

Council Strategy Scorecard Summary - 2018/19 Quarter 2



Measures: 27
can be reported on this quarter: 17
Outcome Summary

RAG summary ✔ ✔ ⚠ ✘ n/a
Current: 2 3 8 4 10

Quarterly Measures
or
Annual Measures

RAG status history				Current	
Q2	Q3	Q4	Q1	Q2	
17/18			2018/19		
14/15	15/16	16/17	17/18	18/19	

Frequency
Quarterly
Annual

Next due

Preferred direction of travel

Responsibility

Outcome	Measures	Description	14/15	15/16	16/17	17/18	18/19	Frequency	Next due	Direction	Responsibility
Outcome 1: Strong and sustainable economic growth	✔ Blue: 0	1.1 No. of council owned homes built to rent (New Measure)	n/a	n/a	n/a	✘	✘	Q	Q3- 18/19	▲	Denise Edghill
	✔ Green: 1	1.2 Number of apprenticeship starts (per 1,000)	✘	✘	n/a	n/a	n/a	Q	Q4 - 17/18	▲	Denise Edghill
	⚠ Amber: 0	1.3 No. of supported jobs and accredited vocational training delivered through Employment and Skills Plans linked to major developments	⚠	✔	✔	✔	✔	Q	Q3- 18/19	▲	Denise Edghill
	✘ Red: 1	1.4 Number of businesses paying business rates	✔	✔	✔	✔	n/a	A	2018/19	▲	Denise Edghill
n/a: 2											
Outcome 2: Children and young people get a good start in life	✔ Blue: 0	2.1 % pupils in Early Years Foundation phase achieving good level of development	n/a	✔	✔	⚠	✔	A	2019/20	▲	Hilary Brooks
	✔ Green: 1	2.2 % pupils working at the expected standard in Reading, Writing and Maths at the end of Key Stage 2	n/a	n/a	⚠	✔	⚠	A	2019/20	▲	Hilary Brooks
	⚠ Amber: 6	2.3 % pupils achieving a Strong Pass (9-5) in English and Maths GCSE (New Measure)	n/a	n/a	n/a	n/a	✘	A	2019/20	▲	Hilary Brooks
	✘ Red: 1	2.4 % 16-17 year olds NEET or whose activity is not known	✔	✔	✔	⚠	⚠	Q	Q3- 18/19	▼	Denise Edghill
	n/a: 1	2.5 Number of Looked after Children	⚠	⚠	⚠	⚠	⚠	Q	Q3- 18/19	▼	Jane White
		2.6 No. Looked After Children (LAC) Placed for Adoption at period end (New Measure)	n/a	n/a	n/a	⚠	⚠	Q	Q3- 18/19	▶	Jane White
		2.7 Number of in-house foster carers	✘	⚠	⚠	✘	⚠	Q	Q3- 18/19	▲	Jane White
		2.8 % care leavers in contact and in suitable accommodation	⚠	⚠	⚠	⚠	⚠	Q	Q3- 18/19	▲	Jane White
		2.9 Number of first time entrants into Youth Justice system (per 100,000)	✔	⚠	⚠	n/a	n/a	Q	Q3- 18/19	▼	Hilary Brooks
Outcome 3: People in Southampton live safe, healthy, independent lives	✔ Blue: 0	3.1 Number of long term admissions to residential and nursing care homes (per 100,000 population - 65+)	✔	✔	✔	✘	⚠	Q	Q3- 18/19	▼	Paul Juan
	✔ Green: 0	3.2 Number of Adult Social Care clients using care technology	✘	✘	✘	✘	⚠	Q	Q3- 18/19	▲	Paul Juan
	⚠ Amber: 2	3.3 % local housing stock that is non-decent	✔	✔	✘	✘	✘	Q	Q3- 18/19	▼	Denise Edghill
	✘ Red: 1	3.4 % of council owned homes with an energy efficiency rating of A-D (New Measure)	n/a	n/a	n/a	n/a	n/a	A	2018/19	▲	Denise Edghill
	n/a: 2	3.5 No. of customer meters signed up to CitizEn energy' (New Measure)	n/a	n/a	n/a	n/a	n/a	Q	Q3- 18/19	▲	Denise Edghill
Outcome 4: Southampton is an attractive and modern city, where people are proud to live and work	✔ Blue: 2	4.1 Number of customer requests for street cleaning and fly tipping clearances	⚠	⚠	⚠	✘	✘	Q	Q3- 18/19	▼	Mitch Sanders
	✔ Green: 1	4.2 No. of reported missed bin collections per 100,000 collections (New Measure)	n/a	n/a	n/a	n/a	n/a	Q	2018/19	▼	Mitch Sanders
	⚠ Amber: 0	4.3 % of unclassified (local) roads which require structural maintenance	✔	✔	⚠	⚠	n/a	A	2018/19	▼	James Strachan
	✘ Red: 1	4.4 % of A roads which require structural maintenance	✔	✔	✔	✔	n/a	A	2018/19	▼	James Strachan
	n/a: 5	4.5 % of dangerous potholes and other road and pavement damage made safe within 24 hours (New Measure)	✔	✔	✔	✔	✔	Q	Q3- 18/19	▲	James Strachan
		4.6 % of dangerous potholes and other road and pavement damage permanently repaired within 28 days (New Measure)	✔	✔	✔	✔	✔	Q	Q3- 18/19	▲	James Strachan
		4.7 Length of cycle route (kilometres) (New Measure)	n/a	n/a	n/a	n/a	n/a	A	2018/19	▲	Denise Edghill
		4.8 Recorded levels of nitrogen dioxide in the city's Air Quality Management Areas (ug/m3)	✘	⚠	⚠	⚠	n/a	A	2018/19	▼	Mitch Sanders
		4.9 No. of council facilitated events attracting more than 750 people (New Measure)	n/a	n/a	⚠	✔	✔	Q	Q3- 18/19	▲	Emma Lewis

BLUE	✔	Greater than 10% over target
GREEN	✔	On target to 10% over target
AMBER	⚠	Up to 10% from target
RED	✘	Greater than 10% from target

Update not available this quarter



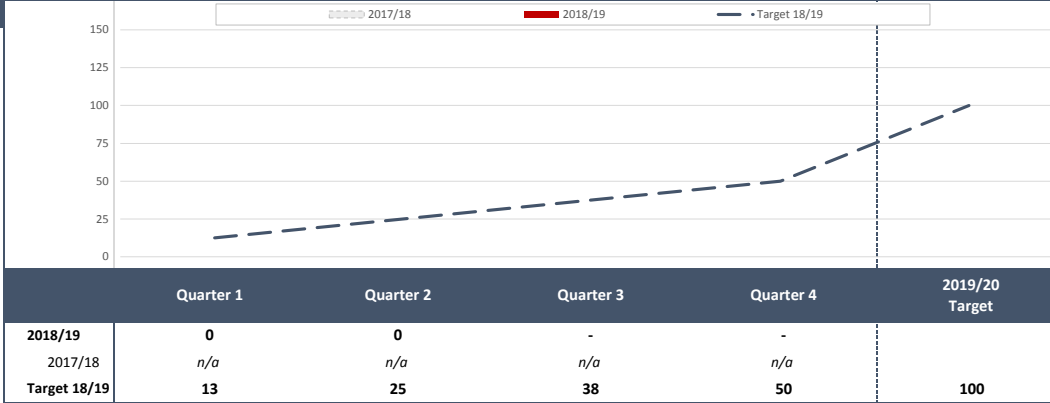
Outcome 1: Strong and sustainable economic growth

1.1

No. of council owned homes built to rent (New Measure)

Growth
Denise Edghill

A high number is GOOD
Preferred Direction of travel ▲
A low number is POOR



Benchmark not available
2018/19 - Quarter 2 has seen no increase from Quarter 1
This quarter showing as: **RED**
25 From Target
Last quarter showing as: **RED**

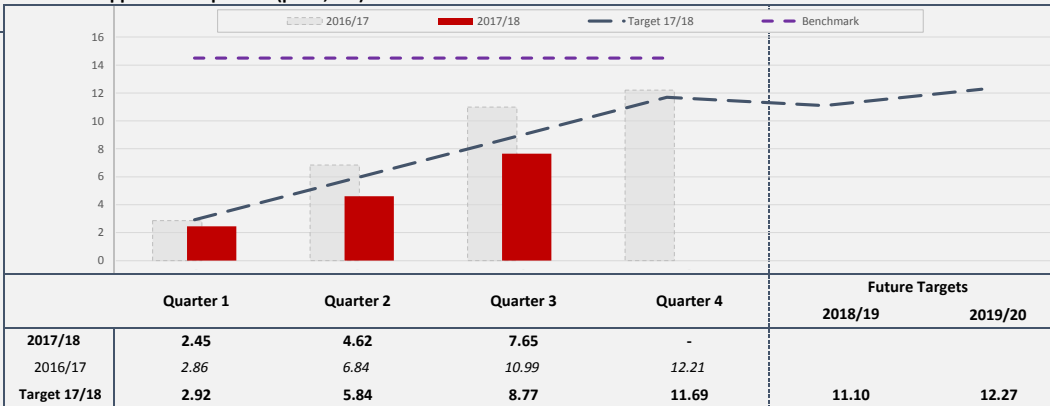
Plot 1, Phase 1 of Townhill Park (56 units) and Potters Court (99 units) are both on site, but not officially forecast to complete until May 2019 and October 2020 respectively.

1.2

Number of apprenticeship starts (per 1,000)

Growth
Denise Edghill

A high number is GOOD
Preferred Direction of travel ▲
A low number is POOR



Benchmark: 14.5
National Average 2016/17
Next update available Q3 2018/19
Quarter 3 2017/18 showing as: **TBC**
Quarter 2 2017/18 showing as: **RED**
2019/20 Target is 12.27
To meet this target, we would need an average increase of 0.02 over the next 3 years
(Based on 2016/17 - Q4 Actuals)

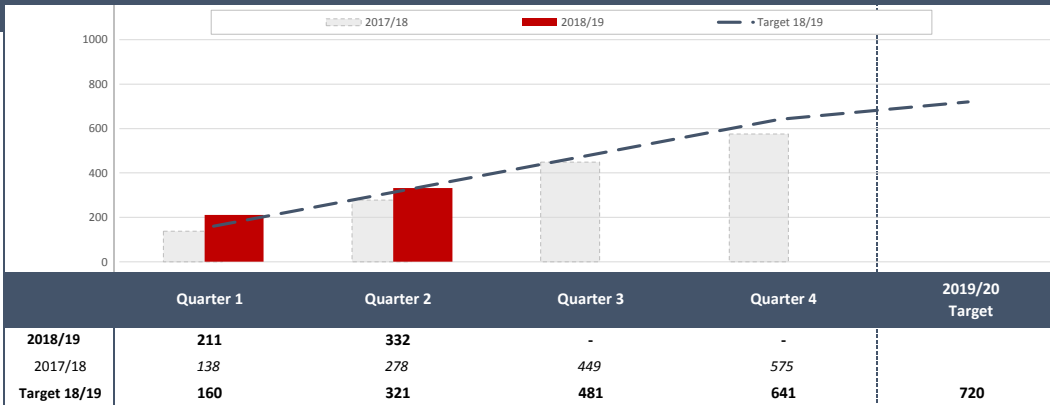
Q4 2017/18 data will be released Q3 2018/19

1.3

No. of supported jobs and accredited vocational training delivered through Employment and Skills Plans linked to major developments

Growth
Denise Edghill

A high number is GOOD
Preferred Direction of travel ▲
A low number is POOR



Benchmark not available
2018/19 - Q2 has seen an increase of 121 from 2018/19 - Q1
This quarter showing as: **GREEN**
11 Above Target
Last quarter showing as: **BLUE**
2019/20 Target is 720
To meet this target, we would need an average increase of 73 over the next 2 years

Current developments with Employment and Skills Plans include the Jaguar/Land Rover Dealership construction, Chapel Riverside, Solent University Sports Centre, Townhill Park Regeneration Phase 1 Plot 1 and Potters Court supported housing. Negotiations continue for a number of sites including those in Lower East Street. The Bargate Quarter has not yet come forward as expected. Construction Employment and Skills Plans continue to focus on local supported employment, apprenticeships and work experience. Work with Westquay to meet their ongoing recruitment and workforce development needs continues. The Westquay Works partnership project seeks to engage with all tenant businesses at the centre and current activity is beginning to focus on the seasonal job offer. Lidl and Paul Murray PLC work with the training partnership involving the Jobcentre and City College, a series of Pre-Employment Training courses is being delivered supporting local residents into Employment at the distribution centres and in retail stores around the city. The Create (Project Increase VS) Business start-up initiative was launched at the Civic Centre on 1st October; Radian Housing Employment Support Team and Enterprise First will be delivering a self-Employment project in the city over the next 2 years, supported by the Skills Team: Aimed at enabling 180 Southampton residents to grow in confidence and start their own business.

(Based on 2017/18 - Q4 Actuals)

1.4

Number of businesses paying business rates

Growth

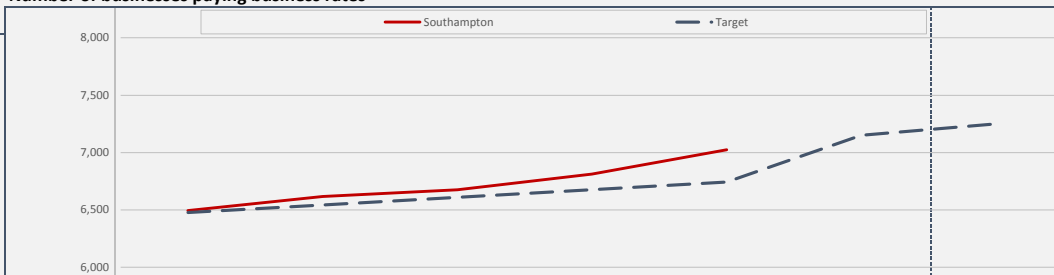
Denise Edghill

A high number is GOOD

Preferred Direction of travel



A low number is POOR



	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 Target
Southampton	6495	6617	6676	6812	7025	TBC	
Target	6477	6543	6609	6676	6743	7150	7250

2018/19 Data will be released Quarter 4 2018/19

Benchmark not available

This year showing as:
TBC
2018/19 Data will be released
Quarter 4 2018/19

Last year showing as:
GREEN

2019/20 Target is 7250

To meet this target, we would need an average increase of 112.5 over the next 2 years

(Based on 2017/18 Year-End Actuals)

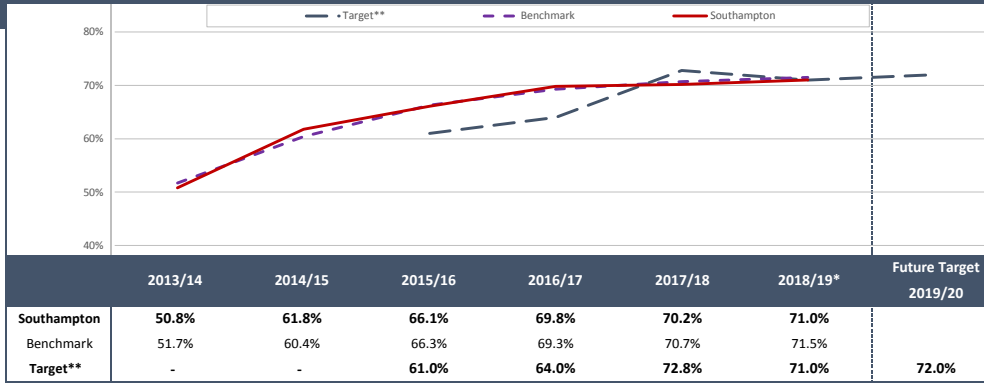


Outcome 2: Children and young people get a good start in life



2.1

% pupils in Early Years Foundation phase achieving good level of development



A high Percentage is GOOD

Preferred Direction of travel



A low Percentage is POOR

Children and Families
Hilary Brooks

Benchmark:
National Average

2018/19 has seen an increase of 0.8% from 2017/18

This year showing as:
GREEN
On Target

Last year showing as:
AMBER

2019/20 Target is 72%

To meet this target, we would need an increase of 1% over the next year

(Based on 2017/18 - Q4 Actuals)

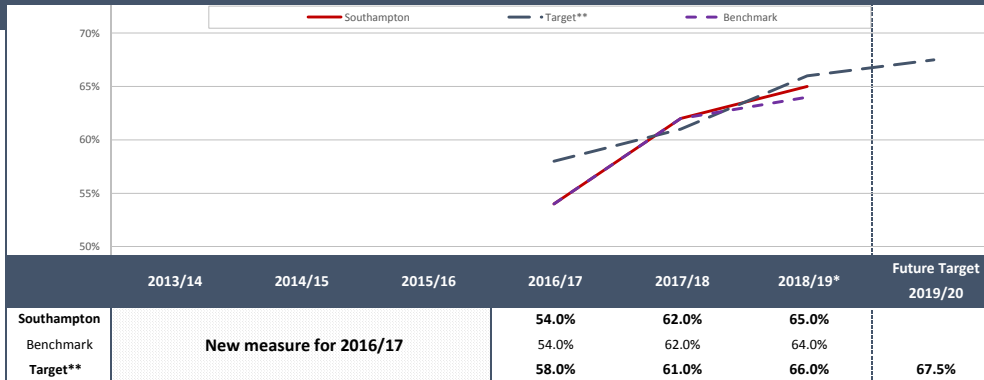
71.0% of pupils in Southampton achieved a Good Level of Development in Early Years Foundation phase. This is a 0.8% increase on 2017, when 70.2% of pupils achieved this level. Nationally, average performance in 2018 was 71.5%, an increase from 70.7% in 2017. Therefore, the gap of 0.5% between Southampton and the national average has remained the same from 2017 to 2018. Southampton's ranking has remained steady, at 85th out of 152 local authorities in 2018 (compared to 86th in 2017).

* 2018/19 data is provisional and will be updated when more up-to-date data becomes available

** Targets are based on the English National average and are subject to change - Targets will be reviewed at the end of each year

2.2

% pupils working at the expected standard in Reading, Writing and Maths at the end of Key Stage 2



A high Percentage is GOOD

Preferred Direction of travel



A low Percentage is POOR

Children and Families
Hilary Brooks

Benchmark:
National Average

2018/19 has seen an increase of 3% from 2017/18

This year showing as:
AMBER
1% From Target

Last year showing as:
GREEN

2019/20 Target is 67.5%

To meet this target, we would need an increase of 2.5% over the next year

(Based on 2017/18 Year-End Actuals)

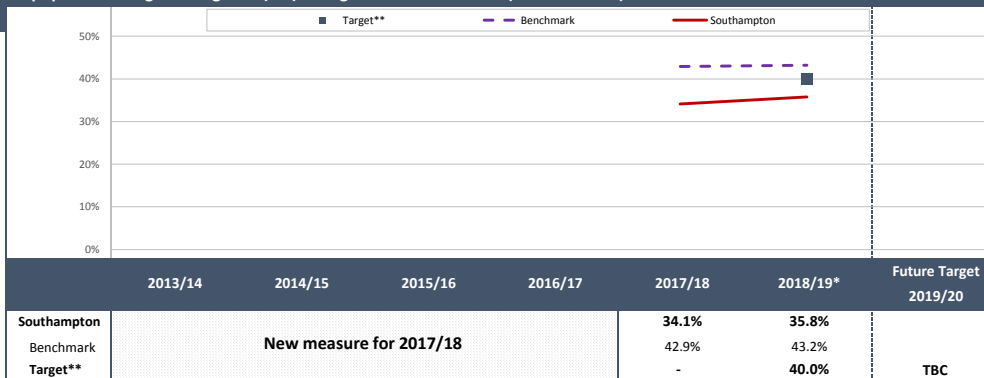
65% of pupils in Southampton achieved the expected standard in reading, writing and maths at the end of key stage 2 in 2018. This is a 3% increase on 2017, when 62% of pupils in the city achieved this standard. Nationally, average performance in 2018 was 64%, an increase of 2% from 62% in 2017. Therefore, Southampton performance is 1% above the national average, sustaining our position of being in line or above national average performance since 2014. Southampton is ranked joint rank 63rd (with 8 other local authorities) out of a total of 149 local authorities.

* 2018/19 data is provisional and will be updated when more up-to-date data becomes available

** Targets are based on the English National average and are subject to change - Targets will be reviewed at the end of each year

2.3

% pupils achieving a Strong Pass (9-5) in English and Maths GCSE (New Measure)



A high number is GOOD

Preferred Direction of travel



A low number is POOR

Children and Families
Hilary Brooks

Benchmark:
National Average

2018/19 has seen an increase of 1.7% from 2017/18

This year showing as:
RED
4.2% From Target

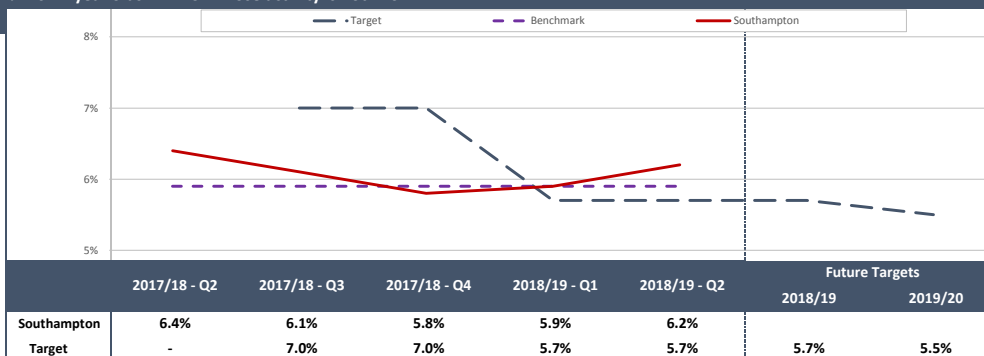
35.8% of Southampton pupils achieved a 9-5 (Strong Pass) in English and Maths GCSE in 2018. This is a 1.7% increase on 2017, when 34.1% achieved this standard. Nationally, average performance in 2018 was 43.2%, an increase of 0.3% on 2017 when the average was 42.9%. Therefore, Southampton performance is 7.4% below the national average. Southampton is ranked 136th out of 151 local authorities.

* 2018/19 data is provisional and will be updated when more up-to-date data becomes available

** Targets are based on the English National average and are subject to change - Targets will be reviewed at the end of each year

2.4

% 16-17 year olds NEET or whose activity is not known



A high Percentage is POOR

Preferred Direction of travel



A low Percentage is GOOD

Children and Families
Denise Edghill

Benchmark:
National Average 2015/16

2018/19 - Q2 has seen an increase of 0.3% from 2018/19 - Q1

This quarter showing as:
AMBER
0.5% Above Target

Last quarter showing as:
AMBER

2019/20 Target is 5.5%

To meet this target, we would need an average increase of 0.2% over the next 2 years

(Based on 2017/18 Year-End Actuals)

The % of 16 and 17 years olds who are not in education, employment or training (NEET), or whose activity is not known by the council, has increased very slightly in quarter 2, from 5.9% to 6.2%. This is above the target of 5.7% but does represent a small improvement on the same quarter last year, when performance was 6.4%. This is due to increased focus on tracking our college early leavers and recording their current destinations accurately. The cohort of young people that are tracked for this indicator (academic year 12 and year 13) will change from the beginning of Quarter 3. Therefore the next set of accurate data will be not be available until quarter 4 when we will be able to compare against regional and national performance figures.

2.5

Number of Looked after Children

Children and Families

Jane White

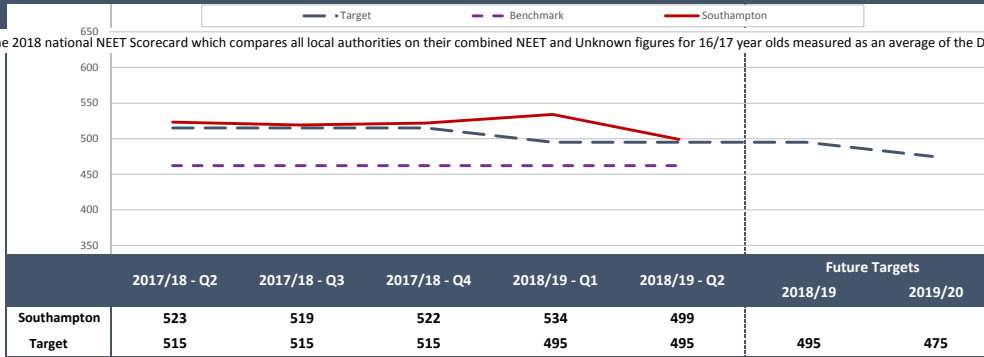
The DfE has published the 2018 national NEET Scorecard which compares all local authorities on their combined NEET and Unknown figures for 16/17 year olds measured as an average of the Dec

is POOR

Preferred Direction of travel



A low number is GOOD



The number of children being looked after by the local authority has reduced significantly, from 534 in quarter 1 to 499 in quarter 2. For some of the children we would have previously taken into care we are working with partner agencies to manage this risk more effectively in the community. A further cohort of children continue to exit care, via discharge, Special Guardianship Order and Adoption. Looking forward, the Working with Families Project will provide a robust, systemic framework for further safe reductions in numbers, through earlier intervention and identification of alternatives to care.

Benchmark: 462
Statistical Neighbour Group 2016/17

2018/19 - Q2 has seen a decrease of 35 from 2018/19 - Q1

This quarter showing as:
AMBER
4 Above Target

Last quarter showing as:
AMBER

2019/20 Target is 475
To meet this target, we would need an average decrease of 24 over the next 2 years
(Based on 2017/18 - Q4 Actuals)

2.6

No. Looked After Children (LAC) Placed for Adoption at period end (New Measure)

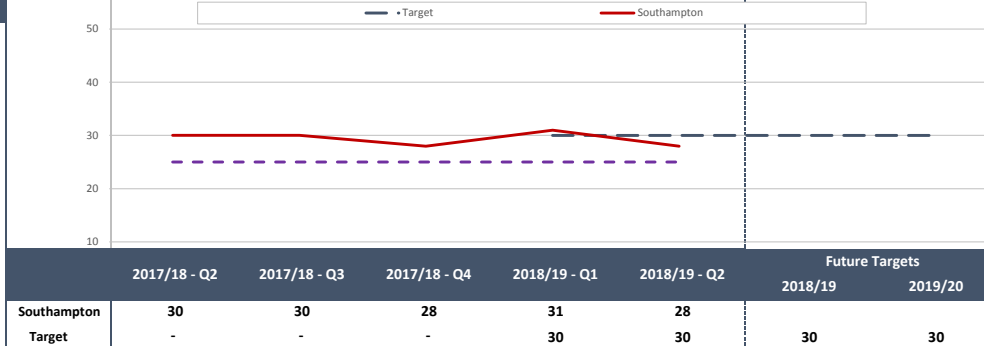
Children and Families

Jane White

Preferred Direction of travel



Neutral



Performance remains steady, with monitoring within the service continuing to ensure that children are being placed in their adoptive homes as quickly as possible. The numbers are expected to fall as the number of looked after children reduce overall. Nationally, there is a reduction in the number of adopters available so it takes longer to place those children with complex needs and sibling groups. We are also reliant on Court timescales, which can cause a level of delay. However, senior managers regularly liaise with the Courts to discuss case progression issues.

Benchmark: 25
Statistical Neighbour Group 2015/16

2018/19 - Q2 has seen a decrease of 3 from 2018/19 - Q1

This quarter showing as:
AMBER
2 From Target

Last quarter showing as:
AMBER

2.7

Number of in-house foster carers

Children and Families

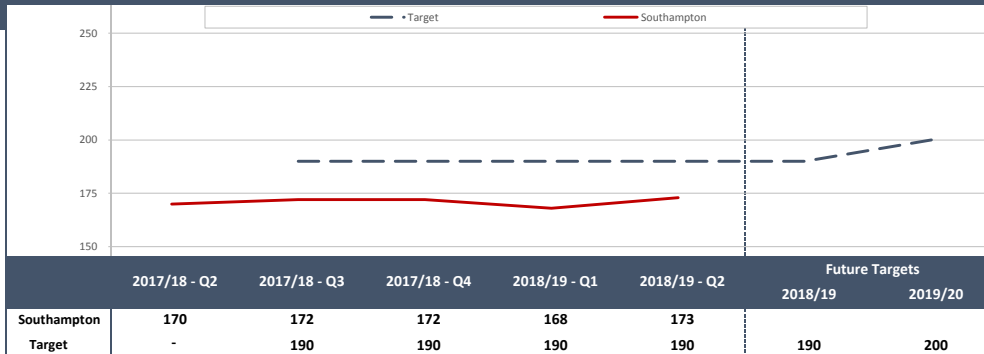
Jane White

A high number is GOOD

Preferred Direction of travel



A low number is POOR



Performance has improved, with a total of 173 in-house foster carers in quarter 2, compared to 168 in quarter 1. We continue to coordinate a range of recruitment activities including linking in with city and regional events such as the Mela and Pride, and having a presence in West Quay over the summer. We currently have 22 carers in assessment. We are experiencing a small but notable change with Independent Fostering Agency (IFA) carers transferring into Southampton throughout this year; whilst we are unaware that any of the Southampton carers have moved to IFAs.

Benchmark not available

2018/19 - Q2 has seen an increase of 5 from 2018/19 - Q1

This quarter showing as:
AMBER
17 From Target

Last quarter showing as:
RED

2019/20 Target is 200
To meet this target, we would need an average increase of 14 over the next 2 years

(Based on 2017/18 - Q4 Actuals)

2.8

% care leavers in contact and in suitable accommodation

Children and Families

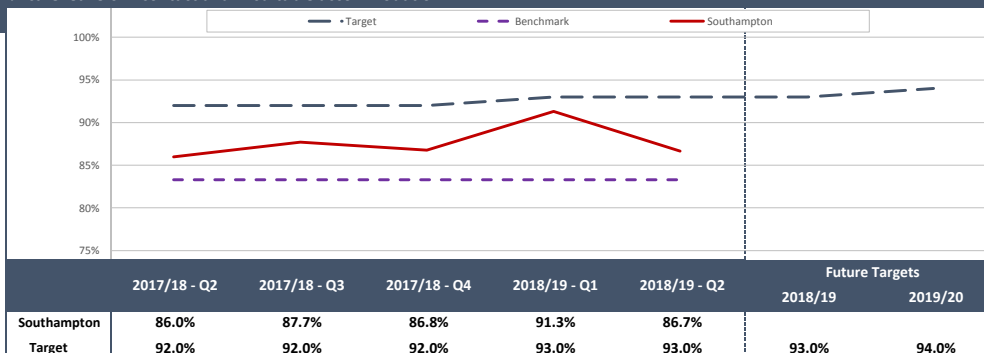
Jane White

A high Percentage is GOOD

Preferred Direction of travel



A low Percentage is POOR



Performance has decreased from 91.3% in quarter 1 to 86.7% in quarter 2. This has been caused by a small number of care leavers recently having been evicted, which has led to some unsettled accommodation issues. The team are working closely with housing providers to gain a better understanding of what has occurred and ensure that work is completed to reverse this issue. We remain in contact with 94% of our care leaver cohort overall.

Benchmark: 83.3%
Statistical Neighbour Group 2016/17

2018/19 - Q2 has seen a decrease of 4.6% from 2018/19 - Q1

This quarter showing as:
AMBER
6.33% From Target

Last quarter showing as:
AMBER

2019/20 Target is 94%
To meet this target, we would need an average increase of 3.6% over the next 2 years
(Based on 2017/18 - Q4 Actuals)

2.9

Number of first time entrants into Youth Justice system (per 100,000)

Children and Families

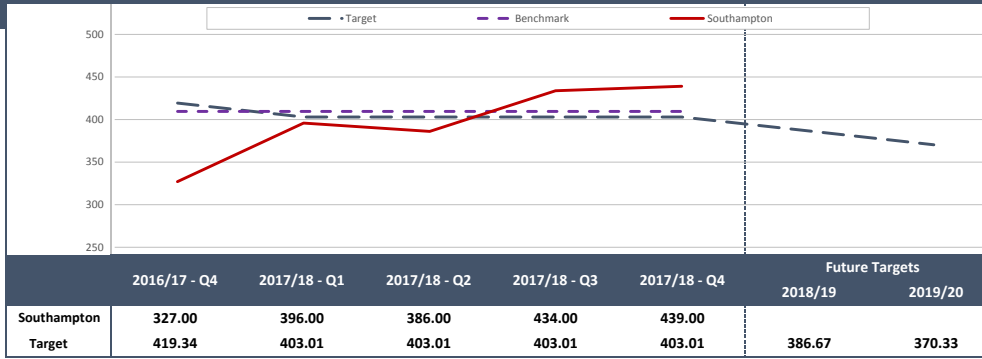
Hilary Brooks

A high number is POOR

Preferred Direction of travel



A low number is GOOD



Benchmark: 409.53
Statistical Neighbour Group 2015/16

2017/18 - Q4 has seen an increase of 5 from 2017/18 - Q3

This quarter showing as:

AMBER

35.99 Above Target

Last quarter showing as:

AMBER

2019/20 Target is 370.33

To meet this target, we would need an average decrease of 34 over the next 2 years

(Based on 2017/18 - Q4 Actuals)

We have recently undertaken an in depth audit of processes involving the Youth Offending Service and Hampshire Constabulary which shows that further improvement is required to address inappropriate charging and time taken for investigation. Factors such as this impact performance against this indicator. Hampshire Constabulary colleagues are producing a full report in conjunction with the YOS which will translate into an action plan to improve performance in this area.



Outcome 3: People in Southampton live safe, healthy, independent lives



3.1

Number of long term admissions to residential and nursing care homes (per 100,000 population - 65+)

Housing, Adults and Communities

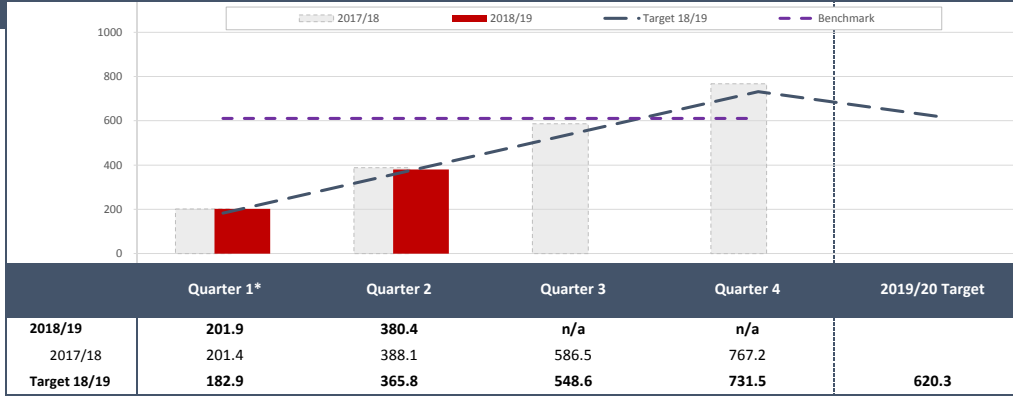
Paul Juan

A high number is POOR

Preferred Direction of travel



A low number is GOOD



Benchmark: 610.7
National Average 2016/17

2018/19 - Q2 has seen an increase of 178.5 from 2018/19 - Q1

This quarter showing as:

AMBER

14.6 Above Target

Last quarter showing as:

RED

2019/20 Target is

To meet this target, we would need an average decrease of 73.5 over the next 2 years

(Based on 2017/18 - Q4 Actuals)

As a council we are continuing to support people through Reablement and people are remaining at home longer, therefore the need for residential care continues to decrease.

*Measure adjusted to align with figures provided to BCF (included retrospective recording)

3.2

Number of Adult Social Care clients using care technology

Housing, Adults and Communities

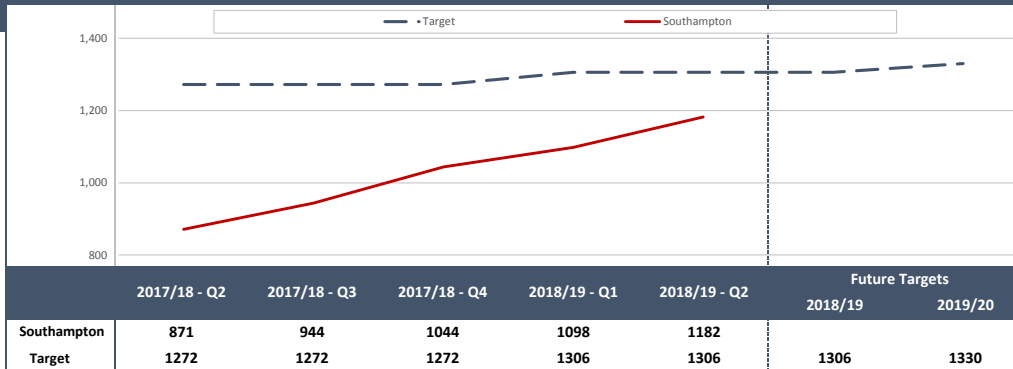
Paul Juan

A high number is GOOD

Preferred Direction of travel



A low number is POOR



Benchmark Not Available

2018/19 - Q2 has seen an increase of 84 from 2018/19 - Q1

This quarter showing as:

AMBER

124 From Target

Last quarter showing as:

RED

2019/20 Target is 1330

To meet this target, we would need an average increase of 143 over the next 2 years

(Based on 2017/18 - Q4 Actuals)

Figures continue to improve, with 1182 clients using care technology at the end of quarter 2, compared to 1098 at the end of quarter 1. Monthly referral and conversion rates have remained steady while the number of de-installs have reduced from 93 (Q1) to 80 (Q2). New developments that should see continued improvement include the opening up of a referral route to Homegroup Learning Disabled clients, Lifeskills clients and the upcoming reviews of high cost placements. In all these areas care technology is being positioned as a core support option.

3.3

% local housing stock that is non-decent

Housing, Adults and Communities

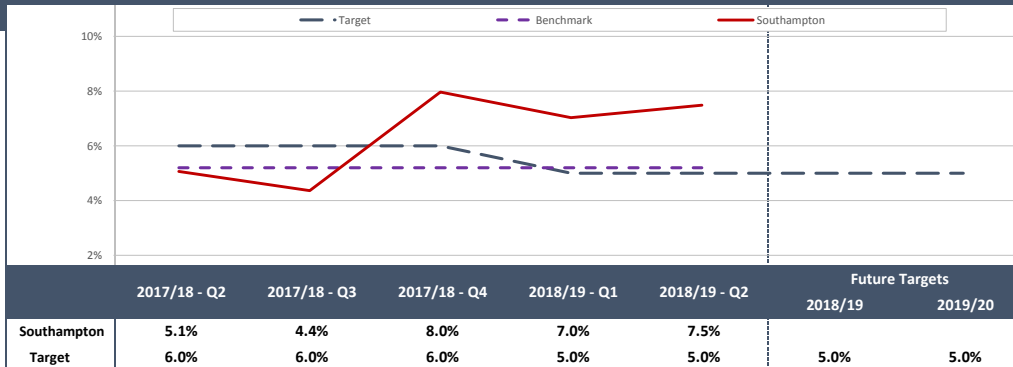
Denise Edghill

A high Percentage is POOR

Preferred Direction of travel



A low Percentage is GOOD



Benchmark: 5.2%
National Average 2016/17

2018/19 - Q2 has seen an increase of 0.45% from 2018/19 - Q1

This quarter showing as:

RED

2.48% Above Target

Last quarter showing as:

RED

2019/20 Target is 5%

To meet this target, we would need an average decrease of 1.5% over the next 2 years

(Based on 2017/18 - Q4 Actuals)

At the end of quarter 2, 7.5% of local housing stock is categorised as non-decent; this represents a decrease in performance compared to 7% in quarter 1. This position has worsened as a result of new data collected from the latest round of stock condition surveys. The development of the upcoming capital programme will seek to address areas of deficiency as funding allows to improve this position to target levels. In tandem with this work continues to be undertaken to validate the data further to identify any anomalies or where works in year are required.

3.4

% of council owned homes with an energy efficiency rating of A-D (New Measure)

Housing, Adults and Communities

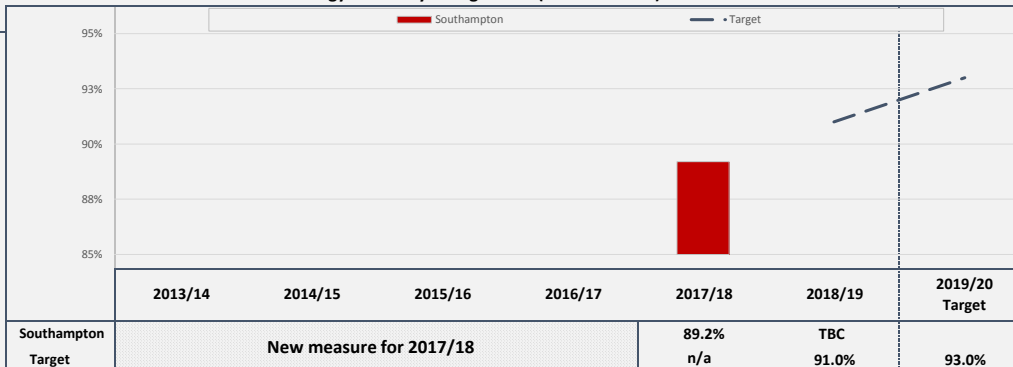
Denise Edghill

A high number is GOOD

Preferred Direction of travel



A low number is POOR



Benchmark not available

2018/19 Data will be released
Quarter 4 2018/19

2019/20 Target is 93%

To meet this target, we would need an average increase of 2% over the next 2 years

(Based on 2017/18 Actuals)

Data will be released Quarter 4 2018/19

3.5

No. of customer meters signed up to CitizEn energy' (New Measure)

Growth

Denise Edghill

A high number
is GOOD

Preferred Direction
of travel



A low number
is POOR

Benchmark not available

Data will be released
Quarter 3 2018/19

	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	Future Targets	
						2018/19	2019/20
Southampton	n/a	n/a	n/a	n/a	n/a		
Target	-	-	-	-	-	4243	12729

Data will be released Quarter 3 2018/19



Outcome 4: Southampton is an attractive and modern city, where people are proud to live and work

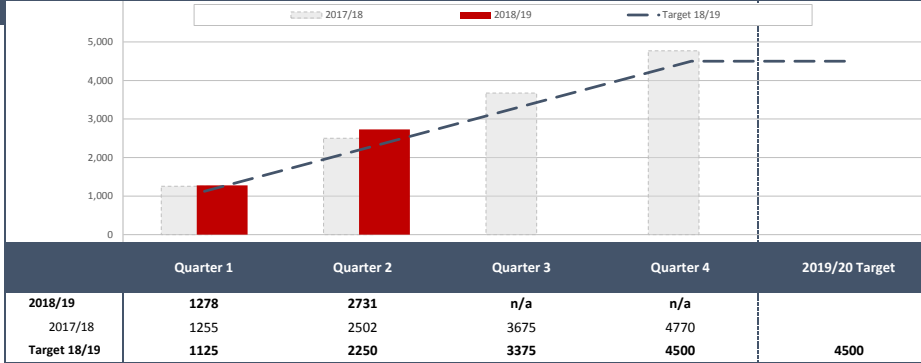


4.1

Number of customer requests for street cleaning and fly tipping clearances

Transactions and Universal Services
Mitch Sanders

A high number is POOR
Preferred Direction of travel
▼
A low number is GOOD



Benchmark Not Available
2018/19 - Q1 has seen an increase of 183 from 2017/18 - Q4
This quarter showing as: RED
481 Above Target
Last quarter showing as: RED
2019/20 Target is 4500
To meet this target, we would need an average decrease of 135 over the next 2 years
(Based on 2017/18 - Q4 Actuals)

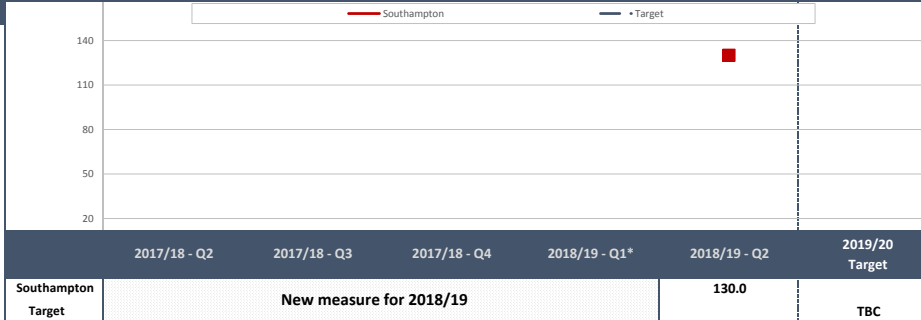
Service requests have increased compared to the same period in 2017/18, and are above target. This is partly because the new Go! Southampton rangers are actively identifying and logging requests on both public and private land, which is an income generating partnership approach whereby the team are being funded by the BID to carry out work on private business land as well as public land. In addition, some service requests are for commercial (paid) work. At present, recording systems do not distinguish between the types of requests so it is not possible to accurately monitor the proportion of requests relating to public land, private land and commercial activity. The service hopes to have an improved system in place by 2019, replacing Total Mobile, which will allow this level of analysis. In addition, it should be noted that there was an IT/customer services issue whereby 400 requests were not passed to the service, which resulted in repeat requests chasing progress. This has now been resolved.

4.2

No. of reported missed bin collections per 100,000 collections (New Measure)

Transactions and Universal Services
Mitch Sanders

A high number is POOR
Preferred Direction of travel
▼
A low number is GOOD



Benchmark not available
This quarter showing as: TBC

This is a new measure and work in Q1 focused on ensuring the recording and reporting systems were accurate. The figure for quarter 2 is accurate, but additional data is needed to ensure there is a robust baseline.

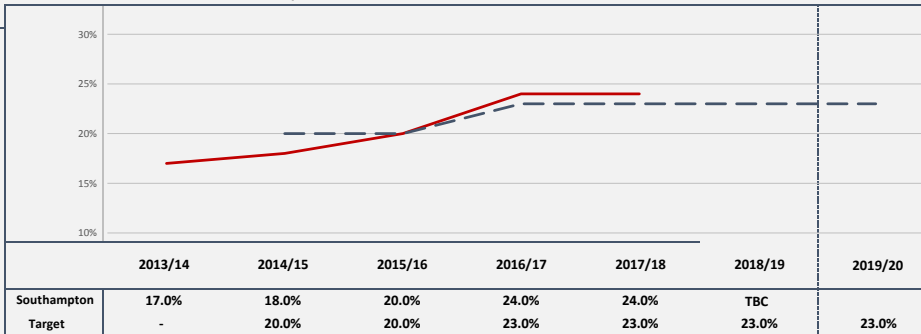
*Figures for quarter 1 are being investigated and are subject to change.

4.3

% of unclassified (local) roads which require structural maintenance

Digital and Business Operations
James Strachan

A high Percentage is POOR
Preferred Direction of travel
▼
A low Percentage is GOOD



Benchmark Not Available
This year showing as: TBC
2018/19 Data will be released Quarter 4 2018/19
2016/17 showing as: AMBER
2019/20 Target is 23%
To meet this target, we would need an average decrease of 0.5% over the next 2 years
(Based on 2017/18 Year-End Actuals)

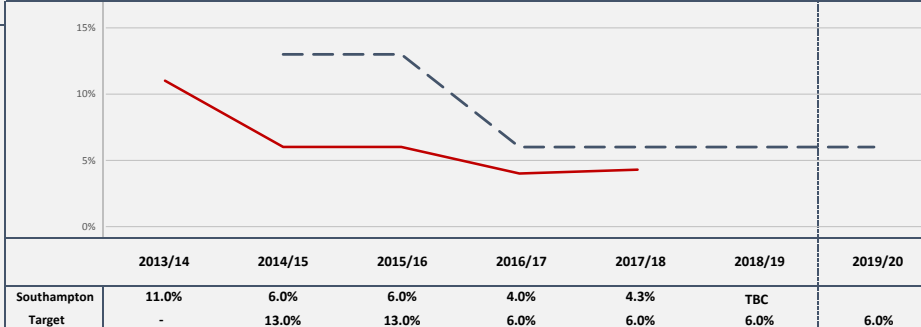
2018/19 Data will be released Quarter 4 2018/19

4.4

% of A roads which require structural maintenance

Digital and Business Operations
James Strachan

A high Percentage is POOR
Preferred Direction of travel
▼
A low Percentage is GOOD



Benchmark Not Available
This year showing as: TBC
2018/19 Data will be released Quarter 4 2018/19
Last Year showing as: BLUE
2019/20 Target is 6%
in 2017/18 we exceeded our 2018/19 target by 1.7%
(Based on 2017/18 Year-End Actuals)

2018/19 Data will be released Quarter 4 2018/19

4.5 % of dangerous potholes and other road and pavement damage made safe within 24 hours (New Measure)

*Digital and Business Operations
James Strachan*

Benchmark not available

2018/19 - Q2 has seen an increase of 0.3% from 2018/19 - Q1

This quarter showing as: GREEN

1% Above Target

Last quarter showing as: GREEN

	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2019/20 Target
Southampton	100.0%	100.0%	100.0%	99.0%	99.3%	
Target*	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%

This is a new scorecard measure for 2018/19 but data is available from 2017/18 onwards. The 98% target is very challenging, but has been consistently met from the start of 2017/18 onwards as the highways service provider has structured their operations to ensure that resources can be diverted to meet the timescale. This indicator is closely monitored and is formally reviewed on a monthly basis.

*Target of 98% and threshold of 90%

4.6 % of dangerous potholes and other road and pavement damage permanently repaired within 28 days (New Measure)

*Digital and Business Operations
James Strachan*

Benchmark not available

2018/19 - Q2 has seen no change from 2018/19 - Q1

This quarter showing as: BLUE

2% Above Target

Last quarter showing as: BLUE

	2017/18 - Q2	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2019/20 Target
Southampton	100.0%	100.0%	100.0%	100.0%	100.0%	
Target*	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%

This is a new scorecard measure for 2018/19 but data is available from 2017/18 onwards. The 98% target is very challenging, but has been consistently met from the start of 2017/18 onwards as the highways service provider has structured their operations to ensure that resources can be diverted to meet the timescale. This indicator is closely monitored and is formally reviewed on a monthly basis.

*Target of 98% and threshold of 90%

4.7 Length of cycle route (kilometres) (New Measure)

*Growth
Denise Edghill*

Benchmark not available

2018/19 Data will be released Quarter 4 2018/19

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 Target
Southampton					69.6	TBC	
Target					-	81.90	87.90

2018/19 Data will be released Quarter 4 2018/19

4.8 Recorded levels of nitrogen dioxide in the city's Air Quality Management Areas (ug/m3)

*Transactions and Universal Services
Mitch Sanders*

Benchmark not available

This year showing as TBC

2018/19 Data will be released Quarter 4 2018/19

Last year showing as: AMBER

2019/20 Target is 34.65

To meet this target, we would need an average decrease of 0.7 over the next 2 years (Based on 2017/18 Actuals)

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20 Target
Southampton	41.59	39.52	35.45	38.5	36.09	TBC	
Target	35.06	35.06	35.06	35.06	34.92	34.79	34.65

2018/19 Data will be released Quarter 4 2018/19

*Data before 2016/17 is no longer comparable as several measuring sites have been moved or removed.

4.9 No. of council facilitated events attracting more than 750 people (New Measure)

*Intelligence, Insight and Communications
Emma Lewis*

Benchmark Not Available

This quarter showing as: BLUE

19 Above Target

Last quarter showing as: BLUE

2019/20 Target is

To meet this target, we would need an average increase of 4.5 over the next 2 years (Based on 2017/18 Year-End Actuals)

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2019/20 Target
2018/19	22	44	-	-	
2017/18	n/a	n/a	n/a	46	
Target 18/19	13	25	38	50	55

A large number of events took place in quarter 2. These included: Armed Forces Day, Race for Life on Southampton Common, Seawork, Let's Rock, Mela Festival, Seaside in the Square, Healthy Living Festival, Southampton Pride, Southampton Boat Show, Giant Observation Wheel at the Bargate and Music in the City.