

MID-YEAR (Q2) 2024/25 CORPORATE PLAN KEY PERFORMANCE INDICATOR RESULTS

London Borough of Richmond

28 February 2025

Adult Social Services, Health, and Housing Committee

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
ADULT & PUBLIC 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%	76.3%	81.1%	75%	⬆️	
RDASC-OP-002	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise) .	430	205.4	148.4	236.2	⬆️	
RDASC-OP-005	% of Carers who received an assessment during the year.	65.3%	40.3%	45.4%	35%	⬆️	
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%	N/A NEW	Data not yet available	90%	N/A	Reported twice a year, however, still awaiting clarity from Department of Health & Social Care regarding national indicator methodology. 23/24 result is the latest data available (22/23 result was similar at 94.7%).
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%	97.2%	97.4%	94%	⬆️	
RDASC-PH-001	Number of people quitting smoking through smoking cessation service (1QA) .	105	25 (Q1)	30 (Q1)	25 (Q1)	⬆️	Q1 results shown as data is reported 1 quarter in arrears.
RDASC-PH-002	% of Eligible people who have received an NHS Health Check (1QA) .	12.9%	3.3% (Q1)	2.6% (Q1)	2% (Q1)	⬇️	Q1 results shown as data is reported 1 quarter in arrears.
RDASC-PH-004	Number of physically active adults supported by a council-funded project.	1,378	1,214	942	750	⬇️	

Mid-year (Q2) 24-25 Richmond Corporate Plan KPIs

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
ENVIRONMENT AND COMMUNITY SERVICES DIRECTORATE							
RECS-ENS-003	Number of private sector dwellings with serious hazards identified and removed.	90	49	37	44	↓	Slightly under target due to staff shortages inc. sickness, recruitment to vacant posts. Heading into winter months where complaints are likely to increase. In addition, currently 20 notices served with time running out for compliance so expected to increase.
RECS-ENS-004	% of HMOs inspected within 20 working days of valid application.	85.5%	80%	100%	80%	↑	
RECS-ENS-011	Number of long term (2+ years) empty properties returned to occupation.	N/A NEW	N/A NEW	9	10	N/A	Bringing empty properties back into use can be time-consuming and subject to long lead times. Work continues on tackling the number of empty homes throughout the borough. The aim being to utilise both an informal engagement approach with property owners; utilising grant funding where appropriate
HOUSING AND REGENERATION DIRECTORATE							
HRR-HS-001	Number of households living in Temporary Accommodation (<i>Minimise</i>).	590	606	607	534	↓	Whilst performance on homelessness prevention is improved and the Council's use of bed and breakfast remains minimal, a sharp increase in new homelessness demand during Q2, with August and September seeing the highest levels of new applications over the preceding two years, has led to overall levels of temporary accommodation increasing as a result.
HRR-HS-002	Number of family households with dependent children in Bed & Breakfast accommodation for 6 weeks+ (<i>Minimise</i>).	0	0	0	0	▬	
HRR-HS-003	Number of homeless cases prevented.	180	83	97	30	↑	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
HRR-HS-004	Number of properties where major disability adaptations have been completed.	99	55	29	44	↓	Whilst completions tend to be backloaded to quarters 3 and 4, the service is working on the planned replacement of their IT and casework management system this financial year, with much officer time needed on developing and testing the new system etc. This has impacted on volumes of completed jobs although it is expected lost ground will be substantially made up over the remainder of the year.

Education and Children's Services (ECS) Committee

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RCEG-AFC-CIN-1	% of Assessments completed within 45 working days	93.1%	92.5%	93.6%	95%	↑	
RCEG-AFC-CIN-2	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	91.4%	87.5%	83%	90%	↓	3 initial conferences (involving 8 children - 1 sibling group of 4 and 2 sibling groups of 2) were held late during the quarter. All four conferences were held out of timescale due to delays in assessment completion, which led to late notification and ICPC held out of timescale. All four conferences had AD and Head of Conference & Review oversight. The AD and Head of Conference continue to work with Service Managers to provide support and guidance and to ensure that processes are followed correctly, and timescales are met.
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%	97.9%	97.6%	100%	↓	
RCEG-AFC-CIN-4	% Early Help cases that step up within 3mths (<i>Minimise</i>)	4.3%	0.6%	2.4%	6%	↓	

Mid-year (Q2) 24-25 Richmond Corporate Plan KPIs

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RCEG-AFC-CIN-5	% of Social work open cases with a supervision discussion recorded within 8 weeks	83.3%	72.4%	84.9%	95%	↑	Upward trajectory in performance seen throughout the last quarter increasing to 85%. This data reflects whether a formal 'Case Supervision' meeting has been held for each child within the past eight weeks. It's important to note that Case Supervision is one of a range of 'touchpoints' for providing social workers with managerial oversight and support. The Case Supervision meetings allow for reflection on the progress and impact of interventions for children. During discussions, child cases are prioritised according to risk, with the focus being on addressing the social worker's most pressing concerns first. Additional touchpoints for reviewing children's cases and providing social workers with oversight and support include - Management Oversight, Group Supervision, Families First Supervision, CiN panel, Pre-Birth Panel and Signs of Safety supervision. A revised Case Supervision template has been agreed and developed by the Systems team and launched as a 3-month pilot programme starting August 1st to 1st November 2024. The intention is to track all supervision discussions for each child's case beginning on August 1st. This approach will provide a more realistic picture of how often a child's plans and the impact of plans are discussed with a manager or senior leads. This will also ensure accurate reporting of performance moving forward. Feedback so far on this has been very positive from workers and its new concise format has most definitely had a positive impact on the timely recording of case supervisions as performance continues to improve since this was compiled.
RCEG-AFC-CIN-6	% of Referral decisions made within 24 hours	74.4%	76.9%	93.1%	95%	↑	
RCEG-AFC-CL-1	% of Care Leavers aged 19-21 years in Employment, Education or Training	58.7%	60%	54.3%	60%	↓	51/94 care leavers were in touch with EET at the end of Q2, a slight improvement compared to Q1, but still below target. However, our current data show an encouraging improvement, with 64.9% of 19-21 year olds actively

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
							engaged in EET opportunities. Of the young people who are NEET, 12 young people (36.4%) are seeking employment, 5 (15%) are currently not engaging, 5 (15%) are ineligible to work due to immigration status, and 7 (21.2%) are either receiving PiP (Personal Independence Payment) or state mental health support. The remaining 12.4% are either parenting, missing, engaged in childcare or seeking education. Important to note that of this group, 63.6% face significant barriers (such as mental health) which are being addressed before they are considered 'work ready'. To support NEET young people, the Leaving Care team and AdC Virtual College collaborate closely to identify and address barriers to EET. We provide opportunities and support, including education programs, courses, employment, and work experience.
RCEG-AFC-CL-2	% of Care Leavers aged 19-21 years in suitable accommodation	93.5%	92.2%	94.7%	95%	↑	
RCEG-AFC-CL-3	% of Care Leavers aged under 18 with an up to date pathway plan	94.6%	93.2%	90%	90%	↓	
RCEG-AFC-CLA-1	% of CLA visited within statutory timescale	94.5%	90.6%	90.7%	95%	↑	
RCEG-AFC-CLA-2	% of CLA in foster placements who are placed with in-house foster carers	51.6%	56.7%	46.9%	55%	↓	
RCEG-AFC-CLA-3	% of CLA placed 20+ miles from home (Minimise)	22.8%	22.5%	33.6%	21%	↓	The percentage of children in care in England placed over 20 miles from home has been steadily increasing over the past decade. In 2023, it was reported that 21% of children in care nationally were placed this far away, the same proportion as the previous year. Richmond follows the national trend, albeit with a higher percentage of children placed over 20 miles away. For the

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
							<p>last couple of years, while Richmond has been higher than the national average, it has seen performance in line with its statistical neighbours however more recently we have seen further increases.</p> <p>We are seeing this increase because of two main reasons: the paucity of local mainstream foster carers and the ongoing need to develop local residential provision.. We are developing a new incentive package including exemption for foster carers from paying council tax when they have a child in placement. We are part of the Regional Fostering Recruitment scheme in the south east which has considerable DfE funding. We are also looking at how we can conduct our own marketing campaigns and social media activity to raise the number of enquiries. We are developing a Mockingbird hub as a way of retaining and supporting existing foster carers by ensuring they have consistent breaks from fostering.</p> <p>In addition, AfC are developing a second children's home in Old Windsor which will be open in Summer 2025 and a third in Surbiton which will open spring 2026. Both these provisions will work alongside our existing provision in Teddington to give us capacity to look after 11 children including having one emergency bed.</p>
RCEG-AFC-CLA-4	% of CLA who have gone missing that are offered a return home interview (RHI) within 72hrs	87.9%	90.6%	91.9%	95%	↑	
RCEG-AFC-CLA-5	% of CLA missing from care receiving a return home interview (RHI)	60.1%	67.2%	71%	50%	↑	
RCEG-AFC-CLA-6	% of CLA with an annual health assessment	73.7%	45.7%	78.2%	89%	↑	Q2 performance decreased slightly from 81% in Q1 to 78% in Q2. Performance was impacted by a period of absence for our paediatrician during July and August. The backlog has since been cleared, and we are seeing positive improvements through September. Important to

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
							note that the recent addition of three new children coming into care, particularly those under Section 20 also impacted on our escalation processes and form completion times. This is due to delays in obtaining necessary consents from responsible parent or young person (age over 16). To address these challenges and mitigate the effects of staff turnover, we continue to hold weekly CLA Health Tracker meetings with senior management from Health and Corporate Parenting to ensure oversight and timely escalation. Additionally, we are collaborating with our Systems and Intelligence team to better understand the reasons behind delays, non-attendance, and performance declines. This data will inform our strategies for improving future performance.
RCEG-AFC-EA-1	% of young people leaving emotional health service as a planned exit	74.2%	N/A No data	77.5%	75%	N/A	
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) (Minimise)	1.6%	2.8%	2.2%	3%	↑	As at August (2 month rolling YTD total) NEETs including not knowns is 2.2%.
RCEG-AFC-EA-3	KS2 - % of Pupils achieving the expected standard in Reading, Writing & Maths at KS2	74%	73%	75%	75%	↑	
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 (Minimise)	N/A NEW	N/A NEW	30%	30%	N/A	
RCEG-AFC-FS-2	% of families first interventions closed with a positive outcome (cumulative)	79.5%	100%	77.4%	90%	↓	
RCEG-AFC-SEN-1	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (including exceptions)	43%	53.8%	94.9%	60%	↑	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RCEG-AFC-SEN-2	% of Children and young people with EHCPs who are educated within the borough	68.7%	66.6%	66.6%	80%	▬	
RCEG-AFC-SEN-3	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	83.3%	88%	96.3%	80%	⬆	

Environment, Sustainability, Culture and Sports Committee

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
CHIEF EXECUTIVE'S GROUP							
RCEG-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	85.7%	100%	No Applications received	80%	N/A	There were no major development applications in the 3-month period July – September.
RCEG-P-002	% of non-major planning applications processed within 8 weeks or statutory timeframe	86.1%	90.9%	88.3%	75%	⬇	
RCEG-P-003	% of Council's decisions on major and non-major applications in the assessment period which are overturned at appeal (<i>Minimise</i>)	1.26%	0.18%	2.34%	5%	⬇	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RCEG-P-004	Net additional homes provided	141	141	100	411	↓	<p>The set target is an annualised 10-year target and completions vary from year to year. The Housing AMR is published each year with details of future housing land supply, with the Housing AMR 2023/24 recently published.</p> <p>Since 2022/23, the Council have granted permission for over 1,000 dwellings, therefore it is likely this high number of permissions will result in either reaching and/or exceeding the housing target within the next few years.</p> <p>The emerging Richmond Local Plan proposes a stepped housing delivery target to enable the higher housing target in the London Plan 2021 to be met over a ten-year period, with further details set out in the Housing Delivery Background Topic Paper to support the Local Plan. The Local Plan is expected to be adopted in 2025, and the stepped trajectory will then be the basis for future monitoring. The Government's annual measurement of housing delivery, the Housing Delivery Test (HDT), meant the Council was required to produce a HDT Action Plan in 2024. This was agreed by Environment Committee in June 2024 and includes actions to improve delivery which are being implemented and monitored.</p>
ENVIRONMENT & COMMUNITY SERVICES							
RECS-CLLS-001	Physical visits to library sites rate (per 1,000 population)	4,589	2,294	2,349	2,318	↑	
RECS-CLLS-004	Number of library issues (Hard Copy & Electronic) (per 1,000 population)	7,080	3,479	3,618	2,350	↑	
RECS-CPL-004	Total number of participants in Arts Programmes (including Orleans House Gallery)	85,347	29,614	32,537	22,000	↑	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RECS-CWR-001	KG household waste per head of population (Minimise) (1QA)	374.4	93 (Q1)	99 (Q1)	90 (Q1)	↓	Q1 results shown as data reported 1 quarter in arrears. The KG weight of household waste collected in Q1 was in excess of target. There is frequent variability and change in the overall volume of waste collected between quarters and years. This is often reflected across other Councils. For example the residual household waste arisings rose by 3% in Q1 compared to the previous year across the West London Waste Authority region. The Council is limited in the ability to influence the quantity of waste requiring collection e.g. through communications & engagement.
RECS-CWR-002	% of Household waste sent for reuse, recycling and composting (1QA) [OFLOG]	40.9%	41.9% (Q1)	38.8% (Q1)	46% (Q1)	↓	Q1 results shown as data reported 1 quarter in arrears. The overall percentage shift in recycling is in part made up by the increase in residual waste collected, leading to this category constituting a higher proportion of overall waste percentage, with a reduction in recycling. The overall KG of re-use, recycling and composting in comparison to Q1 2023/24 is within 1%.
RECS-CWR-003	Domestic food waste recycled as % of total household waste (1QA)	3.5%	3.3% (Q1)	3.4% (Q1)	4% (Q1)	↑	Q1 results shown as data reported 1 quarter in arrears. The total KG of food waste recycling increased 11.7% compared to Q1 2023/24, this increase was offset by the increase in residual waste tonnage, which due to the nature of the KPI calculation indicates a decline in performance.
RECS-CWR-004	Reported non collection of domestic waste and recycling per 100,000 bins collected (Minimise)	87.5	109	55.4	70	↑	
RECS-CWR-005	% of reported missed waste collections cleared within contractual timescales	99.7%	99.8%	100%	95%	↑	
RECS-CWR-006	Average time (days) taken to clear a reported fly-tip (Minimise)	4	5	2	5	↑	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RECS-CWR-007	% of Public streets with acceptably low levels of litter and detritus after cleansing	95.5%	97%	89.5%	98%	↓	<p>The lower result mainly reflects higher levels of detritus accumulations rather than litter. The above average incidence of wet and windy weather is considered to have contributed to the volume and distribution of detritus. The service and contractor recognises that levels of cleanliness have fallen below expected standards.</p> <p>To address this and improve cleansing standards the service in conjunction with contractor CLL are implementing a number of additional measures, including changing schedules of drain cleansing to focus on area based cleaning as well as additional scheduled cleanses.</p> <p>The Council is also seeking to enhance contract monitoring arrangements and considering post waste collection cleanses to address litter escaping from waste before or during the collection process.</p>
RECS-ENS-002	% of New high-risk massage & special treatment premises inspections carried out within 28 working days of valid application	88%	95%	0%	95%	↓	<p>There is currently a small backlog of massage and special treatment inspections (2 out 2 outstanding) due to a rise in applications as well as short term sickness and vacancies within the team. The service have commenced the recruitment process for an agency contract to help resolve the backlog and keep on top of demand.</p>
RECS-HOS-001	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	2,582	1,290	1,480	DATA ONLY	N/A	
RECS-HOS-002	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	3,995	1,808	1,208	DATA ONLY	N/A	

Transport and Air Quality Committee

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
CHIEF EXECUTIVE’S GROUP							
RCEG-T-003	% of Primary schools operating school streets	33.3%	33.3%	37.5%	DATA ONLY	⬆	As of the end of Q2 24/25, Heathfield Infant School and Heathfield Junior School now have school streets.
RCEG-T-007	New and materially improved pedestrian crossings	7	3	2	DATA ONLY	⬇	In Q2 24/25, new and materially improved pedestrian crossings were constructed at The Vineyard school (1 new pelican to replace zebra crossing) and on Arragon Road (1 new zebra crossing).
RCEG-T-008	KMs of new segregated cycle lanes in the Borough	3.9	3.2	0	DATA ONLY	⬇	
ENVIRONMENT & COMMUNITY SERVICES DIRECTORATE							
RECS-ENS-005	% of reportable monitoring locations achieving the Nitrogen Dioxide air quality objectives (12 month rolling period)	89%	89.1%	92.1%	100%	⬆	The targets are set for air quality to achieve the national air quality objectives. 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 Council is currently preparing a revised Air Quality Action Plan that will set out the Councils’ plans to tackle air quality over the next 5-year horizon.
RECS-ENS-006	% of monitoring stations achieving the particulate air quality objectives (PM10) (12 month rolling period)	100%	100%	100%	100%	▬	
RECS-ENS-008	Number of interventions by Compliance Officers for engine idling (No Polarity)	9,124	5,345	4,778	DATA ONLY	N/A	
RECS-ENS-010	Number of schools where RSP engagement has taken place	N/A NEW	N/A NEW	15	DATA ONLY	N/A	Note lower numbers of schools’ interactions due to holiday period.
RECS-HOS-003	% Attendance to all Dangerous Highway defects within 24hrs of notification	100%	100%	100%	100%	▬	

Finance, Policy and Resources (FPR) Committee

PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25	
		Value	Value	Value	Target	DoT	Note	
ADULT SOCIAL SERVICES & PUBLIC HEALTH DIRECTORATE								
RDASC-BOS-002	% of welcome visits completed for Ukrainian refugees	88.5%	94.9%	97.3%	95%	↑		
CHIEF EXECUTIVE'S GROUP								
RCEG-CP-001	Number of people offered advice through Citizens Advice Richmond and Richmond AID	8,879	4,291	5,015	2,500	↑		
RCEG-CS-001	Overall Crime rate (per 1,000 residents) <i>(Minimise)</i>	60.66	31.90	31.78	DATA ONLY	↑	As per the MPS dashboard currently the Lowest Total Notifiable Offences per 1000 rate in London, being the safest London Borough. With Sutton and Harrow being the 2nd and 3rd lowest respectively.	
RCEG-CS-003	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	398	181	244	248	↑	This is a significant increase on the previous year, there has been a considered effort by the IDVA service and the Community Safety Team to increase referrals and maintain the service despite the contract coming to an end, with a view to a new contract starting in April 2025 with a preferred provider. The service is on target to receive 440 referrals by the end of the year.	
RCEG-CS-006	% occupation of refuge spaces (joint KPI with adult services)	95%	99.1%	89.2%	90%	↓	This is circa 1% below target figure, it is anticipated that this figure will rise above the target 90% again in the coming quarter and overall achieve an above target year end figure.	
RCEG-CS-007	% of positive outcomes for domestic abuse in the borough	N/A NEW	N/A NEW	4.6%	DATA ONLY	N/A	There is no associated target, as the council seek to gain a baseline understanding in the first year. 4.6% positive outcomes achieved from 538 Domestic abuse (DA) incidents, enables greater insight of DA crimes with a positive outcome that have progressed to a charge, caution or other formal sanction.	

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RCEG-CS-008	% of positive outcomes for sexual violence in the borough	N/A NEW	N/A NEW	3.8%	DATA ONLY	N/A	There is no associated target; this initial review of the data will enable the council to gain a baseline understanding in the first year. 3.8% positive outcomes were achieved from 132 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.
RCEG-CS-009	Number of community triggers (ASB reviews) received	N/A NEW	N/A NEW	4	DATA ONLY	N/A	The number of ASB case review applications are lower than during the Covid-19 lockdown when there was an increase in applications, often related to noise nuisance. They still remain higher than pre-Covid, however, this is likely due to increased public knowledge of the process.
RCEG-CS-010	Number of ASB cases referred to the Community ASB MARAC (No Polarity)	N/A NEW	N/A NEW	6	DATA ONLY	N/A	The number of referrals has remained consistent. The Community Safety officers are involved in numerous various professionals' meetings for cases which may not meet the threshold for a CMARAC referral, however, concerns still require a shared response.
RCEG-CUS-001	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	63.3%	45.3%	82%	70%	↑	
RCEG-CUS-002	% of Customers requesting a Face-to-Face appointment who have to wait for more than two days (<i>Minimise</i>)	0%	0%	0%	0%	▬	
RCEG-EDO-001	Number of residents engaged/supported to find work through the Council's employment service	263	124	101	100	↓	
RCEG-EDO-003	Number of Richmond Work Match Secured Jobs	70	30	44	37	↑	
RCEG-EDO-004	Number of in person and blended learning courses completed which are provided through the Council's employment service	N/A NEW	N/A NEW	50	25	N/A	

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PI Code	PI Name	2023/24	Q2 2023/24	Q2 2024/25			Q2 2024/25
		Value	Value	Value	Target	DoT	Note
RCEG-EDO-005	Number of residents accessing e learning courses provided through the Council's employment service	N/A NEW	N/A NEW	12	25	N/A	Demand for e learning courses have declined as residents are preferring to attend face to face courses.
FINANCE DIRECTORATE							
RFIN-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	79.2%	79.8%	80.5%	85%	⬆	Performance has dropped since last quarter, however, it is still higher than Q2 of last year (79.8%). There was a drop in performance in July and August due to capacity, with fewer officers available to enter goods receipt notes or approve payments, causing a dip in performance. This has improved since September with the latest month over 83%. This indicator includes invoices in dispute, in particular those which are incorrectly addressed due to our partnership with Wandsworth, returned to the supplier for correction but the original date remains on record.
RFIN-RS-001	Council Tax Collection rate [OFLOG]	98.5%	56.5%	56.2%	56%	⬇	
RFIN-RS-002	Non-Domestic Rates (Business Rates) Collection rate [OFLOG]	99.3%	59.6%	58.9%	56%	⬇	