

# Quarter 2 2021-22 Corporate Performance Indicators Report

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Corporate policy

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## Adult Social Services, Health and Housing Cttee

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
<b>Adult Social Services &amp; Public Health Directorate</b>							
DASSR-OP-002	% of Adults with a learning disability aged 18-64 in paid employment	12.6%	13.5%	12.1%	13.5%	↓	47 out of 390 service users in paid employment. Numbers have reduced because of service users no longer in work over the last year, and those furloughed, both due to the pandemic. The employment support provider is working with those service users who wish to return to work or find alternative employment opportunities.
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%	82.4%	90.5%	85%	↑	180 out of 199 service users.
DASSR-OP-004	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	303.3	101.9	181.4	140.7	↓	Initial investigations indicate the increase in care home admissions is likely to be due to discharge to assess arrangements with more people moving into a care home from hospital. Further work is being undertaken to understand performance.
DASSR-OP-010	Number of admissions into residential and nursing care aged 65+ (Minimise)	98	32	58	45	↓	See comment above.
DASSR-OP-005	% of Carers who received an assessment during the year	56.3%	28.2%	34.5%	30%	↑	252 out of 730 carers
DASSR-OP-006	% of Clients (receiving long-term community services) on a Direct payment	40.1%	40.6%	37.8%	41%	↓	417 out of 1104 service users on a direct payment. Performance continues to be good comparatively, remaining in the top quartile across London. We are looking into why the numbers are reducing but aware that discharge to assess impacting due to urgency of getting people out of

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							hospital without an opportunity to discuss or consider a direct payment.
DASSR-OP-007	% of Adults with learning disabilities who live in their own home or with their family	74.8%	74%	76.2%	75%	↑	297 out of 390 service users.
DASSR-OP-009	% of People whose personal outcomes of an adult safeguarding intervention were met	98.1%	96.6%	98.8%	95%	↑	160 out of 162 people.
DASSR-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A	N/A	24	40	N/A	Reported a quarter in arrears. No data available for previous year 20/21 due to pandemic impact on service delivery. Performance remains affected by Covid-19. This is due to GP surgeries being occupied with vaccinating residents and dealing with the backlog of routine clinical work. We are encouraging providers to target the service at residents more at risk of cardiovascular disease and Covid-19. Performance expected to improve through the year.
DASSR-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	0.7%	N/A	0.5%	1.8%	N/A	Reported a quarter in arrears. No data available for previous year 20/21 due to pandemic impact on service delivery. Performance remains below the activity reported for Q1, 2019-20 and below what is required to achieve the 7.5% end of year target. Covid-19 continued to impact on the delivery of the programme during the period. Temporary modifications to the programme have been made to facilitate delivery online/or by telephone. Support is being given to target NHS Health Check invitations to residents more at risk of cardiovascular disease and Covid-19.

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
<b>Environment &amp; Community Services Directorate</b>							
ECSR-ENS-005	% of HMOs inspected within 20 working days of application	10%	0%	90%	80%	↑	Two visits not made on target due to staffing levels many HMO inspections are also retrospective visits after license had been issued during lockdown when inspections were not feasible.
ECSR-ENS-006	Number of formal hazard assessments carried out	10	2	19	40	↑	Q1 was 2 and Q2 is 17 so a total of 19. Q1 was low due to Covid-19. Dwellings (including HMOs) were determined as high risk and had an impact on ability to inspect during that period. This effect in Q1 has had an effect on the total number however the figure for Q2 has improved as we have been able to inspect. Performance in Quarters 3 & 4 will improve further.
ECSR-ENS-013	Number of private sector dwellings improved	0	0	15	35	↑	The figure is low due to an expected lag from inspections onto notices and, latterly onto compliance inspections then being able to record premises improved. Performance in Q3 is anticipated to improve as a consequence.
ECSR-ENS-014	Number of private sector long term vacant dwellings returned to occupation due to council action	0	0	0	3	▬	There has been little interest shown in empty property grants. A lot of work has been taking place to bring long term empty properties back into use with the help of Council Tax and legal. Plans are under way to get owners to sell their properties at auction (11 Chilton Rd is going to auction on the 5/10/21). There are others in the pipeline. The nature of long term empty properties and bringing them back into use can be a very long and drawn out process. Clearer stats will become available in Q3 and Q4.

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
<b>Housing &amp; Regeneration Directorate</b>							
HRR- HS-001	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	0	—	
HRR- HS-002	Number of households living in Temporary Accommodation (Minimise)	282	338	335	314	↑	By the end of Q2 the use of temporary accommodation had increased by 24 placements, which is 21 placements more than expected. In line with identified trends during Q1, there have been high incidences of domestic abuse being the driving factor behind homelessness, which limits the ability to prevent homelessness. In addition, since the 1st June 2021, amendments to the Coronavirus Act 2020 means that landlords are no longer restricted from enforcing evictions, so the number of evictions and homelessness is expected to increase. The size of the housing options, lettings and rough sleeping teams has increased through recruitment, with all officers working with support agencies / landlords to rehouse households.
HRR- HS-003	Number of homeless cases prevented	86	57	51	40	↓	
HRR- HS-004	Number of properties where major disability adaptations have been completed	97	38	47	55	↑	During Q1 there were 34 major adaptations, and a further 13 during Q2. An additional 8 adaptations which were due to be completed during Q2 are now awaiting final payments, which will rollover into Q3. It is expected that performance will be at or very near to target over the full year.

## Education & Children's Services Cttee

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-AFC-CIN-001	% of Assessments completed within 45 working days	95.4%	95.0%	89.9%	95%	↓	
CEGR-AFC-CIN-002	% of Allocation decisions made within 24 hours	86.1%	88.7%	92.1%	100%	↑	
CEGR-AFC-CIN-003	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	98.0%	95.5%	100%	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%	97.9%	87.2%	100%	↓	116/133 - 17 children from 13 families were not recorded as having been visited within timescales as at the end of September. 10 of these children have been seen successfully since then, delays include some older children and some families not being at home during planned visits and parents refusing visits due to suspected Covid-19. 1 child was not seen as he was deplanned at the end of September. Another 2 children were seen under CLA as they moved into care. Attempts to see the remaining 4 children are in progress. The commissioning of the CiN (Children in Need) project team will ease pressures in the Richmond Safeguarding team so that CP work can be prioritised.
CEGR-AFC-CIN-006	% of Social work open cases with a supervision discussion recorded within 8 weeks	73.4%	85.0%	67.5%	95%	↓	564/836 - children's cases had been discussed in case supervision within the last eight weeks as at the end of September. A combination of staff sickness, annual leave, and challenges in recruiting permanent social workers has led to a dip in performance during the second

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							quarter. The work of the CiN project team (starting 25 October) will include focus on ensuring all children have a supervision discussion within timescales and this will lead to improved performance.
CEGR-AFC-CL-001	% of Care Leavers aged 19-21 years in Employment, Education or Training	66.0%	74.7%	57.5%	60%	↓	
CEGR-AFC-CL-002	% of Care Leavers aged 19-21 years in suitable accommodation	91.5%	94.7%	95%	90%	↑	
CEGR-AFC-CL-003	% of Eligible young people with an up to date pathway plan (16-18 year olds)	100%	98.0%	85.3%	90%	↓	52/61 - 9 Pathway Plans for children were in need of an update as at the end of September. Revisions to these plans are now underway and will be updated by the end of October. The delays have been due to high sickness levels within the team and workload pressures
CEGR-AFC-CLA-003	% of CLA visited within statutory timescale	89.1%	89.8%	82.8%	100%	↓	96/116 - 11 of the 20 children whose visits were not made in time have subsequently been seen and their visits recorded. Reasons for the delayed visits to remaining children include :- children isolating due to Covid-19, young people missing from their placements and other young people are choosing not to engage with services. The delays have been further impacted by worker sickness, staff vacancies and workload pressures with the teams supporting these children.
CEGR-AFC-CLA-004	% of CLA placed 20+ miles from home (Minimise)	23.1%	23.4%	23.5%	20%	↓	

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-AFC-CLA-005	% of CLA with 3+ placements (within 12 months) (Minimise)	9.0%	8.9%	7.6%	10%	↑	
CEGR-AFC-CLA-007	% of CLA placed with in-house foster carer	68.0%	63.8%	56.9%	50%	↓	
CEGR-AFC-CLA-009	Average number of days between entering care and moving in with adoptive family (Minimise)	365	362	605	426	↓	This is a national adoption scorecard measure (ALB1) highlighting the numbers of days between entering care and an adoption order being granted. It is a rolling average of children adopted in the last three years. The cohort size is very small (5 children) therefore exceptions are suppressed as identifiable. Timeliness has been impacted by legal complexity and assessment of foster carers as adopters. Adoption by foster carers means that the child(ren) experience(s) a stable placement and is a positive outcome. An alternate measure (ALB10) is available that excludes children who are adopted by their foster carers and brings the days between entering care and adoption order to just 331 days.
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)	3.17%	1.61%	0%	5%	↑	
CEGR-AFC-	% of Children Looked After (CLA) who have gone missing that are offered a return home interview within 72hrs	89.1%	68.1%	94.3%	100%	↑	

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		Value	Value	Value	Target	DoT	Note
CLA-011							
CEGR-AFC-CLA-002	% of CLA missing from care receiving return interviews	52.8%	41.3%	52.3%	50%	↑	
CEGR-AFC-EA-008	% of 16-17 year olds in apprenticeships	1.01%	1.90%	1.51%	N/A	↓	
CEGR-AFC-EA-011	% of Young people leaving emotional health service as a planned exit	73.9%	81.0%	89.5%	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%	Not available	3.79%	3.5%	N/A	As of August 2021. September figures are not provided based on agreement with CCIS. National published data uses the Q3 reporting period therefore quarterly data is a snapshot in time.
CEGR-AFC-EA-014	% of Resident families who were able to send their children to their top 3 choice primary school	96.5%	96.5%	99.2%	Data only	↑	Relates to September 2021 school intake (i.e., 2021/22 academic year).
CEGR-AFC-EA-015	% of Resident families who were able to send their children to their top 3 choice secondary school	82.6%	82.6%	82.5%	Data Only	↓	
CEGR-AFC-EA-016	% of Young people who were reported missing from home who are offered a return home interview within 72 hrs	88.0%	63.3%	93.3%	100%	↑	
CEGR-AFC-SEN-001	Number of ECHPs (No Polarity)	1,549	1,515	1,602	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%	84.8%	54.6%	80%	↓	30/55 EHCP assessments were completed within the statutory timescale of 20 weeks. Delays have been impacted by capacity issues however the service is addressing current vacancies, Team Manager and Senior Coordinator posts are now at the appointment stage and four other coordinator posts commenced during September. The team have had to deal with competing priorities this quarter to meet phase transfer deadlines and clear the Annual Review backlog. An expected high volume of requests in April / May always results in a 20 week deadline over the summer holidays in August (when staff take leave and education settings are closed so it is not always possible to publish final EHC Plans) and in September (when those August deadline cases are recovered, knocking-on to September deadline cases).
CEGR-AFC-SEN-003	% of Children and young people with EHCPs who are educated within the borough	66.6%	61.9%	66.7%	65%	↑	
CEGR-AFC-SEN-004	% of Requests where an Education, Health, & Care (EHC) needs assessment was declined (No Polarity)	38.9%	32.7%	20.0%	Data only	N/A	Provisional targets for SEND KPIs (where one year of performance data is available) have been proposed and awaiting agreement between AfC and Commissioners.
CEGR-AFC-SEN-005	% of Needs assessments where it was decided to issue an EHCP (No Polarity)	74.6%	73.8%	98.6%	Data only	N/A	Performance will be reported against target in Q3.

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CEGR-AFC-SEN-006	% of New EHCPs assessed to be good or better	82.04%	11.11%	100%	60%	↑	Only one new EHCP was audited in Q2 but average scaling score was good.
CEGR-AFC-SEN-007	% of Amended EHCPs judged to be good or better	82.0%	82.9%	83.5%	Data only	↑	Provisional targets for SEND KPIs (where one year of performance data is available) have been proposed and awaiting agreement between AfC and Commissioners. Performance will be reported against target in Q3.
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	80.8%	100%	76.9%	Data only	↓	
CEGR-AFC-SEN-009	% of Annual reviews of EHCPs held within the statutory timescale (12 months)	N/A	N/A	34.2%	Data only	N/A	Data for this KPI has only been available from Q1 2021-22. Targets will be proposed as part of the annual refresh and reported in Q1 2022-23.
CEGR-AFC-SEN-010	% of Annual review decisions made within 4 weeks	49.4%	N/A	43.7%	Data only	N/A	Data for this KPI has only been available from Q3 2020-21. Provisional targets for SEND KPIs (where one year of performance data is available) have been proposed and awaiting agreement between AfC and Commissioners.
CEGR-AFC-SEN-011	% of Drafted amended EHCPs issued within 8 weeks of the annual review decision	39.0%	N/A	41.4%	Data only	N/A	
CEGR-AFC-SEN-012	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	28.1%	N/A	84.6%	Data only	N/A	
CEGR-AFC-	% of Parents and carers who are satisfied with their engagement in the annual review of their child's EHCP	100%	100%	84.6%	Data only	↓	Provisional targets for SEND KPIs (where one year of performance data is available) have been proposed and awaiting agreement

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		Value	Value	Value	Target	DoT	Note
SEN-013							between AfC and Commissioners. Performance will be reported against target in Q3.
CEGR-AFC-SEN-014	% of Children and Young people who are satisfied with their engagement in the annual review of their EHCP	80.65%	100%	0%	Data only	↓	No response received this quarter as CYP survey currently closed due to issues around consent. Provisional targets for SEND KPIs (where one year of performance data is available) have been proposed and awaiting agreement between AfC and Commissioners. Performance will be reported against target in Q3.
CEGR-AFC-SEN-015	% of Next Steps interviews delivered to SEND learners by the end of Year 11	N/A Revised KPI	N/A Revised KPI	31.2%	Data only	N/A	Measure is reported cumulatively through the year. Next Steps in 2021/22 are now delivered as an integral part of EHCP annual reviews in Years 9 and 11 and offered as a 1 to 1 interview to EHCP and SEN Support learners in Year 10. 91 next steps interviews were offered from a cohort of 292. The definition of this KPI was amended and data provided from Q1 2021-22. Targets will be proposed as part of the annual review and reported in Q1 2022-23.
CEGR-AFC-SEN-016	% of Parental appeals to the SEND Tribunal that are agreed in favour of the local authority	25%	100%	50%	Data only	↓	This KPI is information only with no target to be set.
CEGR-AFC-SF-002	% of Under 5's in reach area (each locality named) registered with their children centre	47.8%	53.6%	44.2%	67%	↓	5,477 children registered from a target of 12,401. The decrease in registrations over the last 18 months is a reflection of the effect of the Covid-19 pandemic. Children's Centre premises were closed for a considerable amount of time, and when they re-opened it

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							was with limited capacity. Although provision was placed online (Facebook) as much as possible, users did not need to be registered in order to access this. The registration process was moved online, and while this has generated some registrations, it is very low compared to the numbers gained when families attend the centres in person. Centres have recently been able to extend their in person provision, and the number of registrations has shown a slight increase over the last month.
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%	55.6%	77.3%	50%	↑	

### Environment, Sustainability, Culture and Sports Services Cttee

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-CLLS-001	Physical visits to library sites rate (per 1,000 population)	296	132	790	379	↑	
ECSR-CLLS-003	% of All library reservation requests supplied within 7 calendar days	88%	Not available	80%	75%	N/A	
ECSR-CLLS-004	Electronic / virtual visits to libraries (rate per 1,000 population)	1,830	754	1,104	943	↑	

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		Value	Value	Value	Target	DoT	Note
ECSR-CLLS-005	Number of new eLibrary members	5,551	3,587	1,285	1,500	↓	Has slowed due to the increase in physical visits but also because one of our popular resources, Pressreader, unexpectedly no longer allows us to collect these figures showing new users signing up to the service.
ECSR-CLLS-008	Number of library issues (hard copy) (per 1,000 population)	N/A	N/A	2,314	813	N/A	
ECSR-CLLS-009	Number of electronic library issues (per 1,000 population)	N/A	N/A	513	212	N/A	
ECSR-CLLS-011	Total Social Media reach (including Facebook reach, Twitter impressions, Blog views and more) per 1,000 population	N/A	N/A	1,955	3,172	N/A	Social media engagement still depressed by the events and activities programmes not running. We expected more of them to be physically back earlier than autumn. Has also slowed as physical visits have recovered.
ECSR-CPL-008	Total number of participants in Arts Programmes	8,966	5,911	3,654	5,083	↓	The target set for the numbers of participants within Arts programmes for the 2021/22 year is an ambitious one which reflects the service's desire to encourage residents and visitors back to Arts programmes. We are still carrying the reduction in attendance reported from Q1, which was associated with delays to the Government Roadmap in Spring 2021. Whilst government restrictions may have ceased, there is still a reluctance among a substantial number of residents and visitors to attend indoor classes and events. Despite this, performance in Q2 was closer to target and we expect to see a continued improvement in the position as the year progresses, assuming there are no further

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							restrictions or significant changes in public attitude to events and activities.
ECSR-CPL-009	Number of visitors to Orleans House Gallery	9,123	5,243	11,193	13,125	↑	The pattern of onsite visiting has become disrupted following lifting of lockdown restrictions and it is more difficult to predict visitor behaviours and therefore targets. The summer period is usually a busy period for Orleans, but a combination of a wet summer and continued reluctance of people to choose indoor and covered attractions will have had an impact. Recent findings of Visit Britain's Covid 19 survey confirm that of all tracked metrics indoor activities, like visiting art galleries, have been the most likely to attract lowest engagement compared to normal. As attitudes change, with confidence in visiting indoor venues, we expect to return to previous visiting patterns. In the meantime, we are developing outdoor events and promoting the gallery as a safe space.
ECSR-CWR-001	% of Household waste sent for reuse, recycling, and composting (cumulative) (1QA)	40.4%	38.9% (Q1)	40.0% (Q1)	45.5%	↑	The target is consistent with pre Covid levels of performance, so it has not been adjusted to reflect changes in behaviours experienced during the pandemic. Even so, Q1 2021/22 performance represents a 2.8% increase compared to Q1 2020/21 when adverse Covid impacts were at their greatest. Compared to Q1 2020/21, there was little change in levels of household waste, dry recycling increased by 2% and combined food and garden waste recycling increased by 19%.

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		Value	Value	Value	Target	DoT	Note
ECSR-CWR-002	Domestic food waste recycled as % of total household waste (cumulative) (1QA)	3.7%	3.6% (Q1)	4.5% (Q1)	4.5%	↑	
ECSR-CWR-005	Reports about non collection of waste per 100,000 bins collected (cumulative) (Minimise)	N/A NEW	N/A NEW	148.9	42	↓	Within this period the collection services suffered a detrimental impact from significant resource absence within the Serco contract, through a combination of Covid 19 isolation requirements and driver shortage affecting service deployment. Agency staff were utilised as a replacement resource although some unfamiliarity of collection rounds inevitably contributed to missed collections. Contractual performance issues are addressed through the contract management framework and the figure provided is reflective of an average for the reported period.
ECSR-CWR-011	% of reported missed waste collections cleared within contractual timescales (cumulative)	48.2%	24%	57.3%	95%	↑	Although a marked improvement on Q1, and higher than Q2 and year-end 2020/21, the collection services continued to suffer a detrimental impact from significant resource absence within the Serco contract and affecting service deployment. Contractual performance issues are addressed through the contract management framework and the figure provided is reflective of an average for the reported period.

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ECSR-CWR-007	% of Local Authority Collected Waste (LACW) recycled (cumulative) (1QA)	40.7%	38.9% (Q1)	39.9% (Q1)	Data Only	↑	Q1 2021/22 performance represents a 2.6% increase compared to Q1 2020/21 when adverse Covid impacts were at their greatest. Compared to Q1 2020/21, overall levels of collected waste increased by 3%, recycling increased by 5% and residual waste only increased by 1%.
ECSR-CWR-008	KG household waste per household (cumulative) (Minimise) (1QA)	934.5	229.2 (Q1)	228.6 (Q1)	220	↑	
ECSR-CWR-009	Net carbon impact of waste collection service (Minimise) (1QA)	N/A	N/A	-0.195 (Q1)	To follow in Q3	N/A	This represents tonnes CO2eq per tonne of waste managed; the result was calculated by using the updated version of the Mayor of London's 'Ready Reckoner' carbon calculation tool. The 2021-22 targets are being recalculated using this recently updated tool and will be available for Q3 reporting.
ECSR-CWR-012	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	905	439	703	444	↓	The indicated increase in reports versus the same period last year is most likely due to the change in behaviours and movement of residents returning to work environments having been previously required to work from home. In addition, the impact of an increase of on-street hospitality activity may have also contributed to this increase.
ECSR-CWR-013	% of Public streets with acceptably low levels of detritus accumulations after cleansing	99%	99%	96%	97.5%	↓	Detritus levels during this period have been impacted by a significant increase in inclement weather during this period. Q2 for 2021/22 has been subject to higher than usual levels of heavy rain and winds, with accumulation of materials on streets.

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ECSR-CWR-003	% of Public streets with acceptably low levels of litter after cleansing	99.0%	97.7%	98%	98%	↑	
ECSR-HOS-005	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	1,336	358	723	Data only	No trend	
ECSR-HOS-006	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	2,216	1,147	1,422	Data only	No trend	
ECSR-CWR-004	Average time (days) taken to clear a reported fly-tip (1QA) (Minimise)	4.14	4.0 (Q1)	4.7 (Q1)	5	↓	
ECSR-ENS-010	% of Regulatory Services Partnership service requests with an initial response within the 'defined timescale'	91.2%	81%	95%	90%	↑	The majority of service requests received by the RSP relate to noise & nuisance. The number of noise complaints is still greater than pre-pandemic levels and the service is managing the increase in complaints using existing resources. Whilst the performance against the KPI is good, the effectiveness of the service is being affected at other points in the complaint process.
ECSR-ENS-011	Safeguarding older people – number of successful physical interventions in cases of residents being targeted by financial scams and abuse	100	40	63	50	↑	
ECSR-ENS-012	Safeguarding young people – number of successful physical interventions for restricted sales such as knives, alcohol, fireworks, tobacco, and e-cigarettes	92	42	50	50	↑	

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		Value	Value	Value	Target	DoT	Note
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%	100%	95%		17 New and variation applications received during the quarter, 4 referred to the licensing committee with representations. Of the remaining 13 all notified of grant no later than 10 working days after the consultation period closed.
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	N/A	100%	95%	N/A	
ECSR-ENS-024	% of Successful contacts for positive Covid-19 cases referred to the Local Contact Tracing Service by the National Test & Trace service	N/A	N/A	72%	50%	N/A	Case tracing is becoming more challenging due to the younger demographic of positive cases with a substantial proportion now being under 18 and increasingly difficult to contact and obtain meaningful information from regarding close contacts and places visited during their infective period.
ECSR-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	91.7%	100%	100%	90%		Reporting period is three months July-September 2021 (in line with national reporting of planning application performance)
ECSR-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	95.5%	96%	91.6%	80%		
ECSR-P-0021A	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	0.96%	0%	1.92%	2%		
ECSR-P-004	Net additional homes provided	331	331	208	315		Result relates to 20/21 financial year (reported 6 months in arrears). Provisional result subject to publication of the 2020/21 Authority Monitoring Report.

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
							The set target is an annualised 10-year target and completions vary from year to year. In 2020/2021, the effects of the Covid-19 pandemic stalled and/or delayed some schemes that would have otherwise been completed.

### Finance, Policy and Resources Cttee

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
<b>Chief Executive's Group</b>							
CEGR-COM-002	Total number of offers available in a period - Business Offers Scheme	194	246	237	225	↓	
CEGR-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	58.7	31.14	29.18	32.2	↑	Lowest rate of crime in London.
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%	38%	47.3%	30%	↑	
CEGR-CS-005	Total number of reported domestic abuse incidents and crimes (No Polarity)	2,379	1,189	963	Data only	No polarity	
CEGR-CS-007	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	N/A new	N/A new	218	200	N/A	
CEGR-EDO-002	Number of residents engaged/supported to find work through the Council's employment service	N/A new	N/A new	158	100	N/A	For Q3 and 4 effort will be put in place to engage in more deprived wards.

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-EDO-003	Number of residents provided with a training outcome through the Council's employment service	N/A new	N/A new	125	75	N/A	
CEGR-EDO-004	Number of Richmond Work Match Secured Jobs	N/A new	N/A new	27	37	N/A	Whilst lower than the KPI target for Q2, there is now a dedicated team in place in Richmond. This re-structuring and the successful recruitment of a Business Engagement and Employment team (including the appointment of two new officers) has already begun to address the underperformance previously. Additionally, a second Business Engagement and Employment Officer has been appointed and started in mid-October.
CEGR-RES-003	% of FOI requests completed within 20-day limit	59%	62%	77.9%	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, 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.
CEGR-RES-004	% of Stage 2 Corporate Complaints responded to within 15 working days	53.3%	N/A	47.4%	50%	N/A	There was a total of 19 Stage 2 complaints of which 9 were responded to in time. Whilst the number of Stage 2s responded to on time was just below the target, the complaints service will undertake a review, both centrally and directly with services, to understand the impact on response times with the aim of improving

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
							response times in future quarters. This review will look at volumes and drill into the potential reasons why responses were late. From this review, interventions will be identified to improve response times in future quarters.
<b>Resources Directorate</b>							
RESR-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	84.1%	82.8%	84.5%	90%	↑	Performance has increased since the last quarter. The number of invoices received at this point in the year are in line with previous years. Officers are continuing to process invoices promptly although further work is still needed to improve performance.
RESR-RS-001	Council Tax Collection rate	97.7%	56.1%	56.1%	56%	▬	Collection is holding up well but may be affected by end of furlough and general economic situation.
RESR-RS-002	Non-Domestic Rates (Business Rates) Collection rate	85.4%	49.7%	45.4%	45%	↓	Reflects the ending of Retail, Hospitality and Leisure relief and ongoing difficulties faced by some businesses as they try to return to normal operations.

## Transport and Air Quality Cttee

PI Code	PI Description	2020/21	Q2 2020/21	Q2 2021/22			Q2 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-ENS-017	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	36%	100%	100%	100%		Snapshot based on August figures (latest available).
ECSR-ENS-018	% of Monitoring stations achieving the Particulate air quality objectives	100%	100%	100%	100%		Snapshot based on August figures (latest available)
ECSR-ENS-019	% of Schools achieving air quality objectives	97.3%	100%	100%	100%		Snapshot based on August figures (latest available). This relates to areas around schools that are part of our air quality network that show current exceedances in NO2. Due to distance from the monitoring locations all schools inside the boundary of the property will be compliant.
ECSR-ENS-021	Number of interventions by Compliance Officers for engine idling (No Polarity)	8,104	N/A	6,335	N/A	N/A	