, down or is the same since last year. However some indicators are "bigger is better" and some are "smaller is better". Therefore look for a tick next to the arrow to show improved performance and a cross next to the arrow for worse performance.

Quartile Position - How do we compare with other Councils?

The Quartile position between 1 (being Top Quartile) and 4 (Being bottom quartile) indicates how we rate on any particular indicator against other Local Authorities. The latest nationally available data (at time of compiling this report) is 2008-09 National Indicator Data, and for Best Value (BV) indicators 2007-08 data. (NB "0" zero denotes no available quartile information).

Summary of KPI Performance



63.8% of KPIs were **GREEN**. ie on or above target



9.48% of KPIs were **AMBER**. ie within acceptable tolerance of target



26.72% of KPIs were **RED**. ie under target

Summary of KPI Direction of Travel

UP

60.99% of KPIs were better than last year

STATIC

4.97% of KPIs were the same as last year

DOWN

34.04% of KPIs were worse than last year



Our Key Performance Indicators



Throughout the year the Council monitors a number of key indicators which it considers most important to the delivery of our objectives. Below is a performance summary of these KPIs by area.

Finance and Corporate Governance							
KPI Reference & Title	2008-09 Outturn	Quartile Position 2008-09	2009-10 Outturn	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
RES008 (09) No of Directorates forecast outturn within +0.5% / -1% of their budgets (Whole Council)			1.00	»	5.00	✗	5.00
RES010BSC % of Capital Programme projected to be spent at year end (whole Council)			60.00	»	100.00	✗	100.00
NI179 VFM - Total net value of on-going cash-releasing gains since start of 2008-9 (x1000)	1,905.00	4	220.00	✗	2,355.00	✗	3,082.00
BV008 % Invoices paid within 30 days	91.75	3	92.45	✓	97.00	✗	97.00
BV078a Average time for processing new benefit claims	29.02	4	21.43	✓	23.30	✓	20.00
BV078b Average time for processing change of circumstance	13.50	4	7.84	✓	9.90	✓	8.00
BV009 % Council Tax collected	96.03	4	96.43	✓	96.40	✓	97.00
BV010 % NNDR (Non Domestic Rates) collected	97.85	4	98.24	✓	99.20	✗	98.50
VXPROC1 Procurement savings achieved (£K)	1,003.30	0	500.00	✗	300.00	✓	300.00
Corporate Health							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
BV011a.02 % Women in top 5% earners	58.57	1	60.00	✓	60.00	✓	60.00
BV011b.02 % Black/ethnic in top 5% earners	5.00	1	3.00	✗	6.00	✗	7.00
BV016a % Disabled employees	0.72	4	1.42	✓	2.00	✗	3.00
BV017a % Ethnic minorities employees	7.52	1	7.21	✗	8.00	⚠	9.00
POD210 % Staff Turnover (Exc.Schools) - rolling yr avge	14.58	0	15.00	✗	16.00	✓	14.00

Sickness Absence and Complaints							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
⊕ BV012 Average Days / shifts lost to sickness per employee	11.33	4	11.37	✗	9.00	✗	9.00
⊕ POD104 - % Timely response to Corporate Complaints	75.00	0	81.98	✓	75.00	✓	80.00

Children, Education and Families							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
⊕ NI059 Percentage of Initial assessments for children's social care carried out < 7 working days	76.00	2	74.00	✗	74.00	✓	78.00
⊕ NI060 Percentage core assessments for children's social care carried out < 35 working days	79.00	3	71.66	✗	88.00	✗	78.00
⊕ NI068 Percentage of referrals to children's social care going on to initial assessment	55.00	3	93.00	✓	70.00	✓	70.00
NI089a Number of schools requiring special measures	3.00	4	1.00	✓	2.00	✓	1.00
⊕ NI111.09 First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population)	2,110	4	?	?	?	?	-
NI117 16 to 18 year olds who are not in education, employment or training (NEET)	7.10	3	6.60	✓	7.30	✓	6.70
⊕ NI019 Rate of proven re-offending by young offenders	0.80	0	1.09	✗	0.78	✗	-
⊕ NI045 Young offenders engagement in suitable education, employment or training	62.10	4	53.40	✗	75.00	✗	-

Community Well Being - Housing							
KPI Reference & Title	2008-09 Outturn	Quartile Position 2008-09	2009-10 Outturn	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
NI156 Number of households living in Temporary Accommodation	47.00	2	45.00	✓	60.00	✓	60.00
NI158 % non-decent council homes	10.00	0	0.00	✓	0.00	✓	0.00
BV066a.05 % Rent Collected / Rent Owed	99.37	1	99.07	✗	99.50	✗	99.50
BV066d.05 % Tenants Evicted for Arrears	0.32	3	0.29	✓	0.30	✓	0.29
BV212.05 Average Time to Re-let	35.00	3	35.00	→	34.00	✗	32.00
LA 72 % of relevant repairs completed in Govt. time	96.30	0	98.20	✓	97.50	✓	97.70
LA73 Average time taken to complete non-urgent repairs	7.20	0	7.20	→	9.00	✓	8.90
HSG014 % of Gas Servicing completed	99.80	0	100.00	✓	100.00	✓	100.00

Community Well Being - Adult Social Care							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Provisional	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
NI130.09 Social care clients receiving Self Directed Support	3.30	0	15.60	✓	7.00	✓	30.00
NI131 Average weekly rate of delayed transfers of care from NHS hospitals per 100,000 pop (18+)	12.90	0	6.50	✓	11.00	✓	10.00
xNI132 % Timeliness of social care assessment (all adults)	91.81	0	83.70	✗	88.70	✗	90.00
xNI133.09 % Timeliness of social care packages following assessment (all Adults 18+)	99.30	0	97.70	✗	95.00	✓	92.00
NI135 % Carers receiving needs assessment or review and a specific carer's service, or advice & inf.	14.80	0	13.20	✗	14.00	✗	21.00

Sustainable Communities - Environment							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
NI192 Percentage of household waste sent for reuse, recycling and composting	30.17	3	36.30	👇	35.00	✓	40.00
NI193 Percentage of municipal waste land filled	69.30	4	61.60	👇	61.00	🚚	63.00
NI195a Improved street and environmental cleanliness (litter)	19.00	4	8.00	👇	17.00	✓	16.00
NI195b Improved street and environmental cleanliness (detritus)	29.00	4	21.00	👇	25.00	✓	24.00
NI195c Improved street and environmental cleanliness (graffiti)	8.00	4	5.00	👇	13.00	✓	10.00
NI195d Improved street and environmental cleanliness (fly posting)	2.00	4	0.00	👇	0.00	✓	1.00
NI196 Improved street and environmental cleanliness - fly tipping	3.00	4	1.00	👇	2.00	✓	2.00
NI197 Improved local biodiversity-proportion local sites with positive conservation management	27.15	0	37.10	👇	37.10	✓	47.10
BV084a.05 Household Waste Collection	480.06	4	453.57	👇	480.00	✓	485.00

Sustainable Communities - Planning & Regeneration							
KPI Reference & Title	2008-09 Actual	Quartile Position 2008-09	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	Target 2010-11
NI157b Processing of minor applications within 8 weeks	91.30	1	82.80	👇	91.00	✗	86.00
NI157c Processing of other applications within 8 weeks	92.88	1	95.11	👇	93.00	✓	93.00
NI047 [Proxy] No of People killed or seriously injured in road traffic accidents	76.00	0	67.00	👇	94.00	✓	89.00



Be Healthy (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI050 Emotional health of children (amended definition 2009-10)	?	59.10	?	60.00	🚗
NI051 Effectiveness of child and adolescent mental health (CAMHS) services	12.00	15.00	✓	14.00	✓
NI052i Take up of school lunches (primary)	36.20	?	?	37.00	?
NI053i Percentage of infants being breastfed at 6-8 weeks (breastfeeding prevalence)	25.20	?	?	30.00	?
NI054 Services for disabled children	?	57.00	?	?	⚠️
NI055i Percentage of children in Reception with height and weight recorded who are obese	12.50	11.30	✓	12.00	✓
NI056i Percentage of children in Year 6 with height and weight recorded who are obese	21.00	20.80	✓	21.00	✓
NI057 Children and young people's participation in high-quality PE and sport	89.00	?	?	92.00	?
NI058 Emotional and behavioural health of looked after children	15.40	15.40	➡️	15.00	🚗

Stay Safe (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI059 Percentage of Initial assessments for children's social care carried out < 7 working days	76.00	74.00	✗	74.00	✓
NI060 Percentage core assessments for children's social care carried out < 35 working days	79.00	71.66	✗	88.00	✗
NI061 Timeliness and stability of adoption of looked after children	92.30	100.00	✓	90.00	✓
NI062 Stability of placements of looked after children: number of moves	9.00	11.80	✗	10.00	✗
NI063 Stability of placements of looked after children: length of placement	68.30	80.60	✓	68.00	✓
NI064 Child protection plans lasting 2 years or more	5.00	17.00	✗	6.00	✗
NI065 Children becoming the subject of a Child Protection Plan for a second or subsequent time	20.60	7.80	✓	13.00	✓
NI066 Looked after children cases which were reviewed within required timescales	87.70	84.40	✗	95.00	✗
NI067 Percentage of child protection cases which were reviewed within required timescales	99.00	94.00	✗	100.00	✗

Stay Safe (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI068 Percentage of referrals to children's social care going on to initial assessment	55.00	93.00	✓	70.00	✓
NI069 Children who have experienced bullying (amended definition for 2009-10)	?	30.80	?	44.20	✓
NI070 Hospital admissions caused by unintentional and deliberate injuries to CYP	92.20	85.50	✓	95.00	✓
NI071 Children who have run away from home/care overnight (Rating)	5.00	8.00	✓	10.00	✗

Enjoy and Achieve (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI072 At least 78 points across Early Years Foundation Stage with at least 6 in each of the scales	48.00	45.00	✗	45.00	✓
NI073 Achievement at level 4 or above in both English and Maths at Key Stage 2 (Threshold)	67.00	66.00	✗	75.00	✗
NI075 Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths	42.60	46.60	✓	53.10	✗
NI076 Reduce number of schools where under 55% of pupils achieve level 4 in KS2 English and Maths	7.00	7.00	→	7.00	✓
NI078 Reduce number of schools where under 30% of pupils achieve 5 A*-C GCSE with English and Maths	40.00	0.00	✓	10.00	✓
NI079 Achievement of a Level 2 qualification by the age of 19	65.30	70.50	✓	72.20	→
NI080 Achievement of a Level 3 qualification by the age of 19	37.60	40.70	✓	39.70	✓
NI081 Inequality gap in the achievement of a Level 3 qualification by the age of 19	27.90	25.50	✓	27.00	✓
NI082 Inequality gap in the achievement of a Level 2 qualification by the age of 19	37.20	48.70	✓	?	!
NI084 Achievement of 2 or more A*-C grades in Science GCSEs or equivalent	47.40	52.70	✓	50.00	✓
NI085i Post-16 participation in physical sciences (A Level Physics)	43.00	30.00	✗	?	!
NI085ii Post-16 participation in physical sciences (A Level Chemistry)	33.00	30.00	✗	?	!
NI085iii Post-16 participation in physical sciences (A Level Maths)	89.00	89.00	→	?	!
NI086 Secondary schools judged as having good or outstanding standards of behaviour	55.56	77.78	✓	66.00	✓

Enjoy and Achieve (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI087 Secondary school persistent absence rate	5.10	5.00	✓	4.80	✘
NI088 Percentage of schools providing access to extended services	100.00	96.00	✘	80.00	✓
NI089a Number of schools requiring special measures	3.00	1.00	✓	2.00	✓
NI091 Participation of 17 year-olds in education or training	64.80	66.30	✓	?	!
NI092 Narrowing the gap - lowest achieving 20% the Early Yrs Foundation Stage Profile vs the rest	33.70	36.50	✘	26.40	✘
NI093 Progression by 2 levels in English between Key Stage 1 and Key Stage 2	80.20	80.00	✘	88.00	✘
NI094 Progression by 2 levels in Maths between Key Stage 1 and Key Stage 2	75.70	78.00	✓	82.00	✘
xNI097 Progression by 2 levels in English between Key Stage 3 and Key Stage 4	59.90	63.10	✓	?	!
xNI098 Progression by 2 levels in Maths between Key Stage 3 and Key Stage 4	57.40	57.90	✓	?	!
NI099 Children in care reaching level 4 in English at Key Stage 2	45.50	43.00	✘	33.30	✓
NI100 Looked after children reaching level 4 in mathematics at Key Stage 2	54.50	14.30	✘	33.00	✘
NI102i Achievement gap between pupils eligible for free school meals and their peers (KS2)	29.70	27.10	✓	19.00	✘
NI102ii Achievement gap between pupils eligible for free school meals and their peers (KS4)	27.70	31.90	✘	?	!
NI103a Special Educational Needs - statements issued within 26 weeks excluding exceptions	92.50	98.10	✓	94.00	✓
NI103b Special Educational Needs - statements issued within 26 weeks	78.20	95.30	✓	80.00	✓
NI104 The SEN/non-SEN gap - achieving Key Stage 2 English and Maths threshold	52.10	52.20	✘	53.00	✓
NI105 The SEN/non-SEN gap - achieving 5 A*-C GCSE inc. English and Maths	45.20	49.90	✘	?	!
NI106 Young people from low income backgrounds progressing to higher education	14.80	11.70	✓	?	!
NI109 Delivery of Sure Start Children's Centres	10.00	15.00	✓	15.00	✓
NI199 Children and young people's satisfaction with parks and play areas	40.80	55.70	✓	40.00	✓

Make a positive contribution (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI110 Young people's participation in positive activities (amended definition 2009-10)	?	58.90	?	?	!
NI111.09 First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population)	2,110	?	?	?	?!
NI111.09n number of first time entrants in local area	335	?	?	?	?!
NI112 Under 18 conception rate	-34.70	-33.50	✗	-48.00	✗
NI114 Rate of permanent exclusions from school	0.10	0.03	✓	0.24	✓
NI115 Substance misuse by young people (amended definition 2009-10)	?	12.40	?	?	!

Economic Well Being (Children)					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
xNI116 Proportion of children in poverty	20.10	20.40	✗	?	!
NI117 16 to 18 year olds who are not in education, employment or training (NEET)	7.10	6.60	✓	7.30	✓
NI118 Take up of formal childcare by low-income working families	15.80	16.70	✓	?	!



Clean Streets					
KPI Reference & Title	2008-09 Outturn	2009-10 Outturn	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI195a Improved street and environmental cleanliness (litter)	19.00	8.00	✓	17.00	✓
NI195b Improved street and environmental cleanliness (detritus)	29.00	21.00	✓	25.00	✓
NI195c Improved street and environmental cleanliness (graffiti)	8.00	5.00	✓	13.00	✓
NI195d Improved street and environmental cleanliness (fly posting)	2.00	0.00	✓	0.00	✓
NI196 Improved street and environmental cleanliness - fly tipping	3.00	1.00	✓	2.00	✓

Natural Environment & Energy Efficiency					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI187i Tackling fuel poverty - % of income based benefits recipients in low energy efficiency homes	9.29	7.00	✓	8.65	✓
NI187ii Tackling fuel poverty - % of income based benefits recipients in high energy efficiency home	23.77	21.00	✗	24.04	✗
NI188 Planning to adapt to Climate Change	0.00	1.00	✓	1.00	✓
NI189 Flood and coastal erosion risk management	100.00	1,200.00	✓	100.00	✓
NI197 Improved local biodiversity- proportion local sites with positive conservation management	27.15	37.10	✓	37.10	✓
LSP.SO12.e - No of Green Flag sites	1.00	2.00	✓	2.00	✓

Carbon Dioxide Emissions					
KPI Reference & Title	2006 Actual	2007 Actual	Direction of Travel	Latest Target	Did we hit our target?
NI186 Per capita reduction in CO2 emissions in the LA area	11.40	11.10	✗	10.83	✓

NOx/PM10 Emissions			
KPI Reference & Title	2008 Actual	2009 Actual	Direction since 2008
NI194i Emissions of NOx	40,512.00	33,715.00	✓
NI194iii Emissions of PM10	1,169.00	917.00	✓

Waste & Recycling					
	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
⊕ BV084a.05 Household Waste Collection	480.06	453.57	✓	480.00	✓
⊕ NI191 Residual household waste per household	699.96	684.48	✓	740.00	✓
⊕ NI192 Percentage of household waste sent for reuse, recycling and composting	30.17	36.30	✓	35.00	✓
⊕ NI193 Percentage of municipal waste land filled	69.30	61.60	✓	61.00	✘



Transport					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI168 Principal roads where maintenance should be considered	5.30	4.00	✓	7.00	✓
NI169 Non-principal classified roads where maintenance should be considered	4.30	5.00	✗	9.00	✓
NI175a1 - Access to services - post 16 education from Tilbury & Purfleet	86.50	100.00	✓	?	!
NI175a2 - Access to services - Basildon Hospital	90.50	97.50	✓	?	!
NI175a3 - Access to Services - GP Surgeries	99.00	98.00	✗	?	!
NI177 Local bus passenger journeys originating in the authority area	4.11	4.83	✓	2.95	✓
NI178i Bus services running on time - % non-frequent services on time	82.40	84.80	✓	85.00	🚗
NI198 Overall proportion of children travelling to school by car	28.20	27.20	✓	34.90	✓

Employment					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI151 Overall employment rate (working-age)	75.16	74.11	✗	?	!
NI152 Working age people on out of work benefits	10.50	12.30	✗	?	!
NI153 Working age people claiming out of work benefits in the worst performing neighbourhoods	25.40	27.00	✗	?	!
NI165 Proportion aged 19-64 for males and 19-59 for females qualified to at least Level 4	15.20	17.80	✓	18.00	🚗
NI166 Median earnings of employees in the area	473.30	470.60	✗	477.50	🚗
NI171 New business registration rate	57.90	?	?	?	?!
NI172 Percentage of small businesses in an area showing employment growth	14.60	?	?	?	?!

Safer Place					
	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI018 Adult re-offending rates for those under probation supervision	3.13	?	?	?	?
NI019 Rate of proven re-offending by young offenders	0.80	1.09	✗	0.78	✗
NI035 Building resilience to violent extremism	2.75	2.20	n/a	?	!
NI045 Young offenders engagement in suitable education, employment or training	62.10	53.40	✗	75.00	✗
NI047 [Proxy] No of People killed or seriously injured in road traffic accidents	76.00	67.00	✓	94.00	✓
NI048 [Proxy] No of Children killed or seriously injured in road traffic accidents	11.00	3.00	✓	13.00	✓

Planning					
	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI154 Net additional homes provided	130.00	87.00	✗	150.00	✗
NI157a Processing of major applications within 13 weeks	92.86	37.51	✗	92.00	✗
NI157b Processing of minor applications within 8 weeks	91.30	82.80	✗	91.00	✗
NI157c Processing of other applications within 8 weeks	92.88	95.11	✓	93.00	✓
NI159 Supply of ready to develop housing sites	?	100.00	?	?	!

Regulation					
	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI182 Satisfaction of businesses with local authority regulation services	72.60	80.00	✓	75.00	✓



Adult Social Care, Culture & Housing



Adult Social Care (provisional pending external validation)						
KPI Reference & Title	2008-09 Actual	2009-10 (Provisional)	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?	
NI130.09 Social care clients receiving Self Directed Support	3.30	15.60	✓	7.00	✓	
NI131 Average weekly rate of delayed transfers of care from NHS hospitals per 100,000 pop (18+)	12.90	6.50	✓	11.00	✓	
xNI132 % Timeliness of social care assessment (all adults)	91.81	83.70	✗	88.70	✗	
xNI133.09 % Timeliness of social care packages following assessment (all Adults 18+)	99.30	97.70	✗	95.00	✓	
NI135 % Carers receiving needs assessment or review and a specific carer's service, or advice & inf.	14.80	13.20	✗	14.00	✗	
NI136 No. of People supported to live independently through social services per 100,000 population	2,549.40	1,747.40	✗	?	!	
NI125 % Achieving independence for older people through rehabilitation/intermediate care	76.92	84.70	✓	75.00	✓	
NI127 % Self reported experience of social care users	63.20	68.20	✓	?	!	
NI128 User reported measure of respect and dignity in their treatment	89.20	90.20	✓	?	!	
NI141 % vulnerable people achieving independent living	86.20	94.60	✓	94.60	✓	
NI142 % vulnerable people who are supported to maintain independent living	98.53	98.55	✓	98.50	✓	
NI145 % Adults with learning disabilities in settled accommodation	73.27	59.22	✗	?	!	
NI146 % Adults with learning disabilities in employment	11.88	7.77	✗	?	!	
NI149 % Adults in contact with secondary mental health services in settled accommodation	5.60	63.00	✓	?	!	
NI150 % Adults receiving secondary mental health services in employment	1.20	9.90	✓	?	!	

Adult Social Care (provisional pending external validation)					
KPI Reference & Title	2008-09 Actual	2009-10 (Provisional)	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
ASC81 % of users stating direct payments have given more choice/control over daily life	94.00	94.00	➡	?	!
ASC82 % of users stating that direct payments has made things easier for them		82.00	➤	?	!
ASC83 % of users satisfied with their equipment/minor adaptations made to their home	76.00	93.00	✓	?	!
ASC84 % of carers satisfied with services received to help provide a break		90.00	➤	?	!

Culture					
KPI Reference & Title	2008-09 Actual	2009-10 (Provisional)	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
PLS6 No of library visits per 1,000 population	6,150.00	7,295.00	✓	6,300.00	✓
LSP.SO3.d - Tickets purchased attend arts/heritage event	128,145.00	226,282.00	✓	218,000.00	✓

Housing					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
NI154 Net additional homes provided	130.00	87.00	✗	150.00	✗
NI155 Number of affordable homes delivered (gross)	10.00	65.00	✓	65.00	✓
NI156 Number of households living in Temporary Accommodation	47.00	45.00	✓	60.00	✓
NI158 % non-decent council homes	10.00	0.00	✓	0.00	✓
BV066a.05 % Rent Collected / Rent Owed	99.37	99.07	✗	99.50	🚧
BV066d.05 % Tenants Evicted for Arrears	0.32	0.29	✓	0.30	✓
BV212.05 Average Time to Re-let	35.00	35.00	➡	34.00	🚧
LA 72 % of relevant repairs completed in Govt. time	96.30	98.20	✓	97.50	✓
LA73 Average time taken to complete non-urgent repairs	7.20	7.20	➡	9.00	✓
HSG014 % of Gas Servicing completed	99.80	100.00	✓	100.00	✓



Cost Effective Services					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
RES008 (09) No of Directorates forecast outturn within +0.5% / -1% of their budgets (Whole Council)		1.00	»	5.00	✗
NI179 VFM - Total net value of on-going cash-releasing gains since start of 2008-9 (x1000)	1,905.00	220.00	✗	2,355.00	✗
BV008 % Invoices paid within 30 days	91.75	92.45	✓	97.00	✗
BV078a Average time for processing new benefit claims	29.02	21.43	✓	23.30	✓
BV078b Average time for processing change of circumstance	13.50	7.84	✓	9.90	✓
BV009 % Council Tax collected	96.03	96.43	✓	96.40	✓
BV010 % NNDR (Non Domestic Rates) collected	97.85	98.24	✓	99.20	✗
RES010BSC % of Capital Programme projected to be spent at year end (whole Council)		60.00	»	100.00	✗
VXPROC1 Procurement savings achieved (£K)	1,003.30	500.00	✗	300.00	✓

Customer Focus					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
POD104 - % Timely response to Corporate Complaints	75.00	81.98	✓	75.00	✓
POD047 Level of Equality Framework for Local Gov't	Achieving	Achieving	➡	Achieving	✓
VXCUST/5- % calls resolved at first point of contact	96.27	95.98	✗	90.00	✓

Our Staff					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
BV011a.02 % Women in top 5% earners	58.57	60.00	✓	60.00	✓
BV011b.02 % Black/ethnic in top 5% earners	5.00	3.00	✗	6.00	✗
BV016a % Disabled employees	0.72	1.42	✓	2.00	✗
BV017a % Ethnic minorities employees	7.52	7.21	✗	8.00	⚠
POD210 % Staff Turnover (Exc.Schools) - rolling yr avge	14.58	15.00	✗	16.00	✓
POD201 % overall satisfaction with Learning and Development events (Whole Council)	96.00	100.00	✓	90.00	✓

Sickness Absence					
KPI Reference & Title	2008-09 Actual	2009-10 Actual	Direction since 2008-09	2009-10 Target	Did we hit our 2009-10 target?
BV012 Average Days / shifts lost to sickness per employee	11.33	11.37	✗	9.00	✗



Additional Information



Thurrock in Numbers - demographic profile

165	Square kilometres - area of Thurrock
70	Percentage of Thurrock which is Green Belt
157,200	Population (estimate 2009)
19.7	Percentage of population who are under 15
6.2	Percentage of population who are over 75
9	Percentage non-white population (ONS estimate)
7.6	Unemployment Rate
4.83	million local bus journeys in 2009-10
36	Recycling rate in 2009-10

How can I get involved?

Speak to your local councillor or attend a surgery
www.thurrock.gov.uk/councillors
 01375 366325

Attend or speak at a committee meeting
www.thurrock.gov.uk/democracy
 01375 652021

Serve as a lay scrutiny member
www.thurrock.gov.uk/democracy/scrutiny
 01375 652023

Young people - get involved
www.thurrock.gov.uk/youthcabinet
 01375 652814

Older people - get involved
www.thurrock.gov.uk/olderpeople
 01375 652392

Types of Community Participation
www.thurrock.gov.uk/community

Community action/volunteering
 Email communities@thurrock.gov.uk
 01375 413954
 or CVS Volunteer Centre 01375 389881

How do I find out more?

Further information can be found on the Council website
www.thurrock.gov.uk
 Civic Offices, New Road,
 Grays, Essex, RM17 6SL
 01375 652652

News stories and press communications
www.thurrock.gov.uk/news

Cabinet / Committee Reports
 - including Financial Reports
www.thurrock.gov.uk/democracy
democracy.thurrock.gov.uk/CMISWebPublic/