

# Quarter 3 2020-21 Corporate Performance Indicators Report

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Corporate policy

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## Adult Social Services, Health and Housing

PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21 Note
		Value	Value	Value	DoT	
DASSR-OP-002	% of Adults with a learning disability aged 18-64 in paid employment	13.7%	14.7%	15.4%	↑	Q3 data is based on November 20 as this is the latest data available. Cumulative measure - 60 of 390 service users in employment. Despite the continued impacts of Covid-19 on our economy, the number of service users in paid employment has increased by 6 since the start of the financial year. The Council will continue to prioritise supporting people into, and maintaining, paid employment wherever possible.
DASSR-OP-003	% of People receiving rehabilitative support who have a reduced level of service or no service required at the end of their rehabilitative support	86.7%	86.3%	82.5%	↓	Q3 Data is based on November 20 which is the latest data available from our health partners.
DASSR-OP-004	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	335	237.4	175.2	↑	During the period April to August the CCG funded all admissions to nursing care. These placements are now being reviewed by social workers to establish whether some of these should now be funded by the council. Of 27 CCG funded admissions during this period only 1 so far have been transferred to the Council to fund.
DASSR-OP-010	Number of admissions into residential and nursing care aged 65+ (Minimise)	103	76	55	↑	There were 27 CCG funded admissions during the period April to August. Of these, only 1 CCG funded admission has been included in the 55 Council admissions so far this year.
DASSR-OP-005	% of Carers who received an assessment during the year	56.5%	42.9%	40.6%	↓	314 from 774 carers assessed. Q3 performance is only just below the same period last year, which is good considering the impacts of the pandemic. Carers assessments remain a key priority for the department especially during this difficult period when we know many carers are under more pressure in supporting their loved ones.
DASSR-OP-006	% of Clients (receiving long-term community services) on a Direct payment	41.5%	41.6%	41.9%	↑	450 service users with a DP.
DASSR-OP-007	% of Adults with learning disabilities who live in their own home or with their family	74.3%	74.8%	74.4%	↓	Provisional figure. 290 of 390 service users are living in their own home or with their family.
DASSR-OP-009	% of People whose personal outcomes of an adult safeguarding intervention were met	96.8%	94%	98.2%	↑	112 of 114 people achieved their personal outcomes. Performance for achieving personal outcomes can fluctuate

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
						depending on the persons views relating to the type of abuse. 90% or above is seen as good performance.
DASSR-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A	202	N/A	N/A	No figures reported as service suspended due to the Covid-19 pandemic. This occurred in March 2020 in line with NHS England (NHSE) guidance. Following the publication of the third phase of NHS response to COVID-19 which called for the restoration of primary care and community health care services to near-normal levels, the Primary Care Team have been supporting providers to reinstate the NHS smoking cessation service. This includes guidance on modifications to ensure services comply with social distancing measures. Quarter one activity was minimal and significantly less than the same period last year. This equates to a reduction greater than 33%. The degree to which providers have been able to reinstate services varies across providers depending on a number of operational factors including access to PE, staff capacity and service prioritisation. The direction of travel is currently unclear and dependent on government advice, the impact of COVID cases locally and the additional pressures of the 2020-21 flu vaccination season. The Primary Care Team is continuing to support providers to reinstate services including offering guidance on service modifications. Multiple communications to providers regarding service reinstatement and supplier relief measures have been disseminated over the summer months. The smoking cessation programme continued throughout quarter two, although activity is lower relative to the same period last year. Service modifications which include telephone consultations have enabled the smoking cessation team including sessional advisors to continue operating the programme.
DASSR-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	N/A	6.4%	N/A	N/A	
ECSR-ENS-005	% of HMOs inspected within 20 days of application	80.43%	80%	0%		Due to Covid-19, the RSP have not been undertaking physical inspections as before. Any backlog (that cannot be addressed remotely/informally) will be addressed upon the Covid-19 restrictions being lifted.

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21 Note
		Value	Value	Value	DoT	
ECSR-ENS-006	Number of formal hazard assessments carried out	121	69	3		Due to Covid-19, the RSP have not been undertaking physical inspections as before. Any backlog (that cannot be addressed remotely/informally) will be addressed upon the covid-19 restrictions being lifted.
ECSR-ENS-013	Number of private sector dwellings improved	N/A NEW	N/A NEW	2	N/A	Due to Covid-19, the RSP have not been undertaking physical inspections as before - to verify the improvements that may be required within properties (and so are unable to record numbers in the manner previously set forward). Most cases are addressed remotely, through both desktop assessments (where possible) and increased dialogue with both tenants and landlords. Officers are committed to inspecting where there is a critical threat to resident safety and enhanced Covid safe protocols can be established (from data to date, none have met this threshold).
ECSR-ENS-014	Number of private sector long term vacant dwellings returned to occupation due to council action	N/A NEW	N/A NEW	0	N/A	The Richmond Empty Property Officer commenced their post on 31/12/2020. As such for Quarter 4 a more detailed narrative will be provided, including the officer's initial findings
HRR-HS-001	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0		
HRR-HS-002	Number of households living in Temporary Accommodation (Minimise)	316	314	288		
HRR-HS-003	Number of homeless cases prevented	94	78	79		
HRR-HS-004	Number of properties where major disability adaptations have been completed	132	103	39		Number of DFGs(Disabled Facilities Grants) affected by pandemic and specifically slowdown across the construction and building sectors, as adjustments to new and often frequent changes in rules and guidance emerged. Further adaptation works completed in 3rd Quarter have not been closed on system, as this is done after payments are made, and will rollover to next quarter.

## Education &amp; Children's Services

PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-AFC-CIN-001	% of Assessments completed within 45 working days	95%	94%	96%	↑	
CEGR-AFC-CIN-002	% of Referral decisions made within 24 hours	97%	98%	88%	↓	(316/360) All referrals are screened by receiving teams and should be allocated to a worker within 24 hours of receipt from SPA. What we do know is all referrals are screened in a timely way however allocation performance has been impacted during the year by the unprecedented circumstances and increased workloads. Performance is now increasing and had increased to 92% in December.
CEGR-AFC-CIN-003	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	91.3%	95.5%	100%	↑	
CEGR-AFC-CIN-004	% of Children subject to Child Protection Plan for 4 weeks or more, who have been visited within last 20 working days	89%	94%	93%	↓	137/147 - there were 10 children not recorded as visited in the last 20 working days as at the end of December. During the third quarter where visits could not safely take place in person due to illness or self-isolation, children were seen virtually however these were not treated as statutory visits. Visits to all children subject to plans continues to be closely monitored on a weekly basis with managers during performance meetings and during case supervision meetings. Where any challenges arise in being able to visit any child police safe and well checks are arranged.
CEGR-AFC-CIN-006	% of Social work open cases with a supervision discussion recorded within 8 weeks	85%	74%	80%	↑	676/842 of all children had been reviewed in a case supervision in the last eight weeks as at the end of December. There have been additional challenges since September when workloads increased further following children's return to school. What we do know is that supervision meetings are regularly being held however recording of these is not always timely. We established the 'Reflecting teams' process during Q3 and initial sessions were held during November and December- this consists

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						of action learning set sessions which will offer practical and emotional support to managers and team leaders in key roles who support practitioners. There are 3 Reflective Teams consisting of a mixture of Heads of Services /Managers and Team Leaders from each service. These sessions will be followed up every 6 - 8 weeks thereafter.
CEGR-AFC-CL-001	% of Care Leavers aged 19-21 years in Employment, Education or Training	69%	61%	76%	↑	
CEGR-AFC-CL-002	% of Care Leavers aged 19-21 years in suitable accommodation	87%	90%	95%	↑	
CEGR-AFC-CL-003	% of Eligible young people with an up to date pathway plan (16-18-year olds)	86%	82%	98%	↑	
CEGR-AFC-CLA-002	% of CLA missing from care receiving return home interviews (1QA)	58%	52%	55%	↑	
CEGR-AFC-CLA-003	% of CLA visited within statutory timescale	89.7%	89.4%	88.1%	↓	104/118 - Face to face visits continue in the main, where this is not happening due to placement restrictions and carers/child's health these continue to be held in a virtual form. Every effort is made to conduct and record visits to children and young people in timely manner and this is closely scrutinised on a case by case basis via management within the service. What we do know is recording of visits in a timely way has impacted on performance.
CEGR-AFC-CLA-004	% of CLA placed 20+ miles from home (Minimise)	27%	19%	25%	↓	
CEGR-AFC-CLA-005	% of CLA with 3+ placements (within 12 months) (Minimise)	8%	5%	7%	↓	

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-AFC-CLA-007	% of CLA placed with in-house foster carer	30%	32%	66%	↑	
CEGR-AFC-CLA-009	Average number of days between entering care and moving in with adoptive family (Minimise)	293	368	400	↓	
CEGR-AFC-CLA-010	% of CLA at 31 March who have been CLA 12+ months with a final warning/reprimand or conviction during the year. (Minimise)	3.51%	3.51%	0%	↑	
CEGR-AFC-CLA-011	% of Children Looked After (CLA) who have gone missing that are offered a return home interview within 72hrs (1QA)	N/A NEW	N/A NEW	96.4%	N/A	
CEGR-AFC-EA-008	% of 16-17-year olds in apprenticeships	1.8%	1.4%	0.97%	↓	
CEGR-AFC-EA-011	% of Young people leaving emotional health service as a planned exit	63%	65%	74%	↑	(39 out of 53 young people). As a result of increasing waiting times we have been more proactive in reviewing our waiting list and asking young people and families to opt-in to treatment. This has resulted in increased numbers appearing to dis-engage from the service. It is likely these clients would have disengaged but spread out across the year, rather than focused in a quarter. We hope that this means that those waiting are ready and willing to engage when they reach the top of the waiting list.
CEGR-AFC-EA-014	% of Resident families who were able to send their children to their top 3 choice primary school	N/A NEW	95.4%	96.5%	↑	
CEGR-AFC-EA-015	% of Resident families who were able to send their children to their top 3 choice secondary school	N/A NEW	82.5%	82.6%	↑	

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-AFC-EA-016	% of Young people who were reported missing from home who are offered a return home interview within 72 hrs (1QA)	N/A NEW	N/A NEW	86.1%	N/A	
CEGR-AFC-SEN-001	Number of Education, Health and Care Plans (Minimise)	1,503	1,490	1,521	N/A	
CEGR-AFC-SEN-002	% of Statutory Education, Health and Care Plans completed within 20 weeks (excluding exceptions)	96%	93%	82%	↓	(31/38) AfC's SEND Service, like other Local Authorities, continues to operate within the challenging landscape of Covid-19. The number and pattern to requests for education, health and care needs assessment continues to reflect similar trends and volumes to previous years; there has been no significant drop in business demand. This and the next reporting quarters coincide with other, significant business pressures (undertaking the phase transfer of students) which is a complex, volume activity. The SEND Service is reliant on other services providing advice for education, health and care needs assessments within statutory time frames in order to issue education, health and care plans within statutory time frames. Those services, especially NHS services and Social Care - are operating under significant pressures. The team has been carrying an EHC Coordinator vacancy since before the beginning of this reporting quarter. This is now recruited, with the post holder having joined the SEND Service in December 2020.
CEGR-AFC-SEN-003	% of Children and young people with EHCP (Education, Health and Care Plans) who are educated within the borough	65%	62%	66%	↑	
CEGR-AFC-SEN-004	% of Requests where an Education, Health, & Care (EHC) needs assessment was declined (Minimise)	N/A NEW	N/A NEW	11.1%	N/A	
CEGR-AFC-SEN-005	% of Needs assessments where an EHC Plan was issued	N/A NEW	N/A NEW	84.4%	N/A	

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
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CEGR-AFC-SEN-006	% of EHCPs judged to good or better by internal Quality Assurance (QA) process	N/A NEW	N/A NEW	25%	N/A	(4/16) Please note this relates only to the auditing of existing plans completed through multi agency audit work. We have agreed a number of SMART improvement recommendations (which are being tracked within our Learning and Improvement tracker) to address identified issues including around encouraging different means to recording children and young people's views as part of Section A, finding a sustained way of gathering parental feedback as part of QA process and also revisiting the Annual Review (AR) good practice with the SEND service in terms of ensuring all areas of the plan are checked and challenged at AR point.
CEGR-AFC-SEN-007	% of Amended EHCPs judged to good or better by internal Quality Assurance (QA) process	N/A NEW	N/A NEW	88%	N/A	
CEGR-AFC-SEN-008	% of Parents and carers who are satisfied with their child's EHCP	N/A NEW	N/A NEW	78.6%	N/A	
CEGR-AFC-SEN-009	% of Annual reviews of EHC Plans held within the statutory timescale (12 months)	N/A N/A NEW	N/A NEW	Data not yet available	N/A	
CEGR-AFC-SEN-010	% of Annual review decisions made within 4 weeks	N/A NEW	N/A NEW	Data not yet available	N/A	Work is ongoing with SEND database providers to make improvements to the annual review workflow which will make our data more meaningful and enable reporting. This piece of work has highlighted the challenges with the complexity of this process which are widely recognised across the SEND network.
CEGR-AFC-SEN-011	% of Drafted amended EHC Plans issued within 8 weeks of the annual review decision	N/A NEW	N/A NEW	Data not yet available	N/A	
CEGR-AFC-SEN-012	% of Final amended EHC Plans issued within 8 weeks of the draft amended EHC Plan	N/A NEW	N/A NEW	Data not yet available	N/A	
CEGR-AFC-SEN-013	% of Parents and carers who are satisfied with their engagement in the annual review of their child's EHC Plan	N/A NEW	N/A NEW	33.3%	N/A	

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		Value	Value	Value	DoT	Note
CEGR-AFC-SEN-014	% of Young people who are satisfied with their engagement in the annual review of their child's EHC Plan	N/A NEW	N/A NEW	77.8%	N/A	
CEGR-AFC-SEN-015	% of Young people with SEND in NC Year 10 and 11 who have had a "Next Steps" interview by the end of the school year target	N/A NEW	N/A NEW	39.7%	N/A	No delivery took place with Year 10s in Q3 as we prioritised Year 11 SEND learners to support them in making post 16 choices and applications for September 2021. We are contacting schools now (early January) with the offer for Year 10s EHCP and SEN Support (and Year 9s in special schools and SRP mainstream) for virtual delivery over Q4. This academic year, 2020/21, we delivered NS interviews to EHCP and SEN Support learners in Year 11. The measure is based on residency and the cohort size is made up of the group of learners that have EHCPs and that we (with PfA) have triaged as needing support and SEN Support learners that schools have also referred to us, for whom a NS would be deemed helpful. (60/151)
CEGR-AFC-SEN-016	% of Parental appeals to the SEND Tribunal that are agreed in favour of the local authority	N/A NEW	N/A NEW	0%	N/A	Four conceded, two negotiated agreement, one was withdrawn and one in favour of parents.
CEGR-AFC-SF-002	% of Under 5's in reach area (each locality named) registered with their children centre	61%	63%	50.4%		6,363 children registered out of 12,624. The decrease in registrations in Q3 2020-21 is a reflection of the fact that the Children's Centres premises have been closed for much of the year due to Covid-19 and when they have been open, they are not able to operate at anywhere near previous capacity. The registration process has been moved online, but to date the numbers registering in this way are small.

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-AFC-SF-003	% of Families identified within the Strengthening Families initiative who are deemed to be 'turned around' at time payment claims are submitted	N/A NEW	N/A NEW	53.7%	N/A	Cumulatively over the last 9 months we have finished working with 136 families. 25 claims were submitted for families deemed turned around during each of the first two quarters and 23 in quarter 3. Claims cannot be submitted until 6 months after families close to services, therefore performance in this area will increase towards the end of the year. However current performance demonstrates we are on track to complete the programme in April 2021 with 100% of our targets met if we continue on the current trajectory.

## Environment, Sustainability, Culture and Sports Services

PI Code	PI Short Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-PPA-001	Tonnes of CO2 emissions (Scope 1 and Scope 2)	6,473.6	6,473.6	6,025.6	↑	Data is reported a year in arrears, so the result reported in the 'Q3 20/21 value' column relates to 2019/20 financial year with the 18/19 result reported in 19/20 columns..
ECSR-CLLS-001	Physical visits to library sites rate (per 1,000 population)	5,379	4,242	185	↓	Government guidance to mitigate the spread of COVID has had a very significant impact upon attendances at council culture, leisure and sporting facilities. Certain facilities are not able to re-open in a COVID compliant manner and remain closed
ECSR-CLLS-002	Number of e-book issues (per 1,000 population)	421	305	358	↑	
ECSR-CLLS-003	Electronic / virtual visits to libraries (rate per 1,000 population)	1,622	1,128	1,301	↑	
ECSR-CLLS-004	Total number of eMagazine and eNewspaper issues	N/A NEW	N/A NEW	29,976	N/A NEW	This is the result for the cumulative 3 months Oct-Dec. The 9-month (April to December) cumulative result is 75039.

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PI Code	PI Short Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
ECSR-CLLS-005	Number of new eLibrary members	N/A NEW	N/A NEW	699	N/A NEW	As above – this is 3-month result; the cumulative 9-month result is 4,286.
ECSR-CLLS-006	Total Library Facebook reach	N/A NEW	N/A NEW	71,721	N/A NEW	As above – this is a 3-month result; the cumulative 9-month result is 183,759.
ECSR-CLLS-007	Total Library Twitter impressions	N/A NEW	N/A NEW	158,709	N/A NEW	As above – this is a 3-month result; the cumulative 9-month result is 631,515.
ECSR-CPL-008	Total number of participants in Arts Programmes	23,000	22,119	7,720	↓	Government guidance to mitigate the spread of COVID has had a very significant impact upon attendances at council culture, leisure and sporting facilities. Certain facilities are not able to re-open in a COVID compliant manner and remain closed
ECSR-CPL-009	Number of visitors to Orleans House Gallery	38,127	30,763	9,123	↓	As above. Orleans House Gallery was only open for October, 4 days in November and two weeks in December.
ECSR-CWR-001	% of Household waste sent for reuse, recycling and composting (1QA)	43.6%	43.3% (Q2)	39.5% (Q2)	↓	Provisional result
ECSR-CWR-002	Domestic food waste recycled as % of total household waste (1QA)	4%	3.7% (Q2)	3.5% (Q2)	↓	Provisional result
ECSR-CWR-007	% of Local Authority Collected Waste (LACW) recycled (1QA)	42.5%	41.3% (Q2)	39.6% (Q2)	↓	Provisional result
ECSR-CWR-008	KG household waste per household (cumulative) (Minimise) (1QA)	N/A NEW	N/A NEW	482 (Q2)	N/A	Provisional result
ECSR-CWR-010	Reports about non collection of waste (cumulative) (Minimise)	N/A NEW	N/A NEW	24,686	N/A	The start of the new recycling and waste collection contract coincided with the COVID lockdown and circumstances resulting in additional tonnages of household recycling and waste to be collected. This, together with initial poor performance from the contractor has resulted in a higher number of missed
ECSR-CWR-011	% of reported missed waste collections cleared within contractual timescales (cumulative)	N/A NEW	N/A NEW	35%	N/A	

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		Value	Value	Value	DoT	Note
						collections being reported. As part of a wider performance improvement plan active from September 2020, a new dedicated missed collection team was introduced as well as new management and supervision practices and recruitment of full-time permanent staff. The number of missed collections has reduced, with the reported missed collections for the most recent 3-month period (Oct-Dec – 4,331) over 40% lower than the figure reported for the previous 3-month period (Jul-Sept - 7,596). During the quarter 3 period (Oct-Dec) there was a month on month reduction of reported missed collections and for November and December, 95% and 97% adherence to the Service Level Agreement (SLA) respectively.
ECSR-CWR-012	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	N/A NEW	N/A NEW	635	N/A	
ECSR-CWR-003	% of Public streets with acceptably low levels of litter after cleansing	98%	99%	97%	↓	
ECSR-CWR-013	% of public streets with acceptably low levels of detritus accumulations after cleansing	N/A NEW	N/A NEW	97%	N/A	
ECSR-CWR-004	Average time taken to clear a reported fly-tip (Minimise)	3.5	3.8	3.4	↑	
ECSR-HOS-005	Total number of fly-tipping enforcements (Cumulative number of penalty notices and warning letters issued to addresses)	1,291	1,012	1,041	N/A (neither high nor low is better)	
ECSR-HOS-006	Total number of fly-tipping incidents identified by or reported to the Council (cumulative)	N/A NEW	N/A NEW	1,686	N/A (neither high nor	

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					low is better)	
ECSR-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	80%	100%	50%	↓	The KPI for Q3 is calculated from two major applications within the time period Oct-December. One application received had a significant number of issues to be resolved prior to a decision being made. Government target is for 60% of major applications to be processed within 13 weeks.
ECSR-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	97%	97%	94%	↓	
ECSR-P-0021A	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	N/A NEW	N/A NEW	1.4%	N/A	Reported one quarter in arrears, KPI shown for Q2.
ECSR-ENS-010	% of RSP Service requests with an initial response within the 'defined timescale'	N/A NEW	N/A NEW	N/A	N/A	The volume of service requests has increased 150% due to Covid-19 enquiries. It will be a struggle to provide meaningful data this year due to high Covid-19 related enquiries from March 20 onwards. We prioritised the high-risk issues but there were inevitable delays in logging complaints. Also, as the situation changed so rapidly some complaints were addressed by events or became irrelevant within a short timeframe, as we moved in and out of lockdown and different tiers.
ECSR-ENS-011	Safeguarding older people – % successful physical interventions in cases of residents being targeted by financial scams and abuse	N/A NEW	N/A NEW	96%	N/A	
ECSR-ENS-012	Safeguarding young people – % of successful physical interventions for restricted sales such as knives, alcohol, fireworks, tobacco and e-cigarettes	N/A NEW	N/A NEW	92%	N/A	
ECSR-ENS-015	% of Alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28-day consultation period, excluding those that are subject to a licensing hearing	N/A NEW	N/A NEW	40%	N/A	We have been prioritising Covid-19 related work. Licences have been granted and the licensees advised but issuing of licences has been delayed.

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ECSR-ENS-016	% of New high-risk massage & special treatment premises inspections carried out within 20 working days of the premises being ready to trade	N/A NEW	N/A NEW	N/A	N/A	No result as massage and special treatment premises were closed for several months during the two national lockdowns.

## Finance, Policy and Resources

PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-COM-002	Total number of offers available in a period - Business Offers Scheme	N/A NEW	N/A NEW	301	N/A	
CEGR-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	65.48	49.45	46.13	↑	
CEGR-CS-002	Reduction in total police callouts for domestic violence victims in the MARAC cohort	57.6%	60.6%	44.9%	↓	The indicator measures total police crime reports in the 12 months prior to MARAC and the 12 months following MARAC for each MARAC case in the first-year cohort. This is on a month by month basis e.g. April 2020 MARAC: baseline would be April 2019 – March 2020; outcome would be May 2020 – April 2021. The direction of travel is therefore a barometer of the system and needs to be considered against other factors such as the increasing levels of demand in the MARAC meeting. A review of the MARAC is due to commence in 21/22 financial year; a newly formed VAWG (violence against women and girls) strategic group is also working on a dashboard and framework of KPIs (including this KPI).
CEGR-CS-005	Total number of reported incidents and crimes of Domestic Abuse	N/A NEW	N/A NEW	1,729	N/A	It is recognised that Domestic Abuse is under-reported by around 40%. As confidence in 'the system' grows, the expectation is that the number of reported incidents should increase.

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PI Code	PI Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
CEGR-CS-006	Number of Neighbourhood Watch co-ordinators	N/A NEW	N/A NEW	N/A	N/A	Currently data is still held by police and is not available for this quarter. By the end of March 2021, the transfer of Neighbourhood Watch Co-ordinators onto a new system OWL (Online Watch Link) is expected to be complete. The data will be reported directly from OWL system held by the Council.
CEGR-RES 002	% of Stage 2 Corporate Complaints responded to within 25 working days	51.1%	53.9%	50%	↓	
CEGR-RES 003	% of FOI requests completed within 20-day limit	82.5%	85.3%	60.6%	↓	
RESR-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	77.4%	78.0%	88.4%	↑	
RESR-RS-001	Council Tax Collection rate	98.6%	84.0%	83.0%	↓	Collection is only marginally behind last year. Recovery resumed in late summer.
RESR-RS-002	Non-Domestic Rates (Business Rates) Collection rate	97.4%	82.1%	70.4%	↓	Collection greatly affected by Covid-19 but as the Net Collectable Debit (NCD) has been halved by Government reliefs, impact has been diluted.

## Transport and Air Quality

PI Code	PI Short Name	2019/20	Q3 2019/20	Q3 2020/21		Q3 2020/21
		Value	Value	Value	DoT	Note
ECSR-ENS-017	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	N/A NEW	N/A NEW	100%	N/A	This data is provisional and subject to ratification which takes place annually in March 2021.
ECSR-ENS-018	% of Monitoring stations achieving the Particulate air quality objectives	N/A NEW	N/A NEW	100%	N/A	This data is provisional and subject to ratification which takes place annually in March 2021.
ECSR-ENS-019	% of Schools achieving air quality objectives	N/A NEW	N/A NEW	100%	N/A	This data is provisional and subject to ratification which takes place annually in March 2021.
ECSR-ENS-021	Number of interventions by Compliance Officers for engine idling	N/A NEW	N/A NEW	8,104	N/A	Cumulative figure for Q1-3. Individual Q3 total is 2497.

