

Council Strategy Scorecard Summary - 2018/19 Quarter 3



Measures: 27
can be reported on this quarter: 18
Outcome Summary

RAG summary
Current: ✔ ✔ ⚠ ✘ n/a
2 5 6 5 9

Quarterly Measures
or
Annual Measures

RAG status history				Current
Q3	Q4	Q1	Q2	Q3
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 Number of council owned homes built to rent	n/a	n/a	✘	✘	✘	Q	Q4-18/19	▲	Denise Edghill
	Green: 1	1.2 Number of apprenticeship starts (per 1,000)	✘	✘	n/a	n/a	n/a	Q	Q1-18/19	▲	Denise Edghill
	Amber: 0	1.3 Number of supported jobs and accredited vocational training delivered through Employment and Skills Plans linked to major developments	✔	✔	✔	✔	✔	Q	Q4-18/19	▲	Denise Edghill
	Red: 1	1.4 Number of businesses paying business rates	✔	✔	✔	✔	n/a	A	2018/19	▲	Denise Edghill
Outcome 2: Children and young people get a good start in life	n/a: 2	2.1 % Pupils in Early Years Foundation phase achieving good level of development	n/a	✔	✔	⚠	✔	A	2019/20	▲	Hilary Brooks
	Blue: 0	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
	Green: 3	2.3 % Pupils achieving a Strong Pass (9-5) in English and Maths GCSE	n/a	n/a	n/a	n/a	⚠	A	2019/20	▲	Hilary Brooks
	Amber: 2	2.4 % 16-17 year olds NEET or whose activity is not known	✔	✔	⚠	⚠	✘	Q	Q4-18/19	▼	Denise Edghill
	Red: 3	2.5 Number of Looked after Children	⚠	⚠	⚠	⚠	✔	Q	Q4-18/19	▼	Hilary Brooks
	n/a: 1	2.6 Number of Looked After Children (LAC) Placed for Adoption at period end	n/a	n/a	⚠	⚠	✘	Q	Q4-18/19	▶	Hilary Brooks
		2.7 Number of in-house foster carers	⚠	⚠	✘	⚠	✘	Q	Q4-18/19	▲	Hilary Brooks
		2.8 % Care leavers in contact and in suitable accommodation	⚠	⚠	⚠	⚠	⚠	Q	Q4-18/19	▲	Hilary Brooks
		2.9 Number of first time entrants into Youth Justice system (per 100,000)	⚠	⚠	⚠	n/a	n/a	Q	Q4-18/19	▼	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	Q4-18/19	▼	Paul Juan
	Green: 0	3.2 Number of Adult Social Care clients using care technology	✘	✘	✘	⚠	⚠	Q	Q4-18/19	▲	Paul Juan
	Amber: 3	3.3 % Local Authority housing stock that is non-decent	✔	✘	✘	✘	✘	Q	Q4-18/19	▼	Denise Edghill
	Red: 1	3.4 % Council owned homes with an energy efficiency rating of A-D	n/a	n/a	n/a	n/a	n/a	A	2018/19	▲	Denise Edghill
	n/a: 1	3.5 Number of customer meters signed up to CitizEn energy	n/a	n/a	n/a	n/a	⚠	Q	Q4-18/19	▲	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	Q4-18/19	▼	Mitch Sanders
	Green: 1	4.2 Number of reported missed bin collections per 100,000 collections	n/a	n/a	n/a	n/a	n/a	Q	Q4-18/19	▼	Mitch Sanders
	Amber: 1	4.3 % Unclassified (local) roads which require structural maintenance	✔	✔	⚠	⚠	n/a	A	2018/19	▼	James Strachan
	Red: 0	4.4 % A roads which require structural maintenance	✔	✔	✔	✔	n/a	A	2018/19	▼	James Strachan
	n/a: 5	4.5 % Dangerous potholes and other road and pavement damage made safe within 24 hours	✔	✔	✔	✔	✔	Q	Q4-18/19	▲	James Strachan
		4.6 % Dangerous potholes and other road and pavement damage permanently repaired within 28 days	✔	✔	✔	✔	✔	Q	Q4-18/19	▲	James Strachan
		4.7 Length of cycle route (kilometres)	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 Number of council facilitated events attracting more than 750 people	n/a	⚠	✔	✔	✔	Q	Q4-18/19	▲	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

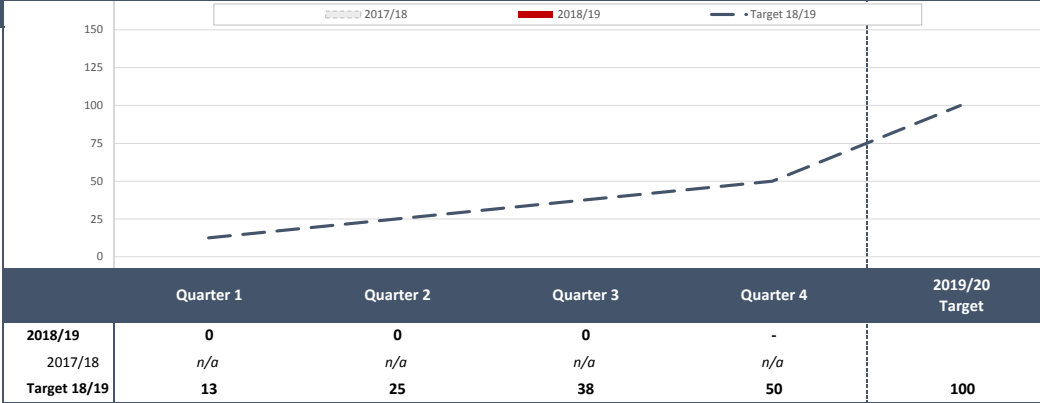


1.1

Number of council owned homes built to rent

Growth
Denise Edghill

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



Benchmark not available
2018-19 - Quarter 3 has seen no increase from Quarters 1 and 2
This quarter showing as: **RED**
38 From Target
Last quarter showing as: **RED**
2019/20 Target is 100

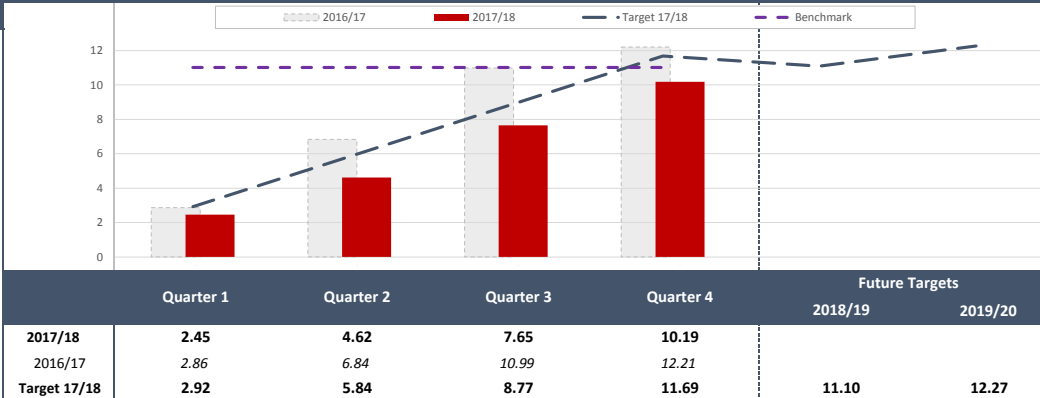
Plot 1, Phase 1 of Townhill Park (56 units) and Potters Court (99 units) are both on site, but not officially forecast to complete until May 2019 and October 2020 respectively. However 6 of the homes at Townhill Park are now expected to complete ahead of schedule in Quarter 4.

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: 11.02
National Average 2017/18
2017-18 - Q4 has seen an increase of 2.54 from 2017/18 - Q3
Quarter 3 2017/18 showing as: **RED**
1.5 From Target
Quarter 2 2017/18 showing as: **RED**
2019/20 Target is 12.27

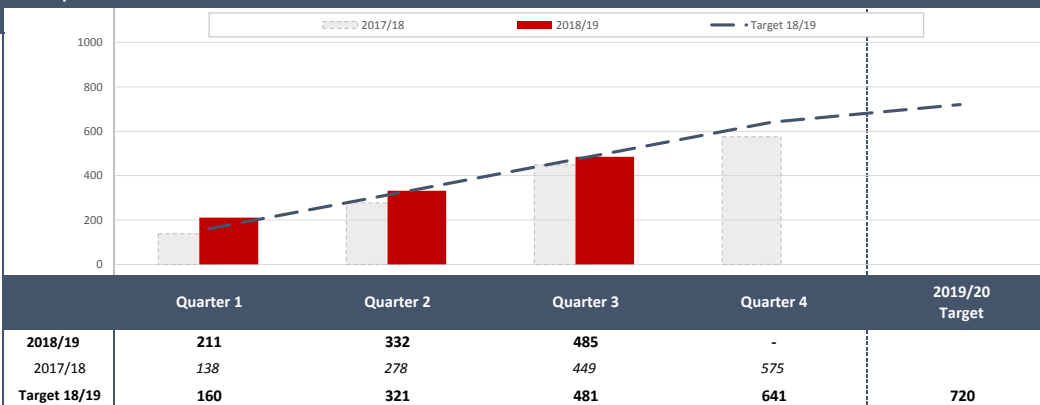
The data for Apprenticeships is provided nationally, and data for Quarter 4 2017/18 has now been received. It shows a reduction in the number of Southampton apprenticeship starts, compared to previous years. This is in the context of significant national reductions of 25%, and has been attributed to the introduction of the Apprenticeship Levy. The council has successfully bid to lead the delivery of the £2M Solent Apprenticeship Hub on behalf of the four Unitary Authorities, Universities, Colleges and Training Providers and Chamber of Commerce to raise awareness and broker apprenticeships with employers and residents across the Solent. We are also participating in a Southern Universities Network (SUN) programme to promote higher education and apprenticeships in under-represented wards and groups, and we provide information on apprenticeships for careers advisors. We continue to require apprenticeships through our S 106 Employment and Skills Plans for major developments, and we are working with other Levy payers to develop joint strategic responses.

1.3

Number 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 - Q3 has seen an increase of 153 from 2018/19 - Q2
This quarter showing as: **GREEN**
4 Above Target
Last quarter showing as: **GREEN**
2019/20 Target is 720

Developments with Employment and Skills Plans reported on this quarter include Solent University Sports Centre, Townhill Park Regeneration, Potters Court supported housing, The Gower building University of Southampton and Springwell School. Negotiations continue for a number of sites including Centenary Quay, Southampton General Intensive Care Unit and Chapel Riverside. The Bargate Quarter still has not yet come forward since stalling in September. Construction Employment and Skills Plans continue to focus on outcomes in local supported employment, apprenticeships and work experience, with continuing referrals to opportunities from our employment support partners. We are continuing to work with Westquay to meet their ongoing recruitment and workforce development needs, including through support programmes targeted at long term unemployed people and young people not in education, employment or training; partners with SCC are DWP, Quickstart (Brockenhurst College) and Hammerson PLC. Lidl continue to work with the training partnership involving the Jobcentre and City College, joined now by Paul Murray PLC and The Works Employment Agency a series of Pre-Employment Training courses is being delivered, supporting local residents into Employment at the Regional Distribution Centre and in the retail stores around the city. The Create Business start-up initiative has delivered its first courses with Radian Housing Employment Support Team and Enterprise First delivering this self-employment project in the city over the next 2 years, supported by the Skills Team. This aims to enable 180 Southampton residents to grow in confidence and start their own business.

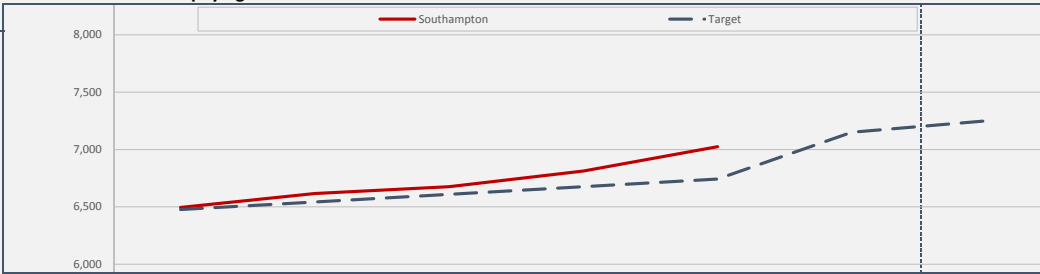
1.4

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



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

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%

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19*	Future Target 2019/20
Southampton	50.8%	61.8%	66.1%	69.8%	70.2%	71.0%	
Benchmark	51.7%	60.4%	66.3%	69.3%	70.7%	71.5%	
Target**	-	-	61.0%	64.0%	72.8%	71.0%	72.0%

Annual measure, reported in Quarter 2

* 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

Children and Families Hilary Brooks

Benchmark: National Average
2018/19 has seen an increase of 4% from 2017/18
This year showing as: GREEN On Target
Last year showing as: **GREEN**
2019/20 Target is 67.5%

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

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19*	Future Target 2019/20
Southampton				54.0%	62.0%	66.0%	
Benchmark				54.0%	62.0%	65.0%	
Target**				58.0%	61.0%	66.0%	67.5%

Annual measure, reported in Quarter 2

* 2018/19 data has been updated to reflect the most up-to-date data provided by the DFE
** 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

Children and Families Hilary Brooks

Benchmark: National Average
2018/19 has seen an increase of 2.1% from 2017/18
This year showing as: AMBER 3.8% From Target
2019/20 Target TBC

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*	Future Target 2019/20
Southampton					34.1%	36.2%	
Benchmark					42.9%	43.5%	
Target**						40.0%	TBC

Annual measure, reported in Quarter 2

* 2018/19 data has been updated to reflect the most up-to-date data provided by the DFE
** 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

Children and Families Denise Edghill

Benchmark: 6% National Average 2016/17
2018/19 - Q3 has seen an increase of 1.6% from 2018/19 - Q2
This quarter showing as: RED 2.1% Above Target
Last quarter showing as: **AMBER**
2019/20 Target is 5.5%

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

	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	Future Targets	
						2018/19	2019/20
Southampton	6.1%	5.8%	5.9%	6.2%	7.8%		
Target		7.0%	5.7%	5.7%	5.7%	5.7%	5.5%

Annual measure, reported in Quarter 2

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 in quarter 3, from 6.2% to 7.8%. This is due to the whole cohort of young people changing in September 2018 so all 4,000+ young people have to be tracked and their current destinations recorded again. 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

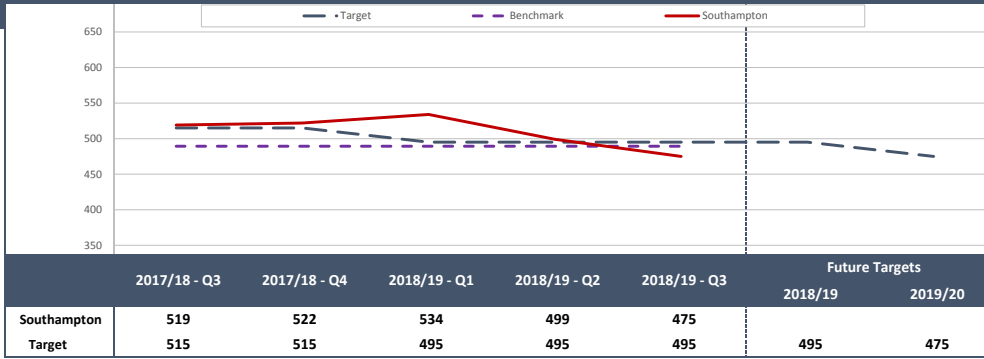
Children and Families

Hilary Brooks

A high number is POOR

Preferred Direction of travel ▼

A low number is GOOD



Benchmark: 489.3
Statistical Neighbour Group 2017/18

2018/19 - Q3 has seen a decrease of 24 from 2018/19 - Q2

This quarter showing as: **GREEN**
20 Below Target

Last quarter showing as: **AMBER**

2019/20 Target is 475

The number of children looked after by the local authority has reduced significantly, from 534 in quarter 1 to 475 in quarter 3. We are now performing better than the target, and have lower numbers of children looked after compared to our statistical neighbours. To ensure continuous improvement and the best outcomes for children and young people, entry into care is carefully assessed through a legal planning meeting that is chaired by a Service Manager. Emergency admissions into care are reviewed robustly by a Service Lead. Children continue to exit care appropriately, via discharge, Special Guardianship Orders and adoptions. Our Working with Families Project and the Edge of Care Service provide a robust, systemic framework for further safe reductions in numbers.

2.6

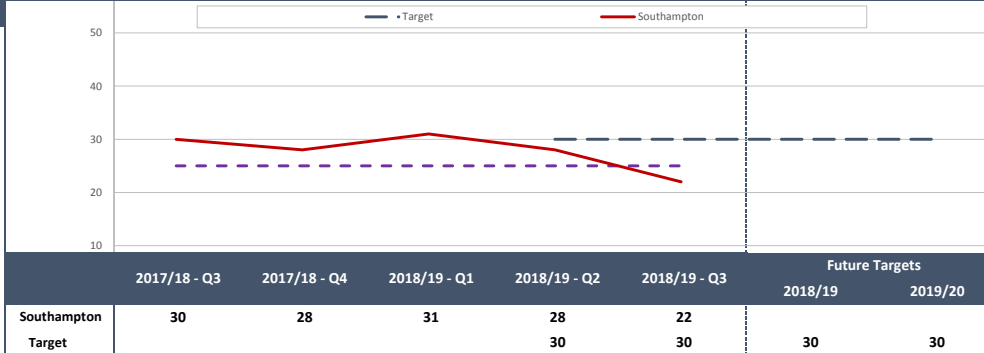
Number of Looked After Children (LAC) Placed for Adoption at period end

Children and Families

Hilary Brooks

Preferred Direction of travel ►

Neutral



Benchmark: 25
Statistical Neighbour Group 2015/16

2018/19 - Q3 has seen a decrease of 6 from 2018/19 - Q2

This quarter showing as: **RED**
8 From Target

Last quarter showing as: **AMBER**

2019/20 Target is 30

The number of children adopted has reduced this quarter, to 22. However, Southampton continues to out-perform its statistical neighbours and the national average for successful adoption placements when performance across the year is taken into account. Numbers are expected to fall as the number of looked after children reduces overall, as fewer children will require adoption.

2.7

Number of in-house foster carers

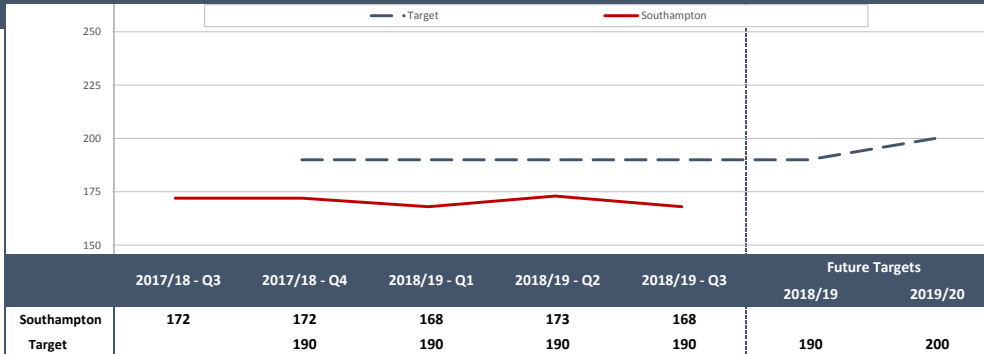
Children and Families

Hilary Brooks

A high number is GOOD

Preferred Direction of travel ▲

A low number is POOR



Benchmark not available

2018/19 - Q3 has seen a decrease of 5 from 2018/19 - Q2

This quarter showing as: **RED**
22 From Target

Last quarter showing as: **AMBER**

2019/20 Target is 200

The number of foster carers has reduced this quarter, from 173 to 168. This is due to some foster carers converting to become Special Guardians, offering Special Guardianship Orders (SGO). In addition, the approval of three new foster carers was delayed in December due to the Christmas break. Marketing activity has taken place to continue to recruit carers but there has been a slower conversion rate. It is anticipated that this will pick up in January.

2.8

% Care leavers in contact and in suitable accommodation

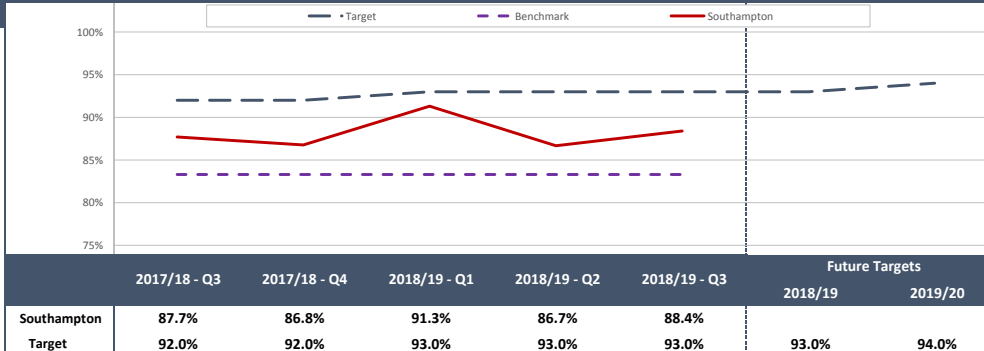
Children and Families

Hilary Brooks

A high Percentage is GOOD

Preferred Direction of travel ▲

A low Percentage is POOR



Benchmark: 83.3%
Statistical Neighbour Group 2016/17

2018/19 - Q3 has seen an increase of 1.7% from 2018/19 - Q2

This quarter showing as: **AMBER**
4.6% From Target

Last quarter showing as: **AMBER**

2019/20 Target is 94%

There has been a small improvement since the last quarter, delivered through the care leaver's team working closely with housing providers. Work is being completed to address the accommodation issues identified. This cohort is small and is therefore a change in circumstance for a small number of care leavers can result in a significant percentage change. However, we remain in touch with the majority of our care leavers and we are confident and clear about our interventions (99% of Pathways Plans were in place in December 2018).

2.9

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

Children and Families

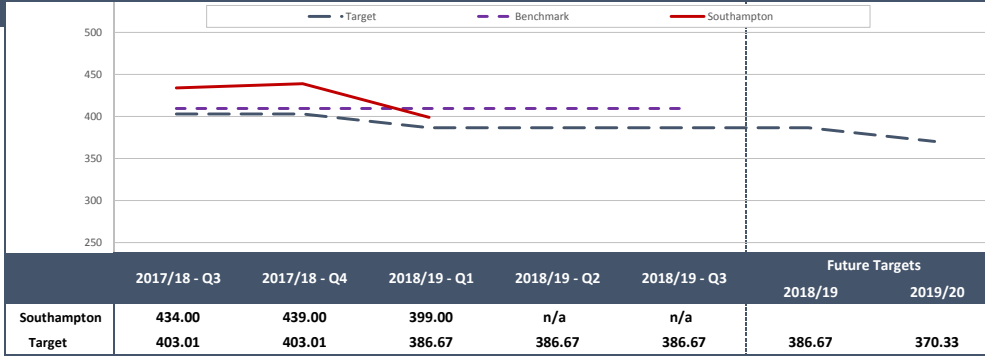
Hilary Brooks

A high number is POOR

Preferred Direction of travel



A low number is GOOD



Benchmark: 409.53
Statistical Neighbour Group 2015/16

2018/19 - Q1 has seen a decrease of 40 from 2017/18 - Q4

2018/19 - Q1 Showing as:

AMBER

12.33 Above Target

2017/18 - Q4 Showing as:

AMBER

2019/20 Target is 370.33

The data for First Time Entrants is provided by the Youth Offending Service, and there is a six month time lag; therefore, quarter 1 2018/19 has now been received. The First Time Entrant rate began increasing in July 2016 as a result of local policing practice. Data indicates that the rate has now stabilised and has begun to decrease, although this is being monitored closely. Audit activity completed by the four local Youth Offending Teams and Hampshire Constabulary has informed an improvement plan that, once signed off by the police, will support the partnership drive for sustained improvement. The Youth Offending Service Management Board has adopted a First Time Entrants performance measure that takes into account national averages.



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+)

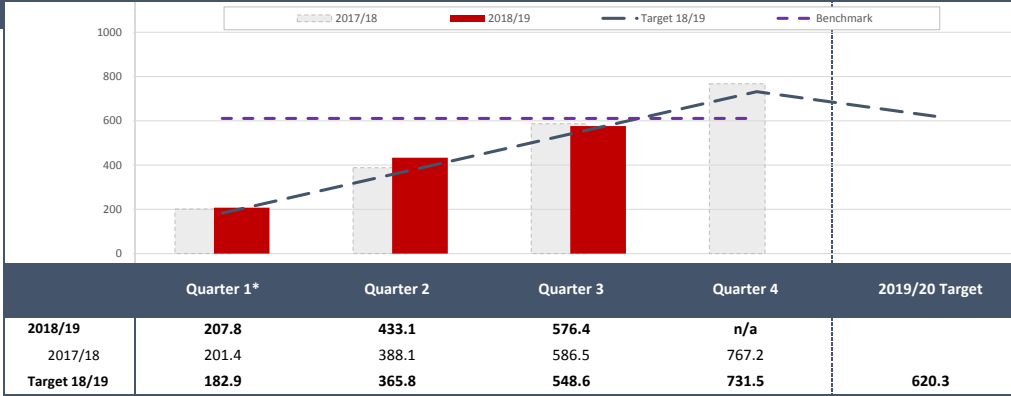
Housing, Adults and Communities
Paul Juan

A high number is POOR

Preferred Direction of travel



A low number is GOOD



Benchmark: 610.7
National Average 2016/17

2018/19 - Q3 has seen an increase of 143.4 from 2018/19 - Q2

This quarter showing as:
AMBER
27.8 Above Target

Last quarter showing as:
RED

2019/20 Target is 620.3

There is a reduction in Q3 in comparison to 2017/2018. The data represents the number of interventions rather than people and can include capital depleters (people that become the responsibility for funded care and support by the local authority). Therefore, the overall number of new permanent admissions to residential homes is on target if you remove the capital depletter elements as they resided there for a period of time before.

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

3.2

Number of Adult Social Care clients using care technology

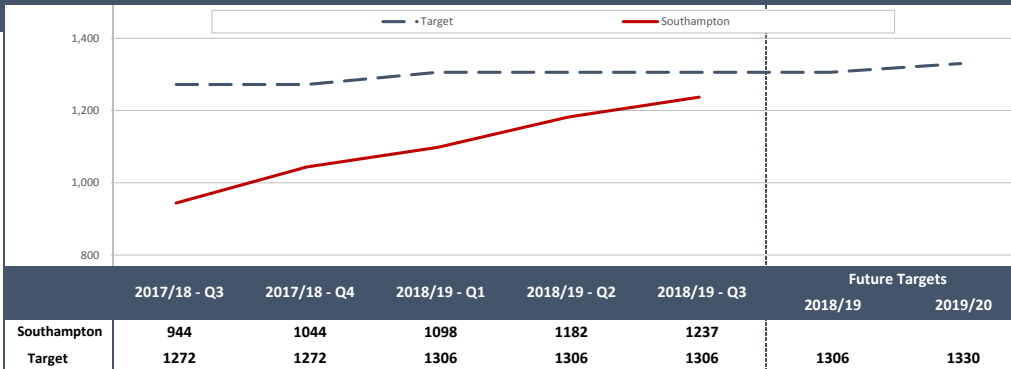
Housing, Adults and Communities
Paul Juan

A high number is GOOD

Preferred Direction of travel



A low number is POOR



Benchmark Not Available

2018/19 - Q3 has seen an increase of 55 from 2018/19 - Q2

This quarter showing as:
AMBER
69 From Target

Last quarter showing as:
AMBER

2019/20 Target is 1330

The upward trend of people using care technology continues, and it is anticipated that the 2018/19 target may be achieved by the end of Quarter 4. This represents a significant improvement from 2017/18 numbers. We have now begun to receive referrals from Home Group (Learning Disabilities supported living) and have formulated a working group to develop other Learning Disabilities and Lifeskills referral routes.

3.3

% Local Authority housing stock that is non-decent

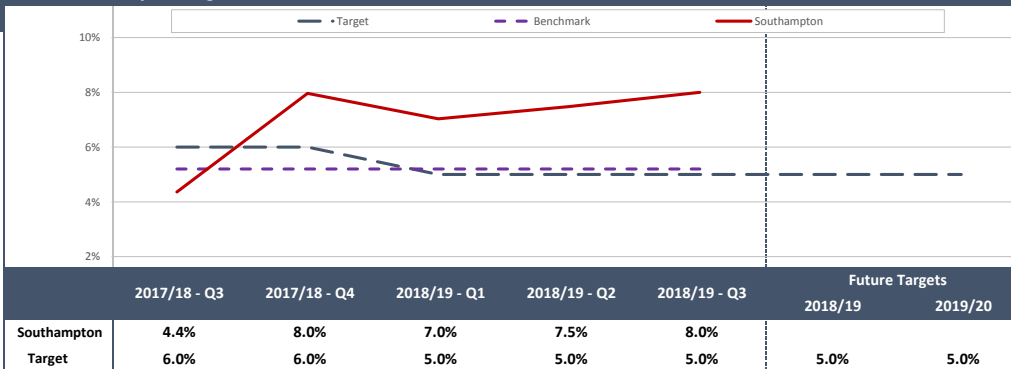
Housing, Adults and Communities
Paul Juan

A high Percentage is POOR

Preferred Direction of travel



A low Percentage is GOOD



Benchmark: 5.2%
National Average 2016/17

2018/19 - Q3 has seen an increase of 0.52% from 2018/19 - Q2

This quarter showing as:
RED
3% Above Target

Last quarter showing as:
RED

2019/20 Target is 5%

At the end of quarter 3, 8.0% of local housing stock is categorised as non-decent; this represents a decrease in performance compared to 7.5% in quarter 2. This position has worsened as a result of new data collected from the latest round of stock condition surveys and the delay of an anticipated capital programme. There are 177 properties with replacement kitchens and/or bathrooms programmed in for delivery in 2019/20 which is projected to reduce non decency by 1.1%. 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

% Council owned homes with an energy efficiency rating of A-D

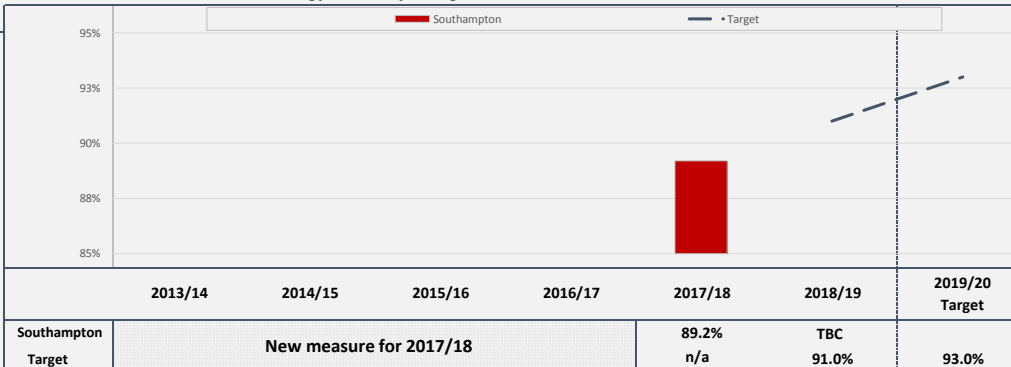
Growth
Denise Edghill

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%

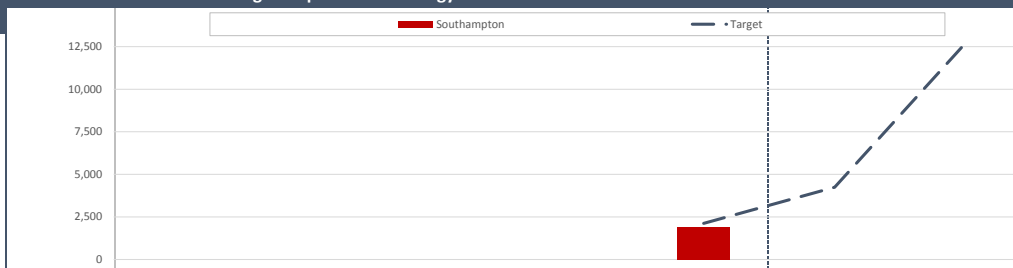
Data will be released Quarter 4 2018/19

3.5

Number of customer meters signed up to CitizEn energy

Growth
Denise Edghill

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



	2017/18 - Q3					Future Targets	
	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	2018/19	2019/20
Southampton	n/a	n/a	n/a	n/a	1927	4243	12729
Target					2122	4243	12729

Benchmark not available
This quarter showing as:
AMBER
195 From Target
2019/20 Target TBC

The number of meters shown here for quarter 3 are the first reported figures since the CitizEn Energy official launch on 26th September 2018. The figures show the number of gas and electricity meters that were being supplied by CitizEn Energy at the end of quarter 3. The figures represent 91% of the targeted number of meters. The majority of customers were obtained around the launch date, coinciding with marketing activity and a very competitive tariff offering.



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

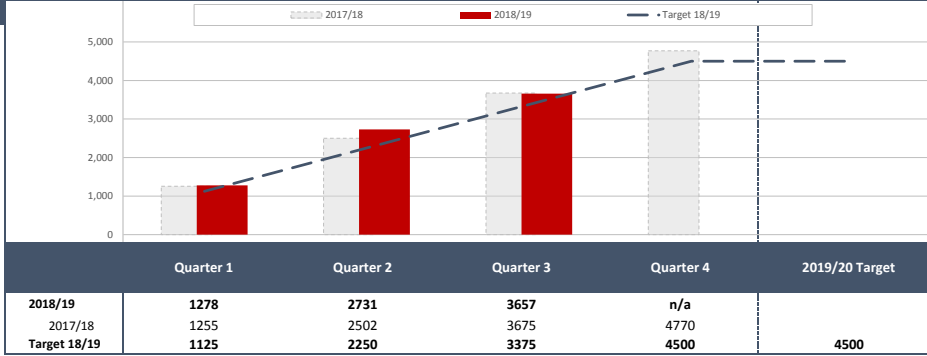


4.1

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 - Q3 has seen an increase of 926 from 2018/19 - Q2

This quarter showing as:
AMBER
282 Above Target

Last quarter showing as:
RED

2019/20 Target is 4500

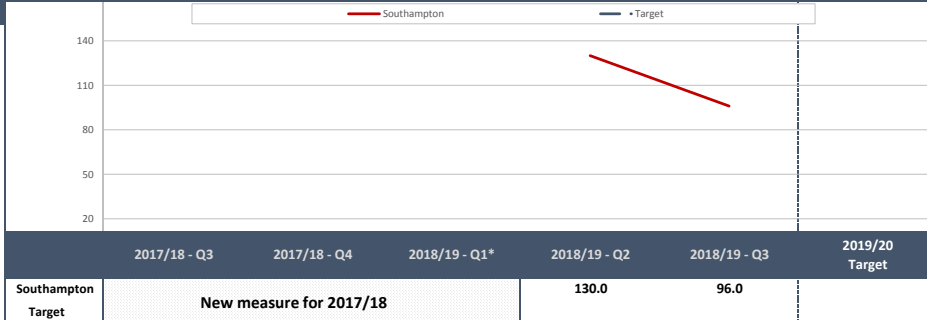
Service requests are above target, but performance in quarter 3 is slightly improved compared to the same period in 2017/18. Performance is above target partly because the new Go! Southampton rangers are actively identifying and logging requests on both public and private land. This is an income generating 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.

4.2

Number of reported missed bin collections per 100,000 collections

Transactions and Universal Services
Mitch Sanders

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



Benchmark not available

Target tbc

This is a new measure for 2018/19 and baselining of performance has been undertaken in quarters 1 and 2. In addition, the service has reviewed the reporting process that the Waste Improvement Team use, and has resolved a number of issues to ensure that data is accurate. Data for quarters 2 and 3 is now robust. The improvement in performance between quarters 2 and 3 is the result of work between the service, IT and Customer Services to identify areas of duplication and automatically prioritise service requests in date order, so that operationally we are working towards maximum efficiency. This means that repeat customer contacts are being dealt with more efficiently, and overall numbers of reports have reduced.

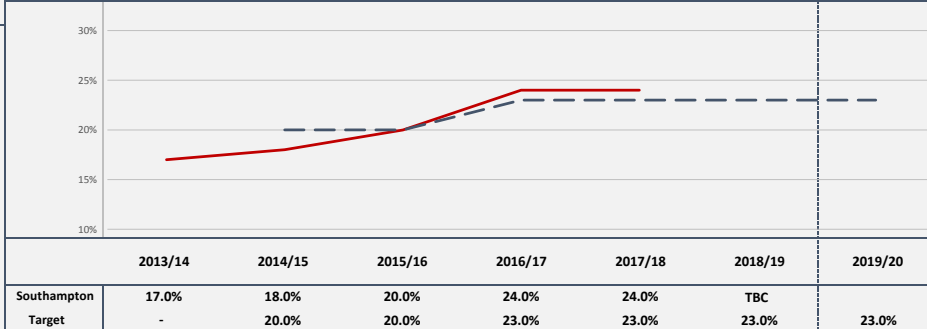
*Figures for quarter 1 are being investigated and are subject to change.

4.3

% 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%

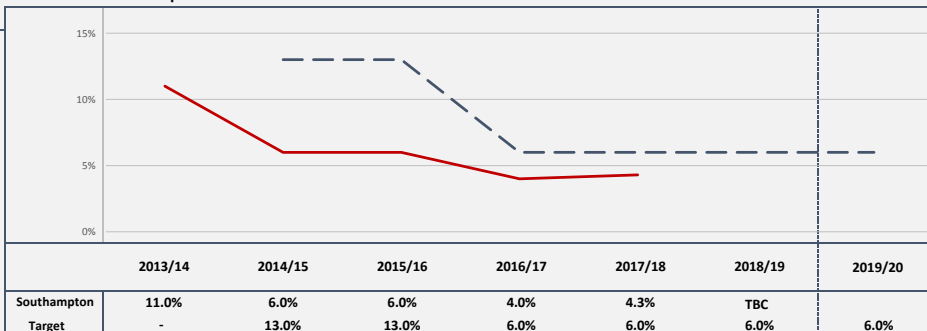
2018/19 Data will be released Quarter 4 2018/19

4.4

% 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%

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

4.5 % Dangerous potholes and other road and pavement damage made safe within 24 hours

Digital and Business Operations
James Strachan

Benchmark not available

2018/19 - Q3 has seen an increase of 0.03% from 2018/19 - Q2

This quarter showing as:
GREEN
1% Above Target

Last quarter showing as:
GREEN

2019/20 Target is 98%

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

Performance has been maintained in Quarter 3, with 99.3% of damage made safe in 24 hours. 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 % Dangerous potholes and other road and pavement damage permanently repaired within 28 days

Digital and Business Operations
James Strachan

Benchmark not available

2018/19 - Q3 has seen no change from 2018/19 - Q2

This quarter showing as:
BLUE
2% Above Target

Last quarter showing as:
BLUE

2019/20 Target is 98%

	2017/18 - Q3	2017/18 - Q4	2018/19 - Q1	2018/19 - Q2	2018/19 - Q3	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%

Performance has been maintained in quarter 3, with 100% of damage permanently repaired within 28 days. 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)

Growth
Denise Edghill

Benchmark not available

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

2019/20 Target is 87.9

	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

	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 Number of council facilitated events attracting more than 750 people

Intelligence, Insight and Communications
Emma Lewis

Benchmark Not Available

This quarter showing as **BLUE**
13 Above Target

Last quarter showing as:
BLUE

2019/20 Target is 55

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2019/20 Target
2018/19	22	44	51	-	
2017/18	n/a	n/a	n/a	46	
Target 18/19	13	25	38	50	55

7 council facilitated events attracting more than 750 people have been delivered in quarter 3, meaning the total for the year now stands at 51, against an annual target of 50. In quarter 3, these events have included the Comedy Festival, Elrow electronic music, Oktoberfest, Fireworks in Mayflower Park, Remembrance Service at the Cenotaph, Christmas Lights Switch on and the Christmas Festival.