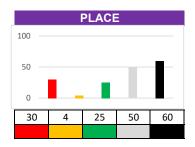
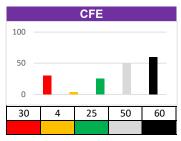
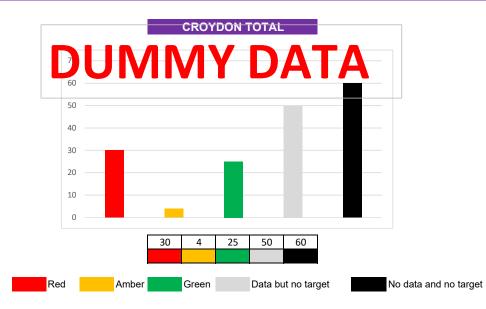
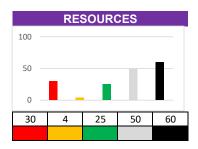
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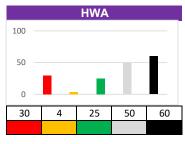
PERFORMANCE FRAME











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Corporate performance, finance & risk report overview (KPI's)

Going well will review performance in areas that have made an improvement, compared to past performance. It will also aware possible, benchmark on performance compared to other London LA's, and / or national average.

ONES TO WATCH

Ones to watch will monitor performance where, from a strong position, performance is being to deteriorate to enable decision makers to make informed choices as to how to manage / improve performance in a timely manner. It will also, where possible, benchmark on performance compared to other London LA's, and / or national average.

THINGS TO DO BETTER

THINGS TO DO BETTER
Things to do better will highlight performance that is not meeting the expected standard / target, and the potential consequences the organisation could face as a result. It will also, where possible denchmark on performance compared to other London LA's, and / or national average.





PREVIOUS DATA

REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe	Croydon position	NOTES
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PLACE

Latest Update: APRIL 2021

PUBLIC REALM

PL PR 19	Number of Park Patrols	Monthly	Apr-21					This figure will not be available until mid May
PL PR 20	Number of District Centre Patrols	Monthly	Apr-21					This figure will not be available until mid May
PL PR 23	% of household waste sent for reuse recycling and composting	Quarterly	Q3 2020/21		44.2%			
PL PR 25	Missed Bins per 100k	Monthly	Apr-21		98			
PL PR 28	% of Streets below grade rectified in time	Monthly	Apr-21		99.7%			
PL PR 30	Street lighting performance and maintenance (% of lights in light)	Monthly	Apr-21	99%	99.75%			If performance target is not met then financial adjustment are applied to Service Provider under PS2.
PL PR 32	Parks and open space Volunteer Days per month	Quarterly						
PL PR 33	Street champion Volunteering days per month	Quarterly						
PL PR 53	% of Licence applications to be processed within statutory timescales	Quarterly						
PL PR 56	% of applications with representations are referred to licensing sub committee within statutory timescales	Quarterly						

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LATEST DATA PREVIOUS DATA Change Croydon INDICATOR Timeframe RAG Croydon position **NOTES** REF. Frequency Target from Timeframe position previous % of contaminated land assessments are conducted PL PR 59 Quarterly within service standards/statutory timescales % of air quality monitoring conducted within service PL PR 62 Quarterly standards/statutory timescales % of complaints about nuisance are responded to PL PR 65 Quarterly within service standards/statutory timescales Private Sector Housing Service Requests concerning PL PR 66 Quarterly conditions - % initial responses within 24 hours Private Sector Housing Service Requests concerning PL PR 67 Quarterly conditions - % visits within 48 hours Private Sector Housing Service Requests - % initial PL PR 68 Quarterly responses within 3 days Private Sector Housing Service Requests - % visits PL PR 69 Quarterly within 10 days

PLANNING AND STRATEGIC SUPPORT

Latest Update: APRIL 2021

PL PS 03	% of Major applications processed in time (13 weeks)
PL PS 06	% of Minor planning applications processed in time
PL PS 09	% of Other planning applications processed in time
PL PS 10	Major Planning applications determined in time over a rolling 2 year period
PL PS 11	Non- Major Planning applications determined in time over a rolling 2 year period

Monthly 60% 0.00% Monthly 65% 59.78% Monthly 80% 79.61% Monthly 60% 85.71%					
Monthly 80% 79.61%	Monthly	60%	0.00%		
	Monthly	65%	59.78%		
Monthly 60% 85.71%	Monthly	80%	79.61%		
	Monthly	60%	85.71%		
Monthly 70% 75.95%	Monthly	70%	75.95%		

CULTURE





PREVIOUS DATA

REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe	Croydon position	NOTES
PL CUL 01	Footfall in libraries	Monthly								
PL CUL 02	Book issues in Libraries	Monthly								
PL CUL 03	Digital issues in Libraries	Monthly								

RESOURCES

Latest Update: APRIL 2021

CROYDON DIGITAL SERVICE

RE CDS 01	Number of Major incidents	Monthly	Mar-21	N/A	15		Data shows Priority level 1 & 2 incidents across all suppliers.
RE CDS 02	Number of Major incidents resolved within SLA	Monthly	Mar-21	SLA	15		Various SLAs are in place across suppliers listed in O167. Target to resolve all issues within set standards.
RE CDS 03	Number of total incidents	Monthly	Mar-21	N/A	2,886		Includes all major and minor incidents including Priority levels 1, 2, 3 & 4
RE CDS 05	% of issues first time fix (IT Service Desk)	Monthly	Mar-21	80%	86%		Percentage of total incidents resolved first time
RE CDS 06	Average website uptime	Monthly	Apr-21	100%	100%		Covers the whole www.croydon.gov.uk website
RE CDS 07	Number of total website visits	Monthly	Apr-21	compare to avg monthly visits	42,899		number of website sessions by unique and repeat visitors. The current position figure is based on the new website. Future KPI updates will report on comparison to a monthly average figure from usage of the new website to ensure comparison on a like for like basis. After a full

Latest Update: APRIL 2021



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REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe	Croydon position	NOTES
RE CDS 08	Number of active MyAccount users	Monthly	Apr-21	compare to avg monthly log-in	27,693 log-ins to My Account in the last 4 weeks					aseline of 149,196 is the number of active lyAccount accounts.
RE CDS 09	Number of projects in Delivery	Quarterly	Apr-21	N/A	71					
RE CDS 10	Number of project Queued	Quarterly	Apr-21	N/A	86					
RE CDS 11	Number of projects completed year to date	Quarterly	Jan - April 2021	N/A	48					
HUMAN RESOL	URCES									

	Recruitment process - % people shortlisted declared as female					
RE HR 02	Recruitment process - % people appointed declared as female					
	Recruitment process - % people shortlisted declared as Black, Asian, Mixed, and White ethnic minority groups					
RE HR 04	Recruitment process - % people appointed declared as Black, Asian, Mixed, and White ethnic minority groups					
	Recruitment process - % people shortlisted declared as LGBT					
RE HR 06	Recruitment process - % people appointed declared as LGBT					
RE HR 07	Recruitment process - % people shortlisted declared as disabled					
RE HR 08	Recruitment process - % people appointed declared as disabled					

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LATEST DATA

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PREVIOUS DATA Change Crovdon Timeframe RAG **Croydon position NOTES** REF. INDICATOR Frequency Target from Timeframe position previous RE HR 09 % of staff who are agency % of new joiners rate their corporate induction RE HR 10 experience as good or excellent % formal employee relations cases that are resolved RE HR 14 within 12 weeks % LBC workforce declared as female RE HR 15 66.20% Annual % LBC workforce declared as Black, Asian, Mixed, and RE HR 16 44.70% Annual White ethnic minority groups RE HR 17 % LBC workforce declared as LGBT 4.90% Annual RE HR 18 % LBC workforce declared as Disabled Annual 8.70% RE HR 19 % LBC workforce who have declared their gender Annual 100% RE HR 20 % LBC workforce who have declared their ethnicity Annual 68% % LBC workforce who have declared their sexual RE HR 21 64% Annual orientation % LBC workforce who have declared if they have a RE HR 22 Annual 66% disability Rolling Year RE HR 23 Number of sick days per FTE Monthly 5.6 5.38 to Apr 21 RE HR 24 % participating in staff surveys

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Latest Update	: APRIL 2021	API	PENDIX A -	THIS A DRAF	<mark>T REPORT IN</mark> T DATA	PRODUCT	ION	PRE	VIOUS DATA	www.croydon.gov.uk
REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe		NOTES
RE HR 25	% participating in temperature checks									
RE HR 26	% of people who have stated in temperature checks "I am proud to work for the council"									
LAW AND GOV	/ERNANCE									
RE LG 17	% of FOIs responded to within statutory time line	Monthly	Feb-21	90%	57%					
RE LG 20	% of SARs responded to within statutory timeline	Monthly	Feb-21	90%	65%					
PAYMENTS, R	EVENUES AND BENEFITS									
RE PRB 03	Council Tax Collection as a percentage of the Net Collectable Debt	Monthly	Apr-21	10.96%	10.70%					
RE PRB 06	Business Rates Collection as a percentage of the Net Collectable Debt	Monthly	Apr-21	13.3%	14.6%					
COMMUNICTIO	ONS									
RE CM 01	Intranet news page views	Monthly	5th April - 2nd May 2021		8205					
RE CM 04	Increase in subscribers to YC Weekly e-bulletin from previous month	Monthly	Apr-21	100	640					
RE CM 06	Increase in subscribers to corporate social media accounts from previous month – FB	Monthly	Apr-21	To increase	46					
RE CM 08	Increase in subscribers to corporate social media accounts from previous month – Twitter	Monthly	Apr-21	To increase	126					
RE CM 10	Increase in subscribers to corporate social media accounts from previous month – Instagram	Monthly	Apr-21	To increase	72					
RE CM 15	Digital news hub – visits to site/click through	Monthly	Apr-21	25000	19865					Top three stories visited: 1) A message from Rachel Flowers; 2) Covid-19 update from Rachel Flowers; 3) Regina Road update

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REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG		Croydon position	NOTES
EMOCRATIC	SERVICES									
RE DS 01	Percentage of Draft minutes produced within 10 working days;									
RE DS 02	Number of reports published after the statutory deadline									
RE DS 03	Percentage of information requests from the Scrutiny Committee responded to within the statutory timescale									
OMMUNITY E	QUIPMENT SERVICE									
RE CES 03	% of CES delivery/collection/maintenance/repairs within the agreed timeframe	Monthly	Mar-21	95%	95.4%					
	EN FAMILIES AND EDUCATION (CFE)								
		Monthly	Apr-21		31%					Target to be agreed
ARLY HELP /	ND CHILDREN'S SOCIAL CARE Percentage of Early Help cases that were stepped up		Apr-21		31%					Target to be agreed
ARLY HELP /	Percentage of Early Help cases that were stepped up to CSC (EH 9) Percentage of CSC referrals that were stepped down	Monthly								Target to be agreed Target to be agreed



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REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timefra	me Croydon position	NOTES
CFE CSC 08	Percentage of CIN* for who had review on time (those allocated to CWD teams) (CIN 7)				86%					Measure to be developed
CFE CSC 10	Net current expenditure per child on CLA placements				To be developed					Measure to be developed with finance
CFE CSC 12	Rate of local CLA per 10,000 under 18 population (CLA 2a)	Monthly	Apr-21		48.0					
CFE CSC 13	Number of UASC CLA (CLA 4)	Monthly	Apr-21		205					
CFE CSC 14	Percentage of the under 18 population who are UASC	Monthly	Apr-21		0.22%					
CFE CSC 15	Number of care leaver population formerly USAC				To be developed					Measure to be developed
CFE CSC 16	Percentage of care leaver population formerly USAC				To be developed					Measure to be developed
CFE CSC 19	Number of young people who have Appeals Rights Exhausted				To be developed					Measure to be developed

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REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timeframe	Croydon position	NOTES
CFE CSC 21	Average Caseload per Worker (W 1)	Monthly	Apr-21		16.7					Target to be agreed
CFE CSC 23	Number of staff in post after 3 years				To be developed					Measure to be developed with HR
CFE CSC 25	Percentage of Child Protection Children subject to a plan for a second or subsequent time (CP 11)	Monthly	Apr-21		26%					
DUCATION										
CFE E 02	Children's centre activity measure (s) to be agreed				To be developed					Measure to be developed
CFE E 10	Percentage of children with an EHCP educated in- borough mainstream schools				To be developed					
CFE E 11	Average caseload per SEN caseworker				To be developed					
						i e e e e e e e e e e e e e e e e e e e		-		
HEALTH	HWELLBEING AND ADULTS (HW	VA)								

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PREVIOUS DATA

Change Croydon INDICATOR Timeframe RAG Croydon position **NOTES** REF. Frequency Target from Timeframe position previous HWA 2 Number of clients (18-64) in Dom Care Monthly Apr-21 479 HWA 3 Number of clients (18-64) in: Nursing Apr-21 51 Monthly HWA 4 Number of clients (18-64) in: Residential Care Monthly Apr-21 371 HWA 5 Number of clients (18-64) in Supported Living Monthly Apr-21 289 HWA 6 Number of clients (18-64) in Respite Monthly Apr-21 10 Number of clients (65+) in: Day Care HWA 7 Monthly Apr-21 95 HWA8 Number of clients (65+) in: in Dom Care Monthly Apr-21 1094 HWA9 Number of clients (65+) in: Nursing Monthly Apr-21 278 Number of clients (65+) in: Residential Care Monthly HWA 10 Apr-21 347 **HWA 11** Number of clients (65+) in: Supported Living Monthly Apr-21 27

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		LATEST DATA				PREVIOUS DATA					
REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timefi	ame	Croydon position	NOTES
HWA 12	Number of clients (65+) in: in Respite	Monthly	Apr-21		25						
HWA 13	Number of clients on the waiting list										
HWA 14	% of Carers receiving direct payments										
HWA 16	Total number of Long Term Clients - 18-64										
HWA 18	Total number of Long Term Clients - 65+										
HWA 20	Total number of Short Term Clients - 18-64										
HWA 22	Total number of Short Term Clients - 65+										
HWA 24	% of concluded Section 42 enquiries where a risk was identified, the reported outcome was that risk was reduced or removed										
HWA 25	% Clients on Waiting List for 6 weeks or more										
HWA 26	% Annual Reviews completed on time										

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			LATEST DATA				PREVIOUS DATA				
REF.	INDICATOR	Frequency	Timeframe	Target	Croydon position	Change from previous	RAG	Timefram	e Croydon position		NOTES
HWA 27	% Annual Reviews more than 6 months overdue										
HWA 28	Number of Direct Payments (total)										
HWA 29	Caseload numbers (per locality team)										
HWA 30	Number of contacts received by the Front Door										
	% of contacts received that result in a statutory support package										

Corporate performance, finance & risk report overview (Projects & Programmes)

GOING WELL

Going well will review projects that have made an improvement, compared to past performance

ONES TO WATCH

Ones to watch will monitor projects where, from a strong position, performance is being to be the comparation of the comparation of

THINGS TO DO BETTER
Things to do better will highlight projects that are not on target to deliver milestones as expected.

This section of the report target to deliver milestones as expected.