



END-YEAR 2024/25 CORPORATE PLAN KEY PERFORMANCE INDICATOR RESULTS

London Borough of Richmond

31 July 2025

Adult Social Services, Health and Housing (ASSHH) Committee

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
Adult Social Services and Public Health Directorate						
RDASC-OP-001	% of enquiries to Adult Social Care where needs were met at first point of contact and did not need to progress to an assessment	74.9%	80.9%	75%	⬆️	
RDASC-OP-002	Rate of admissions into residential and nursing care per 100,000 population 65+ (<i>Minimise</i>)	430	343.8	413.7	⬆️	
RDASC-OP-005	% of Carers who received an assessment during the year	65.3%	71.4%	60%	⬆️	
RDASC-OP-006	% of people who received short-term services during the year, who previously were not receiving services, where no further request was made for ongoing support	94.5%	Data not available	90%	N/A	Reported twice a year - Awaiting clarity from DHSC regarding national indicator methodology hence no result to report as yet.
RDASC-OP-007	% of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed	96.8%	98.6%	94%	⬆️	
RDASC-PH-001	Number of people quitting smoking through smoking cessation service (<i>1QA</i>)	72 (Q3)	97 (Q3)	65 (Q3)	⬆️	Reported a quarter in arrears - Q3 data shown for both years.
RDASC-PH-002	% of Eligible people who have received an NHS Health Check (<i>1QA</i>)	10% (Q3)	7% (Q3)	6% (Q3)	⬇️	Reported a quarter in arrears - Q3 data shown for both years.
RDASC-PH-004	Number of physically inactive adults supported by a council-funded project	1,378	2,540	1,500	⬆️	
Environment & Community Services						
RECS-ENS-003	Number of private sector dwellings with serious hazards identified and removed	90	91	90	⬆️	
RECS-ENS-004	% of HMOs inspected within 20 working days of valid application	85.5%	86%	80%	⬆️	

24-25 Richmond Corporate Plan KPIs

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RECS-ENS-011	Number of long term (2+ years) empty properties returned to occupation	N/A NEW	36	20	N/A	
Housing & Regeneration Directorate						
HRR-HS-001	Number of households living in Temporary Accommodation (Minimise)	590	678	475	↓	The homelessness demand throughout 2024/25 has been increasing locally and nationally, with domestic abuse being one of the biggest causes of homelessness. It can be challenging to prevent homelessness if households present without notice in these circumstances. Furthermore, the number of private rented sector evictions is increasing, as well as friends and family exclusion, and the rising rental costs are placing further pressure on local authorities when sourcing affordable and suitable accommodation. However, the number of homeless cases prevented has been rising via an offer of a private rented sector property, albeit the forecast for such moves in 2024/25 was not fully achieved. The introduction of the new landlord incentives is proving to be effective.
HRR-HS-002	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	—	
HRR-HS-003	Number of homeless cases prevented	180	222	65	↑	
HRR-HS-004	Number of properties where major disability adaptations have been completed	99	98	90	↓	
HRR-HS-005	Number of affordable housing completions	40	29	66	↓	There is no direct delivery in Richmond, so all new affordable homes are built either by Registered Providers (RPs) directly delivering on their own land and/or purchasing affordable homes built by private developers via s106. The Council works hard with RPs to deliver affordable housing in the Borough but has limited direct control over completion numbers. Due to delays on site, the remaining 37 units are due to be completed early in the new financial year 2025/26 including Richmond Royal Hospital Site (15 units), Queens Road (12 units - almshouses) and x2 former garage sites (10 units).

Education and Children's (ECS) Services Committee

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-AFC-CIN-1	% of Assessments completed within 45 working days	93.1%	93.5%	95%	↑	
RCEG-AFC-CIN-2	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	91.4%	90.9%	90%	↓	
RCEG-AFC-CIN-3	% of Children subject to Child Protection Plan for 4 weeks or more, who have been visited within last 20 working days	97.6%	97.7%	100%	↑	
RCEG-AFC-CIN-4	% Early Help cases that step up within 3mths (Minimise)	4.3%	3.4%	6%	↑	
RCEG-AFC-CIN-5	% of Social work open cases with a supervision discussion recorded within 8 weeks	83.3%	82.6%	95%	↓	Performance increased in Q4 to 83%. Under-performance is largely due to delays in writing up supervision meeting notes. We are addressing these delays with the following initiatives: 1. Following a successful pilot period, we have now adopted a new supervision form in Liquid logic which uses a more refined and succinct format. This change is driven by our commitment to reducing the administrative burden on social work managers, allowing them more time to focus on direct support and practice development. Importantly, this streamlined form has been carefully designed to retain all pertinent information required for effective supervision, reflective practice, and professional growth. 2. We are piloting a new AI tool in Richmond Safeguarding and R&A teams which automates the recording of supervision writeups. The pilot runs until the end of May, Feedback to date is hugely positive.
RCEG-AFC-CIN-6	% of Referral decisions made within 24 hours	74.4%	85.5%	95%	↑	Our Single Point of Access (SPA) ensures timely attention to the most urgent cases through dynamic BRAG risk-based prioritisation and close managerial scrutiny of all initial contacts. The "% of referral decisions within 24 hours" KPI timeframe starts after a contact decision, meaning any necessary delay for information gathering at the contact stage impacts the referral authorisation window. This inherent managerial oversight provides reassurance that slightly extended

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
						referral decision times reflect a considered process for appropriate prioritisation and thorough assessment, without increasing risk, ensuring effective safeguarding. Positive upturn in performance during Q4 which we are anticipating will continue into Q1. End of year performance remains just below red line. During Q4, of the 47 exceptions; the large majority 83% were authorised just outside of timescale - on day 2.
RCEG-AFC-CL-1	% of Care Leavers aged 19-21 years in Employment, Education or Training	58.7%	57.4%	60%	↓	
RCEG-AFC-CL-2	% of Care Leavers aged 19-21 years in suitable accommodation	93.5%	97%	95%	↑	
RCEG-AFC-CL-3	% of Care Leavers aged under 18 with an up to date pathway plan	94.6%	94.3%	90%	↓	
RCEG-AFC-CLA-1	% of CLA visited within statutory timescale	94.5%	94.7%	95%	↑	
RCEG-AFC-CLA-2	% of CLA in foster placements who are placed with in-house foster carers	51.6%	39.4%	55%	↓	Performance dipped in Q4. Of the 14 new foster placements starting during the quarter, 10 new children and young people could not be placed with in-house carers. One significant challenge was around finding in-house carers with capacity for multiple sibling groups: for example: - 6 children (2 sets of 3 siblings), for whom the care plan was for the children to remain together, but we did not have in house carers that could take all 3 children. During April we are having a specific focus on the need for multiple sibling placements and have gathered life experience stories from some of our families and children that will be part of the campaign on social media and website.
RCEG-AFC-CLA-3	% of CLA placed 20+ miles from home (Minimise)	22.8%	28.7%	21%	↓	
RCEG-AFC-CLA-4	% of CLA who have gone missing that are offered a return home interview (RHI) within 72hrs	87.9%	96.2%	95%	↑	

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-AFC-CLA-5	% of CLA missing from care receiving a return home interview (RHI)	60.1%	72.3%	50%	↑	
RCEG-AFC-CLA-6	% of CLA with an annual health assessment	73.7%	80%	89%	↑	Performance dipped slightly to 80% in Q4 however this end of year position is expected to improve further as end of year cleansing for the SSDA903/Children Looked After Data Return takes place. The action plan as reported in Q3 is ongoing with the external audit expecting to now complete by the end of April. This audit will provide further insights to help us identify the challenges and refine our processes. Our aim is to complete the audit, review the digital forms, conduct testing, and be prepared for a soft launch which will now take place during Q1.
RCEG-AFC-EA-1	% of Young people leaving emotional health service as a planned exit	74.2%	73.7%	75%	↓	
RCEG-AFC-EA-2	% of 16-17 year olds who are confirmed as not in Education, Employment or training status (including those whose status is not currently known) (<i>Minimise</i>)	1.6%	1.4%	3%	↑	
RCEG-AFC-EA-3	KS2 - % of Pupils achieving the expected standard in Reading, Writing & Maths at KS2	74%	76%	75%	↑	
RCEG-AFC-EA-4	KS4 - % of Pupils reaching a Level 5 in both English and Maths	65%	66.6%	68%	↑	The data was not available for reporting at mid-year due to delayed DfE publication so these education attainment KPIs have been included for year-end reporting. All results relate to the 23/24 academic year.
RCEG-AFC-EA-5	KS2 - % point gap between attainment of disadvantaged pupils and non-disadvantaged pupils achieving the expected level in reading, writing and maths (<i>Minimise</i>)	N/A NEW	30%	30%	N/A	As above.

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-AFC-EA-6	KS4 - % Point gap between attainment of disadvantaged pupils and non-disadvantaged pupils achieving the expected level (9-4) in English and maths at Key Stage 4. (<i>Minimise</i>)	N/A NEW	30%	30%	N/A	As above
RCEG-AFC-EA-7	KS4 - Average progress 8 score for disadvantaged pupils	N/A NEW	-0.32	-0.2	N/A	As above
RCEG-AFC-FS-2	% of families first interventions closed with a positive outcome (Cumulative)	79.5%	84.2%	90%	↑	
RCEG-AFC-SEN-1	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (including exceptions)	43%	94.6%	60%	↑	
RCEG-AFC-SEN-2	% of Children and young people with EHCPs who are educated within the borough	68.7%	69.2%	80%	↑	
RCEG-AFC-SEN-3	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	83.3%	84.1%	80%	↑	

Environment, Sustainability, Culture and Sports (ESCS) Committee

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
Environment and Community Services Directorate						
RECS-CLLS-001	Physical visits to library sites rate (per 1,000 population)	4,589	4,689	4,636	⬆️	Physical visits continue to rise showing that residents are attending library buildings for many reasons aside from physical book borrowing e.g. computers, advice, activities, groups, events, study space etc.
RECS-CLLS-004	Number of library issues (Hard Copy & Electronic) (per 1,000 population)	7,080	7,299	7,103	⬆️	Split is approx. 35% e-issues and 65% physical issues as against 25% / 75% last year.

24-25 Richmond Corporate Plan KPIs

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RECS-CPL-001	Overall attendance at sports and fitness centres	957,813	1,030,357	918,000	↑	
RECS-CPL-003	Total number of new Trees planted annually	380	815	800	↑	Just over 800 trees were planted during the 2024/25 tree planting season, resulting in a net increase of 467 trees. 348 trees were removed and 815 planted. Officers seek to minimise felling of trees and will only do so as a last resort. The number of trees that require replacement varies from year to year, depending on factors such as drought, storms, or disease spread. We published the tree planting locations on our website.
RECS-CPL-004	Total number of participants in Arts Programmes (including Orleans House Gallery)	85,347	61,020	50,000	↓	In 2024/25 there were 43,100 in person visits at Orleans House Gallery and 17,920 attendances at council arts programmes.
RECS-CWR-001	KG household waste per head of population (Minimise) (1QA)	99.6 (Q3)	99.3 (Q3)	90 (Q3)	↑	The Council has a duty to collect household waste and only has limited influence over the quantity requiring collection e.g. through communications & engagement. However, external factors such as weather, economic conditions can have a much greater impact. During 2025/26 the Council will deliver a comprehensive communications campaign, covering a range of methods to engage with residents about waste and recycling.
RECS-CWR-002	% of Household waste sent for reuse, recycling and composting (1QA)	39.8 (Q3)	42.5 (Q3)	46% (Q3)	↑	This is the highest level of recycling since Q3 2023/24 but remains significantly below target. The data behind this result (as well as the data for Q1 and Q2) excludes Mega Skip tonnages and the full year tonnages are intended to be included in Q4 data. Additionally, significant quantities of wrongly coded commercial waste were recently identified within the household waste data, an adjustment for which will be included in Q4 data so that the data for the year as a whole is accurate. Both are expected to provide a significant boost to the Q4 recycling rate.
RECS-CWR-003	Domestic food waste recycled as % of total household waste (1QA)	3.6% (Q3)	3.5% (Q3)	4% (Q3)	↓	Although food recycling <u>tonnage</u> increased to its highest level since Q3 2023/24, the total household waste rose by a larger proportional increase, so the current result shows a slight overall decrease compared to the same period last year as well as Q2 (3.6%). Weekly food recycling collections will be rolled out to RHP flats

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
						during Q1 2025/26, and this is expected to provide a further boost to food recycling tonnages.
RECS-CWR-004	Reported non collection of domestic waste and recycling per 100,000 bins collected (Minimise)	87.5	53.1	70	↑	
RECS-CWR-005	% of reported missed waste collections cleared within contractual timescales	99.7%	99.6%	95%	↓	
RECS-CWR-006	Average time (days) taken to clear a reported fly-tip (Minimise)	4	2.25	5	↑	
RECS-CWR-007	% of Public streets with acceptably low levels of litter and detritus after cleansing	95.5%	93.3%	98%	↓	The result breaks down into 96% for litter and 95% for detritus accumulations (which can have knock-on effects for weed growth. 95.5% reflects a one percentage point deterioration compared to Q3 but a six-percentage point improvement compared to Q2 as well as a two and a half percentage point improvement compared to Q4 2023/24.
RECS-ENS-001	% of high risk food premises inspected within the defined timescale	98%	98%	100%	▬	
RECS-ENS-002	% of New high-risk massage & special treatment premises inspections carried out within 28 working days of valid application	88%	50%	95%	↓	This is a difficult target to monitor since the date the business becomes ready for business cannot easily be identified. The Food and Safety Team continues to suffer from sickness and vacancies within the team. We have lost more officers than we have been able to recruit and need to balance food inspections with inspection of high risk massage and special treatment (MST) premises; this consists not only of new applications but also variations and renewals. Recruitment for a contractor to undertake this work has proved difficult. Fortunately, only 2 high risk MST applications were referred to the Food and Safety Team for inspection during Q4, but the target was missed for 1 due to it being reallocated to the team following the contractor leaving.
RECS-HOS-001	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	2,582	2,323	Data only	N/A	

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RECS-HOS-002	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	3,995	4,595	Data only	N/A	
Chief Executive's Group						
RCEG-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	85.7%	100%	80%	↑	
RCEG-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	86.1%	87.7%	75%	↑	
RCEG-P-003	% of Council's decisions on major and non-major applications in the assessment period which are overturned at appeal (Minimise)	1.26%	1.62%	5%	↓	
RCEG-PPA-001	Council Tonnes of CO2e emissions (Scope 1 and Scope 2) (Minimise) CC	2,100	Data not yet available	Data only	TBC	Result will not be available until the end of 2025/beginning of 2026.
RCEG-PPA-002	Borough-wide Kilotons of CO2e emissions (Scope 1 and Scope 2) (Minimise) CC	574.8	Data for 2023 available in June 2025.	Data only	TBC	Latest result available is for 23/24 (574.8) and relates to calendar year 2022. Data is published 2 years in arrears in June each year by the Department for Business, Energy and Industrial Strategy.






Transport and Air Quality (TAQ) Committee

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-T-001	Number of on-street cycle parking spaces added	76	240	100	↑	

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-T-002	Number of Electric Vehicle (EV) charging sockets (EVCP) added in the Borough	453	275	200	↓	In 24/25, 271 lamp column chargepoints (72 under the 2023 ORCS programme and 199 under the 2024 ORCS programme) and 4 fast chargers (Friars Lane Car Park).
RCEG-T-003	% of Primary schools operating school streets	33.3%	42.9%	Data only	↑	
RCEG-T-004	% of Trips by borough residents made by sustainable modes (walking, cycling and public transport)	N/A	69%	Data only	N/A	Result is a two-year average of 2022/23 to 2023/24. Previous years data is considered unreliable due to impact of Covid and no longer used as base or for target setting.
RCEG-T-005	% of Trips by borough residents made by active modes (walking, cycling)	N/A	47%	Data only	N/A	
RCEG-T-007	New and materially improved pedestrian crossings	7	1	Data only	↓	In Q4 24/25, new and materially improved pedestrian crossings were constructed at Church Grove (1 zebra upgraded to a parallel zebra). This delivery brings the 24/25 total to 6 new and materially improved pedestrian crossings.
RCEG-T-008	KMs of new segregated cycle lanes in the Borough	3.9	0	Data only	↓	No new Q4 delivery. The total for 24/25 0.05km (Arragon Road cycle slip).
RCEG-T-010	% of residents living within 400m of the London-wide strategic cycle network.	9%	9%	11%	—	This is a target assessed by TfL (Transport for London) with data reported by them as of December 2024. As a result, this data does not reflect full 24/25 cycle network delivery in the borough. Additionally, due to ongoing discussions with TfL to formally include Richmond's 23/24 segregated cycle lane delivery in the strategic cycle network, the data is unlikely to reflect the full extent of improvements to Richmond's cycle network delivered in the prior year as well.
RCEG-T-011	Proportion of residents' trips made by car (<i>Minimise</i>)	N/A	30%	Data only	N/A	Result is a two-year average of 2022/23 to 2023/24. Previous years data is considered unreliable due to impact of Covid and no longer used as base or for target setting.
RCEG-T-012	Number of licensed vehicles owned by Borough residents (<i>Minimise</i>)	74,660	85,646	Data only	↓	Outturn is based on 2023 data. Due to the discontinuation of the previous source, prior year figures have been revised upward. The new source includes tax-exempt vehicles, resulting in an increased figure for 2023.

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RECS-ENS-005	% of reportable monitoring locations achieving the Nitrogen Dioxide air quality objectives (12 month rolling period)	89%	95.4%	100%		The targets are set for air quality to achieve the national air quality objectives. Recent dialogue has concluded that setting a lower threshold would not be appropriate. Whilst air quality is improving generally, there are still some locations that exceed the criteria. The reasons for exceedances include motor vehicle use and congestion. The RSP is currently preparing Air Quality Action Plans that will set out the councils' plans to help tackle air quality over the next 5 year horizon however, the council is not in control of busy and congested roads owned and operated by TfL.
RECS-ENS-006	% of monitoring stations achieving the particulate air quality objectives (PM10) (12 month rolling period)	100%	100%	100%		
RECS-ENS-007	% of known construction sites compliant with GLA Emission Standards for non-road mobile machinery (NRMM)	100%	100%	95%		
RECS-ENS-008	Number of interventions by Compliance Officers for engine idling (No Polarity)	9,124	9,081	Data only	N/A	
RECS-ENS-010	Number of schools where RSP engagement has taken place	N/A NEW	29	Data only	N/A	
RECS-HOS-003	% Attendance to all Dangerous Highway defects within 24hrs of notification	100%	100%	100%		
RECS-TE-001	Total number of people killed or seriously injured on roads in the Borough (Minimise)	111	91	Data only		Total KSI on all roads in the borough, both for TfL and Borough roads was 91 for the calendar year 2024, a reduction of 20 from the 2023 calendar year. For Borough roads the reduction was from 89 in 2023 to 71 in 2024 constituting the majority of this decline.

Finance, Policy and Resources (FPR) Committee

PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
Finance Directorate						
RFIN-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	79.2%	82.8%	85%	⬆️	Whilst below target, performance has improved since Q3 and is significantly higher than Q4 of last year (79.2%). Having matched performance with Q1 of 24/25, this is the best quarterly performance since Q3 21/22. Officers continued work with departments in dealing with areas of concern and increased training and support throughout the year has helped overall performance.
RFIN-RS-001	Council Tax Collection rate	98.5%	98.3%	98.2%	⬇️	
RFIN-RS-002	Non-Domestic Rates (Business Rates) Collection rate	99.3%	97.9%	98%	⬇️	
Change & Innovation Directorate						
RCID-CUS-001	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	63.3%	76%	70%	⬆️	
RCID-CUS-002	% of Customers requesting a Face to Face appointment who have to wait for more than two days (Minimise)	0%	0%	0%	▬	
Adult Social Services & Public Health Directorate						
RDASC-BOS-001	Number of resettled refugee families by end of 2025 through Safe and Legal routes consultation	N/A NEW	Result not available	5	TBC	This KPI will be monitored for the first time in calendar year 2025; data should be available by end December 2025. Achieving the target is dependent on identifying suitable properties in the Private Rented Sector for families.
RDASC-BOS-002	% of welcome visits completed for Ukrainian refugees	88.5%	98.1%	95%	⬆️	

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
Chief Executive's Group						
RCEG-CP-001	Number of people offered advice through Citizens Advice Richmond and Richmond AID	8,879	9,735	5,000	⬆️	
RCEG-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	60.66	61.86	Data only	⬇️	As per the Metropolitan Police dashboard Richmond currently has the Lowest Total Notifiable Offences per 1000 rate in London, being the safest London Borough. Sutton and Kingston upon Thames are the second and third lowest respectively.
RCEG-CS-003	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	398	439	400	⬆️	109 referrals received by commissioned VAWG services in Q4 – this included Hestia main IDVA service, and Refuge's Enhanced needs support service and Economic abuse IDVA. Annual target of 400 referrals has been met. The main IDVA service provider has been recommissioned, and the new 3-year contract has been awarded to Refuge. The service provision started on the 1st of April 2025. Refuge will be completing a lot of work raising awareness of the service across the partnership, creating referral pathways, co-locations and developing working relationships with various agencies encouraging referrals. The council anticipates an increase in the next reporting period of the average daily referrals.
RCEG-CS-006	% occupation of refuge spaces (joint KPI with adult services)	95%	91.4%	90%	⬇️	The target has been met at 91% during the last quarter. The total number of unit days commissioned in quarter 4 was 1246, and the total number of occupied unit days in quarter 4 was 1139.
RCEG-CS-007	% of positive outcomes for domestic abuse in the borough	N/A NEW	8.1%	Data only	N/A	This is a baseline statistic to monitor. 8.1% positive outcomes achieved from 1314 Domestic abuse (DA) incidents, which is a 2.1% increase this quarter. This measure enables greater insight of DA crimes with a positive outcome that have progressed to a charge, caution or other formal sanction.
RCEG-CS-008	% of positive outcomes for sexual violence in the borough	N/A NEW	2.5%	Data only	N/A	This is a baseline statistic to monitor. The council anticipate 2.5% positive outcomes were achieved from 238 sexual violence offences, this provides us an understanding of the sexual violence offences which have progressed to a charge, caution or other formal sanction. Therefore, providing greater insight of the safety of women and girls in our public spaces.

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PI Code	PI Name	2023/24	2024/25			2024/25
		Value	Value	Target	DoT	Note
RCEG-CS-009	Number of community triggers (ASB reviews) received	N/A NEW	6	Data only	N/A	The ASB Case Review gives victims of persistent anti-social behaviour the ability to demand a formal case review where the locally defined threshold is met. In Q4 there were 2 new referrals for an ASB Case Review.
RCEG-CS-010	Number of ASB cases referred to the Community ASB MARAC (No Polarity)	N/A NEW	20	Data only	N/A	The Community ASB MARAC is a monthly case panel where agencies share information on cases of ASB, repeat victimisation, and / or severe or ongoing risk to particular person/s. In Q4 there were 8 new referrals to the CMARAC 4 of which met the threshold for the panel.
RCEG-EDO-001	Number of residents engaged/supported to find work through the Council's employment service	263	201	200	↓	Due to the delivery of UK Shared Prosperity Fund the team were doing specific outreach to reach target groups, this helped to raise the profile of the Richmond Work Match service across the borough.
RCEG-EDO-003	Number of Richmond Work Match Secured Jobs	70	77	75	↑	The team exceeded this target which is remarkable considering the difficult year the team experienced, with their manager passing away suddenly. Despite this the team worked hard to achieve and exceed all their targets, which should be commended.
RCEG-EDO-004	Number of in person and blended learning courses completed which are provided through the Council's employment service	N/A NEW	97	50	N/A	
RCEG-EDO-005	Number of residents accessing E learning courses provided through the Council's employment service	N/A NEW	20	50	N/A	Less residents are engaging with the e learning as their preference is to attend the in-person training.