

Quarter 4 2021-22 Corporate Performance Indicators Report

Corporate policy

26 October 2021

Adult Social Services, Health, and Housing Cttee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
Adult Social Services and Public Health Directorate						
DASSR-OP-002	% of Adults with a learning disability aged 18-64 in paid employment	12.6%	10.6%	15%	↓	43 out of 405 service users. Very high performing in 2020/21, 3rd in London. National employment challenges continue to impact e.g., people furloughed not returning to their job, firms closing due to pandemic, service users not wanting to return to paid work preferring voluntary work. Support provider continues to work with those who wish to return to work.
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	83.1%	90.6%	85%	↑	395 out of 436 services users
DASSR-OP-004	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	303.3	365.8	322.1	↓	Increase is a result of Discharge to Assess National policy. People leaving hospital earlier in their recovery, less well, and moving into a care home on a short-term basis and then remaining in the care home as family value the security.
DASSR-OP-010	Number of admissions into residential and nursing care aged 65+ (Minimise)	97	117	103	↓	
DASSR-OP-005	% of Carers who received an assessment during the year	56.3%	56.0%	60%	↓	Performance was on track, in previous quarters, to achieve the annual target but has been significantly impacted, during Q4, by staff COVID sickness
DASSR-OP-006	% of Clients (receiving long-term community services) on a Direct payment	40.1%	38.6%	42%	↓	425 out of 1100 service users. High performing in 2020/21 - 2nd in London. Direct payments impacted by the pandemic across all Councils with service users and carers preferring the security of a Council-managed service over a direct payment.
DASSR-OP-007	% of Adults with learning disabilities who live in their own home or with their family	74.8%	76.8%	75%	↑	311 out of 405 service users
DASSR-OP-009	% of People whose personal outcomes of an adult safeguarding intervention were met	98.1%	97.7%	95%	↓	323 out of 267 outcomes achieved

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DASSR-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A	55	160	N/A	Q3 figures shown for current and previous periods as indicator is reported 1 quarter in arrears. The programme continued to be affected by COVID as GP surgeries reprioritised work to support the booster campaign and respond to the emergence of the Omicron variant. Measures to mitigate the impact of COVID on the delivery of this service remain in place.
DASSR-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	N/A	2.2%	7.5%	N/A	Q3 figures shown for current and previous periods as indicator reported 1 quarter in arrears The programme continued to be affected by COVID as GP surgeries reprioritised work to support the booster campaign and respond to the emergence of the Omicron variant. Existing measures to mitigate the impact of COVID on the delivery of this service remain in place as previously reported. A programme of works to relaunch and restore the programme is in development for Q1, 2022-23.
Environment and Community Services Directorate (Regulatory Services Partnership – RSP)						
ECSR-ENS-005	% of HMOs inspected within 20 working days of application	10%	90.7%	80%	↑	
ECSR-ENS-006	Number of formal hazard assessments carried out	10	119	90	↑	
ECSR-ENS-013	Number of private sector dwellings improved	0	123	90	↑	
ECSR-ENS-014	Number of private sector long term vacant dwellings returned to occupation due to council action	0	20	10	↑	
Housing and Regeneration Directorate						
HRR-HS-001	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	–	

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HRR-HS-002	Number of households living in Temporary Accommodation (Minimise)	282	351	346	↓	
HRR-HS-003	Number of homeless cases prevented	86	123	79	↑	
HRR-HS-004	Number of properties where major disability adaptations have been completed	97	102	110	↑	There are a further 15 cases where interim payments have been made however there have been contractor delays meaning these 15 cases will roll on to the next quarter. In addition, due to staff shortages resulting from staff contracting the coronavirus, there have been delays with staff starting work on site.
HRR-SD-001	Number of affordable housing completions	21	22	46	↑	Due to delays seen in the construction process, 24 affordable home completions were delayed at Sommerville Road. These are now expected to be completed in April / May 2022 and will roll on to the 2022/23 forecast.

Education & Children's Services Cttee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
CEGR-AFC-CIN-001	% of Assessments completed within 45 working days	95.4%	92.1%	95%	↓	
CEGR-AFC-CIN-002	% of Allocation decisions made within 24 hours	86.1%	95.2%	100%	↑	
CEGR-AFC-CIN-003	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	98.0%	96.0%	88%	↓	
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	95.2%	97.4%	100%	↑	

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CEGR-AFC-CIN-006	% of Social work open cases with a supervision discussion recorded within 8 weeks	73.4%	76.6%	95%	↑	Q4/End of Year (EoY) - 681/889, of all children had been reviewed in a case supervision in the past eight weeks. What we do know is supervision meetings are regularly being held however recording of these is not always timely.
CEGR-AFC-CL-001	% of Care Leavers aged 19-21 years in Employment, Education or Training	66.0%	54.44%	60%	↓	
CEGR-AFC-CL-002	% of Care Leavers aged 19-21 years in suitable accommodation	91.5%	92.2%	90%	↑	
CEGR-AFC-CL-003	% of Eligible young people with an up to date pathway plan (16-18 year olds)	100%	98.5%	90%	↓	
CEGR-AFC-CLA-002	% of CLA missing from care receiving a return home interview (RHI)	52.8%	49.5%	50%	↓	
CEGR-AFC-CLA-003	% of CLA visited within statutory timescale	89.1%	86.7%	100%	↓	Q4/EoY - 98/113 7 of the 15 children whose visits were not recorded as having taken place have been seen and their visits have now been recorded. Visits to the remaining 8 children are currently underway. Reasons for the delayed visits to remaining children include:- young people choosing not to engage with services, worker and carer sickness, staff vacancies and workload pressures.
CEGR-AFC-CLA-004	% of CLA placed 20+ miles from home (Minimise)	23.1%	23.6%	20%	↓	
CEGR-AFC-CLA-005	% of CLA with 3+ placements (within 12 months) (Minimise)	9.0%	5.7%	10%	↑	

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CEGR-AFC-CLA-007	% of CLA placed with in-house foster carer	68.0%	58.2%	50%	↓	
CEGR-AFC-CLA-009	Average number of days between entering care and moving in with adoptive family (Minimise)	365	Data not yet available	426		
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)	3.2%	5.8%	5%	↓	
CEGR-AFC-CLA-011	% of Children Looked After (CLA) who have gone missing that are offered a return home interview (RHI) within 72hrs	89.1%	92.1%	100%	↑	
CEGR-AFC-EA-008	% of 16-17 year olds in apprenticeships	1.01%	1.57%	N/A	↑	As at March 2022.
CEGR-AFC-EA-011	% of Young people leaving emotional health service as a planned exit	73.9%	69.7%	65%	↓	
CEGR-AFC-EA-012	% 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)	2.95%	2.00%	3.5%	↑	
CEGR-AFC-EA-016	% of Young people who were reported missing from home who are offered a return home interview (RHI) within 72 hrs	88.03%	89.6%	100%	↑	
CEGR-AFC-SEN-001	Number of ECHPs (No Polarity)	1,549	1,638	N/A	N/A	

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CEGR-AFC-SEN-002	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks	83.3%	61.5%	80%	↓	Performance is directly affected by the lack of spot commissioning arrangements in place by the CCG to meet the requirements in the C&F Act. AfC will not issue plans without advice due to quality issues and concerns. The National Shortage of therapists will have impacted upon this.
CEGR-AFC-SEN-003	% of Children and young people with EHCPs who are educated within the borough	66.6%	68.8%	65%	↑	
CEGR-AFC-SEN-004	% of Requests where an Education, Health, & Care (EHC) needs assessment was declined (No Polarity)	38.9%	17.6%	30%	N/A	
CEGR-AFC-SEN-005	% of Needs assessments where it was decided to issue an EHCP (No Polarity)	74.6%	96.6%	95%	N/A	
CEGR-AFC-SEN-006	% of New EHCPs assessed to be good or better	82%	65%	60%	↓	
CEGR-AFC-SEN-007	% of Amended EHCPs judged to be good or better	82%	87%	80%	↑	
CEGR-AFC-SEN-008	% of Parents and carers who are satisfied with their involvement in agreeing their child's EHCP and with the end result	81%	85%	80%	↑	Jan to Mar 2022 numbers - 1/3, Full year 2021/22 - 28/33. The numbers are so small that a negative response disproportionately affects the outcome. More targeted focus is needed in seeking views – with AfC working with the PCF to address this.
CEGR-AFC-SEN-009	% of Annual reviews of EHCPs held within the statutory timescale (12 months)	N/A	42.7%	Data only	N/A	This KPI has been baselined throughout the year to determine performance level prior to target setting. Performance has improved from 38% to 53% between Q1 and Q4. Performance is impacted by schools (and

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						partner agencies) completing the reviews within 12 months due to a more flexible approach due to Covid. This will inform target setting for 2022-23.
CEGR-AFC-SEN-010	% of Annual review decisions made within 4 weeks	49.4%	49.2%	60%	↓	Providers, Schools, Colleges and Nurseries, are not routinely getting their reports to AFC within 2 weeks. The average length of time is 5 weeks. There is variation within this by sector, but the outcome is that AFC is unable to meet the Statutory deadline. The Director of Children's Services will be writing to Head Teachers to alert them to their Statutory Duties and training will continue to be delivered. Covid has impacted schools ability to respond in a timely way .
CEGR-AFC-SEN-011	% of Drafted amended EHCPs issued within 8 weeks of the annual review decision	39%	43%	45%	↑	
CEGR-AFC-SEN-012	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	28%	77%	80%	↑	
CEGR-AFC-SEN-013	% of Parents and carers who are satisfied with their engagement in the annual review of their child's EHCP	100%	83%	80%	↓	
CEGR-AFC-SEN-014	% of Children and Young people who are satisfied with their engagement in the annual review of their EHCP	81%	87%	80%	↑	
CEGR-AFC-SEN-015	% of Next Steps interviews delivered to SEND learners by the end of Year 11	<i>Revised in 21/22</i>	63%	Data only	N/A	Currently baselining for a year of data. Q4 performance: 46 learners were supported in Richmond, 30 of whom had EHCPs. Over the 2021/22 financial year, in Richmond, 62% of the baseline of 292 were supported - 180 learners: (95 learners with EHCPs and 85 SEN Support).

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CEGR-AFC-SEN-016	% of Parental appeals to the SEND Tribunal that are agreed in favour of the local authority	20%	0%	Data only	↓	
CEGR-AFC-SF-002	% of Under 5's in reach area (each locality named) registered with their children centre	47.8%	44.1%	67%	↓	
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	100%	100%	100%	—	YTD 113 claims submitted, and 150 families closed. Richmond have achieved 100% of target as set by Central Government. Please note with the introduction of the new Family First Model from 1 April our Strengthening Families programme will be brought more in line with Central Government The KPI will therefore be amended for 2022-2023.

Environment, Sustainability, Culture and Sports Services Cttee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSR-CLLS-001	Physical visits to library sites rate (per 1,000 population)	296	2,095	753	↑	
ECSR-CLLS-003	% of All library reservation requests supplied within 7 calendar days	88%	83%	75%	↓	
ECSR-CLLS-004	Electronic / virtual visits to libraries (rate per 1,000 population)	1,830	2,210	1,885	↑	
ECSR-CLLS-005	Number of new eLibrary members	5,551	2,332	3,000	↓	The number of new eLibrary members has continued to slow in response to the increase in physical visits to libraries. In addition to this, and as previously reported, Pressreader no longer allows us to collect data on new users signing up to the service. New members through Pressreader typically averaged 450 new members per quarter. This would have been expected to slow but would

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						still be providing a significant number to our overall indicator, expecting double what is currently reported.
ECSR-CLLS-008	Number of library issues (hard copy) (per 1,000 population)	N/A	4,623	1,619	N/A	
ECSR-CLLS-009	Number of electronic library issues (per 1,000 population)	N/A	1,001	424	N/A	
ECSR-CLLS-011	Total Social Media reach (including Facebook reach, Twitter impressions, Blog views and more) per 1,000 population	N/A	4,162	6,345	N/A	Social media engagement continues to be an important feature of contact with library service users and non-users. However, and for obvious reasons, the increase in 'reach' was targeted during the pandemic in response to the focus on online activities. This is now being re-balanced to reflect the social media presence required, as opposed to on-site library engagement, and hence the number has decreased.
ECSR-CPL-001	Overall attendance at sports and fitness centres	139,627	600,188	800,000	↑	Service has increased attendances fourfold despite continuing impact of lockdowns in 2021 and industry restrictions to the way the service was able to operate. Also impacted by some changes in users' exercise habits and a slower return to use of public leisure facilities.
ECSR-CPL-013	% of Junior sports attendances (0-16 year old) at sports and fitness centres	15.5%	23.4%	17%	↑	
ECSR-CPL-005	Total number of Parks' Friends' Groups	67	69	68	↑	
ECSR-CPL-006	% of Satisfaction with parks and open spaces	N/A	94%	90%	N/A	Survey Results - Winter 2021. Survey undertaken every two years.
ECSR-CPL-008	Total number of participants in Arts Programmes	8,966	12,685	11,500	↑	
ECSR-CPL-009	Number of visitors to Orleans House Gallery	9,123	28,582	31,000	↑	The annual target for visits in person assumed that the gallery would be open for 52 weeks during 2021/2022. However, and with lockdown restrictions, the gallery was only opened for 45 weeks. Based on previous year's performance, had the gallery been open for all of April and

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						May, the total annual visits would have been in the region of 33,000. Visitors have also been slower to return to public buildings, including galleries and museums.
ECSR-CPL-011	Total number of Green Flags awarded	20	21	21	↑	
ECSR-CPL-014	Total number of new Trees planted annually	515	151	250	↓	New tree planting was dependent upon a borough wide survey to identify new tree planting locations being carried out; due to inability to recruit a suitable candidate for this task the survey was delayed and has resulted in a lower number than the target of 250 trees being planted. The survey is now underway, and this target will be exceeded in the 2022-23 season. The Council has also been successful in receiving part-grant funding to plant 295 new trees by end of March 2023.
ECSR-CPL-015	Total number of replacement and new Trees planted annually	515	453	500	↓	Important to note that planting of trees is continuing into the spring as Storm Eunice has had a significant impact upon service delivery (therefore full year planting figure is less than actual); total number planted will be closer to 585.
ECSR-CWR-001	% of Household waste sent for reuse, recycling, and composting (cumulative) (1QA)	40.6%	41.3%	45.5%	↑	Q3 figures shown for current and previous periods as indicator reported 1QA. Confirmed Q4 data will not be available until late June 2022. The result represents a small but significant improvement compared to the 40.8% achieved in Q2 2021/22 which itself was a small improvement on Q1. Greater performance improvements were hampered by the temporary cancellation of garden waste collections at the start of the reporting year, along with other COVID related impacts including higher than normal levels of staff absence, increased waste arisings and driver shortages.
ECSR-CWR-002	Domestic food waste recycled as % of total household waste (cumulative) (1QA)	3.5%	4.2%	4.5%	↑	Q3 figures shown for current and previous periods as indicator reported 1QA. Confirmed Q4 data won't be available until late June 2022. During Q1 to Q3 food waste recycling performance may


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						have declined slightly as a result of reported issues with the collection service and/or associated social media coverage along with increased overall waste arisings but remains above 2020/21 levels. Improvements are anticipated in 2022 as food waste recycling collections are rolled out to more purpose-built flats, interventions are targeted at existing low-performing food waste rounds and wider food waste focussed communications are delivered.
ECSR-CWR-005	Reports about non collection of waste per 100,000 bins collected (cumulative) (Minimise)	New	144	75	N/A	Improvements continue to be reported on previous periods (Q3 result reported was 213). Performance issues continue to be addressed via the contract management framework.
ECSR-CWR-007	% of Local Authority Collected Waste (LACW) recycled (cumulative) (1QA)	40.8%	40.8%	Data only	↑	Q3 figures shown for current and previous periods as indicator reported 1QA.
ECSR-CWR-008	KG household waste per household (cumulative) (Minimise) (1QA)	698.4	652.8	866	↑	Q3 figures shown for current and previous periods as indicator reported 1QA.
ECSR-CWR-009	Net carbon impact of waste collection service (Minimise) (1QA)	N/A	-0.156	-0.266	N/A	Q3 figure shown for current period as indicator reported 1QA. The result is calculated using the latest version of the Mayor of London's "Ready Reckoner" calculator tool which makes it difficult to identify any cause of change in results. However, the tool does indicate that dry recycling is the biggest contributor towards existing performance by some margin, followed by re-use (mainly textiles). Further improvements in these areas, along with improved carbon efficiency of waste/street cleansing operations and improved carbon performance of WLWA operations are the main routes to improved performance as measured by this indicator.
ECSR-CWR-011	% of reported missed waste collections cleared within contractual timescales (cumulative)	48.2%	65.4%	95%	↑	Performance improved significantly during Q4 however performance against this cumulative indicator was adversely affected by a significant resource absence within the Serco contract resulting from COVID related crew

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						isolation and driver shortages, issues which peaked during Q2. Performance has also improved significantly compared to 2020/21 with contractual performance issues continuing to be addressed through the contract management framework.
ECSR-CWR-012	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	905	1,898	1600	↓	The higher level of cleansing reports reflects a longer than usual leaf fall season combined with the adverse impacts of storm Eunice during Q4.
ECSR-CWR-003	% of Public streets with acceptably low levels of litter after cleansing	99%	95%	98%	↓	The shortfall against the target relates mainly to the adverse impacts of Storm Eunice including considerable tree related debris deposited on street and ongoing circulation /entrapment of materials.
ECSR-CWR-013	% of Public streets with acceptably low levels of detritus accumulations after cleansing	98.7%	93.5%	97.5%	↓	Performance against this indicator was adversely affected by the impacts of a late leaf fall period combined with storms Malik, Carrie, Dudley, Eunice, and Franklin and ongoing circulation /entrapment of materials.
ECSR-ENS-010	% of Regulatory Services Partnership service requests with an initial response within the 'defined timescale'	91.2%	91.0%	90%	↓	
ECSR-ENS-011	Safeguarding older people – number of successful interventions in cases of residents being targeted by financial scams and abuse	100	100	100	-	
ECSR-ENS-012	Safeguarding young people – number of successful interventions for restricted sales such as knives, alcohol, fireworks, tobacco and e-cigarettes	92	101	100	↑	
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	47%	100%	95%	↑	

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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	100%	95%	N/A	No data reported in 20/21.
ECSR-ENS-024	% of Successful contacts for positive Covid-19 cases referred to the Local Contact Tracing Service by the National Test & Trace service	New	N/A	50%	N/A	Due to changes stipulated by central government in the manner in which Covid-19 is monitored, the test & trace service has now been stood down.
ECSR-HOS-005	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	1,336	1,492	Data only	N/A	
ECSR-HOS-006	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	2,981	2,569	Data only	N/A	
ECSR-CWR-004	Average time (days) taken to clear a reported fly-tip (Minimise)	4.14	2.66	5	↑	
ECSR-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	91.7%	100%	90%	↑	
ECSR-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	95.5%	91.9%	80%	↓	
ECSR-P-003	% of CIL receipts recovered with one year of demand notice (payments of £500k and less)	92.1%	92.1%	90%	-	
ECSR-P-0021A	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	0.96%	1.36%	2%	↓	

Finance, Policy, and Resources Cttee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
Chief Executive's Group						
CEGR-COM-002	Total number of offers available in a period - Business Offers Scheme	194	109	225	↓	There were more offers leading up to Christmas, with some focussed specifically on Christmas; only some of these businesses chose to extend their offer. A new member of staff from 2022/23 financial year will try to advertise the Richmond Card to businesses which may generate more offers.
CEGR-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	58.7	57.4	65.11	↑	2% reduction in crime when compared to the previous year. Lowest rate of crime in London. Only 2 London boroughs reduced crime total compared to previous year.
CEGR-CS-002	% Reduction in the number of callouts from the police to high risk victims as identified by the Multi-Agency Risk Assessment Conference (MARAC)	40.3%	44.4%	30%	↑	The percentage change demonstrates that the MARAC processes are effectively reducing demand in respect of survivors cases heard at the MARAC.
CEGR-CS-005	Total number of reported domestic abuse incidents and crimes (No Polarity)	2,379	1,870	N/A	N/A	Largest decline in London. Overall London decline of only 0.1%. Lower levels of reported incidents are not seen as positive. The British Crime survey continues to suggest that domestic abuse remains under-reported. The new partnership VAWG Strategy has been published. It has four key priorities for action, that includes working with communities. In support of this strategy, the Council has committed one year's funding, a significant proportion of which will be the development of an effective communication strategy to raise awareness of all forms of VAWG including Domestic Abuse, that will encourage reporting. This funding will also support the expansion of the outward facing focus of White Ribbon accreditation, to develop links with communities and businesses, and implementing a VAWG forum for Richmond. A practical output will be the opening of a new One Stop Shop in Richmond in partnership with Hampton Hill Citizens Advice on Fridays 10:00-12:00 (start date is to be confirmed). This will help to ensure that survivors have

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						multiple means of accessing advice and support, that will in turn increase accessing services and reporting crimes.
CEGR-CS-007	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	N/A	439	400	N/A	The referral numbers have fluctuated over the year, with figures at 108,71,148 and 73 for each of the four quarters. Whilst the referral numbers will be linked with crime reporting rates, the fluctuation in referral rates does not match. In order to understand fluctuating referral rates, an in depth analysis is required of where referrals have come from.
CEGR-EDO-002	Number of residents engaged/supported to find work through the Council's employment service	N/A	253	200	N/A	253 for the year, the brokerage exceeded this year's target by 53.
CEGR-EDO-003	Number of residents provided with a training outcome through the Council's employment service	N/A	191	150	N/A	Having achieved 34 training completions during March and 191 for the year, the target for training completions (150) was exceeded this year by 41.
CEGR-EDO-004	Number of Richmond Work Match Secured Jobs	N/A	57	75	N/A	<p>Richmond Work Match launched during lockdown in November 2020 and was not fully staffed until September 2021. Job start figures therefore currently not meeting target but should pick up over time now that service fully staffed.</p> <p>The borough also launched an employment and skills strategy in summer 2021, which creates a strategic and operational taskforce to join up employment and skills provision in the borough. The strategic taskforce is chaired by the cabinet member for Business and Growth and has key partners such as employers, Higher Education and Further Education providers, Job Centre Plus, Department of Work and Pensions and Community voluntary partners. It is hoped that this will also over time help improve number of job starts as well.</p>
CEGR-RES-003	% of FOI requests completed within 20-day limit	59.1%	76.0%	90%		Following a sharp dip in performance levels during March to July 2020, as the Council concentrated resources toward its pandemic response, recovery measures have led to a steady improvement in FOI performance. This dip in performance inevitably led to a backlog of requests,

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		Value	Value	Target	DoT	Note
						which is being addressed alongside efforts to continue to increase day to day performance. It is expected that, once the backlog is cleared in all areas, performance levels will return to pre-Covid rates, on track to meeting target. In addition, a new case management system for FOI casework is in the process of being implemented; a key benefit of which should be improved performance.
CEGR-RES-004	% of Stage 2 Corporate Complaints responded to within 15 working days	53.3%	57.4%	50%	↑	Relates to a total of 35 out of 61 stage 2 complaints processed within 15 working days. Performance continues to improve; in three month period January to March 2022 the proportion processed in time increased to 64.3% (9 out of 14), the best result since the process was revised. This continued good performance is a result of the strong collaboration between Directorates and the Complaints Team.

Resources Directorate

RESR-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	81.6%	81.8%	90%	↑	Performance is on a par with the same period last year, even though the number of invoices has increased. Work is still needed to identify how blockages and delays in processing are impacting on performance. Officers will continue to work to improve processing.
RESR-RS-001	Council Tax Collection rate	97.7%	98.1%	98%	↑	
RESR-RS-002	Non-Domestic Rates (Business Rates) Collection rate	85.4%	93.8%	91%	↑	

Transport and Air Quality Cttee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSR-ENS-017	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	36%	100%	100%	↑	
ECSR-ENS-018	% of Monitoring stations achieving the Particulate air quality objectives	100%	100%	100%	-	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSR-ENS-019	% of Schools achieving air quality objectives	97.3%	100%	100%	↑	
ECSR-ENS-020	Air Quality - % compliance of non-road mobile machinery (NRMM) on major construction sites with GLA emissions standards	67%	80%	95%	↑	5 sites audited and 4 were compliant. Concentrating extra resource in these sites to look for improvement.
ECSR-ENS-021	Number of interventions by Compliance Officers for engine idling (No Polarity)	8,104	9,582	Data only	N/A	
ECSR-T-001	Number of Electric Vehicle charging points (EVCP) installed in the Borough	70	76	75	↑	There are a total of 431 publicly accessible electric vehicle charge point sockets on the borough's public highway. Of this total, 76 were installed in lamp posts in 21/22 through the GULCS 2 (Go Ultra Low City Scheme) programme.
ECSR-T-002	Total KSI casualties on roads in the Borough (An) (Minimise)	66	99	Data only	↓	Results are reported for previous calendar year. 2021/22 result relates to 2021 calendar year and 2020/21 value relates to 2020 calendar year. Pre-pandemic figures were on the increase (86 KSI in 2019), partially due to changes in KSI categorisation. The decrease during 2020 may be related to the lockdown and other restrictions that were in place. The 2021 KSI may be indicative of traffic returning to normal or even increasing; the increase in cycling and walking may also have had an impact on the number of KSIs. A more detailed examination of the full dataset is required to better understand the contributory factors.
ECSR-T-003	% of Trips by borough residents made by sustainable modes (walking, cycling and public transport)	N/A	61.5%	62%	N/A	The latest TfL 'Travel in London reports' did not include a borough breakdown of mode share. This reported figure is therefore from the penultimate TfL report which covers the period from 2017/18 to 2019/20.
ECSR-T-006	Number of cycle parking facilities added	46	23	75	↓	18 new bike hangars were installed in 2021/22 on the public highway and 5 on estates giving a total of 138 new cycle parking spaces. A roll-out of Sheffield stand installations is planned to be delivered in the 22/23

PI Code	PI Name	2020/21	2021/22		2021/22	
		Value	Value	Target	DoT	Note
						financial year. The total number of new cycle parking spaces added in the 2021/22 year of 138 is an increase compared to the 2020/21 year in which 70 new spaces were added (as these were on-street parking stands only).