

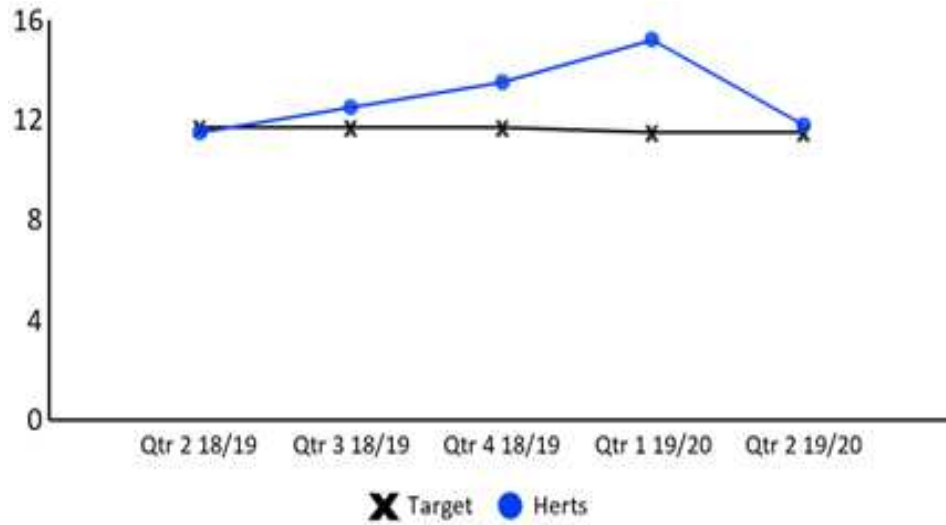
# Quarter 2 Performance Report

2019-20



# Adult Care & Health

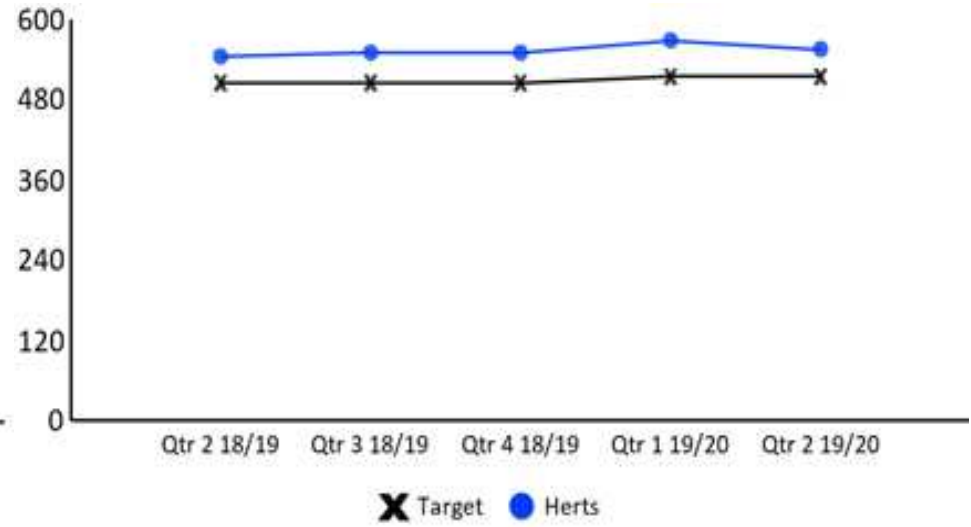
Rate of Permanent Admissions to Care Homes (18 - 64) (per 100,000 population)



**11.8** (rate)

Performance has improved from 15.2 last quarter

Rate of Permanent Admissions to Care Homes (65+)(per 100,000 population)

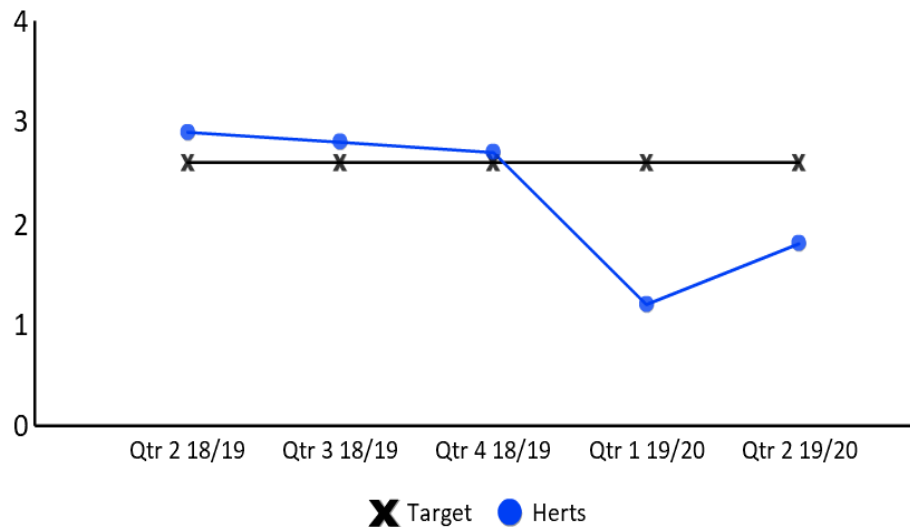


**554.6** (rate)

Performance has improved from 568 last quarter

# Adult Care & Health

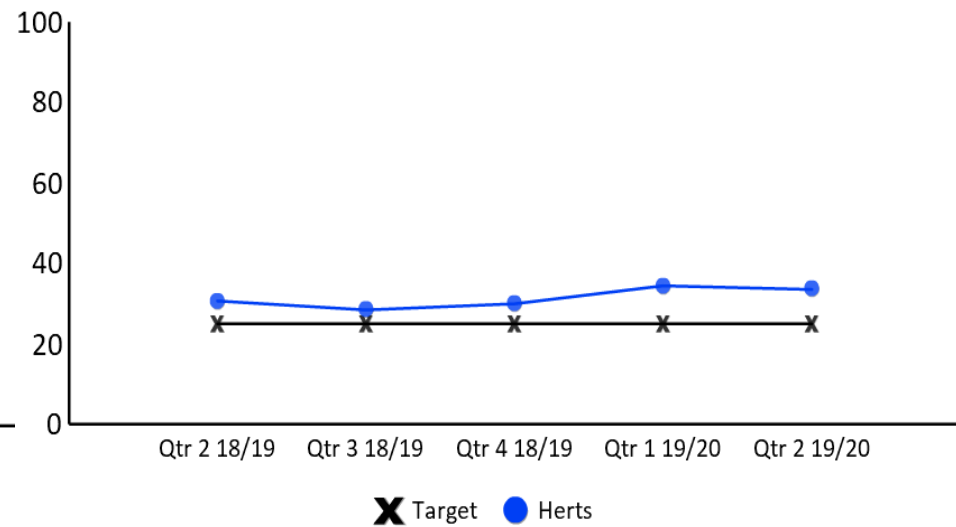
Rate of Delayed Transfers of Care attributable to Social Services (per 100,000 population)



**1.8** (rate)

Performance has decreased from 1.5 last quarter

Percentage of repeat incidents of domestic abuse

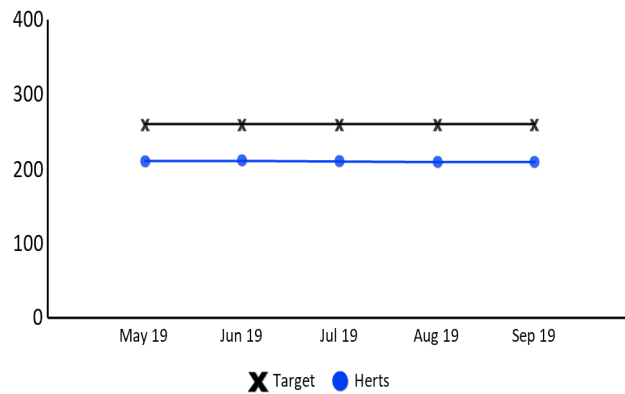


**33.5%**

Performance has increased from 34.4% last quarter

# Children, Young People and Families

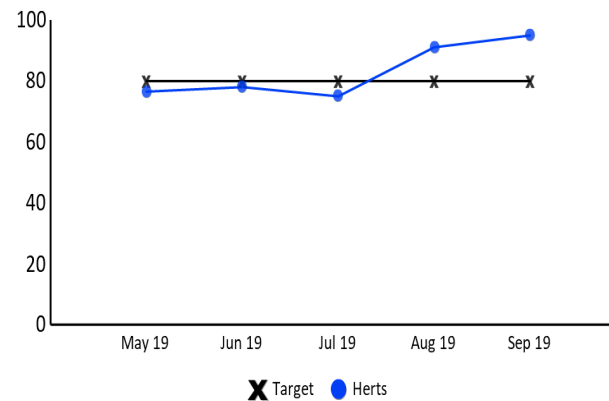
Rate of Referrals to specialised Children's Services (rolling year rate per 10,000)



**209.2** (rate)

The rate has increased from 209.1 last quarter

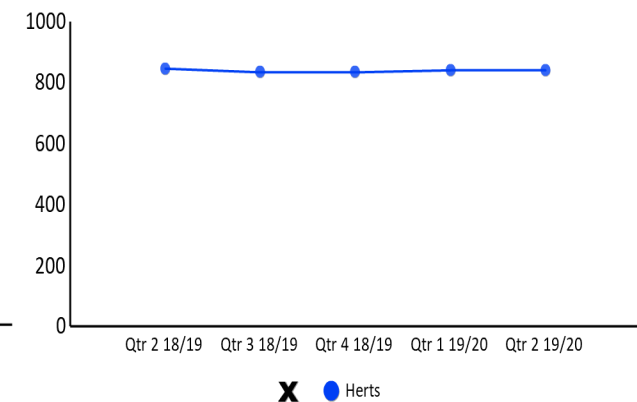
Percentage of children with Initial Child Protection Conference (ICPC) held within 15 days



**95%**

Performance has improved from 78% last quarter

Number of Looked Children Looked After (as at end of the month excluding Unaccompanied Asylum Seeking Children)

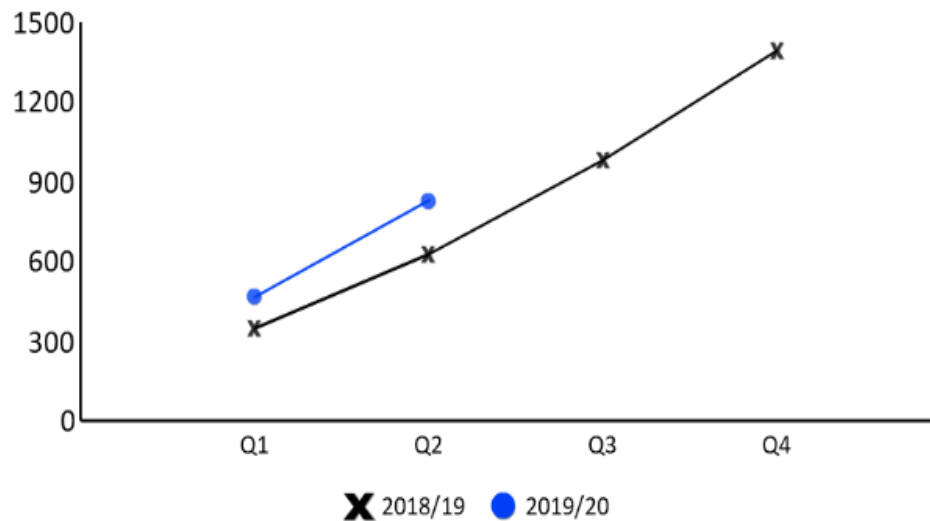


**841**

Numbers have remained the same since last quarter

# Children, Young People and Families

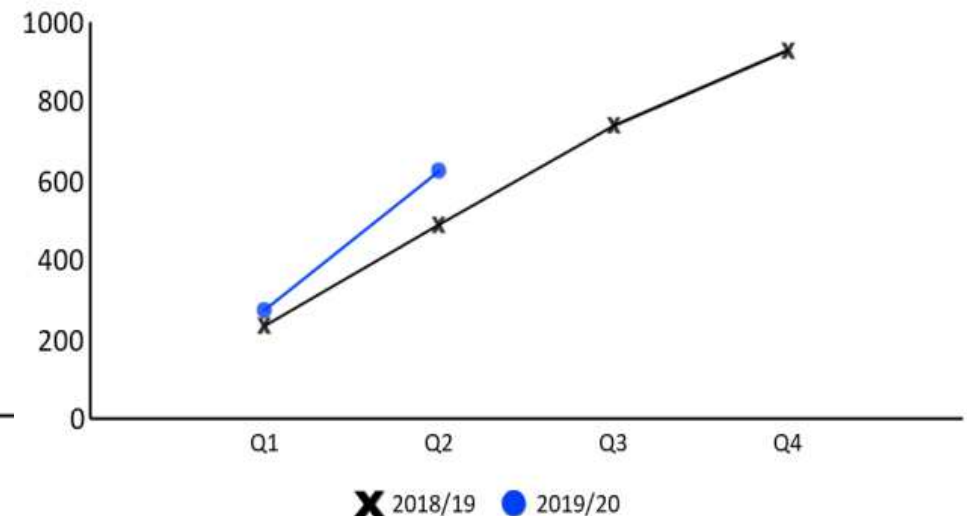
Number of requests for Education Health & Care Plans (EHCPs) for those with a Special Educational Need and/or disability



**830**

Numbers have increased from 628 in Q2 2018/19

Number of completed Education Health & Care Plans (EHCPs) issued for those with a Special Educational Need and/or disability

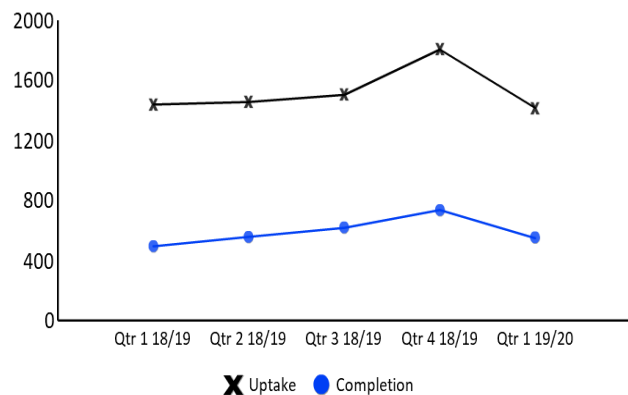


**625**

Numbers have increased from 490 in Q2 2018/19

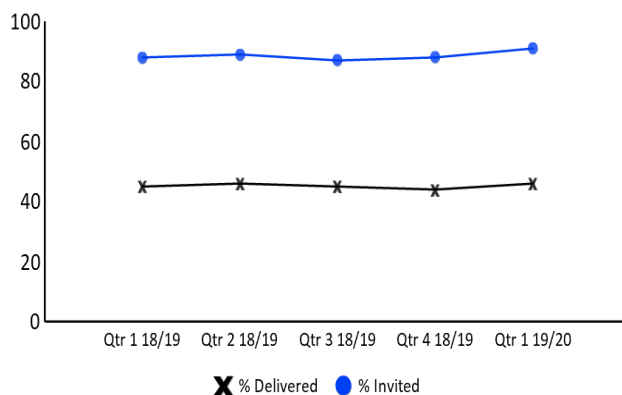
# Public Health & Prevention

Smoking Cessation:  
uptake and successful  
quits



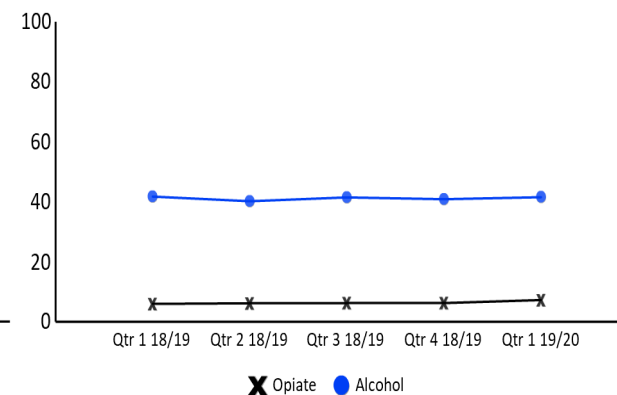
**548** (successful quits)  
Performance has decreased  
from 737 in line with seasonal  
trends

NHS Health Checks  
Invited and Delivered



**91%** (numbers invited)  
Performance has increased  
from 88% in the previous  
quarter

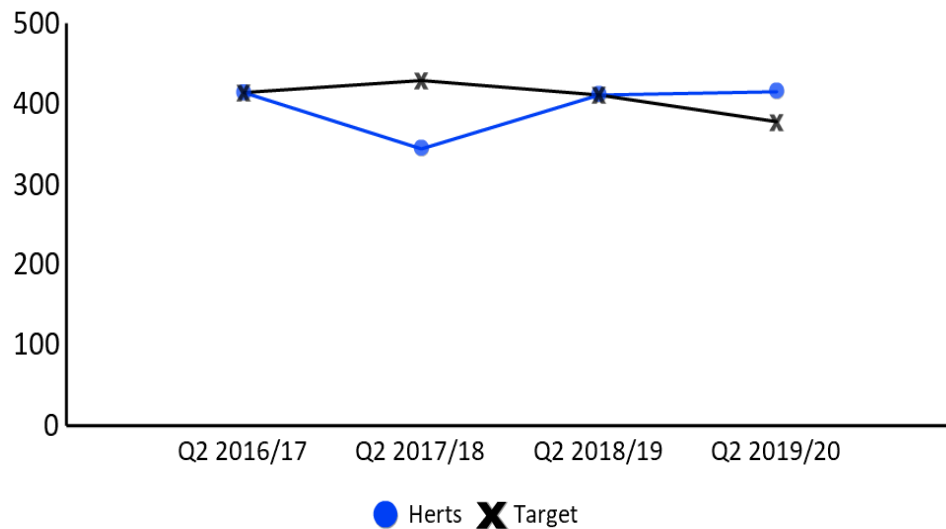
Successful Completion of  
Drugs & Alcohol  
Treatment – Alcohol,  
Opiates



**41.6%** (alcohol)  
Performance has improved  
from 40.9% previous quarter  
**7.3%** (opiates)  
Performance has improved  
from 6.3% in the previous  
quarter

# Community Safety & Waste Management

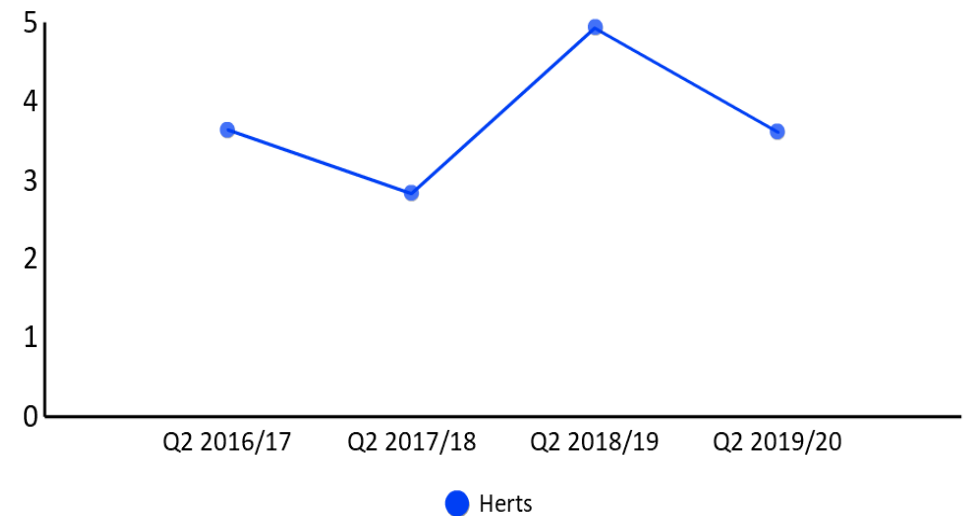
### Primary Fires (quarterly)



**415**

Numbers have increased from 411 recorded in Q2 2018-19

### Number of Deliberate Fires (rate per 100,000 population)

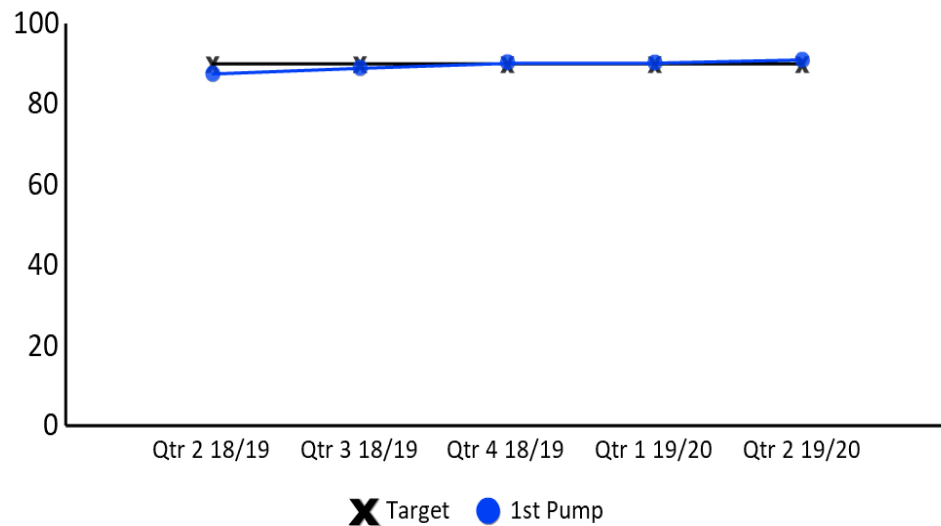


**3.61** rate

Performance has improved from 127 last quarter

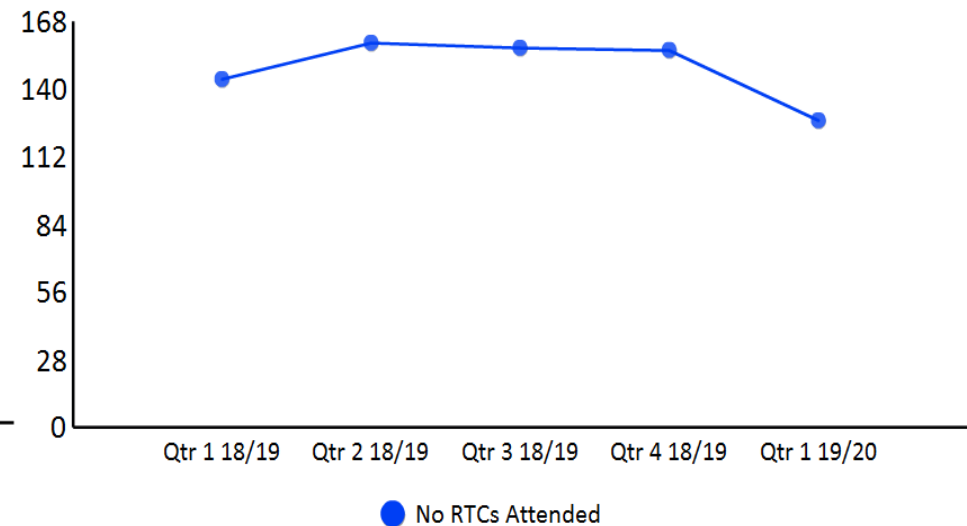
# Community Safety & Waste Management

%Attendance standards (all property fires) all pumps



**91%** (1st pump)  
Performance has improved from 90.2% last quarter

Number of Road Traffic Collisions attended by Hertfordshire Fire & Recue Service (HFRS)

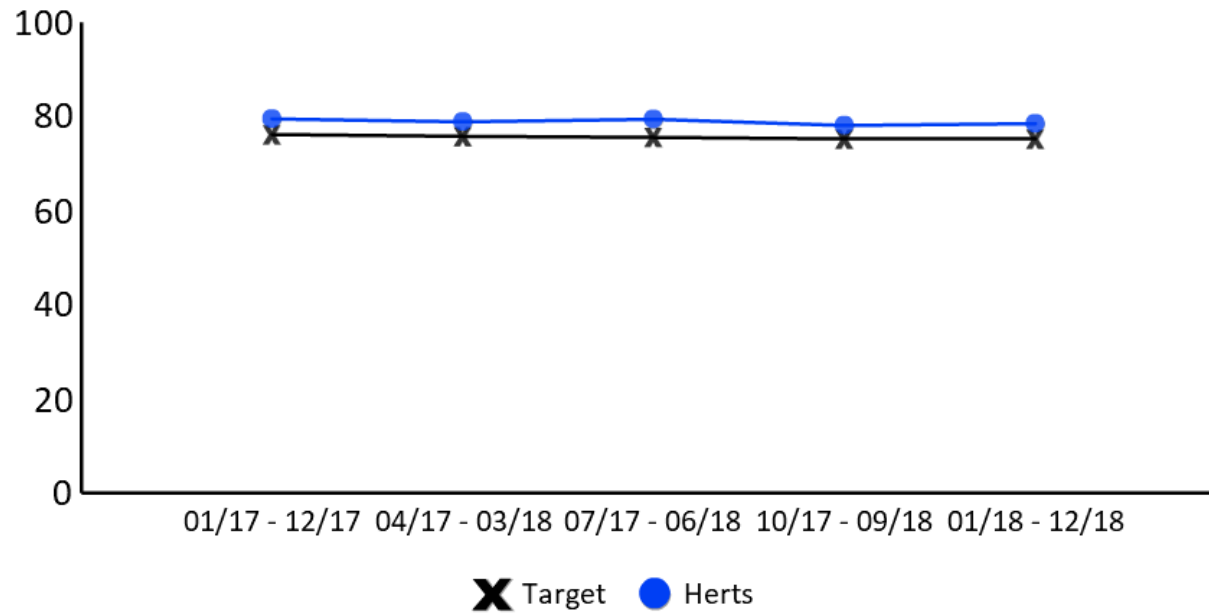


**121**  
Performance has improved from 127 last quarter



# Growth, Infrastructure, Planning and the Economy

Percentage of Overall Employment Rate (working age 16 – 64)

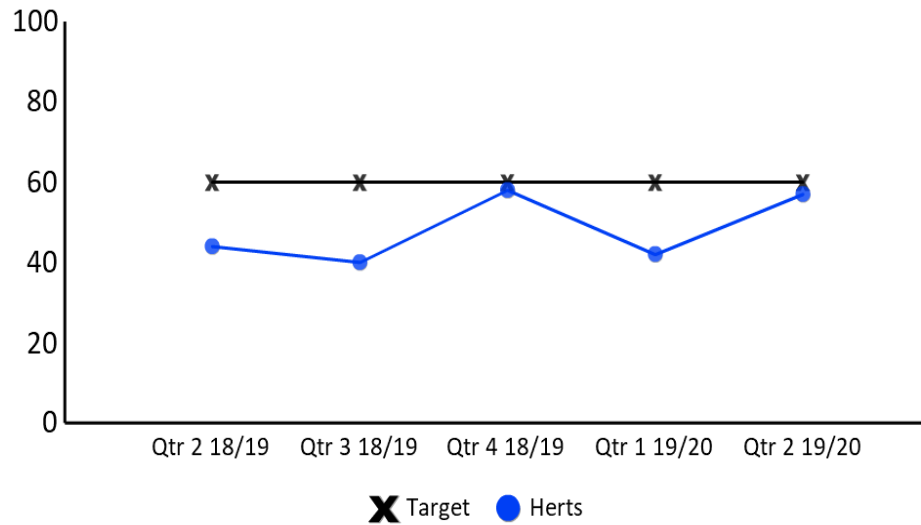


**78.3%**

Performance has decreased from 78.5% last quarter and decreased from 78.9% in Q1 18/19

# Highways and Environment

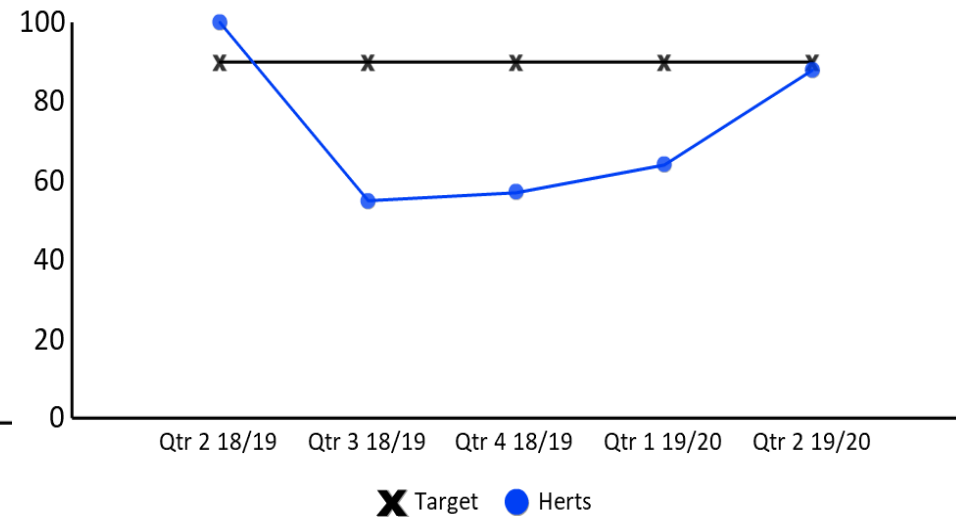
### Integrated Transport Control Centre (ITCC) Percentage of Network Interventions



**57%**

Performance has improved from 42% last quarter

### Percentage of schemes delivered against the Integrated Works Programme (IWP)

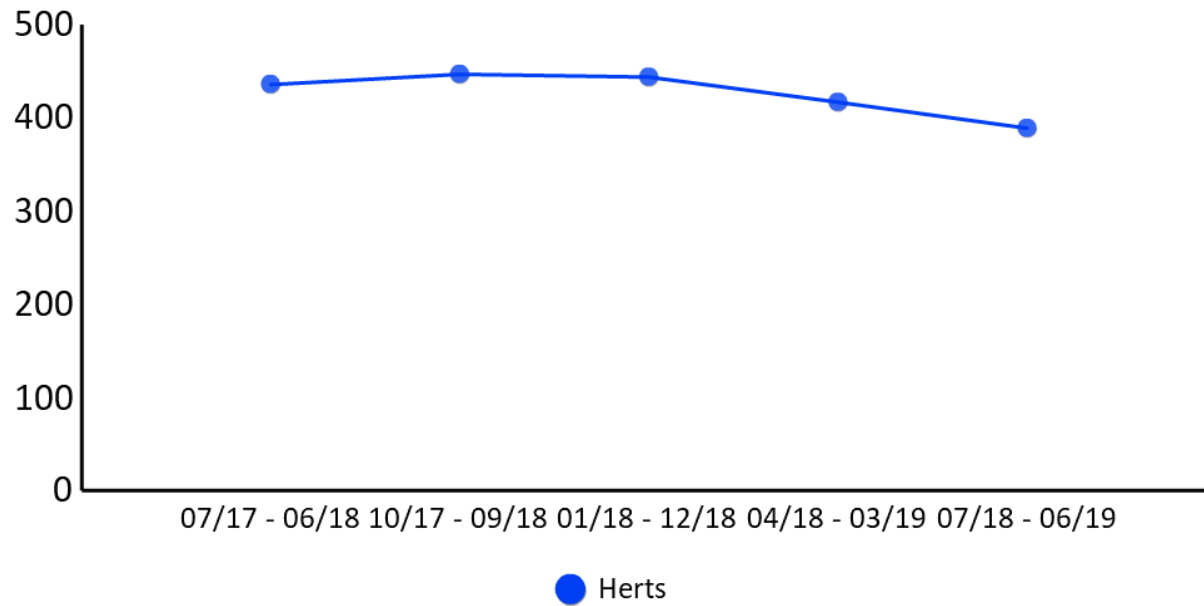


**81%**

Performance increased from 64% from last quarter

# Highways and Environment

People killed or seriously injured in road traffic accidents

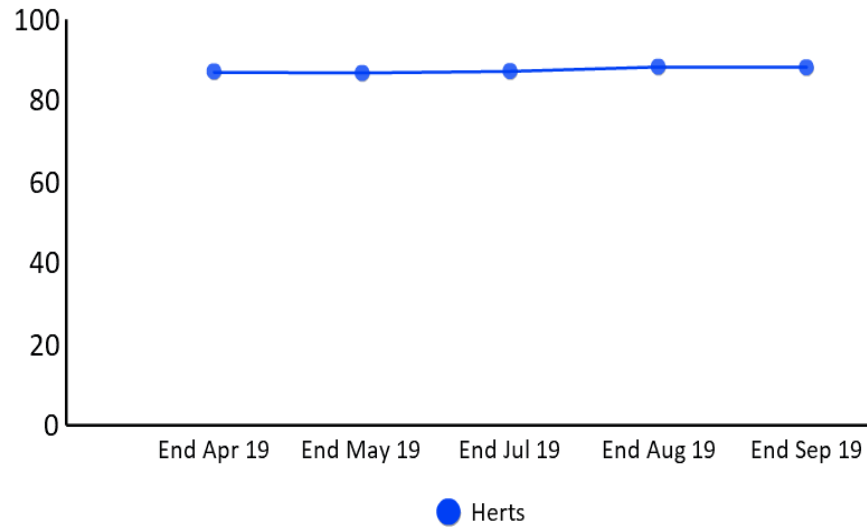


**389**

Down from 436 in the same reporting period 2018

# Education, Libraries & Localism

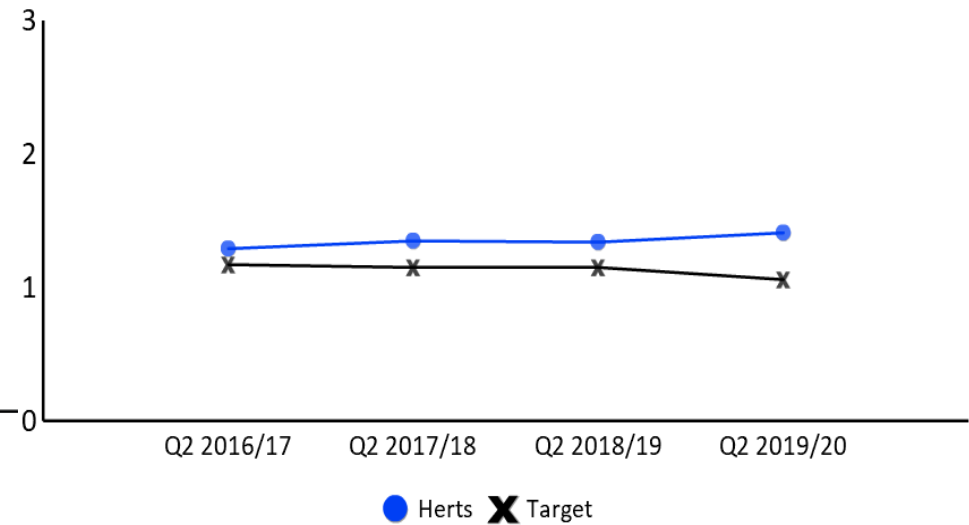
Percentage of Ofsted judgements –  
rated good and outstanding (all schools)



**88.2%**

Performance improved from 87% last quarter

Library Issues (Physical & Virtual)



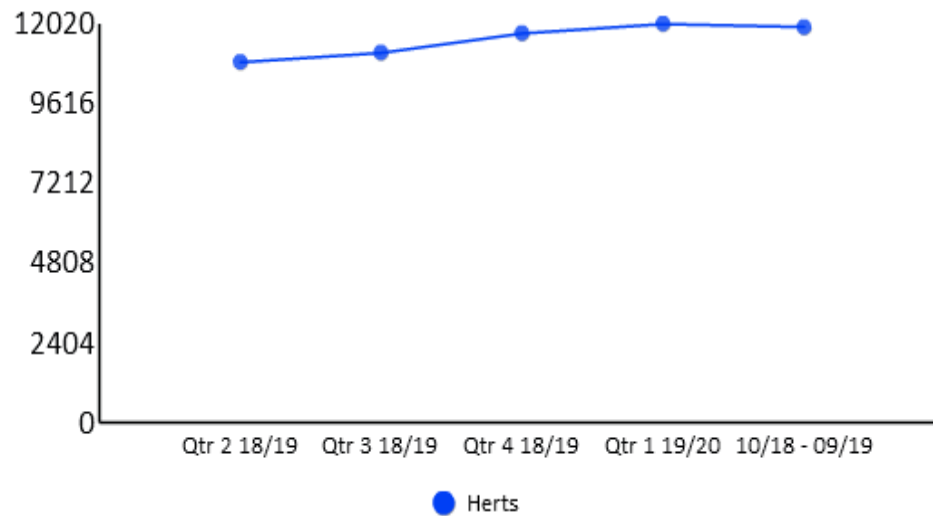
**1.41m** (physical issues)

Performance has improved from 1.34m in Q2 2018-19

**185k** (virtual issues)

# Resources and Performance

## Agency Spend



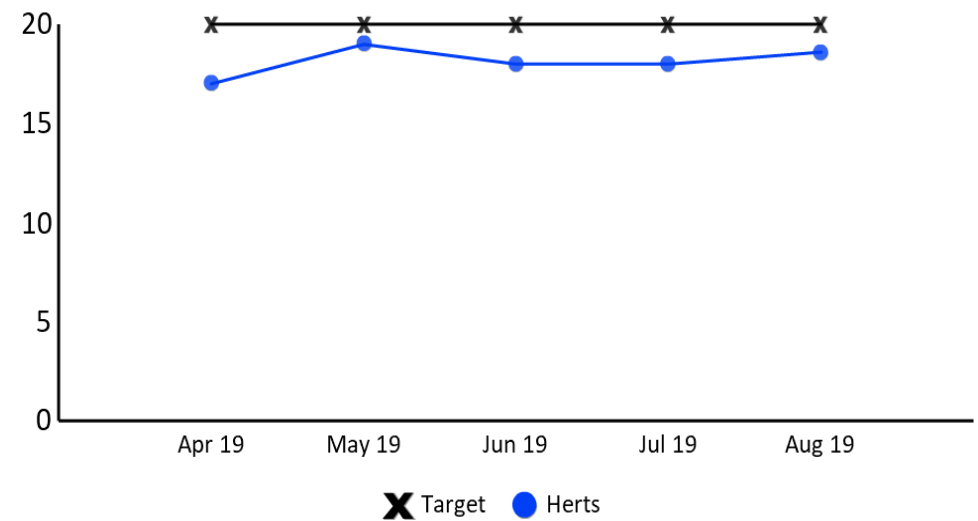
**£11.9m** (spend)

Agency spend has decreased from £12m last quarter

**4.5%** (of payroll)

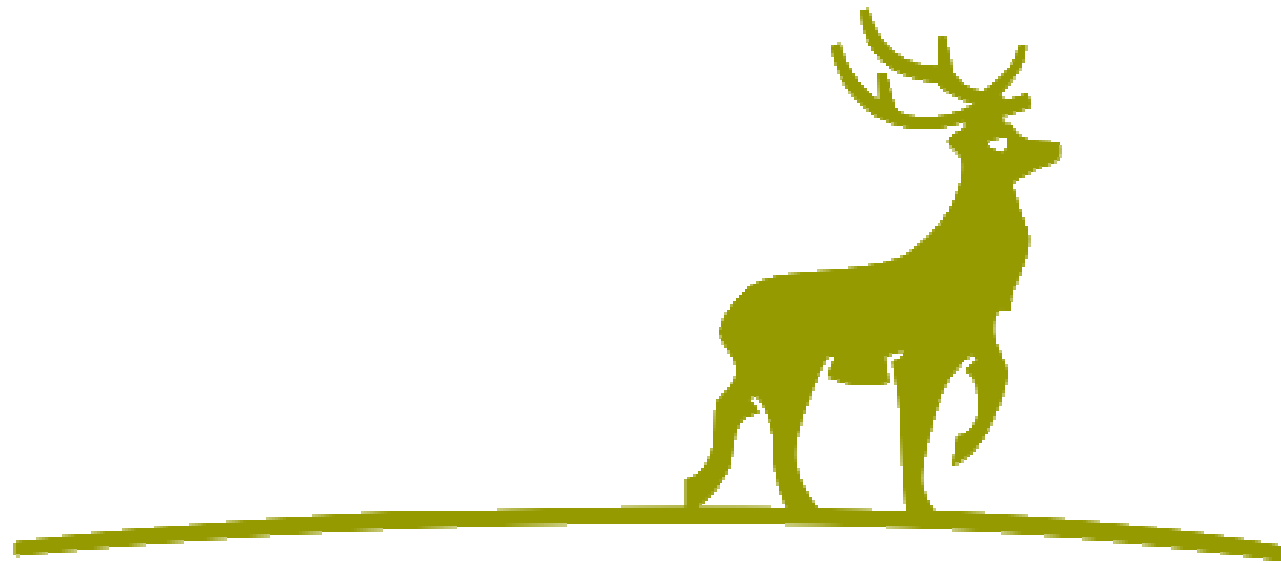
Decreased by 0.1%

## Customer Service Centre (CSC) all contacts – average call waiting time



**18.6** (minutes)

Performance has decreased from 18 last quarter



**Hertfordshire**