

## Item A

### Central Bedfordshire Council

2 April 2024

#### Executive

### 2023/24 Q3 Performance Report

Report of Cllr John Baker, Executive Member for Finance  
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Responsible Director: Marcel Coiffait, Chief Executive  
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**This report relates to a Non-Key Decision**

#### Purpose of this report

1. To report Quarter 3 2023/24 performance for Central Bedfordshire Council's Strategic Plan.

#### RECOMMENDATIONS

**The Executive is asked to:**

- 1. Note performance against the suite of performance indicators currently being used to help and support the monitoring of progress against the Strategic Plan. Reporting will enable Members to scrutinise performance and to ask officers to further investigate as appropriate.**

#### Executive Summary

1. Since the Council was created in 2009, it has endeavoured to strengthen Central Bedfordshire as a great place to live and work. This ambition was endorsed following extensive consultation and engagement with residents, businesses, and other stakeholders through the Vision 2050 exercise.
2. The Council refreshed its Strategic Plan which was adopted by Full Council in February 2022. The Plan is designed to connect the high level vision for Central Bedfordshire to be a great place to live and work for everyone, with the day to day work of the Council. It is predicated on guiding principles and values and five priorities and outcomes:

The principles of fairness, economy, sustainability and a place-based approach will guide the way in which the Council will operate.

The priorities and outcomes that it is focused on are:

- Enabling people to live their best lives and supporting people to be independent, ensuring that we keep focused on improving health and wellbeing and supporting independent living.
  - Improving educational achievement and progress, to improve social mobility and the life chances for all.
  - Delivering quality housing, to meet the growing need for quality housing, including affordable housing where needed, for our residents.
  - Creating opportunities for rewarding work, to address the challenges faced by more and more of our residents in work poverty.
  - Making best use of resources, working efficiently and having the most positive impact on residents' lives.
3. This report presents a suite of key performance indicators, which are reported together with current performance data.
  4. Where data is available, the reporting includes comparative information with previous performance.

## **Overview**

5. The Council has identified a suite of 41 key performance indicators (two of which are in development). This is a comparable number to those that have been reported since 2016.
6. In the context of upcoming reforms to both Adult Social Care and Social Housing, additional indicators may emerge and be recommended for regular reporting later in the year. The development of refreshed service plans aligned to the Strategic Plan outcomes, may also lead to the proposal of additional indicators.
7. Data on these indicators is collected at a variety of intervals (some annually, others on a quarterly basis) and in each case the most recent available data is included.
8. Where specific targets have been agreed for key indicators, the performance is highlighted by a Red/Amber/Green system, with green symbolising an improvement in performance and red symbolising that improvement is needed.
9. Additionally, performance is highlighted by direction of travel arrows, which show if things have improved or deteriorated.
10. In addition to the new suite of performance indicators, residents' perceptions of the Councils performance will also be monitored through a suite of Residents Survey questions.

## **Performance Indicators on Resident Perceptions**

11. Since 2009, the Council has surveyed representative samples of Central Bedfordshire residents on a regular basis. The survey uses a well-established suite of questions

which solicit residents' opinions on a range of universal services (e.g. Leisure, Libraries, Waste and Road Maintenance). Questions on more general perceptions of the Council are also included, for example on satisfaction with the way the Council runs things, offers value for money and keeps residents informed. Another key question relates to resident satisfaction with the area as a place to live.

12. By comparing Central Bedfordshire Council's latest responses on key questions (gathered by the survey run by the Council every other year) with national results (gathered three times a year by the Local Government Association), Members are able to track the Council's performance against national trends. It should be noted, however, that the greater the period of time that has elapsed between Central Bedfordshire Council data and national data, the less accurate the comparisons are likely to be.
13. In the grid below, data is presented from Central Bedfordshire's most recent resident research which was conducted in September/October 2022. For comparative purposes, the grid also includes national results from the LGA's October 2023 survey (the most contemporaneous research with Central Bedfordshire's survey). When comparing the results, differences of +/-6% are considered statistically significant.
14. In the majority of instances, our local performance is in line with or exceeds national comparisons. There are no indicators that are statistically significantly below the national comparators.
15. The results for Central Bedfordshire that show statistically significant higher satisfaction compared to the latest national results are:- libraries (26%), sports and leisure facilities (13%), waste collection (12%), local area (12%), street cleaning (11%), trust in the Council (10%), value for money (9%), how the council runs things (7%) and feeling safe after dark (6%).

Indicator	Central Bedfordshire Residents Survey data (Sept 2022)	National Data (Oct 23)	Variance (Oct 23)
The local area	87%	75%	12%
How the council runs things	63%	56%	7%
Value for money	49%	40%	9%
Feeling Informed	59%	56%	3%
Feeling Council acts on residents' concerns	50%	52%	-2%
Trust in Council	65%	55%	10%
Waste collection	90%	78%	12%
Libraries	80%	54%	26%
Street cleaning*	72%	61%	11%
Sport and leisure facilities	66%	53%	13%
Pavement maintenance	50%	45%	5%
Road maintenance	39%	37%	2%

Feeling safe after dark	79%	73%	6%
Feeling safe in daylight	98%	93%	5%

\* Wording prior to 2022: Keeping public land clear of litter/refuse

## Specific Performance Reporting on Indicators with New Data by Corporate Priority

### Enabling People to Live their Best Lives

16. **Childhood Excess Weight: Year 6 (10-11 years)**  
**Latest data: 32% (2022/23) / No Target**  
 There has been reduction in the proportion of children aged 10-11 years living with excess weight, at 32%, this is encouraging although is not statistically different from 33.7% when last measured in 2021/22. Performance is similar to the Council's deprivation decile and better than the England average. Actions to tackle excess weight was the subject of the latest Director of Public Health Annual Report, consequently, is one of the place plan priorities with progress regularly reported. The causes of excess weight are complex with few quick fixes e.g. changes to the built and food environment but we continue to ensure that children & families are also aware of the programmes of support available to them.
17. **Homelessness: Percentage where early intervention prevented crisis situations**  
**Latest data: 48% (Dec 2023) / Target: 59%**  
 There has been a significant increase in demand over period of 12-18 months causing an increase in crisis support. Refugee pressures have also added to this through Home Office evictions. The early intervention rate has also been impacted although there has been an increase by 10% since quarter 2 (July to September 2023). Housing supply and rising costs remain a constant challenge which impede the ability to achieve successful outcomes.
18. **Number of people supported within the community by commissioned voluntary organisations**  
**Latest data: 4,771(Sept 2023) / Target: 2,500**  
 This figure has increased from the last quarter 1 (April to June 2023) (reported in arrears), as it now includes people supported within the good neighbour scheme which accounts for 1,153 people. The data also includes people supported by Mobilise which is a new service from July 2023. Outside of this, the level has remained consistent with previous performance.
19. **Number of safeguarding concerns received, expressed as a rate (per 100,000) of Central Bedfordshire's adult (18+) population**  
**Latest data: 697.9 concerns per 100,000 (Dec 2023) / No Target**  
 During quarter 3 (October to December 2023), the number of safeguarding concerns received, expressed as a rate has increased to 697.9. While activity continues to be high the team are managing demand and complexity well. From the 4 January 2024, a new way of recording was introduced. This will provide a clearer distinction between contacts and safeguarding concerns received into the safeguarding team. This is anticipated to reduce the recorded number of concerns which will reduce overtime, as

will the rate reported, for this measure.

20. **Residential and nursing care homes admissions for Central Bedfordshire residents**  
**Latest data: 404.6 per 100,000 (Dec 2023) / Target: 347.3 per 100,000**  
This measure is above target in quarter 3 (October to December 2023) with a rate per 100,000 population of 404.6, compared to a target of 347.3. The total number of admissions year to date is 219. This is a continuation of an ongoing upwards trend over the past year, suggesting a return to pre-covid levels of demand. This measure will continue to be monitored for any further upwards growth as the year progresses.
21. **Proportion of Homecare providers with an outstanding or good CQC rating**  
**Latest data: 73% (Dec 2023) / Target: 80%**  
This measure is an average score across quarter 3 (October to December 2023) which includes Homecare providers. Homecare providers which are awaiting Care Quality Commission (CQC) inspection are not included in this calculation. Further to this, there are a number of Homecare providers who currently do not have a CQC registered office in Central Bedfordshire. The total number of Homecare providers has decreased from 70 in quarter 2 (July to September 2023) to 67 in quarter 3 2023/24. The number of Homecare providers rated outstanding or good has slightly decreased by 0.7% proportionally in quarter 3 2023/24, compared to quarter 2 2023/24. The target of 80% has not been met this quarter 3 2023/24.
22. **Proportion of Residential & Nursing Care homes with an outstanding or good CQC rating**  
**Latest data: 81% (Dec 2023) / Target: 80%**  
This measure is an average score across quarter 3 (October to December 2023) which includes Older Persons and Learning Disability within the Nursing and Residential Care Home setting. Residential and Nursing Care Homes awaiting Care Quality Commission (CQC) inspection are not included in this calculation. There has been a slight increase in the proportion of outstanding or good CQC ratings for Residential and Nursing since quarter 2 (July to September 2023) and the target of 80% has been exceeded for this measure.
23. **% of all children's services assessments where Domestic Abuse is a factor**  
**Latest data: 31.9% (Dec 2023) / No Target**  
Similar proportions to previous quarter (July to September 2023).
24. **Homeless approaches to Housing where Domestic Abuse has been the reason for the approach**  
**Latest data: 110 (Dec 2023) / No Target**  
Domestic abuse approaches have reduced, however this fluctuates with a significant increase in the post-Christmas/New Year period. Such approaches tend to be for crisis support. Domestic Abuse Stalking Harassment (DASH) risk assessment and Safeguarding practices are followed for domestic abuse approaches and referred to the Housing Domestic Abuse Officers to ensure appropriate services (such as trauma recovery and play therapy). The aim is to support recovery and prevent reoccurrence.
25. **Section 42's completed where Domestic Abuse is a factor**  
(This is set out by the Care Act 2014 and relates to the duty of the Local Authority to make enquiries, or have others do so, if an adult may be at risk of abuse or neglect)

**Latest data: 5 (Dec 2023) / No Target**

In quarter 3 (October to December 2023), there have been 5 safeguarding adult enquiries finalised where Domestic abuse was the main type of abuse. There continues to be very good work undertaken from the teams and the domestic abuse specialist officers advising in the most complex high risk cases.

**Improving Educational Achievement and Progress**

26. **KS2: Percentage of pupils who are disadvantaged reaching the expected standard in reading, writing and mathematics**

**Latest data: 30% (Sept 2023) / No Target**

Percentage of Disadvantaged Pupils reaching the expected standard in reading, writing and mathematics in Central Bedfordshire is 30%; 3 percentage points decrease from last year (33%).

National average has increased by 1 percentage point, (44% in 2023 / 43% in 2022). Statistical neighbour average increased by 1 percentage point (39% in 2023 / 38% in 2022).

Central Bedfordshire's Disadvantaged Pupils are ranked 11/11 against the statistical neighbours, compared to 10/11 in 2022.

Central Bedfordshire's Disadvantaged pupils are ranked 152/152 against the national ranking compared to being 148/150 in 2022. Central Bedfordshire remains in the bottom quartile

27. **Percentage of children achieving a good level of development at reception**

**Latest data: 67.2% (Sept 2023) / No Target**

Percentage of Children achieving a "Good Level of Development" in Central Bedfordshire is 67.2%, a 1.7 percentage point increase from 2022 (65.5%).

Central Bedfordshire LA is 2 percentage points below the statistical neighbour average (69.2%) and same as the national average (67.2%).

Central Bedfordshire LA is ranked 10/11 against the statistical neighbours; compared to 8/11 in 2022.

Central Bedfordshire LA is ranked 83/153 against the national ranking; compared to a ranking of 71/152 in 2022. Central Bedfordshire moves down one to the 3rd quartile nationally.

Central Bedfordshire is placed in the top quartile for 3 out of the 7 Areas of Learning (Communication and Language, Physical development and Expressive Arts) with the remaining 4 (Personal social and emotional, Literacy, Mathematics, Understanding the World and Expressive Arts) placed in the 2nd quartile nationally.

28. **Percentage of children in receipt of free school meals achieving a good level of development at reception**

**Latest data: 40% (Sept 2023) / No Target**

Percentage of pupils who are eligible for free school meals achieving a Good Level of development in Central Bedfordshire is 40%, a 1 percentage point decrease from 2022 (41%).

Central Bedfordshire's free school meals pupils are 7 percentage points below the statistical neighbour average (47%) and 12 percentage points below the national average (52%).

Central Bedfordshire's free school meals pupils are ranked 10/11 against the statistical neighbours; same as 2022.

Central Bedfordshire's free school meals pupils are ranked 147/153 against the national rankings; compared to a ranking of 148/151 last year. Central Bedfordshire remains in the bottom quartile nationally.

### **Delivering Quality Housing**

29. **New Homes Completions (cumulative)**

**Latest data: 1,555 homes (Dec 2023) / Target: 1,476 homes**

A total of 546 net new homes were completed during quarter 3 (October to December 2023) of the 2023/24 financial year. This brings the total housing completions for the first three quarters to 1,555. With a total of 2,187 dwellings under construction at 31st December, it is anticipated that the delivery of new homes will continue to remain above the Local Plan annual requirement of 1,967.

30. **Number of Affordable Housing Completions**

**Latest data: 454 completions (Dec 2023) / Target: Quarterly 306 completions**

A total of 137 affordable housing completions have been recorded within quarter 3 (October to December 2023) of the 2023/2024 financial year. This brings the total affordable housing completions for the first three quarters to 454. The affordable housing completions for the year to date surpassing the annual affordable housing requirement of 408.

31. **Number of empty homes returned to occupation**

**Latest data: 52 properties (Dec 2023) / Target: 45 properties**

During quarter 3 (October to December 2023), the Council's Empty Homes Team helped bring back into use 7 empty properties, bringing the total to date for 2023/24 to 52 (target 60 per year). The General Vesting Declaration has been sealed for a second Compulsory Purchase Order (CPO) of an empty property (Dunstable) which should lead to ownership of the property transferring to the Council in March 2024, after which renovation works will be arranged and the property then sold. Initial preparation work has commenced for our next batch of Empty Dwelling Management Orders (EDMOs) which will progress during 2024, adding to the eight EDMO properties that the Council already manages.

### **Creating Opportunities for Rewarding Work**

32. **Percentage of Economically Active Residents in Central Bedfordshire 16-65**

**Latest data: 84% (2023) / Target: 83.4%**

In June 2023, the economic activity rate in Central Bedfordshire was recorded at 83.7 percent, which is slightly above the target. The Central Bedfordshire economic activity rate for 16 to 65 year olds is higher than the economic activity rate for the East of England, which is 81 percent, and is also higher than the national economic activity rate in England of 79 percent. This data was obtained from the Annual Population Survey and is significant of the adult population that are employed or self-employed.

33. **Percentage of jobs that exist in Central Bedfordshire against working age population**

**Latest data: 58% (2023) / No Target**

The percentage of jobs in Central Bedfordshire against the working age people is

approximately 58.2 percent. This is lower than the regional percentage for the East of England which is approximately 76.7 percent. The Central Bedfordshire percentage of jobs to working age population is also lower than the national percentage of 79.7 percent. This data is obtained from the ONS Business Register and Employment Survey and the Annual Population Survey.

34. **Number of Inward Investment Enquiries**

**Latest data: 126 enquiries (Dec 2023) / Annual Target: 120 enquiries**

This quarter (October to December 2023) 40 enquiries shows a drop of 8 enquiries from the previous quarter (July to September 2023), mainly due to fewer enquiries during December/festive break and a drop in enquiries from non-Central Bedfordshire businesses looking to relocate. Despite this drop, Nov saw the joint highest number of enquiries (22) for a single month for the FY to date. The overall annual target has been surpassed in this quarter with the highest proportion of enquiries (29%) coming from business start-ups followed by non-Central Bedfordshire businesses looking to expand (17%).

35. **Town Centre Vacancy Rates**

**Latest data: 7.5% (Nov 2023) / Target: 11.8%**

The town centre vacancy rate for November 2023 was 7.48%. This is little change from the rate of 7.59% recorded for August 2023. The town centre vacancy rate for Central Bedfordshire still remains comfortably below the most recent published national rate of 13.8%.

The breakdown of vacant units for this period is as follows:

	<b>Total Units</b>	<b>Vacant Units</b>
Amphill	93	2
Arlesey	16	1
Biggleswade	156	8
Dunstable	245	36
Flitwick	43	2
Houghton Regis	32	1
Leighton Buzzard	236	13
Potton	25	2
Sandy	68	7
Shefford	44	1
Stotfold	18	0

36. **Apprenticeship participation ages 16-17**  
**Latest data: 3.9% (Dec 2023) / Target: 5%**  
This measure always improves through the year as more young people take up apprenticeships. Current performance is slightly behind this time last year (4.2%) due to an increase in overall population rather than any drop in apprenticeships.

### **Making Best Use of Resources**

37. **Average speed to process housing benefit, new claims & change events**  
**Latest data: 14.1 days (Dec 2023) / Target: 15.03 days**  
Q3 (October to December 2023) performance was 0.93 days ahead of target. This is an improvement of 4.07 days on Q2 performance for period July to September 2023.
38. **Council tax in-year collection**  
**Latest data: 81.42% (Dec 2023) / Target: 82.66%**  
Q3 (October to December 2023) performance is 1.24% behind target. The target continues to be impacted by the number of residents electing to pay over 12 monthly instalments rather than 10. This has increased by 3,600 in the last 12 months and affects the cash flow profile by circa £750k which will now fall due in February and March. The continuing impact of the cost of living increases is also affecting the collection rate. Data from six of our near neighbour authorities in Hertfordshire show for Q3 collection a similar pattern of below target collection of between 0.1% and 2%, indicating more widespread collection issues. Debt recovery activity in 2023/24 has also been slightly delayed by a change to the timing of Magistrates Court hearing dates, these have moved to 4 weekly rather than monthly, which has meant 800 fewer debtors being summonsed for non-payment by the end of December 2023 compared to 2022. By the end of Q3 8,800 residents had been summonsed for non-payment. With court hearings booked in January, February, and March, the Council should see a positive impact on collection in Q4 (January to March 2024). The collection of previous years debt is however now being maintained at pre-covid levels, with circa £6m or 28% of previous years arrears having been collected in 2023/24 so far.
39. **Business rates in-year collection Rate**  
**Latest data: 78% (Dec 2023) / Target: 79.13%**  
Q3 (October to December 2023) performance is 1.13% behind target, although this is an improvement of 0.38% on Q2 (July to September 2023) performance. This dip in collection performance is almost entirely due to two new rating assessments being billed for the first time in late Q2 which has increased the collectable debit by £3m. The monthly instalments for this increased debit fall due from October through to March. Performance is expected to improve again in Q4 (January to March 2024) as these monthly instalments are paid.
40. **Percentage of council rent collected, including arrears**  
**Latest data: 100% (Dec 2023) / Target: 100%**  
Income rent collection remains strong with current arrears as a cash value being £25,000 better than this period (October to December) a year ago.
41. **Number of data protection notifications reported to the Information Commissioners Office (ICO)**

**Latest data: 1 incident (Dec 2023) / Target: 0 incidents**

The Council notified the Information Commissioners Office (ICO) of one data breach. The breach involved Council information being emailed to a personal email account. The ICO completed their investigation into the verbal disclosure breach reported in June 2023 and have determined no further action is needed.

42. **Percentage of Freedom of Information (FOI) Environmental Information requests (EIR) requests and completed within the statutory timeframe**  
**Latest data: 77% (Dec 2023) / Target: 100%**

The level of responses completed within statutory timeframes remains the same as the previous period (July to September 2023) this is attributed to a 56% increase in Subject Access Requests due within the same time period combined with authorised employee absences within December.

372 Information requests were due in this period (October to December 2023).

### **Performance Indicators currently in development**

43. **The two new indicators for Quality of all Education, Health, and Care Plan (EHCPs) (including exceptions) issued within 20 weeks**

Reporting is due in 2024, following a data quality monitoring period. All new EHCPs are being quality assured by SEND managers before they are issued. This is a new multiagency EHCP audit process, which includes parent carers as auditors. The process has been co-produced with Special Needs Action Panel (SNAP), Parent Carer Forum (PCF).

### **Overall Performance against Targets and Direction of Travel**

44. As with most local authorities, the Council was impacted by Covid-19 and some of the performance reporting was deferred during its emergency response. During this time, the Council has reviewed and renewed its 5 year Strategic Plan, and this has led to a refresh of the suite of performance indicators to ensure they align with achievement of the key outcomes, as set out in the Strategic Plan.
45. Due to the number of changes a comparison with the previously reported set of measures would be distorting and would not represent a true reflection of performance.
46. To enable a true comparison of performance and transparency regarding the Councils progress in achieving the Strategic Plan outcomes, we will allow the current measures to bed-in and will present a comparator analysis at the end of 2023/24.

### **Reason for decision**

47. To ensure a rigorous approach to performance management across Central Bedfordshire Council.

### **Council Priorities**

48. The measures selected for the reporting of performance reflect the Council's priorities. Measures are reported under the headings in Central Bedfordshire Council's Strategic Five-Year Plan.

## **Implications**

### **Legal Implications**

49. This report updates the Executive on the Council's performance against the indicators set out in the report. Regular updates on the performance enables any areas of underperformance and any emerging areas of concern to be addressed, thereby facilitating the delivery of the Council's priorities set out in the Strategic Plan.

### **Financial and Risk Implications**

50. None directly, although the Strategic Plan indicator set provides a view of the value for money delivered by the Council.
51. Effective monitoring of performance indicators mitigates the risk of failing to deliver the Council's priorities, reputational risks and the risk of failing to deliver statutory responsibilities.

### **Equalities and Fairness Implications**

52. Central Bedfordshire Council has a statutory duty to promote equality of opportunity, eliminate unlawful discrimination, harassment and victimisation and foster good relations in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
53. This report highlights performance against a range of indicators which measure how the Council is delivering against its Strategic Plan priorities. It identifies specific areas of underperformance which can be highlighted for further analysis. Whilst many of the indicators deal with information important in assessing equality, it is reported at the headline level in this report.
54. To meet the Council's stated intention of tackling inequalities and delivering services so that people whose circumstances make them vulnerable are not disadvantaged, performance data for indicators in this set is supported by more detailed performance data analysis at the service level and this is used to support the completion of equality impact assessments. These impact assessments provide information on the underlying patterns and trends for different sections of the community and identify areas where further action is required to comply with the Council's public sector equality duty.

### **Biodiversity and Sustainability Implications**

55. Reporting of performance is key to ensuring the Council operates as a robust and transparent organisation and a broad range of indicators relating to sustainability including those covering employment, library usage, active recreation and waste are included in the Strategic Plan indicator set.

## Other Corporate Implications

### Public Health

56. The Strategic Plan indicator set includes measures on childhood excess weight and inequality in life expectancy.

### Community Safety

57. The measures are included in the biennial resident survey and cover perception of safety both during the day and at night.

## Performance Scorecard

58. Arrows in the scorecard show the performance 'direction of travel' and the RAG symbols show whether or not agreed targets are being met.

Performance Judgement	
Direction of travel (DoT)	RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)
↓ Performance is reducing	▲ Target missed by 10% or more
→ Performance remains unchanged	● Target missed by less than 10%
↑ Performance is improving	★ Target achieved

! No target

? No Previous data

### Enabling people to live their best lives

	Performance will be reported	Last Reported	Latest Data	DoT	Current Status
Childhood Excess Weight: Year 6 (10-11 years)	Annual (July)	Jul 23	32%	↑	2023-24 Target Set
Inequality in life expectancy for males	Annual (March)	Mar 20	5.0	↑	n/a
Inequality in life expectancy for Females	Annual (March)	Mar 20	5.9	↓	n/a
% of adults in Central Bedfordshire taking part in sport or active recreation	Annual (June)	Jun 23	63.6%	↓	★
Homelessness: Percentage where early intervention prevented crisis situations	Quarterly	Dec 23	48.0%	↑	▲
Number of people supported within the community by commissioned voluntary organisations	Quarterly	Sep 23	4,771	↑	★
No. of safeguarding concerns received, expressed as a rate (per 100,000) of CB's adult (18+ pop.)	Quarterly	Dec 23	697.9	n/a	n/a
Residential and nursing care homes admissions for Central Bedfordshire residents	Quarterly	Dec 23	404.6	↓	▲
Proportion of Homecare providers with an outstanding or good CQC rating	Quarterly	Dec 23	72.9%	↓	●
Proportion of Residential & Nursing Care homes with an outstanding or good CQC rating	Quarterly	Dec 23	81%	↑	★
% of all children's services assessments where Domestic Abuse is a factor	Quarterly	Dec 23	31.9%	↑	n/a
Homeless approaches to Housing where Domestic Abuse has been the reason for the approach	Quarterly	Dec 23	110	↓	n/a
Section 42's completed where Domestic Abuse is a factor	Quarterly	Dec 23	5	↑	n/a

### Improving educational achievement and progress

KS4: How Central Bedfordshire's GCSE results rank nationally	Annual (Sept)	Sep 22	112	↓	▲
KS2: % pupils who are disadvantaged reaching the expected standard in reading, writing & mathematics	Annual (Sept)	Sep 23	30.0%	↓	Educational targets to be set for 2024 to achieve 2023 Statistical Neighbour average
KS4: Average Attainment 8 score per disadvantaged pupil	Annual (Sept)	Sep 22	30.8	n/a	
KS4: Average Progress 8 score per disadvantaged pupil	Annual (Sept)	Sep 22	-0.95	n/a	
% of children achieving a good level of development at reception	Annual (Sept)	Sep 23	67.2%	↑	
% of children in receipt of free school meals achieving a good level of development at reception	Annual (Sept)	Sep 23	40%	↓	
% of schools rated good or better by Ofsted	Annual (Sept)	Sep 23	89%	↑	★

### Delivering quality housing

New Homes Completions	Quarterly	Dec 23	1,555	↑	★
Affordable Homes Completions	Quarterly	Dec 23	454	↑	★
Number of empty homes returned to occupation	Quarterly	Dec 23	52	↑	★

### Creating opportunities for rewarding work

Percentage of Economically Active Residents in Central Bedfordshire 16-65	Annual (Dec)	Dec 23	83.7%	n/a	★
% of jobs that exist in Central Beds against working age population	Annual (Dec)	Dec 23	58.2%	↓	n/a
Number of inward investment enquiries	Quarterly	Dec 23	126	↑	★
Town Centre Vacancy - Rates	Quarterly (Feb,May,Aug,Nov)	Nov 23	7.5%	↑	★
No. of CB working age (16-64) undertaking an Apprenticeship through Employment & Skills Academy	Annual (July)	Jul 23	68	↓	▲
No. of residents aged 19-64 supported by the Employment & Skills Academy (BESA)	Annual (July)	Jul 23	1,679	↑	★
Apprenticeship participation ages 16-17	Quarterly	Dec 23	3.9%	n/a	▲
% of young people aged 16-17 who are in education, employment with training or training (EET)	Annual (Dec)	Dec 22	93.2%	↑	n/a

### Making the best use of resources

Average speed of processing Housing Benefit new claims and change events	Quarterly	Dec 23	14.1	↑	●
Council Tax In-Year Collection Rate	Quarterly	Dec 23	81.42%	↑	●
Business Rates In-Year Collection Rate	Quarterly	Dec 23	78%	↑	●
Percentage of council rent collected, including arrears	Quarterly	Dec 23	99.9%	↑	★
Whole Council call wait times (average) - seconds	Quarterly	Sep 23	182	↑	●
Number of data protection notifications reported to the Information Commissioners Office	Quarterly	Dec 23	1	→	▲
% FOI & EIR requests completed within the statutory timeframe	Quarterly	Dec 23	77.4%	→	▲

## **Conclusions and next steps**

59. The development of the Strategic Plan has been an important process and the development of key performance indicators associated with its underpinning principles and priorities and outcomes is a key part of it.
60. The Plan forms the basis of our core programme of activity. All Members and officers of the Council are accountable for the delivery of the Strategic Plan. The public, our residents and customers, will hold the Council to account for delivery as we will hold each other to account. To support this, we will monitor and report on our performance and delivery against the targets and measures set out in this report and more detailed service plans.

## **Appendices - Appendix A - KPI Descriptions**

### **Background Papers**

The following background papers, not previously available to the public, were taken into account and are available on the Council's website:

[Central Bedfordshire Council's Strategic Plan 2022-2027](#)