

**Appendix One: Corporate Plan 2021/2022:  
Performance Report for half-year (1<sup>st</sup> April 2021 to 30<sup>th</sup> September 2021)**

	Priority	Performance measure	Portfolio	Department	Good performance is	Baseline	21/22 target	Half-year performance and rating (Q1 & Q2 – April 21 to September 21)
<b>P E O P L E</b>	1 – Supporting young people and raising aspirations	1. % increase in uptake of the two years old offer by eligible children	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	58% (2018/19)	3% increase on previous year (60% or higher)	<b>60%</b> <b>(GREEN)</b>
		2. Personal Education Plans for cared for children	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	84% (2018/19)	95%	<b>93%</b> <b>for academic year 2020/21</b> <b>(GREEN)</b>
		3. Personal Education Plans (PEP) for cared for children	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	46% (2018/19)	55%	<b>70% good or outstanding for academic year 2020/21</b> <b>(GREEN)</b>
		a) % of children & young people with plans in place						
		b) % of audited plans rated as Good or Outstanding						
		4. Council Apprenticeship start-ups	Finance & Governance Cllr Vicky McGurk	HR, Governance & Engagement	Higher	20 apprentices	20 apprentices	<b>22 apprentices recruited 2021/22</b> <b>(GREEN)</b>
	P2 – Safeguarding and supporting the most vulnerable people	5. % of Transforming Lives Cases closed with outcomes achieved	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	50%	56%	<b>Q1 – 56%</b> <b>Q2 – 50%</b> <b>(GREEN)</b>
		6. % of looked after children with 3 placements or more in year	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Lower	13.1% (2019/20)	Achieve at or below national average for 2021/22	<b>9.6%</b> <b>October 2020 to September 2021</b> <b>(National Average 11%)</b> <b>(GREEN)</b>
7. % of children in care for 2 ½ years who have remained in the same placement for at least 2 years		Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	65% (2020/2021)	Achieve at or below national average for 2021/22	<b>60%</b> <b>(National average 68%)</b> <b>(AMBER)</b>	
8. % of children leaving care where a Special Guardianship Order (SGO) placement is granted.		Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	23% (2018/19)	Higher than 2020/21 (25%)	<b>26%</b> <b>April to September 2021</b> <b>(GREEN)</b>	

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		9. Number of children open to children's social care including; those who are Child in Need, looked after or open to child protection.	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Lower	1,852 (open referrals as at end March 2019)	Benchmarked at comparator average	<b>1,338 open referrals as at end September 2021</b>  <b>Awaiting comparator</b>
		10. Rate of cared for children per 10,000 compared with the regional average.	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Lower	105* per 10k as at 31 <sup>st</sup> March 2019	At or below the regional average for 2021/22	<b>100.67 per 10k as at end September 2021</b>  <b>Awaiting comparator</b>
		11. Rate of re-referrals into Children's Social Care	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Lower	17.9% (BWD 2018/19)	At or below national average for 2021/22	<b>16.1% as at end September 2021</b>  <b>Awaiting comparator</b>
		12. Increase in the number of Young Carers identified	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education	Higher	183 young people (2019/20)	200 Young People	<b>203</b>  <b>(GREEN)</b>
		13. Percentage of commissioned residential placements for Looked After Children as a total of all Looked After Children placements.	Children's, Young People & Education Cllr Julie Gunn	Children's Services & Education		7.1% (2018/19)	Maintain (5.96% or lower)	<b>4.95%</b>  <b>(GREEN)</b>
	P3 – Reducing health inequalities and improving health outcomes	14. Continue to achieve over 85% of Learning Disability service users living in settled accommodation	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	92.3% (2019/20)	85%	<b>93% of Service Users were in settled accommodation April to September 2021</b>  <b>(GREEN)</b>
		15. Number of those in residential care aged 65 and above to be within 5% of the 2018-19 figure.	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Lower	157 (2019/20)	150	<b>59 admissions into Long Term Residential /Nursing care for people aged 65+ April to September 2021</b>  <b>(GREEN)</b>
		16. Increase the number in Extra Care by over 10%	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	120 (2019/20)	176	<b>140 people were in Extra care as at 30<sup>th</sup> September 2021</b>  <b>(GREEN)</b>
		17. Greater than 80% of people aged 65 and over independent at home for 91 days or more following hospital discharge into one of our intermediate tier services.	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	89% (2019/20)	80%	<b>85% were still at home April to September 2021</b>  <b>(GREEN)</b>

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		18. Increased number of residents referred and discussed at the integrated neighbourhood team (INTs) weekly meeting	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	740 (2018/19)	777	<b>517</b> <b>April to September 2021</b>  <b>(GREEN)</b>
		19. Ensure 90% of Mental Health Act requests are responded to within 8 hours of notification	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	100% (2019/20)	90%	<b>98% of cases were responded to within 8 hours</b> <b>April to September 2021</b>  <b>(GREEN)</b>
		20. Where outcomes are expressed by the service user in safeguarding investigations, to ensure that 85% are fully or partially achieved.	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	95% (2019/20)	85%	<b>95% were fully or partially achieved in completed cases</b> <b>April to September 2021</b>  <b>(GREEN)</b>
		21. Number of households prevented from becoming homeless.	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	814 (2019/20)	550	<b>245</b>  <b>(GREEN)</b>
		22. Number of Domestic Abuse victims contacted for support within 48 hours.	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	100% (2020/21)	95%	<b>100%</b>  <b>(GREEN)</b>
		23. Number of leisure attendances (including pitches)	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	688,337	275,334	<b>248,131 attendances</b>  <b>(GREEN)</b>
		24. Total number of referrals into the BwD wellbeing service	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	570	825	<b>400 referrals</b>  <b>(AMBER)</b>
		25. Reduce smoking in adults	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Lower	15.5%	16%	<b>15.5%</b>  <b>(RED)</b>  <b>See Exception Report</b>
		26. Proportion of all in drug treatment who successfully completed treatment and did not re-present within six months.	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	18.7%	22%	<b>20.85%</b>  <b>(AMBER)</b>
		27. Child obesity – child measurement programme survey for both reception and year 6 children – prevalence of overweight (including obesity)	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Lower	Reception 22.1% Year 6 36.6% (2019/20)	Target yet to be agreed due to the disruption in the measurement programme	<b>Data Unavailable</b>  <b>PHE have advised that Local Authorities will only be required to achieve a representative sample of 10% data as per PHE guidance for</b>

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								2020/21. This will not produce Local Authority level data for 2020/21
		28. % of alcohol retailers compliant with licensing conditions.	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	≥95%	≥95%	Data unavailable  Inspections of licensed premises in the first quarter of 2021/22 have focused on Covid security measures being in place.
		29. *New Measure 21/22* % of food businesses achieving 3 Star and above rating on the National Food Hygiene Rating Scheme	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	New measure 2021/22 baseline year	85%	93.3%  The measure is artificially higher than the target set because many new businesses or businesses with a change of ownership are classed as "Awaiting inspection".  Whilst awaiting inspection these businesses are taken out of the total number of food businesses included in the National Food Hygiene Rating Scheme.  (AMBER)
PLACE	P4 – Connected communities	30. Number of referrals "Stepped Down" from Social Work Teams to the Neighbourhood Service for Community Connectors and Volunteers	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	165 (2019/20)	165	114  (GREEN)
		31. Number of individuals engaged in activity across the Our Community Our Future Programme	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	New measure 2020/21	1,000	405  (GREEN)
		32. Number of community groups engaged in activity across the Our Community, Our Future Programme	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	New measure 2020/21	80	33  (GREEN)
		33. Number of volunteers supporting Council services	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	1,173 volunteers (2018/19)	2,000	2,170  (GREEN)
		34. Number of citizens engaged through Digital Health and Care Hubs	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	490 (2020/21)	550	265  Provision of onsite digital support events and activities is increasing as service areas reopen.  (AMBER)

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		35. Number of volunteer hours supporting Culture and Leisure services delivery	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	4,215 (2020/21)	12,645	<b>4,525 volunteer hours</b>  Refresh = 706 Arts & Heritage = 1,270 Libraries = 2,549  <b>(AMBER)</b>
		36. Number of cultural events and activities across arts and heritage services	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	182 (2018/19)	200	<b>177 cultural events and activities</b>  Arts and Heritage: 42 Libraries: 135  <b>(GREEN)</b>
		37. Number of digital library loans	Public Health & Wellbeing Cllr Damian Talbot	Public Health & Wellbeing	Higher	53,241 (2020/21)	54,000	<b>18,161</b>  (Changes to the supplier data reporting mechanism for e-magazine loans has shown a fall for all members of the AGMA consortia group, including BwD).  <b>(AMBER)</b>
	P5 – Safe and clean environment	38. Increase in number of your call community litter pickers	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	1,898 (2020/21)	2,000 volunteers registered	<b>2,000 volunteers</b>  <b>(GREEN)</b>
		39. Increase number of prosecutions for enviro-crime offences	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	119 (2020/21)	125 enforcement actions across the year as a whole	<b>101 enforcements.</b>  Which includes: 74 Prosecutions, 26 Fixed Penalty Notices, 1 Simple Caution.  <b>(GREEN)</b>
		40. Number of 4-hour repair/make safe following inspection of dangerous defects on the highways	Growth & Development Cllr Phil Riley	Environment & Operations	Higher	96%	98%	<b>98.19%</b>  <b>(GREEN)</b>
		41. Increase the household recycling rate	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	29%	32%	<b>Q1 – 31%</b> <b>Q2 – data not yet available</b>  <b>(AMBER)</b>
		42. Reduce waste to landfill	Environmental Services Cllr Jim Smith	Environment & Operations	Lower	98.05% (2020/21)	65%	<b>Q1 – 84% (16% landfilled)</b> <b>Q2 – data not yet available</b>  <b>(GREEN)</b>

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<b>E C O N O M Y</b>	P6 – Strong, growing economy to enable social mobility	43. Number of adult qualifications achieved (via the Adult Learning contract)	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	400 (2018/19)	425	<b>337</b> <b>(August 2020 to July 2021 outturn)</b> <b>(Still awaiting some results)</b> Despite the pandemic, the team was able to achieve 84% of the target by delivering new online qualifications  April to September 2021 – 103 Awaiting results of an additional 15. No concerns about achieving the target as a number of qualifications are 24 weeks and not included in the data until they are either a 'Pass' or 'Fail'  <b>(AMBER)</b>
		44. Number of people supported into employment or learning.  <i>*NCS - National Citizen Service</i> <i>** MPT - More Positive Together</i>	Adult Services & Prevention Cllr Mustafa Desai	Adults & Prevention	Higher	845	1,235	<b>300</b> <b>(235* NCS, 65 **MPT)</b> <b>(April to September 2021)</b>  October and November traditionally see a spike in numbers due to the impact of appointments with college and adult learning customers  <b>(AMBER)</b>
		45. Private rented sector homes, which have been inspected and have had Cat 1 and 2 hazards removed	Environmental Services Cllr Jim Smith	Environment & Operations	Higher	112 Cat 1 and 2 hazards removed (2020/21)	>112 Cat 1 and 2 Hazards removed	<b>29</b>  Guidance issued by DCLG recommended that proactive inspection work should cease therefore only high-risk service requests have been responded to during this period.  <b>(AMBER)</b>
		46. Number of long term (over 6 months) empty properties brought back into use	Growth & Development Cllr Phil Riley	Growth & Development	Higher	400 properties	500 properties	<b>325</b> <b>Properties brought back into use</b>  <b>(GREEN)</b>
		47. Monitoring against national planning performance targets	Growth & Development Cllr Phil Riley	Growth & Development	Higher	85%	95%	<b>100%</b> <b>16 applications determined.</b>

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		2018: Major projects decided in 13 weeks						5 applications determined within 13 weeks, and 11 applications determined within agreed extensions of time.  (GREEN)
		48. Monitoring against national planning performance targets 2018: Non-major projects decided in 8 weeks	Growth & Development Cllr Phil Riley	Growth & Development	Higher	90%	95%	98% 343 applications determined. 219 applications determined within 8 weeks, and 118 applications determined within agreed extensions of time.  (GREEN)
		49. Appeals: Major applications allowed preceding 2 years	Growth & Development Cllr Phil Riley	Growth & Development	Lower	2%	2%	0% 0 major applications determined at appeal.  (GREEN)
		50. Appeals: Non-major applications allowed preceding 2 years	Growth & Development Cllr Phil Riley	Growth & Development	Lower	2%	2%	0.28% 1 appeal allowed against all non-major applications determined  (GREEN)
		51. Development of new employment space in the year (m <sup>2</sup> )	Growth & Development Cllr Phil Riley	Growth & Development	Higher	8,000 sq.m	9,000 sq.m	1,595 sq.m (Q1 & Q2)  (This measure should be read as a trend across 3 yrs+, therefore it is not an immediate cause for concern).  (AMBER)
	P7 – Supporting our town centres and businesses	52. Total number of events at King Georges Hall (KGH)	Environmental Services Cllr Damian Talbot	Environment & Operations	Higher	213 events	200 events	70  (In addition to booked events during the restriction closure KGH was used as a testing centre for 76 days April to the end of July).  (AMBER)



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		53. Total attendances for ticketed events at King Georges Hall (KGH)	Environmental Services Cllr Damian Talbot	Environment & Operations	Higher	107,537 attendances	53,768 attendances	<b>9,846</b> <b>(First ticketed event 29<sup>th</sup> August 2021).</b>  <b>(AMBER)</b>
		54. Total number of events at Darwen Library Theatre (DLT)	Environmental Services Cllr Damian Talbot	Environment & Operations	Higher	240 events	116 events	<b>21</b>  <b>(AMBER)</b>
		55. Total attendances for ticketed events at Darwen Library Theatre (DLT)	Environmental Services Cllr Damian Talbot	Environment & Operations	Higher	13,383 attendances	6,693 attendances	<b>1,543</b>  <b>(AMBER)</b>
C O U N C I L	P8 – Transparent and effective organisation	56. Online satisfaction rates for new Blackburn with Darwen website	Digital & Customer Services Cllr Quesir Mahmood	Resources	Higher	2019/20 Baseline year	Increase on previous year	<b>Data is presently unavailable</b>
		57. Number of online customer transactions and forms completed	Digital & Customer Services Cllr Quesir Mahmood	Resources	Higher	New measure 2019/20	163,674 (2019/20) Target excludes Covid related services	<b>81,465 forms</b>  <b>(AMBER)</b>
		58. Response to Freedom of Information Requests (FOIs) within timescale	Digital & Customer Services Cllr Quesir Mahmood	Resources	Higher	92.11% (2020/21)	90%	<b>94.24%</b>  <b>FOIs due in last 6 months 538</b> <b>FOIs responded to on time 507</b>  <b>(GREEN)</b>
		59. Response to Environmental Information Requests (EIRs) within timescale	Digital & Customer Services Cllr Quesir Mahmood	Resources	Higher	72.82% (2020/21)	90%	<b>98.08%</b>  <b>EIRs due in last 6 months 938</b> <b>EIRs responded to on time 920</b>  <b>(GREEN)</b>
		60. Response to Subject Access Requests (SARS) under the Data Protection Act within timescale	Digital & Customer Services Cllr Quesir Mahmood	Resources	Higher	89.32% (2020/21)	90%	<b>93.98%</b>  <b>SARS due in last 6 months 133</b> <b>SARS responded to on time 125</b>  <b>(GREEN)</b>
		61. 95.5% collection of Council Tax	Finance & Governance Cllr Vicky McGurk	Resources	Higher	94.77% (2020/21 outturn)	95.5%	<b>Q1 27.36%</b> <b>Q2 52.51%</b>  <b>(AMBER)</b>



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		62. 98.5 % collection of Business Rates	Finance & Governance Cllr Vicky McGurk	Resources	Higher	96.52% (2020/21 outturn)	98.5%	Q1 20.13% Q2 51.33%  (AMBER)
		63. Undisputed and valid supplier invoices paid within 30 days	Finance & Governance Cllr Vicky McGurk	Finance	Higher	94% (2020/21)	95%	90%  (AMBER)
		64. Current ratio of total useable reserves (excluding Public Health and schools) to net revenue expenditure	Finance & Governance Cllr Vicky McGurk	Finance	Higher	Average level reported by all Unitary Authorities in 2019/20 41.06%  Average in 2020/21 = not yet published due to delays because of Covid-19)	The data is only published after submission of the Revenue Outturn Returns to MHCLG at the year-end  This target to be reviewed in 2021/22	A review of the relevance and appropriateness of this target is underway
		65. Percentage change in reserves over the past 3 years	Finance & Governance Cllr Vicky McGurk	Finance	Higher	Data for 2020/21 is not yet available for other LAs  BwD 2019/20 15.27% reduction  BwD 2020-21 70.71% increase	The data is only published after submission of the Revenue Outturn Returns to MHCLG at the year-end  This target to be reviewed in 2021/22	A review of the relevance and appropriateness of this target is underway
		66. Achieve a breakeven or underspend against overall portfolio and corporate budgets	Finance & Governance Cllr Vicky McGurk	Finance	Higher	Breakeven	Breakeven or underspend	A review of the relevance and appropriateness of this target is underway
		67. 10% year on year reduction of carbon emissions from Council facilities	Growth & Development Cllr Phil Riley	Growth & Development	Lower	5,378 tonnes CO2	10% reduction	+94 tonnes CO2 +5%  (RED)  See Exception Report
		68. Response time and progress of stage One complaints to the Council	Digital & Customer Services Cllr Quesir Mahmood	HR, Governance & Engagement	Higher	85% (2018/19)	90%	Qtr. 1 - 100% Qtr. 2- 50%  Two Stage 1 Complaints were received during Q1, both of which were completed on time. 96% of the complaints received at the informal stage were successfully resolved.

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								<p>During Q2, 10 Stage 1 complaints were received of which 50% were successfully completed on time. For more complex cases where the investigating officer requires more than 15 working day's response time, a holding response email/letter is sent with an extension request to the complainant. 97% of the complaints received at the informal stage were successfully resolved.</p> <p><b>(AMBER)</b></p>
		69. Reduction in employee absence through sickness	Finance & Governance Cllr Vicky McGurk	HR, Governance & Engagement	Lower	7.58 days (2020/21 excluding Covid-19 absences)	8 days per annum	<p><b>Quarter 1 – 1.95 days per FTE (excluding Covid-19 absences)</b></p> <p>Awaiting figures for Quarter 2.</p> <p><b>(AMBER)</b></p>
		70. Information relating to RIDDOR	Finance & Governance Cllr Vicky McGurk	HR, Governance & Engagement	Lower	7 RIDDOR per annum (2020/21)	10 RIDDOR per annum	<p><b>3 RIDDOR</b></p> <p><b>(GREEN)</b></p>