

## Corporate Plan performance - corporate overview

Directorate	Total no. of Corp Plan indicators	RAG ratings				Positive/neutral DoT	Negative DoT	No. of indicators expected to report data in Q3
		Green	Green amber	Red amber	Red			
Adult Social Care and Health	15	6	0	6	1	9	3	13
Children's Services	15	3	0	4	3	6	4	11*
Environment , Planning & Regeneration	15	8	0	3	1	8	1	12
Commercial Service	5	2	1	0	0	3	0	3
Deputy Chief Executive	3	0	0	0	2	1	1	2
Chief Executive's Service	14	3	1	0	6**	3	4	12*
Corporate Governance	3	2	0	0	1	3	0	3
<b>Total</b>	<b>70</b>	<b>24 (45%)</b>	<b>2 (4%)</b>	<b>13 (25%)</b>	<b>14 (26%)</b>	<b>33</b>	<b>13</b>	<b>56</b>

\* Two CPIs are not traffic lighted. These have not been included in the statistics

\*\* One CPIs that should have reported data did not (CPI 3011 from Chief Executive's). This has consequently been traffic lighted as red

Please note: Where the direction of travel is N/A or black this has not been included in the statistics

## Summary of quarter three directorate performance

1. Adult Social Care and health
2. Children's Services
3. Environment, Planning and Regeneration
4. Commercial Services
5. Deputy Chief Executive's Service
6. Chief Executive's Service
7. Corporate Governance

### 1. Adult Social Care and Health

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
6015	Number of social care clients receiving Self Directed Support	Apr 11-Dec 11	n/a	2441	3528	3262	7.5%	▲ 33.6%	London Avg 42% (Barnet's performance is equivalent to 54.37%)
6013	25% reduction in avoidable re-admissions within 28 days of discharge	Apr 11-Oct 11	n/a	898	1412	1326	6.1%	▲ 47.7%	No benchmarking available
6016	% of people aged 65+ who are still at home 91 days after discharge into rehabilitation services	Apr 11-Jul 11	529/593	90.2%	87.0%	89.2%	2.5%	▼ 1.1%	London Avg-82%
6018	Reduction of 5% of budget spent on residential and nursing care	Apr 11-Dec 11	n/a	£39.8	£39.0	£39.9	2.3%	▼ 0.3%	Local Measure
6009	Reduction in the total number of people in residential and nursing care	Apr 11-Dec 11	n/a	1191	1176	1207	2.6%	▼ 1.3%	Local Measure

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
6017	% of Adult Protection Plans to be developed for those who need them with people identified as responsible for delivery	Apr 11-Dec 11	121/121	100.0%	100.0%	100.0%	0.0%	↔ 0%	No benchmarking available
6010	% of Adult Protection Plans reviewed by team manager within the timescales set at the case conference	Apr 11-Dec 11	98/98	100.0%	100.0%	100.0%	0.0%	↔ 0%	No benchmarking available
6001	At least three Pledgebank pledges supported per year per directorate	Apr 11-Dec 11	n/a	3	10	8	20.0%	▲ 166.7%	Local Measure
6011	No of people who have received a Right to Control support plan	Apr 11-Dec 11	n/a	19	65	28	56.9%	▲ 47.4%	No benchmarking available (Note from Dec 10 to Dec 11 number of people with RtC support plan is 49)
6012	The % (proportion) of service users who feel they have choice and control influencing decisions that affect them	This is a new indicator reporting in quarter 4 2011/12							
6014	Reducing the mortality rate from all cardiovascular disease (including heart disease and stroke) per 100 000 people aged under 75 years	Jan 11-Oct 11	n/a	42.10	37	39.2	5.9%	▲ 6.9%	2010 - 45.96 per 100,000 (NHS Information Centre)
6002	Reducing the mortality rate from cancer of all types per 100 000 people aged under 75 years	Jan 11-Oct 11	n/a	94.10	85	90.3	6.2%	▲ 4.0%	2010 - 95.18 per 100,00 (NHS Information Centre)

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
6003	Number of smoking quitters in people aged 18 years and over (NHS four-week smoking quitter target)	Apr 11-Sep 11	n/a	563	1034	1042	0.8%	▲ 85.1%	No benchmarking available
6004	Number of carers' assessments/re-assessments completed	Apr 11-Sep 11	n/a	1524	1034	1597	54.4%	▲ 4.8%	London Avg 1740
6005	Proportion of carers who feel engaged and supported in their caring role	This is a new indicator reporting in quarter 4 2011/12							

## 2. Children's Services

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
5001	5 % reduction in the number of first time entrants to the youth justice system	Q4 2010/11 performance was 820 and the target is 779. This indicator will next report in Q4 2011/12							
5002	A reduction in the number of children becoming the subject of a child protection plan	Apr 11-Dec 11	N/A	285	Not applicable	273 This will not be traffic lighted	N/A	▼ 4.2	Barnet 27 rate per 10,000 SN 35 per 10,000 Eng: 38 (10/11) This is provisional-Statistical Neighbours Avg
5003	A reduction in the number of children becoming the subject of a child protection plan for the second or subsequent time from 20% to 12%	Apr 11-Dec 11	28/193	13.7%	12.0%	14.5%	20.9%	▼ 6.1%	12.5% SN (10/11) Eng: 13.3% -Statistical Neighbours Avg

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
5004	Maintain the number of children with a statement placed in residential or out-of-borough placements	Apr 11-Dec 11	n/a	25	36	25	30.6%	↔ 0.0%	NA Local Measure -
5005	% of domestic violence cases being reviewed by the Multi-Agency Risk Assessment Conference more than once within 12 months	Apr 11-Dec 11	11/125	9.2%	26.0%	8.8%	66.2%	▲ 4.3%	22% 10/11-National Avg
5006	% increase of children's social care assessments carried out within 35 working days	Apr 11-Dec 11	411/536	77.3%	80.0%	76.7%	4.2%	▼ 0.8%	Eng: 75.1% Lon: 77%-National Avg
5007	% reduction in the achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS2	Sep 10-Jul 11	N/A	17.8%	15.0%	19.0% P	26.7%	▼ 6.7%	21.3% Academic Year 09/10 national data - National Avg
5008	% reduction the achievement gap between pupils eligible for free school meals and their peers achieving the expected level at KS4	Sep 10-Jul 11	N/A	28.7%	23.0%	27.0% P	17.4%	▲ 5.9%	27.6% Academic Year 09/10 national data - National Avg
5009	% reduction in the Special Education Needs (SEN)/non-SEN gap for achieving 5 A*-C GCSE including English and Maths	Sep 10-Jul 11	N/A	52.0%	46.5%	49.0% P	5.4%	▲ 5.8%	46% Academic Year 09/10 national data - National Avg
5010	% of care leavers in suitable accommodation maintained	Apr 11-Dec 11	25/27	94.4%	94.0%	92.6%	1.5%	▼ 2.0%	Eng: 61% Lon: 66% 10/11-National Avg

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
5011	% proportion of young people who are not in education, employment or training (NEET) maintained	Apr 11-Dec 11	387/9578	5.7	4.3%	4.0%	6.0%	▲ 29%	As at Nov 11 Eng: 6.2% Lon: 4.7%, Mean Indicator for Statistical Neighbours: 5.3%
5012	% increase in the percentage of children in care under 16 that are in council (rather than agency) foster placements	Apr 11-Dec 11	112/209	52.5%	55.0%	53.6%	2.6%	▲ 2.1%	NA Local Measure
5013	% children with a reception place	Reported in quarter 2. The outturn was 99.8% against a target of 100%							
5014	% increase of schools with good or outstanding overall effectiveness from 82% (AY 09/10) to 84%	Reported in quarter 2. The outturn was 91% against a target of 84%							
5015	% increase of achievement of five or more A*-C grades at GCSE or equivalents including English and Maths	Reported in quarter 2. The outturn was 67.5% against a target of 69.3%							

### 3. Environment, Planning and Regeneration

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
1009	Number of homelessness acceptances	Apr 11-Dec 11	n/a	130	225	234	4%	▲ n/a	Ranked 14 out of 33 (8/33 per 1000 households). London average 167. (Q1 & Q2 2011/12) CLG
1002	Number of new dwellings completed on the regeneration estates	Apr 11-Dec 11	n/a	162	254	232	8.6%	▲ 43%	Not suitable for benchmarking
1003	Number of new dwellings started on the regeneration estates	Apr 11-Dec 11	n/a	0	39	186	733%	▲ n/a	Not suitable for benchmarking
1001	% of new homes granted planning permission on major applications required to meet level 4 for the Code for Sustainable Homes	Apr 11-Dec 11	1/3	11.1%	100.0%	33.3%	66.7%	▲ n/a	Not suitable for benchmarking
1004	Number of short-term nightly purchased temporary accommodation	Dec 11	n/a	218	250	242	3.2%	▼ 11.0%	Ranked 24 out of 33 (23/33 per 1000 households). London average 156 (Q1 2011/12) CLG.
1005	% of planning permissions granted for family homes	Apr 11-Dec 11	384/572	65.6%	65.0%	67.1%	3.2%	▲ 2.3%	Not suitable for benchmarking
1006	% Improved satisfaction of council tenants	Reporting in quarter 4 2011/12. Target is 76%							
1007	Number of private sector homes with improved insulation and/or heating achieved through grants, advice and compliance as	Oct 11-Dec 11	n/a	17	15	23	53%	▲ 35.3%	Not suitable for benchmarking

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
	necessary								
1008	% customer satisfaction measured through a customer satisfaction survey of users of the Planning Service	Reporting in quarter 4 2011/12. Target is 63%							
4001	Number of kgs of residual household waste per household	Jul 11-Sep 11	24921.95/138450	742.6	725	720	0.7%	▲ 3%	Ranked 23rd out of 25 London Boroughs (Waste DataFlow as at 16/01/2012)
4002	% of household waste sent for reuse, recycling and composting	Jul 11-Sep 11	13866.14/38788.09	34.0%	34.9%	35.8%	2.5%	▲ 5.2%	Ranked 14th out of 25 London Boroughs (Waste DataFlow as at 16/01/2012)
4005	% intervention level pot hole defects rectified within 48 hours	Oct 11-Dec 11	541/680	79.5%	75.0%	79.6%	6.1%	▲ 0.1%	Not suitable for benchmarking
4006	% of intervention level pot holes rectified within 28 days	Oct 11-Dec 11	637/680	93.7%	95.0%	93.7%	1.4%	↔ 0%	Not suitable for benchmarking
4007	Anticipated parking income levels in each quarter of the year	Oct 11-Dec 11	n/a	£6.02m	£9.3m	£9.3m	0.0%	▲ n/a	Not suitable for benchmarking
4008	Number of roads in the programme improved	Reporting in quarter 4 2011/12. Target is 20 roads improved							



#### 4. Commercial Services

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
7001	Reduction in the amount of energy used in the council's main office locations to 367 kw/h per GIA metre squared	This indicator will report in Q4. Q2 outturn was 190KwH							
7002	Reduction in total property costs of the council's main office locations to £188 per GIA metre squared	This indicator will report in Q4. 2010/11 outturn was £256							
7003	Number of vendors reduced by 40% between November 2010 and end of June 2011	Jul 11-Dec 11	N/A	5694	5820	3119	46.4%	▲ 45.2%	Local indicator
7004	% increase of 50 largest vendors under formal contract	Jul 11-Dec 11	50/50	80.0%	90.0%	100.0%	11.1%	▲ 25.0%	Local indicator
7006	% of the value of compliant contracts	Jul 11-Dec 11	492,527,211/ 566,922,165	82.1%	90.0%	86.9%	3.5%	▲ 5.8%	Local indicator

## 5. Deputy Chief Executive's Service

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
2001	% of services that are in the high performance/low spend quadrant of the Capital Ambition analysis	Jul 11-Sep 11	7/11	66.7%	80.0%	63.6%	20.5%	▼ 4.5%	Ranked 3rd overall in London behind Kingston Upon Thames (71%) and Wandsworth (64%)
2002	CIPFA Corporate Services Value for Money Indicator	Reporting in quarter 4. Previous outturn was 50%. Target is 75%							
2003	Reduce the average number of absence days per employee per year to 6	Jan 11-Dec 11	21149.3/2747.1	8.09	6	7.7	28.3%	▲ 4.8%	Bexley = 6.5 days Croydon = 7.6 days Ealing = 6.2 days Enfield = 8.4 days (All Quarter 2 2011/12) LAPS benchmarking

## 6. Chief Executive's Service

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
3002	% of telephone calls answered within 20 seconds	1st Oct 11-Dec 11	147958/237623	55.8%	75.0%	62.3%	17.0%	▲ 11.6%	Q2 2011 Results 67% Solihul 62% Bolsover DC 88.04% Ryknelt Homes 83.8% Intellectual Property Office
3003	Initial waiting times reduced at corporate receptions	1st Oct 11-Dec 11	N/A	3.5	10.0	5.5	45.3%	▼ 56.3%	Q2 2011 Results 5.58 Winchester CC
3004	% satisfaction with quality of web, email, face-to-face and telephone interactions	1st Oct 11-Dec 11	2258/3333	77.4%	85.0%	67.7%	20.3%	▼ 12.5%	Q1 2011 95% Harrow
3005	% of customers emails responded to within 10 days with resolution of query or information on progress	1st Oct 11-Dec 11	4243/5167	63.1%	85.0%	82.1%	3.4%	▲ 30.1%	Not suitable for benchmarking
3006	% increase in Customer Contact online as a proportion of total contacts with the council	Apr 11 – Dec 11	N/A	n/a	n/a	4% This will not be traffic lighted	n/a	n/a	Not suitable for benchmarking
3007	% increase proportion of customer payments carried out online	1st Oct 11-Dec 11	30909/181752	16.5%	20.0%	17.0%	15.0%	▲ 3.0%	Not suitable for benchmarking
3009	Increase the number of children aged 0-4 who are members of the library service by 5%	1st October 2011-Dec 11	8830/8983	-0.2%	3.8%	-1.7%	145.4%	▼ n/a	Not suitable for benchmarking

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
3010	% increase number of children (0-4) using the library 3 or more times a year	N/A	N/A	N/A	No target set	Data not available	N/A	N/A	N/A
3011	% increase membership of children (5–11)	1st October 2011-Dec 11	23280/22845	2.1%	3.8%	1.9%	49.2%	▼ 11.2%	Not suitable for benchmarking
3012	% increase number of children (5-11) using the library 3 or more times	1st October 2011-Dec 11	638/5375	N/A	No target set	11.9% This will not be traffic lighted	N/A	N/A	Not suitable for benchmarking
3013	Number of training provided to volunteer reading group facilitators in 2011 – 2012	This will next be reporting in Q4. Q2 outturn was 13 against a target of 3							
3014	Number of volunteers to support ICT learning in libraries recruited	This will next be reporting in Q4. Q2 outturn was 13 against a target of 3							
3015	% customer satisfaction with library service	1st October 2011-Dec 11	167/175	85.0%	85.0%	95.4%	12.3%	N/A	Not suitable for benchmarking
3017	% of £200k allocated to projects meeting the criteria by 31 December 2011	1st April 2011-Dec 11	2000000/2000000	0.0%	75.0%	100.0%	33.33%	N/A	Not suitable for benchmarking

## 7. Corporate Governance

CPI NO	Indicator description	Period Covered	Numerator and Denominator	Previous relevant outturn	Target	Outturn	Target Variance	DoT Variance	Benchmarking
8003	Number of recovered tenanted properties obtained by fraudulent means	Apr 11-Dec 11	N/A	9	10	15	50%	▲ 66.7%	92.71% (end of year)
8002	% improvement in response times to Freedom of Information requests responded to within 20 working days	Apr 11-Dec 11	976/1265	76.3%	90.0%	77.2%	14%	▲ 1%	<85% of requests are receiving a response within the appropriate timescales – ICO
8001	Increase in % of residents enrolled on the Electoral Register	Apr 11-Dec 11	140586/126796	89.2%	47.5%	90.2%	90%	▲ 1%	Local indicator

## Summary of quarter 3 Corporate Plan improvement initiatives

### Adult Social Care

There are no CPIs for Adult Social Care and Health in 2011/12

### Children's Services

Corporate Priority & Strategic Objective	Top Project/ Top improvement initiative	Quarter 3 milestone/s	Status	Commentary	Quarter 4 milestone/s
<p><i>Successful London Suburb</i>  <i>Ensure every school is a good school for every child and sufficient school places are available</i></p>	<p><b>Support the development of free schools and academies and their inclusion in the wider schools partnership</b></p>	<p>At least one further school converts to Academy status bringing total to at least 9</p>	<p><b>Achieved</b></p>	<p>A further two schools have converted to academy status, Hasmorean High and Hendon. 13 of Barnet's 22 Secondary schools are now academies</p>	<p>At least 10 secondary schools will be academies</p>
<p><i>Sharing opportunities, sharing responsibilities</i>  <i>Create the conditions for children to develop skills and acquire knowledge to lead successful adult lives</i></p>	<p><b>Work closely with partners to develop a consistent pathway for young people experiencing homelessness, including re-commissioning accommodation-based support</b></p>	<p>Draft framework agreement in place for consultation with stakeholders</p>	<p><b>Work initiated/partially achieved</b></p>	<p>Data from intelligence gathering has informed specifications for re-commissioned accommodation based housing support. Procurement underway and tenders close Jan 2012.</p> <p>Recruitment of Pathway Co-ordinator has been delayed to Jan 2012; post will be based in Housing Strategy team.</p>	<p>Framework agreement for accommodation and accommodation-based support in place</p>

## Environment , Planning and Regeneration

Corporate Priority & Strategic Objective	Top Project/ Top improvement initiative	Quarter 3 milestone/s	Status	Commentary	Quarter 4 milestone/s
<p><i>Better Services with Less Money</i></p> <p><i>Create a more customer-centric council that enables customers to efficiently achieve the desired outcomes</i></p>	<p><b>Strategic Investment in Crematorium and Cemetery Service</b></p>	<p>Crematorium and Cemetery Service restructure implemented</p>	<p><b>Work initiated/partially achieved</b></p>	<p>1. Staff restructure to be implemented March 2012. 2. Specialist consultant procured to assist with procurement of replacement cremators. Tender documents being drafted. 3. Business case approved by Investment Assessment Board in December 2011.</p>	<p>Finalise specification and commence procurement for replacement of cremators.</p>
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Ensure that effective and efficient housing advice and assistance is provided to residents in housing need</i></p>	<p><b>Implementation and monitoring of Council's new Housing Allocations Policy to help those in housing need to access housing.</b></p>	<p>Carry out evaluation of Allocations Scheme.</p>	<p><b>Achieved</b></p>	<p>Interim evaluation carried out in Q2. Full evaluation completed in Q3. Report of evaluation to Cabinet in Q4. Report has now been deferred to April 11 Cabinet to account for changes in the Localism Act.</p>	<p>Report evaluation of Allocations Scheme to Cabinet.</p>
<p><i>Successful London Suburb</i></p> <p><i>Ensure a planning framework is in place to protect, enhance and deliver consolidated growth in Barnet</i></p>	<p><b>Progress the Local Development Framework (LDF)</b></p>	<p>Examination in Public into Core Strategy and Development Management Policies (DPDs)</p>	<p><b>Achieved</b></p>	<p>Core Strategy submitted in August and Development Management Policies submitted to Planning Inspectorate in September. Examination in Public hearing sessions started 6 December 2011. Public consultation on changes arising from the EIP will take place over 6 weeks from January 6 2012. The Inspector's report is expected end of March 2012.</p>	<p>Inspector's Report received following Examination in Public. Core Strategy and Development Management Policies DPDs adopted</p>
<p><i>Successful London Suburb</i></p> <p><i>Create an environment in which business and enterprise can flourish</i></p>	<p><b>1. Engage with local businesses</b></p> <p><b>2. Develop plans to help people into employment</b></p>	<p>Complete development of Employment and training strategies for West Hendon, Grahame Park and Stonegrove</p>	<p><b>Work initiated/partially achieved</b></p>	<p>1. Edgware and Chipping Barnet Business Forums now firmly established with minimal support needed from the Council. Some capacity building might be helpful. North Finchley Business Forum has now had two meetings, one in October and one on 1st</p>	<p>Employment and training strategies for West Hendon, Grahame Park and Stonegrove agreed</p>

				<p>December. The Leader attended the one on the 1st Dec and Parking was raised as a key issue.</p> <p>2. The Employment and Training strategies are ongoing. Grahame Park should be produced by March 2012 and the High Level Stonegrove one to be produced at about the same time. European Social Fund (ESF) Workfinder due to begin in both areas in January &amp; February 2012. Total project funding of 410k has been allocated from 3 developers and the Council.</p> <p>West Hendon agreement that the first trigger of apportionment of section 106 money over phases has been revised with a reduction from £96k (with indexation) to 45k for the initial phase with a Deed of Variation to be written.</p> <p>Employment and Training strategy to be written at phase 2 of the West Hendon development.</p>	
<p><i>Successful London Suburb</i></p> <p><i>Create an environment in which business and enterprise can flourish</i></p>	<p><b>Develop Planning Frameworks to promote improvement and manage new development in key town centres</b></p>	<p>Planning Frameworks adopted for Chipping Barnet, Edgware and Finchley Church End by December 2011</p>	<p><b>Work initiated/partially achieved</b></p>	<p>Work is continuing on developing draft town centre strategies for Finchley Church End &amp; Edgware and planning frameworks for key sites in Chipping Barnet Town Centre. Progress is at a lower rate than originally planned for a number of reasons including capacity within the team; the need to ensure Lead and Ward Member support and incorporate a range of stakeholder's views. Consultation on Finchley Church End has taken place and has now been completed with adoption Feb/March 2012. Consultation on Edgware and planning frameworks for key sites in Chipping Barnet Town Centre is now due early 2012 with adoption</p>	<p>Preparation for submission of committee report to Cabinet in April</p>



				April 2012.	
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Support the development of the Big Society in Barnet</i></p>	<p><b>Pilot winter gritting scheme with schools and residents' groups that empower the community to make immediate surroundings safe during adverse weather conditions</b></p>	<p>Roll out to newly identified participants</p>	<p><b>Achieved</b></p>	<p>The Chief Executive Service has taken the lead on recruiting and selecting schools via Pledgebank. 13 Schools have so far been identified and the pilot rolled out to them with grit and equipment delivered for the programme. This exceeds the initial roll out target of 7 schools.</p>	<p>Achieve a target of 7 participating schools and 2 residential roads for the pilot by March 2012</p>
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Support the development of the Big Society in Barnet</i></p>	<p><b>Transfer the management of all allotment and bowls sites from the council to the community by working with user groups to develop a management model</b></p>	<p>Start consultation on bowls management</p>	<p><b>Work yet to commence</b></p>	<p>Bowls review and consultation to be carried forward to 2012/13. Focus of work has concentrated on allotments which has made significant progress and will be achieved by Quarter 4.</p>	<p>Majority of fast track allotment sites transferred.</p>
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Support the development of the Big Society in Barnet</i></p>	<p><b>Use the Pledgebank platform to initiate community efforts in partnership with the Council.</b></p>	<p>Report on outcome Pledge 2 (pledge responses and outcomes). Launch Pledge 3</p>	<p><b>Achieved</b></p>	<p>Pledge 2 was successfully launched on the Pledgebank platform. The pledge is still open as it requires one more volunteer to launch. We will continue to monitor take up.</p> <p>A number of initiatives including Adopt a Street have been successfully dovetailed into the Pledgebank and represent the 3rd tranche of pledges launched for Q3.</p>	<p>Report on outcome Pledge 3 (pledge responses and outcomes) Launch Pledge 4.</p>

<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Support the development of the Big Society in Barnet</i></p>	<p><b>Work with residents in litter hot spot areas to develop an "Adopt a Street" collaborative working model with the council</b></p>	<p>Roll out to 4 remaining areas</p>	<p><b>Achieved</b></p>	<p>Roll out commenced to Martins School, initiative underway. A number of streets have pledged through the PledgeBank, Sunny Gardens, Carlton Road and Heathgate, these are being progressed</p>	<p>Review 5 pilots</p>
<p><i>A successful London suburb</i></p> <p><i>Create an environment in which business and enterprise can flourish</i></p>	<p><b>Work with Police and neighbouring Boroughs to pilot an initiative tackling street drinking in Cricklewood. If successful roll out to other problem areas</b></p>	<p>Monitor action plans</p>	<p><b>Work initiated/partially achieved</b></p>	<p>Report compiled by Police in conjunction with Community Safety to present to Lead Member, who if in agreement can present to Cabinet in respect of a Borough wide alcohol control zone. This is an area in which if a police officer sees a member of the public drinking and causing anti-social behaviour they can seize the alcohol. This will compliment and support the ongoing 3 town centre action plans.</p>	<p>Monitor action plans</p>
<p><i>A successful London Suburb</i></p> <p><i>Create an environment in which business and enterprise can flourish</i></p>	<p><b>Run a pilot to de-clutter street furniture in one town centre to assist its impact (funded by TFL)</b></p>	<p>Nothing to be monitored</p>	<p><b>N/A</b></p>	<p>N/A</p>	<p>Deliver a town centre pilot March 2012</p>
<p><i>A successful London suburb</i></p> <p><i>Keep traffic moving</i></p>	<p><b>Target resources in areas of most impact in town centres. Monitor levels of coverage of town centres by civil enforcement officers to ensure it is adequate to meet the peculiar challenges unique to specific areas</b></p>	<p>Review monitoring to establish suitability and effectiveness</p>	<p><b>Work initiated/mostly achieved</b></p>	<p>Assessments have been undertaken to establish the optimum number of Civil Enforcement Officers in each Town Centre and a running log of the number of patrols undertaken is being maintained and forwarded weekly to Car Park Manager.</p>	<p>Research and prepare report into effectiveness and acceptability of this strategy. Consult on ways to engage with community</p>

**Commercial Services**

Corporate Priority & Strategic Objective	Top Project/ Top improvement initiative	Quarter 3 milestone/s	Status	Commentary	Quarter 4 milestone/s
<p><i>Better services with less money</i>  <i>Manage resources and assets effectively and sustainably across the public sector in Barnet</i></p>	<p><b>Developing a clear asset map across the public sector in Barnet and using it to inform decisions about asset use in the Council and partner bodies</b></p>	<p>Formal sign off Community Buildings strategy</p>	<p><b>Work initiated/partially achieved</b></p>	<p>Further consideration is being given by the Third Sector Commissioning team and Community Barnet to develop a strategy to deal with the use of the buildings by the third Sector organisations. The strategy will form part of this review to be completed by 31 March 2012.</p>	<p>Have a set of partnership proposals for better use of public assets</p>
<p><i>Better services with less money</i>  <i>Manage resources and assets effectively and sustainably across the public sector in Barnet</i></p>	<p><b>Delivery of 5 year assets acquisitions and disposals programme to ensure that Council estate is fit for purpose</b></p>	<p>Implementation of actions in disposals strategy for Q3</p>	<p><b>Achieved</b></p>	<p>Actions have been implemented are are being monitored and reported monthly.</p>	<p>Implementation of actions in Disposals strategy for Q4</p>

**Deputy Chief Executives Service**

There are no Corporate Plan improvement initiatives for the Deputy Chief Executive’s Service

## Chief Executives Service

Corporate Priority & Strategic Objective	Top Project/ Top improvement initiative	Quarter 3 milestone/s	Status	Commentary	Quarter 4 milestone/s
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Create an exceptional reading service, putting learning and literacy at the heart of what we do, enabling easy access to information, and providing high-quality spaces designed to meet the needs of communities.</i></p>	<p><b>Run 2 pilot programmes in 2011 – 2012 to engage adults with lower levels of literacy.</b></p>	<p>1. Initiate first reading groups by end of October 2011</p> <p>2. Six book challenge materials and resources all made available to libraries, and marketing and promotion plans promoted to library users and a range of community groups</p>	<p><b>Achieved</b></p>	<p>1. Reading groups in place and operating.</p> <p>2. All six book challenge packs produced and distributed displays set up, partners recruited and engaged.</p>	<p>1. All reading groups established and progress reviewed</p> <p>2. Six book challenge initiated January 2012 and progress reviewed</p>
<p><i>Sharing opportunities, sharing responsibilities</i></p> <p><i>Support the development of the Big Society</i></p>	<p><b>Launch of the Big Society Bank by June 2011, and by 31 August 40 good quality ideas received and approved for full application stage.</b></p>	<p>75% of £200k allocated to projects meeting the criteria by 31 December 2011</p>	<p><b>Achieved</b></p>	<p>100% of funds allocated on 14 December 2011.</p>	<p>Plan for Round 2 in place for 2012/13, learning from Round 1</p>
<p><i>Better services with less money</i></p> <p><i>Create a more customer-centric council that enables customers to efficiently achieve the desired outcomes</i></p>	<p><b>Launch the Tell Us Once Service (TUO)</b>            (The Tell Us Once Service will allow accurate and relevant information to be collected and shared with appropriate local authority departments at an early stage of a birth or death registration, in order to prevent overpayments or for the correct follow up action to take place).</p>	<p>50% of all death registrations take up the offer of a face to face Tell Us Once interview.</p>	<p><b>Work initiated/partially achieved</b></p>	<p>In the first month of the Tell Us Once project 22% of Death Registrations opted for a TUO interview and in month two this rose to 34% of Death Registrations opted for a TUO interview. Although initially some technical problems were experienced with the use of fobs and TUO registration numbers this problem has now been resolved and the percentage of TUO interviews should continue to increase.</p>	<p>75% of all death registrations take up the offer of a face to face Tell Us Once interview.</p>

**Corporate Governance**

Corporate Priority & Strategic Objective	Top Project/ Top improvement initiative	Quarter 3 milestone/s	Status	Commentary	Quarter 4 milestone/s
<p><i>Sharing opportunities, sharing responsibilities Increase levels of democratic engagement and creating an open council</i></p>	<p><b>Deliver a number of new strategic initiatives to improve opportunities for democratic engagement</b></p>	<p>Preliminary work on establishing projects</p>	<p><b>Work initiated/partially achieved</b></p>	<p>1 new initiative completed – the use of the consultation portal and public engagement for Overview &amp; Scrutiny Panel Review. A survey was posted on the council's Consultation Portal for the Secondary School Places Review and a total of 255 responses were received within three weeks. Oral and written representations were also received from interested parties. This will be rolled out to other Task &amp; Finish Group Reviews as appropriate. 2 further initiatives will be completed by 31 March 2012. These are (1) further information on the website to outline the opportunities for Residents to be involved in the democratic process e.g. Information on current Scrutiny Task and Finish Groups and how to get involved and (2) to hold a democracy open day at Hendon Town Hall.</p>	<p>At least three new initiatives implemented</p>