

MID-YEAR 2025/26 CORPORATE PLAN KEY PERFORMANCE INDICATOR RESULTS

London Borough of Richmond

25 June 2026

Adult Social Services, Health, and Housing (ASSHH) Committee

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Adult Social Care & 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	80.9%	81.1%	79.2%	75%	↓	
RDASC-OP-002	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	359	149.1	173.3	231.1	↓	57 people placed in a care home so far this year.
RDASC-OP-005	% of Carers who received an assessment during the year	71.4%	45.4%	49.8%	40%	↑	
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	98.6%	97.4%	97.1%	96%	↓	
RDASC-PH-001	Number of people quitting smoking through smoking cessation service (1QA)	171	30 (Q1)	56 (Q1)	25 (Q1)	↑	Q1 results shown as indicator reported one quarter in arrears.
RDASC-PH-002	% of Eligible people who have received an NHS Health Check (1QA)	7.3%	2.6% (Q1)	2.4% (Q1)	1.8% (Q1)	↓	Q1 results shown as indicator reported one quarter in arrears.
Resident Services Directorate							
RRS-ENS-003	Number of private sector dwellings with serious hazards identified and removed	91	37	48	44	↑	
RRS-ENS-004	% of HMOs inspected within 20 working days of valid application	86%	100%	80%	80%	↓	
RRS-ENS-012	Number of PRS properties below the Minimum Energy Efficiency Standard (MEES) identified and engaged with	N/A NEW	N/A NEW	88	Data Only	N/A	
RRS-HS-001	Number of households living in Temporary Accommodation (Minimise)	678	607	644	730	↓	

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
RRS-HS-002	Number of family households with dependent children in B&B accommodation for 6 weeks+ (<i>Minimise</i>)	0	0	0	0	▬	
RRS-HS-003	Number of homeless cases prevented	222	97	128	61	↑	
RRS-HS-004	Number of properties where major disability adaptations have been completed	98	29	63	44	↑	

Education and Children's Services (ECS) Committee

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Richmond Children's Services (Achieving for Children)							
RCS-AFC-CIN-1	% of Assessments completed within 45 working days	93.5%	93.6%	93.5%	95%	↓	
RCS-AFC-CIN-2	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	90.9%	83%	91.3%	90%	↑	
RCS-AFC-CIN-3	% of Children subject to Child Protection Plan for 4 weeks or more, who have been visited within last 20 working days	97.7%	97.6%	100%	98%	↑	
RCS-AFC-CIN-4	% Early Help cases that step up within 3mths (<i>Minimise</i>)	3.4%	2.4%	3.8%	6%	↓	
RCS-AFC-CIN-5	% of Social work open cases with a supervision discussion recorded within 8 weeks	82.6%	84.9%	82.7%	95%	↓	Q2 saw a dip in reported performance to 83%, down from 91% in Q1. However, this figure is restricted to a narrow count of formal 'Case Supervision' meetings held within the past eight weeks.

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
							It is important to note that this represents only one specific type of interaction and does not capture the full range of managerial support provided. Our revised recording methodology now allows us to track 'Management Oversight' as a distinct and valid touchpoint; when these professional consultations are included alongside formal meetings, our actual supervision performance for Q2 rises to 89%. This broader metric provides a more realistic and accurate reflection of the consistent guidance practitioners receive. Furthermore, the implementation of the new AI tool to automate the recording of supervision write-ups is expected to significantly improve the timeliness and efficiency of our recording processes, ensuring that all forms of oversight are captured in the data promptly.
RCS-AFC-CIN-6	% of Referral decisions made within 24 hours	85.5%	93.1%	80%	90%	↓	SPA experienced an exceptionally busy summer period from July to September, with little of the usual summer downtime. We saw a significant increase in the number of assessments, with limited staff being available to progress assessments, due to staff taking leave over the quieter summer period. Within the SPA, timeliness for assessments was 87%. However, when combined with the performance of other teams, the overall timeliness was brought down to 80%. Specifically, referrals processed by teams under the 3-month rule was a significant factor, with 43% of these cases processed outside of the required timescale. Actions to address this - individual teams have been reminded of the 24-hour referral process to ensure all referrals are processed within the required timescale.
RCS-AFC-CL-1	% of Care Leavers aged 19-21 years in Employment, Education or Training	57.4%	54.3%	61.6%	60%	↑	
RCS-AFC-CL-2	% of Care Leavers aged 19-21 years in suitable accommodation	97%	94.7%	95.3%	95%	↑	

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
RCS-AFC-CL-3	% of Care Leavers aged under 18 with an up to date pathway plan	94.3%	90%	97.8%	90%	↑	
RCS-AFC-CLA-1	% of CLA visited within statutory timescale	94.7%	90.7%	94.4%	95%	↑	
RCS-AFC-CLA-2	% of CLA in foster placements who are placed with in-house foster carers	39.4%	46.9%	39.7%	55%	↓	The percentage of fostered children who are placed with in house foster carers decreased to 40% in the last quarter. We continue to invest in local recruitment across both Richmond and Kingston. We currently have three mainstream households undergoing assessment and three households scheduled to attend Skills to Foster training. Additionally, two mainstream households were approved at the last fostering panel. We recognise that, as well as continuing to advertise for mainstream carers, we need to strengthen our early identification of family members who could step in if parents are unable to cope on their own. Between July and September 2025, we completed 14 viability assessments in Kingston. We also continue to play an active role in the Local Authorities Fostering Southeast pilot, which aims to strengthen a regional approach to fostering recruitment.
RCS-AFC-CLA-3	% of CLA placed 20+ miles from home (Minimise)	28.7%	33.6%	30.6%	21%	↑	
RCS-AFC-CLA-4	% of CLA who have gone missing that are offered a return home interview (RHI) within 72hrs	96.2%	91.9%	97.1%	95%	↑	
RCS-AFC-CLA-5	% of CLA missing from care receiving a return home interview (RHI)	72.3%	71%	92.8%	65%	↑	
RCS-AFC-CLA-6	% of CLA with an annual health assessment	80%	78.2%	78.9%	89%	↑	Performance dipped to 79%. Following a meeting with health colleagues to review the work scheduling, next steps include promoting joint CSW/CLA Nurse visits for 16+ cases and

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
							<p>implementing regular AD-led escalation to resolve compliance delays.</p> <p>The development of the digital health forms is now underway following the recent introduction of the updated CoramBAAF templates. Following a short delay, new forms have now been in active use since December.</p> <p>The Digital Team has completed a review of these new templates and a draft of these is to be formally discussed at the Monthly CLA Health Tracker meeting on 23/01/25, where the specific timeframe and strategy for full implementation will be finalised.</p>
RCS-AFC-EA-1	% of Young people leaving emotional health service as a planned exit	73.7%	77.5%	74.6%	75%	↓	
RCS-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)	1.4%	2.2%	2.2%	3%	▬	Provisional result as of August 2025. September’s data will not be finalised with the DfE until 31 October (as per the NCCIS submission timetable).
RCS-AFC-EA-3	KS2 - % of Pupils achieving the expected standard in Reading, Writing & Maths at KS2	76%	75%	74%	75%	↓	Latest result results relates to the 24/25 academic year.
RCS-AFC-EA-4	KS4 - % of Pupils reaching a Level 5 in both English and Maths	66.6%	66.6%	65%	65%	↓	Latest result results relates to the 24/25 academic year.
RCS-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)	30%	30%	32%	30%	↓	Latest result results relates to the 24/25 academic year.
RCS-AFC-EA-6	KS4 - % Point gap between attainment of disadvantaged pupils and non-	30%	30%	35%	27%	↓	The achievement gap is skewed due to the disproportionately high attainment of non-disadvantaged pupils. Effective

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
	disadvantaged pupils achieving the expected level (9-4) in English and maths at Key Stage 4. (Minimise)						performance review is further hindered by insufficient engagement with the high number of secondary Academy schools. Reported result relates to the 24/25 academic year.
RCS-AFC-EA-7	KS4 - Average progress 8 score for disadvantaged pupils	-0.32	-0.32	N/A	N/A	N/A	<i>Progress 8 is not reported for 2024/25 (or 2025/26 next year) as the relevant pupil cohorts did not sit KS2 assessments in 2019/20 or 2020/21 due to COVID-19. Without this prior attainment data, the Department for Education is unable to produce Progress 8 scores.</i>
RCS-AFC-FS-2	% of families first interventions closed with a positive outcome (cumulative)	84.21%	77.42%	75%	90%	↓	
RCS-AFC-SEN-1	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (including exceptions)	94.6%	94.9%	98.8%	80%	↑	
RCS-AFC-SEN-2	% of Children and young people with EHCPs who are educated within the borough	69.2%	66.6%	70.9%	80%	↑	
RCS-AFC-SEN-3	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	84.1%	96.3%	92.8%	80%	↓	
RCS-AFC-CLA-7	% of CLA reported missing	N/A NEW	N/A NEW	12.03%	Data Only	N/A	

Environment, Sustainability, Culture and Sports (ESCS) Committee

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Resident Services Directorate							
RRS-CL-001	Physical visits to library sites rate (per 1,000 population)	4,689	2,349	2,501	2,355	↑	
RRS-CL-002	Number of library issues (Hard Copy & Electronic) (per 1,000 population)	7,299	3,618	3,817	3,674	↑	
RRS-CL-004	Total number of participants in Arts Programmes (including Orleans House Gallery)	61,020	32,537	25,536	21,930	↓	
RRS-WR-001	KG household waste per head of population (Minimise) (1QA)	371.6	99 (Q1)	96.1 (Q1)	90 (Q1)	↑	Work has been focussed on rolling out the food waste service to flats and due to timing of rollout is expected to have a bigger impact in Q2. A communications campaign is being launched in Q3 which is also expected to improve this KPI. There has been some waste reduction and improvement compared to Q1 in 2024/25 but has not achieved the target.
RRS-WR-002	% of Household waste sent for reuse, recycling and composting (1QA)	42.5%	38.8% (Q1)	43.7% (Q1)	46% (Q1)	↑	This is connected to RRS-WR-001 so the improvements should help this further in the rest of the year. Again, there has been improvement since Q1 2024/25 and from the end of year position but not enough to reach target. Recycling rates have generally stagnated across the country, except where new services are being implemented.
RRS-WR-003	Domestic food waste recycled as % of total household waste (1QA)	3.7%	3.4% (Q1)	3.8% (Q1)	4% (Q1)	↑	The tonnage of food waste recycled was the highest achieved for 3 years. The only time a result of 3.8% was exceeded during the last 3 years was in Q4 2024/25 and that resulted from a data adjustment correcting errors in earlier quarters. The continuing roll-out of weekly food recycling collections to flats is expected to generate further performance improvements against this measure.
RRS-WR-004	Reports about non collection of domestic waste per 100,000 bins collected (Minimise)	53.1	55.4	90	70	↓	Missed collections have increased in Q2 due to staff shortages, particularly drivers. This has become an issue for the industry again due to the additional demand for drivers to roll out food

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
							waste services across the country. This has resulted in double shifting vehicles and some crews not clearing all work on collection day. Additionally experienced staff have been moved between rounds, resulting in some loss of local knowledge. Agreement of the annual staff wage uplift from April 2025 has taken some time so morale has reduced and recruitment to vacancies has been difficult. The Council has provided additional support to increase wages which has now been accepted by the unions so there should be improvement moving forwards.
RRS-WR-005	% of Reported missed waste collections cleared within contractual timescales (cumulative)	99.5%	100%	99.1%	95%	↓	
RRS-WR-006	Average time (days) taken to clear a reported fly-tip (Minimise)	2.25	2	2	5	▬	
RRS-WR-007	% of Public streets with acceptably low levels of litter and detritus after cleansing	93.3%	89.5%	95%	98%	↑	
RRS-WR-008	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (cumulative) (No Polarity)	2,323	1,480	2,488	Data Only	N/A	
RRS-WR-009	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	4,595	2,151	3,026	Data Only	N/A	
RRS-ENS-002	% of New massage & special treatment premises inspections carried out within 28 working days of valid application	50%	0%	100%	95%	↑	
RRS-ENS-013	% of compliant premises selling age restricted products	N/A NEW	N/A NEW	100%	100%	N/A	

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Growth & Place Directorate							
RGP-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	100%	0%	100%	80%	↑	
RGP-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	87.7%	88.3%	97.8%	75%	↑	
RGP-P-003	Net additional homes provided	100	100	93	411	↓	<p>The set target is an annualised 10-year target and completions vary from year to year. The recently adopted Richmond Local Plan (October 2025) adopts a stepped housing delivery target to enable the higher housing target in the London Plan 2021 to be met over the plan period, with higher delivery expected in later years, and the stepped trajectory is now the basis for future monitoring. The Housing AMR is published each year with details of future housing land supply. Since 2022/23, the Council have granted permission for over 1,000 dwellings.</p> <p>Provisional figures for completions, subject to the publication of the 2024/25 Authority Monitoring Report, suggest 93 additions to the housing dwelling stock. This aligns with data reported to the GLA in the Housing Flows Reconciliation return, which indicates 103 net additions (note the difference arises from varying methodologies for counting losses and non-self-contained supply) and is used for the Housing Delivery Test calculation. Low rates of housing delivery are currently being reported across London and the UK, with falls in housing starts on site.</p> <p>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 and 2025. The most recent version was agreed by this Committee in February 2025 and includes actions to improve delivery which are being implemented and monitored.</p>

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PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
RGP-P-004	% of Council's decisions on major applications which are overturned at appeal (Minimise)	N/A NEW	N/A NEW	0%	5%	N/A	
RGP-P-005	% of Council's decisions on non-major applications which are overturned at appeal (Minimise)	N/A NEW	N/A NEW	1.96%	5%	N/A	

Transport and Air Quality (TAQ) Committee

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Growth & Place Directorate							
RGP-T-003	% of Primary schools operating school streets	42.9%	37.5%	42.9%	Data Only	▲	
RGP-T-007	New and materially improved pedestrian crossings	6	2	0	Data Only	▼	
RGP-T-008	KMs of new segregated cycle lanes in the Borough	0	0	0	Data Only	■	
Resident Services Directorate							
RGP-TE-002	% Attendance to all Dangerous Highway defects within 24hrs of notification	100%	100%	100%	100%	■	
RRS-ENS-005	% of reportable monitoring locations achieving the Nitrogen Dioxide air quality objectives (mean concentration of NO2 must not exceed 20 µg/m3 over a 12-month rolling period)	N/A NEW	N/A NEW	8%	100%	N/A	Richmond has adopted the World Health Organization interim target of 20 Microgrammes per cubic meter for Nitrogen Dioxide, to be achieved over the next 5 years. To deliver this the Council has a robust and innovative Air Quality Action Plan consisting of the measures we will take to ensure compliance with the objective levels. The journey to 100% compliance will not be immediate, but over the lifespan of the current AQAP. This

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
							represents the new targets set by Richmond, so 8% of sites currently achieve this.
RRS-ENS-006	% of monitoring stations achieving the particulate air quality objectives (PM10) (12 month rolling period)	100%	100%	100%	100%	■	
RRS-ENS-014	% of monitoring stations achieving the particulate air quality objectives (PM2.5) (12 month rolling period)	N/A NEW	N/A NEW	Data not yet available	100%	N/A	The new monitoring station PM2.5s have only been in place and providing data for a short period now, so data is not yet available for Q2.
RRS-ENS-008	Number of interventions by Compliance Officers for engine idling (No Polarity)	9,081	4,778	3,315	Data Only	N/A	
RRS-ENS-010	Number of schools where RSP engagement has taken place	29	15	18	Data Only	▲	

Finance, Policy and Resources (FPR) Committee

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Finance Directorate							
RFIN-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	82.8%	80.5%	84%	85%	▲	
RFIN-RS-001	Council Tax Collection rate	98.3%	56.2%	55.9%	56%	▼	
RFIN-RS-002	Non-Domestic Rates (Business Rates) Collection rate	97.9%	58.9%	56.7%	56%	▼	

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
Growth & Place Directorate							
RGP-EDO-001	Number of residents engaged/supported to find work through the Council's employment service	201	101	104	50	↑	
RGP-EDO-002	Number of Richmond Work Match Secured Jobs	77	44	32	25	↓	
RGP-EDO-003	Number of residents that have completed sector-based learning/training	N/A NEW	N/A NEW	32	25	N/A	
RGP-EDO-004	Number of people engaged on the Connect to Work scheme	N/A NEW	N/A NEW	N/A	20	N/A	Data is unavailable because the programme has not officially started yet.
Chief Executive's Group							
RCEG-CP-001	Number of people offered advice through Citizens Advice Richmond and Richmond AID	9,735	5,015	5,522	2,500	↑	
RCEG-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	61.86	31.78	31.36	Data only	↑	As per the MPS dashboard, Richmond currently has the Lowest Total Notifiable Offences per 1000 rate in London therefore Richmond remains the safest London Borough. The largest offence group for Richmond this Quarter was Theft.
RCEG-CS-003	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	439	244	256	248	↑	
RCEG-CS-006	% occupation of refuge spaces	91.4%	89.2%	95.2%	90%	↑	
RCEG-CS-007	% of positive outcomes for domestic abuse in the borough	8.1%	4.6%	11.7%	Data Only	↑	For Q2, there was a 11.7% positive outcome rate recorded from 678 Domestic Abuse (DA) cases. This target seeks to provide a measure of DA crimes which have a positive outcome in terms of progression from arrest to a charge, caution, or other formal sanction.

Mid-year (Q2) 25-26 Richmond Corporate Plan KPIs

PI Code	PI Name	2024/25	Q2 2024/25	Q2 2025/26			Q2 2025/26
		Value	Value	Value	Target	DoT	Note
RCEG-CS-008	% of positive outcomes for sexual violence in the borough	2.5%	3.8%	5.3%	Data Only	↑	For Q2 there has been a 5.3% positive outcome rate achieved from 132 sexual violence offences (i.e. sexual violence offences which have progressed to a charge, caution or other formal sanction).
RCEG-CS-009	Number of community triggers (ASB reviews) received (<i>Minimise</i>)	6	4	5	Data Only	↓	Applications have stayed consistent and are in line with expected numbers.
RCEG-CS-010	Number of ASB cases referred to the Community ASB MARAC (No Polarity)	20	6	5	Data Only	N/A	Referrals have stayed at the expected level. The referral form has been changed to reflect the expectation that agencies should have carried out actions prior to referral; this may lead to a slight decrease in numbers being accepted.
Change & Innovation Directorate							
RCID-CUS-001	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	76%	82%	81.6%	80%	↓	
RCID-CUS-003	% Telephone customers satisfied with service provided	N/A NEW	N/A NEW	79.5%	80%	N/A	
RCID-CUS-004	% Email customers satisfied with service provided	N/A NEW	N/A NEW	88.9%	80%	N/A	
RCID-CUS-005	% Webchat customers satisfied with service provided	N/A NEW	N/A NEW	92.7%	70%	N/A	
Adult Social Care & Public Health Directorate							
RDASC-BOS-003	% of housing cases for those on resettlement schemes closed within 6 months	N/A NEW	N/A NEW	81	75	N/A	