Including Annual Indicators				Not including Annual Indicators					
End of Year 2019/20 Outturn Performance against target		Direction of Travel compared to End of Year Outturn 2018/19			nr 2019/20 Outturn nce against target	Direction of Travel compared to End of Year Outturn 2018/19			
Achieved	74% (37)	↑ BETTER	60% (27)	Achieved	76.7% (33)	↑ BETTER	55% (22)		
		→	13.3%		()	→	15% (6)		
Failed	26% (13)	STATIC WORSE	26.7% (12)	Failed	23.3% (10)	STATIC ↓ WORSE	30% (12)		

This compares with 68% of KPIs that achieved the End of Year target in 2018/19, and 66% that achieved it in 2017/18.

			6% that achieved it in 2017/18.								
PFH	Corporate Scorecard Indicator Definition	2016/17 Outturn	2017/18 Outturn	2018/19 Outturn	Qtr 1 YTD	Qtr 2 YTD	QTR 3 YTD	2019/20 End of Year Outturn	Direction of Travel since 2018/19	2019/20 End of Year Target	
Clir Halden	Proportion of people using social care who receive direct payments	n/a	37.14%	33.1%	36.5%	36.6%	34.9%	35.4%	BETTER	32%	
Cllr Huelin	No of placements available within council for volunteers	n/a	n/a	180	191	240	211	225	BETTER	210	
Clir Mayes	Number of additional hypertensive patients diagnosed following screening programmes	n/a	949	694	255	477	835	1,155	BETTER	600	
Cllr Mayes	Number of GP practices with a profile card and agreed joint priorities within the preceding 12 months	n/a	n/a	93%	100%	100%	100%	100%	BETTER	93%	
CllrJohnson	% of repairs completed within target	98.30%	97.5%	97.70%	97.4%	97.3%	97.9%	98.3%	BETTER	95%	
CllrJohnson	% Rent collected	99%	99%	98.80%	89.6%	93.7%	97.3%	98.5%	BETTER	98%	
Cll. 1-ff.i	8. (17.2)	61.10%	72.40%	62%	C10/				DETTED	Above national	
Cllr Jeffries CllrWatkins	% of 17-21 yr old Care Leavers in Education, Employment or Training % of refuse bins emptied on correct day	98.30%	98.23%	97.85%	61% 99.40%	66% 99.49%	67% 99.55%	63% 98.91%	BETTER BETTER	average (51%) 98.50%	
Clir Maney	% of potholes repaired within policy and agreed timeframe	97.70%	97.10%	99.10%	100%	99%	100%	99.33%	BETTER	98%	
Cllr Hebb	Forecast National Non-Domestic Rates (NNDR) collected	99.7%	99.8%	98.9%	99.3%	99.3%	99.3%	99.3%	BETTER	99.3%	
Cllr Huelin	No of new apprenticeships started (incl current staff undertaking new apprentice standards) as % of workforce	n/a	40	60	7	39	51	69	BETTER	59 (2.3%)	
Cllr Huelin	Contact Centre - Face to Face average waiting times (minutes)	06:52	06:53	03:56	01:02	00:59	00:50	00:59	BETTER	3 mins	
Clir Halden	Number of delayed transfers of care - days from hospital (attrib. to NHS, ASC & Joint)	4255	3451	2,459	414	819	1206	1623 (Apr-Feb Official) 1812 YE Est (Provisional	BETTER	3,036	
Cllr Coxshall	% occupancy of commercial properties	new KPI	new KPI	89%	91%	91%	92%	92%	BETTER	88%	
Cllr Coxshall	Value of business rate base (ANNUAL)	new KPI	new KPI	£277.5m				£282.8m	BETTER	£277.5m	
Cllr Jeffries	KS2 Attainment – % Achieving the National Standard in Reading, Writing & Maths (ANNUAL)	51%	62%	66%				70%	BETTER	Above national average (61%)	
Cllr Jeffries	Children Looked After KS2 – % Achieving the National Standard in Reading, Writing & Maths (ANNUAL)	33.30%	55%	50%				58%	BETTER	Above national average (32%)	
Cllr Jeffries	Children Looked After KS4 – Progress 8 score (ANNUAL)	-0.81	-0.64	-1.39				-0.97	BETTER	Above national average (-1.18)	
Cllr Coxshall	Total number of homes permitted through Planning (ANNUAL)	new KPI	new KPI	409				3323	BETTER	950	
CllrWatkins	Street Cleanliness - a) Litter	n/a	9%	10.06%	Tranche 1 8%	Tranche 2 5.83%	Tranche 3 5.83%	6.56%	BETTER	9%	
Cllr Jeffries	% NEET + Unknown 16-17 year olds (Age at start of academic year)	n/a	2.10%	1.9%	2.5%	1.50%	1.70%	1.70%	BETTER	1.7%	
CllrJohnson	Number of health hazards removed as a direct result of private sector housing team intervention	n/a	n/a	896	201	579	822	1,000	BETTER	900	
Cllr Huelin	% of volunteer placements filled within council	n/a	n/a	85%	90%	90%	95%	96%	BETTER	96%	
Clir Halden	Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement/ rehabilitation	n/a	n/a	82.50%	86.9%	86.2%	90.6%	87.4%	BETTER	86.3%	
Cllr Coxshall	No of Thurrock businesses benefitting from ERDF programmes	new KPI	new KPI	68	13	(4) 17	(19) 36	(11) 47	n/a as different programmes	40	
Cllr Huelin	Number of new Micro Enterprises started since 1 April 2019	new KPI	new KPI	new KPI	14	27	33	44	N/A	20	
Cllr Halden	% of young people who reoffend after a previously recorded	28%	30%	18%	18% (Q4)	11% (Q1)	9% (Q2)	11% (Q3)	quarter in arrears	National average (39.6% 17/18)	
Cllr Mayes	Successful completion of treatment in Young People's Drug &	- /-	86%	89%	100%	95%	88%				
	Alcohol service (YTD)	n/a		0370	10070	9370	88%	88%	STATIC	70%	
CllrJohnson	Overall spend to budget on HRA (£K variance)	-£304	£0	£0	£0	£0	£0	£0	STATIC	£0	
ClirJohnson Clir Coxshall	Overall spend to budget on HRA (£K variance) % of Major planning applications processed in deadline	-£304 97.30%	£0 97%	£0 100%	£0 100%	£0 100%	£0 100%	£0 100%	STATIC STATIC	£0 90%	
CllrJohnson Cllr Coxshall Cllr Coxshall	Overall spend to budget on HRA (£K variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline	-£304 97.30% 100%	£0 97% 100%	£0 100% 100%	£0 100% 100%	£0 100% 100%	£0 100% 100%	£0 100% 100%	STATIC STATIC STATIC	£0 90% 90%	
ClirJohnson Clir Coxshall Clir Coxshall Clir Hebb	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected	-£304 97.30% 100% 98.9%	£0 97% 100% 98.8%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	STATIC STATIC STATIC STATIC	£0 90% 90% 98.9%	
ClirJohnson Clir Coxshall Clir Coxshall Clir Hebb	Overall spend to budget on HRA (£K variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast)	-£304 97.30% 100% 98.9%	£0 97% 100% 98.8%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	£0 100% 100% 98.9%	STATIC STATIC STATIC STATIC STATIC	£0 90% 90% 98.9%	
ClirJohnson Clir Coxshall Clir Coxshall Clir Hebb Clir Hebb Clir Johnson	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days)	-£304 97.30% 100% 98.9% 0 34.7 days	£0 97% 100% 98.8% -5% 30.6 days	£0 100% 100% 98.9%	£0 100% 100% 98.9% 0 26.5	£0 100% 100% 98.9% 0 26.8	£0 100% 100% 98.9% 0 25.4	£0 100% 100% 98.9% 0 25.6	STATIC STATIC STATIC STATIC STATIC WORSE	£0 90% 90% 98.9% 0 28 days	
ClirJohnson Clir Coxshall Clir Coxshall Clir Hebb Clir Hebb Clir Johnson ClirJohnson	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time	-£304 97.30% 100% 98.9%	£0 97% 100% 98.8%	£0 100% 100% 98.9% 0 26.64 days	£0 100% 100% 98.9% 0 26.5 86.20%	£0 100% 100% 98.9% 0 26.8 88.00%	£0 100% 100% 98.9% 0 25.4 87.00%	£0 100% 100% 98.9% 0 25.6 86.9%	STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE	£0 90% 90% 98.9% 0 28 days 85% National average	
CilrJohnson Cilr Coxshall Cilr Coxshall Cilr Hebb Cilr Hebb CilrJohnson CilrJohnson	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family)	-£304 97.30% 100% 98.9% 0 34.7 days n/a 565 days	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days	£0 100% 100% 98.9% 0 26.5 86.20%	£0 100% 100% 98.9% 0 26.8 88.00%	£0 100% 100% 98.9% 0 25.4 87.00%	£0 100% 100% 98.9% 0 25.6 86.9%	STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18)	
CilrJohnson Cilr Cosshall Cilr Cosshall Cilr Hebb Cilr Hebb CilrJohnson CilrJohnson CilrJohnson Cilr Halden	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family) Total gross external income (fees & charges) (based on sales forecast) Number of households at risk of homelessness approaching the	-£304 97.30% 100% 98.9% 0 34.7 days n/a 565 days	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days £8,000k	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days	£0 100% 100% 98.9% 0 26.5 86.20% 366 days	£0 100% 100% 98.9% 0 26.8 88.00% 381 days	£0 100% 100% 98.9% 0 25.4 87.00% 393 days	£0 100% 100% 98.9% 0 25.6 86.9% 426 days	STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18) £7.7m	
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CilrJohnson CilrCoxshall Cilr Coxshall Cilr Hebb Cillr Hebb CillrJohnson CilrJohnson CilrJ	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family) Total gross external income (fees & charges) (based on sales forecast) Number of households at risk of homelessness approaching the Council for assistance No of homeless cases accepted Average weekly household earnings (Gross weekly pay for full time workers by place of residence) (Thurrock resident) (data from ONS/NOMIS) (ANNUAL) Total number of employee jobs in Thurrock (data from ONS/NOMIS) (ANNUAL) Contact Centre - Face to Face - no of visitors Value (£) of council owned property disposals % of primary schools judged "good" or better KS4 Attainment - Progress 8 score (ANNUAL) Achievement of Level 2 qualification at 19 years old (ANNUAL) Permanent admissions of older people (aged 65+) to	-£304 97.30% 100% 98.9% 0 34.7 days n/a 565 days n/a n/a n/a n/a 100,913 new KPI 91% -0.01 86% 51% 708 per	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days £8,000k n/a 100,494 new KPI 97% 0.03 81.80% 54.40% 649 per	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days £9318k 1,605 97 £579.30 64,000 (2017) 68,822 n/a 90% -0.19 82.40% 51.90% 669 per	£0 100% 100% 98.9% 0 26.5 86.20% 366 days £7.34m 418 27	£0 100% 100% 98.9% 0 26.8 88.00% 381 days £7.73m 988 42 29,964 £470k 92%	£0 100% 100% 98.9% 0 25.4 87.00% 393 days £8.1m 1477 75 44,122 £470k 92%	£0 100% 100% 98.9% 0 25.6 86.9% 426 days £8m 1934 107 £632.40* 67,000 (2018) 58,504 £470k 92% -0.07 82.4% 51.9%	STATIC STATIC STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE WORSE HIGHER HIGHER LOWER n/a BETTER BETTER NEXT DATA DUE SEPTEMBER - however may not	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18) £7.7m N/A - demand N/A - demand Regional average 64,000 n/a Baseline year 94% National average (- 0.03) Above national average (83.6%)	
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Cilr-Johnson Cilr Coxshall Cilr Coxshall Cilr Coxshall Cilr Hebb Cilr-Johnson Cilr-Coxshall Cilr-Johnson Cilr-Coxshall Cilr-Jeffries	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family) Total gross external income (fees & charges) (based on sales forecast) Number of households at risk of homelessness approaching the Council for assistance No of homeless cases accepted Average weekly household earnings (Gross weekly pay for full time workers by place of residence) (Thurrock resident) (data from ONS/NOMIS) (ANNUAL) Total number of employee jobs in Thurrock (data from ONS/NOMIS) (ANNUAL) Contact Centre - Face to Face - no of visitors Value (£) of council owned property disposals % of primary schools judged "good" or better KS4 Attainment - Progress 8 score (ANNUAL) Achievement of Level 2 qualification at 19 years old (ANNUAL) Permanent admissions of older people (aged 65+) to residential and nursing care homes per 100,000 population Number of library members (signed up and active within 12 months for loans and PC use) Number of applicants with family commitments in Bed & Breakfast for six weeks or more (ie those presenting as homeless)	-£304 97.30% 98.9% 0 34.7 days n/a 565 days n/a n/a n/a 100,913 new KPI 91% -0.01 86% 708 per 100,000	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days £8,000k n/a 100,000 63,000 (2016) 100,494 new KPI 97% 0.03 81.80% 649 per 100,000	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days £9318k 1,605 97 £579.30 64,000 (2017) 68,822 n/a 90% -0.19 82.40% 51.90% 669 per 100,000	£0 100% 100% 98.9% 0 26.5 86.20% 366 days £7.34m 418 27 14,489 £320k 92%	E0 100% 100% 98.9% 0 0 26.8 88.00% 381 days	£0 100% 100% 98.9% 0 0 25.4 87.00% 393 days £8.1m 1477 75 44,122 £470k 92%	£0 100% 100% 98.9% 0 25.6 86.9% 426 days £8m 1934 107 £632.40* 67,000 (2018) 58,504 £470k 92% -0.07 82.4% 51.9%	STATIC STATIC STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE WORSE HIGHER HIGHER HIGHER LOWER n/a BETTER BETTER BETTER NEXT DATA DUE SEPTEMBER - however may nob be complete nor comparable WORSE	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18) £7.7m N/A - demand N/A - demand Regional average 64,000 n/a Baseline year 94% National average (- 0.03) Above national average (53.6%) Above national average (57.6%)	
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CIIrJohnson CIIrCoxshall CIIr Coxshall CIIr Hebb CIIr Hebb CIIrJohnson CIIrJohnson CIIrJohnson CIIrJohnson CIIr Halden CIIr Hebb CIIrJohnson CIIrJohns	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family) Total gross external income (fees & charges) (based on sales forecast) Number of households at risk of homelessness approaching the Council for assistance No of homeless cases accepted Average weekly household earnings (Gross weekly pay for full time workers by place of residence) (Thurrock resident) (data from ONS/NOMIS) (ANNUAL) Total number of employee jobs in Thurrock (data from ONS/NOMIS) (ANNUAL) Contact Centre - Face to Face - no of visitors Value (£) of council owned property disposals % of primary schools judged "good" or better KS4 Attainment - Progress 8 score (ANNUAL) Achievement of Level 2 qualification at 19 years old (ANNUAL) Permanent admissions of older people (aged 65+) to residential and nursing care homes per 100,000 population Number of library members (signed up and active within 12 months for loans and PC use) Number of applicants with family commitments in Bed & Breakfast for six weeks or more (ie those presenting as homeless)	-£304 97.30% 100% 98.9% 0 34.7 days n/a 565 days n/a n/a n/a 100,913 new KPI 91% -0.01 86% 51% 708 per 100,000 n/a n/a	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days £8,000k n/a 10/a £556.10 63,000 (2016) 100,494 new KPI 97% 0.03 81.80% 54.40% 649 per 100,000 n/a	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days £9318k 1,605 97 £579.30 64,000 (2017) 68,822 n/a 90% -0.19 82.40% 51.90% 669 per 100,000 25,756	£0 100% 100% 98.9% 0 26.5 86.20% 366 days £7.34m 418 27 14,489 £320k 92% 139 (33) 25,383	£0 100% 100% 98.9% 0 26.8 88.00% 381 days £7.73m 988 42 29,964 £470k 92% 345 (82) 25,865	£0 100% 100% 98.9% 0 25.4 87.00% 393 days £8.1m 1477 75 44,122 £470k 92%	£0 100% 100% 98.9% 0 25.6 86.9% 426 days £8m 1934 107 £632.40* 67,000 (2018) 58,504 £470k 92% -0.07 82.4% 51.9% 739.7 (178) 25,561	STATIC STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE WORSE HIGHER HIGHER HIGHER LOWER n/a BETTER BETTER NEXT DATA DUE SEPTEMBER - however may not be complete nor comparable WORSE WORSE	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18) £7.7m N/A - demand N/A - demand Regional average 64,000 n/a Baseline year 94% National average (-0.03) Above national average (57.6%) 656 26,785	
CIIrJohnson CIIrCoxshall CIIr Coxshall CIIr Hebb CIIrJohnson CIIrToxshall CIIr Huelin CIIr Jeffries CIIrJeffries CIIrGledhill	Overall spend to budget on HRA (EK variance) % of Major planning applications processed in deadline % of Minor planning applications processed in deadline Forecast Council Tax collected Overall spend to budget on General Fund (% variance against forecast) Average time to turnaround/re-let voids (in days) Tenant satisfaction with Transforming Homes Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family) Total gross external income (fees & charges) (based on sales forecast) Number of households at risk of homelessness approaching the Council for assistance No of homeless cases accepted Average weekly household earnings (Gross weekly pay for full time workers by place of residence) (Thurrock resident) (data from ONS/NOMIS) (ANNUAL) Total number of employee jobs in Thurrock (data from ONS/NOMIS) (ANNUAL) Contact Centre - Face to Face - no of visitors Value (£) of council owned property disposals % of primary schools judged "good" or better KS4 Attainment - Progress 8 score (ANNUAL) Achievement of Level 2 qualification at 19 years old (ANNUAL) Permanent admissions of older people (aged 65+) to residential and nursing care homes per 100,000 population Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use) Number of library members (signed up and active within 12 months for loans and PC use)	-£304 97.30% 100% 98.9% 0 34.7 days n/a 565 days n/a n/a 100,913 new KPI 708 per 100,000 n/a new KPI new KPI new KPI	£0 97% 100% 98.8% -5% 30.6 days n/a 527 days £8,000k n/a n/a £556.10 63,000 (2016) 100,494 new KPI 97% 0.03 81.80% 54.40% 649 per 100,000 n/a n/a n/a new KPI	£0 100% 100% 98.9% 0 26.64 days 87.50% 343 days £9318k 1,605 97 £579.30 64,000 (2017) 68,822 n/a 90% -0.19 82.40% 51.90% 669 per 100,000 25,756 1 88%	£0 100% 100% 98.9% 0 26.5 86.20% 366 days £7.34m 418 27 14,489 £320k 92% 139 (33) 25,383 0 88% 53.05%	£0 100% 100% 98.9% 0 26.8 88.00% 381 days £7.73m 988 42 29,964 £470k 92% 345 (82) 25,865 0 88% 54.40%	£0 100% 100% 98.9% 0 25.4 87.00% 393 days £8.1m 1477 75 44,122 £470k 92% 542 (129) 25,652 3 85% 59.32%	£0 100% 100% 98.9% 0 0 25.6 86.9% 426 days £8m 1934 107 £632.40* 67,000 (2018) 58,504 £470k 92% -0.07 82.4% 51.9% 739.7 (178) 25,561 3 84% 55.97% 34.58%	STATIC STATIC STATIC STATIC STATIC STATIC STATIC STATIC WORSE WORSE WORSE WORSE HIGHER HIGHER HIGHER LOWER HIGHER LOWER N/a BETTER NEXT DATA DUE SEPTEMBER - however may not be complete nor comparable WORSE WORSE WORSE	£0 90% 90% 98.9% 0 28 days 85% National average (486 2015-18) £7.7m N/A - demand N/A - demand Regional average 64,000 n/a Baseline year 94% National average (-0.03) Above national average (83.6%) Above national average (57.6%) 656 26,785 0 National average (85.6%) 70%	
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Indicators that changed status in the last quarter

	Corporate Scorecard Indicator Definition	2016/17 Outturn	2017/18 Outturn	2018/19 Outturn	Qtr 1 YTD	Qtr 2 YTD	QTR 3 YTD	2019/20 End of Year Outturn	Direction of Travel since 2018/19	2019/20 End of Year Target
	% General tenant satisfaction with neighbourhoods/services provided by Housing	70.97%	70%	68%	73.9%	75.5%	75.1%	74.9%	BETTER	75%
		This dropped slightly in quarter 4 and therefore missed the target by just 0.1%. This is not considered as having been as a result of COVID19 as was too early. Impact may be seen in early 2020/21 figures as service delivery was disrupted.								
	Number of places accessed for two year olds for early years education in the borough	659	659 (73.4%)	79.6%	N/A (Termly)	73.49% (Summer)	88.06% (Autumn)	73% (Provisional and subject to data quality checking)	WORSE	75%
		A total of 573 children accessed their Two Year Entitlement funding during the spring 2020 term. This equates to 72.62% take up when measured against 789 families on the November 2019 DWP list. This is a significant decrease on take up over the past five years, and in all probability is linked to COVID-19. Many of our childcare providers are closed so we are unable to confirm if there are outstanding claims to be made, nor can we ascertain the impact of families not starting their placement due to Coronavirus related health concerns. This overall figure therefore is still provisional and subject to change. Although there has been in a fall in numbers, it should be noted that we are still in line with the last known national figure for 2YE take up. Included in the above numbers are 6 children on a child protection plan, 9 children in need and 5 children looked after (CLA) Thurnock plus 2 CLA from another authority. An additional 11 children accessed a placement allocated by social care under our local criteria (these children are not added to our DfE returns so are not included in the total number of children accessing 2YE). Please note that these figures may not reflect actual take up during the period when access to childcare provision was restricted.								

Overview: In most cases, the 2019/20 data has not been impacted by the COVID-19 pandemic as the year was nearly over by the time service delivery was affected. In some cases however, it has not been possible to undertake the necessary data quality checks due to other COVID-19 response related priorities and/or staff availability. Some of these outturns therefore may be subject to change. It has already been seen that the performance shown in a number of the indicators for the first few months of 2020/21 has been affected. This will be kept under close monitoring and in some cases, targets for 2020/21 will need to be reviewed.