Ambitious for Croydon

Appendix 1
Corporate plan 2015-18
Performance framework summary report
Year end 2017/2018

Key outcomes – measuring performance

GROWTH – Neighbourhoods, District Centres, planning

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To create a place where people & businesses want to be	The number of small and medium business enterprises (SME's)	13,880 (2013/14) (G)	14,000	14,790	(G)	No comparative data available
	Occupation rates - Office	60% (Dec 2016) (A)	88% by 2021	64% (Dec.2017)	(A)	NA
	Occupation rates - Retail	93% (Dec 2016) (G)	Improve / maintain	89% (Dec. 2017)	(A)	NA
	The number of apprenticeship participants (starts) within the borough	2,510 (2015/16) (G)	2,750	2,330 (2016/17)	(A)	Total number of apprenticeship framework achievements (2016/17) London 42,490 England 489,150

GROWTH – Jobs and the economy

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To enable more local people to access a wider range of jobs	% of young people 16-17 years Not in Education, Employment or Training (NEET)	2.0% (G)	2.8%	2.5% Known 4.5% not known	(G)	London 1.9% England 2.8% (NCCIS data March 2018)
	The volume M2 of new Grade A commercial space delivered within the borough	20,640m2 (G)	95,000m^2 net additional space (2011 - 2031)	37,754m2 (gross)	(G)	No comparative data available

	% employment rate *Data source Nomis Annual Population Survey data has been reweighted in line with the latest ONS estimates*	77% (Sept. 2017) (G)	77.3%	74.1%	(A)	London – 74% England – 74.9% (Dec 2017) (G)
	% unemployment rate *Data source Nomis Annual Population Survey data has been reweighted in line with the latest ONS estimates*	6.6% (Year to Sept. 2017)	5.5%	8.0% (Year to Dec 2017)	(R)	London – 5.4% England – 4.5% (Dec 2017)

GROWTH – Education and Learning

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To enable people of all ages to reach their potential through access to quality schools and learning	Percentage of children at the end of reception year who are judged to be at a good level of development	70.4% (Aug-2016) (G)	71.2%	73.4% (Aug-2017)	(G)	London 73% England 70.7%% (End 2016-17 Academic Year)
	% Parents offered one of their top 3 school choices (Primary)	96% (2016/17 entry) (G)	96% (2016/17 entry)	97.7% (For September 2016/17 entry)	(G)	London 95.7% England 97.2% (End 2016-17 Academic Year)
	% Parents offered one of their top 3 school choices (Secondary)	89% (2015/16 entry) (G)	89% (2016/17 entry)	88.7% (For September 2016/17 entry)	(G)	London 88.7% England 96.1% (End 2016-17 Academic Year)
	Educational attainment by the age of 19 at Level 2	88.6% (2014/15 Academic) (G)	86% (2015/16 academic)	87% (2015/16 academic)	(G)	London 87.6% England 85.3% N.B (End 2015-16 Academic year)

Educational attainment by the age of 19 at Level 3	64.4% (2014/15 Academic) (G)	64.9% (2015/16 academic)	64.6% (2015/16 academic)	(G)	London 65.4% England 57.1% N.B (End 2015-16 Academic year)
% of all primary schools given overall effectiveness rating of good or outstanding by OfSTED at most recent inspection	91% (Sept.2015) (A)	92%	83.1%	(A)	London 93% England 90%
% of all secondary schools given overall effectiveness rating of good or outstanding by OfSTED at the most recent inspection.	71.4% (June 2015) (R)	82%	90%	(G)	London 90% England 79% (Current 2017-18 Academic Year)
% of Pupil Referral Units (PRU) given overall effectiveness rating of good or outstanding by Ofsted at the most recent inspection	100% (March 2015) There were no inspections during 2015/16	100%	No inspections during 2016-17 & 2017-18 to date	N/A	London 94% England 88% (Current 2017-18 Academic Year)
% of Special schools given overall effectiveness rating of good or outstanding by Ofsted at the most recent inspection	100% (March 2015) There were no inspections during 2015/16	100%	No inspections during 2016-17 & 2017-18 to date	N/A	London 95% England 94% (Current 2017-18 Academic Year)
KS2 reading, writing and maths to expected standard	54% (2015/16)	Improve / sustain	64% (2016/17)	(G)	London 67% England 62% Quartile B (End 2016/17 Academic Year)
Attainment 8 - showing pupils' average achievement in the same suite of subjects as the Progress 8 measure.	48.5 (2015/16)	Improve / sustain	45% (2016/17)	(A)	London 48.9 England 44.6 Quartile C (End 2016/17 Academic Year)

		Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
	Progress 8 - aims to capture the progress a pupil makes from the end of primary school to the end of secondary school *A progress 8 score of above 0 means the LA is above the national average.* **Croydon average progress 8 score is**	0.08 (2015/16)	Improve / sustain	0.06 (2016/17)	(A) A progress score of above 0 means the LA is above national average	London 0.22 England 0 (End 2016/17 Academic Year)
	English and Mathematics – the percentage of pupils achieving a C grade or better in both English (either Language or Literature) and Mathematics. **Please note – This indicator changed in 2017 from reporting 9-4 grades to 9-5 grades**	40.1% (2016/17)	Improve / sustain	40.6% (2017/2018)	(G)	London 48.2% England 39.6% (End 2016/17 Academic Year)

GROWTH - Culture

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To grow a thriving and lively cultural offer which engages communities & supports regeneration	Number of tourism day visits to Croydon (3 year average) *(The Great Britain Tourism Survey has changed the way it reports this measures from previous years)*	8.22 million (2013-15)	NA	12.5 million (2014-16)	NA The margin of error for these estimates is +/-25% so this means that the change has not been significant.	No comparative data available

GROWTH - Housing

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18	RAG at March 2018	Latest comparative data
To provide a decent, safe & affordable home for every local resident who needs one	The number of households accepted as homeless under the Housing Act	1,042 cases (R)	950 cases	749 cases	(G)	No comparative data available
	Number of homeless households living in bed & breakfast and self-contained temporary accommodation.	853 (R)	750 cases	650 cases	(G)	No comparable data available
	Number of households with dependent children and/or pregnant woman with no other dependents in bed and breakfast for 6 weeks or longer	37 (G)	< 60 cases	3 cases	(G)	No comparable data available
	Number of market homes enabled (for sale or rent)	2,521 (G)	920	1,004	(G)	No comparable data available
	Affordable Housing – the number of affordable homes completed (gross)	334 (A)	495	118	(R)	No comparable data
	The percentage of private rental housing stock licensed through the selective licensing scheme (launched in Oct. 2015)	88% (A)	93%	97%	(G)	No comparable data
	The number of empty properties returned to use	87 (R)	100	105	(G)	No comparable data

INDEPENDENCE – Early interventions

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To help families be healthy and resilient and able to maximise their life chances and independence	The number of families for whom a Troubled Families Outcome payment is achieved	453 (In-year) (A)	768	404 (In-year)	(R)	No comparative data available
	Conception rate per 1,000 girls (aged 15-17 years) rolling average	24.1 (rolling annual rate Dec. 2015) (G)	27.6	25.0 (rolling annual rate December 2016)	(G)	London 17.1 England 18.8 (R)
	The percentage of carers who reported that they have as much social contact as they would like	31.7% (July 2015) (No target set, London average 35.6%)	35.5%	27.3% (2016/17)	(R)	London (2016/17) 35.6% England (2016/17) 35.5% (R)
	The percentage of service users who use services who find it easy to find information about support	68% (2015/16) (A)	72%	70.3% (2016/17)	(A)	London 71.4% England 73.5% 2016/17 (A)
	The percentage of carers who use services who find it easy to find information about support	60% (2014-15) (A)	62%	60.9% (2016/17)	(A)	London 58.6% England 64.2% 2016/17 (G)
	The percentage of people who use services who reported that they have as much social contact as they would like	42% (2015/16) (A)	43%	42.1 (2016/17)	(A)	London 41. % England 45.2% (2016/17) (G)
	Percentage of three and four year olds accessing funded early education	86% (March 2016) (A)	90%	**84%** (latest take up figures published June 2017)	(A)	London 84% England 95% (January 2017) (G)

| | Percentage of eligible two year olds accessing funded early education

(note an overstatement since the denominator does not include those eligible through universal credit) | 77%
(March 2017)
(G) | 80% | 99% | (G) | London 71%
England 58%
(January 2017) |

INDEPENDENCE – Health

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To help people from all communities live longer healthy lives through positive life choices	The estimated % of smoking tobacco prevalence – adults over 18	17.9% (2015) (R)	17%	13.2% (2016)	(G)	London 15.2% England 15.5% (2016) (G)
	Life satisfaction – average score out of 10 in response to the question, overall how satisfied are you with your life nowadays?	7.45 (2015) (G)	Aim to maintain or improve on previous outturn	**7.68** average score out of 10 (2016/2017)	(G)	London 7.54 England 7.68 (2016) (G)
	Wellbeing – average score out of 10 to the question, overall to what extent do you feel the things you do in life are worthwhile?	7.73 (2015) (G)	Aim to maintain or improve on previous outturn	**7.86** average score out of 10 (2016-2017)	(G)	London 7.74 England 7.86 (2016) (G)
	Happiness – average score out of 10 to the question, overall how happy did you feel yesterday?	7.24 (2015/16) (A)	Aim to maintain or improve on previous outturn	**7.61** average score out of 10 (2016/2017)	(G)	London 7.46 England 7.51 (2016) (G)
	Anxiety – average score out of 10 to the question, overall how anxious did you feel yesterday?	3.12 (2015) (G)	Aim to maintain or improve on previous outturn	**3.03** average out of 10 (2016/2017)	(G)	London 3.12 England 2.91 (2016) (G)
	Percentage of children in Reception (aged 4-5) who are classified as overweight or obese	21.51 (2015/16) (A)	23%	**23.7%** (academic year 2016/2017)	(A)	London 22.3% (A)

Percentage of children in Year 6 (aged 10-11) classified as overweight or obese	38.92 (2015/16) (A)	37.6%	37.7% (academic year 2016/2017)	(G)	London 38.5% (G)
Persons presenting with late diagnosed HIV (infected adults)	53.8% (2013-15) (R)	50%	48.7% (2014 -2016)	(G)	London 33.7% England 40.1% (2014-16)(R)
Proportion of people who use services who have control over their daily life	70% (2015/16) (A)	71%	76% (2016/17)	(G)	London 72.6% England 77.6% (2016/17) (G)
% of older people discharged from hospital to their own home achieving independence	91.8% (G)	92%	97.9%	(G)	London 85.4% England 82.7% (2015/16) (G)
Life expectancy from birth – Men	80.4 years (2013-15) (G)	Aim to maintain or improve on previous outturn	80.3 years (2014-2016)	(G)	London (2014-16) Male 80.4 England (2014-16) Male 79.5 (G)
Life expectancy from birth – Women	83.4 years (2013-15) (G)	Aim to maintain or improve on previous outturn	83.6 years (2014-2016)	(G)	London (2014-16) Female 84.2 England (2014-16) Female 83.1 (G)
Vaccination rate (MMR2) for children at 5 years old	73.6% (Q3 2016/17) (R)	90% (national target)	71.0% (2017/2018 Q3)	(R)	London: 77.1% (2017/18 Q3) (A)
Alcohol related hospital admissions (rate per 100,000 population (broad)	523 (2015/16) (A)	520.2	492	(G)	London – 529 (2015/16) England – 636 (2015/16) (G)
The proportion of adults classified as overweight or obese (Sport England measure)	65.4% (2015/2016) (A)	Aim to maintain or improve on previous outturn	59% (2016/2017)	(G)	London 55.2% (A)

	Under 75 mortality rate from cardio-vascular diseases considered preventable (persons)	48.4 (2013-2015) (G)	53.9	44 (2014-2016)	(G)	London 46.2 England 46.7 (G)
	The proportion of people who complete psychological therapies (IAPT) who are moving to recovery	49% (2016/17 Q3) (A)	50% National target	**48%** (2017/18 Q3)	(A)	England – 50% (2017/18 Q3) (A)

NDEPENDENCE – Safeguarding

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To protect children & vulnerable adults from harm and exploitation	Acceptable waiting times for adult social care assessments: For new clients, the percentage from where the time from first contact to completion of assessment is less than 35 days	88.3% (G)	85%	77.2% (provisional)	(A)	Local measure – no comparable data available
	Percentage of concluded adult safeguarding investigations where action resulted in risk reduction or removal	88.8% (G)	91%	94.9%	(G)	London – 91% England – 89.4% (2015/16)
	% of Child and Family assessments carried out within required timescales (45 days)	77.7% (A)	85%	74.1%	(R)	Local measure – no comparable data available
	Average time between a child entering care and moving in with adoptive family (days)	395 days (G)	558 days	384 (YTD)	(G)	England average: 558 days (March 2012-16 adoption scorecard)

	1) The total number of Looked After Children (LAC) cases per 10,000 children within the borough (Local + UASC)	86 (A)	Not appropriate to set a target	**85** (47.3 local, 36.4 UASC)	N/A	England 62 (2015/16)
	1a) The number of Looked After Children (LAC) cases per 10,000 children within the borough **Local**		Not appropriate to set a target	51.8 (Local)	N/A	England 46.7 (2016/17)
	The number of Child Protection Plan (CPP) cases per 10,000 children within the borough	39	Not appropriate to set a target	60.1 As at 31 March	NA	England 43.3 (2016/17)
	Education, Health and Care (EHC) plan issued within 26 week timescale	**100%**	100%	100%	(G)	London 53% England 56% (G) Quartile A (Placed at Jan 2017)
	Stability of % of children looked after (living with a family for two out of the last two and a half years)	**71%** (R)	75%	73%	(A)	England average 68% (G)

INDEPENDENCE – Tackling the cost of living

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To help families and individuals to be more financially	Percentage of Job seekers allowance claimants (as a proportion of the resident population aged 16-64 - working age population)	2% (2016) (A)	2%	0.6% (2017)	(G)	London average 1.4% 2016/17 Croydon average 1% 2016/17 (G)
	The percentage of households in Croydon receiving Council tax support	18.97% (G)	18%	18.61%	(A)	Local measure - no comparable data available

resilient and live affordable lives	Number of households engaged with welfare teams who are being provided with debt / budgetary advice	8194 (G)	15,300	17,459	(G)	Local measure - no comparable data available
	Rate of child poverty (the proportion of children aged under 16 living in low income families) *Data source HMRC, August 2015 data expected Spring 2018*	22.5% (Aug. 2014) (A)	23%	17.6% (Aug. 2015)	(G)	London average 18.6% England average 16.8% (G)
	% of people working for the council who are paid the London Living Wage	100% (G)	100%	100%	(G)	Local measure - no comparable data available
	Affordability of private rent – median monthly private sector rent as a percentage of the median gross monthly salary	52.5% (Sept 2016)	N/A	51.07% (Sept 2017)	N/A	Of the London boroughs (2015) Lowest 42.1% (Havering) Highest 89.1% (Westminster)

INDEPENDENCE – Domestic violence and sexual exploitation

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To prevent domestic and sexual violence where possible support victims and hold perpetrators to account	Percentage of domestic violence sanction detections	30.58%	No target set (police measure)	29.0%	NA	No comparable data available
	Number of cases of domestic abuse referred to the Multi Agency Risk Assessment Conference (MARAC)	578	500 annual	561	(G)	No comparable data available

LIVEABLILITY – Cleaner and greener

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To create a place that communities are proud of and want to look after as their neighbourhood	The percentage of household waste arising which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	38.6% (R)	40%	37.8% (Dec.2017)	(A)	London 33.8% England 42.3% 2016/17 provisional (not all boroughs have submitted final year returns)
	The percentage of fly-tips removed within the specified time frame (48 hours)	82.54% (G)	80%	80.61%	(G)	No comparable data available
	The number of fixed penalty notices issued by the council for incorrect disposal of rubbish	845 (R)	1,000 annual	1,008	(G)	No comparable data available

LIVEABILITY – Policing and crime

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To create a place where people feel safe and are safe	Incidence of antisocial behaviour	9,404 (12 month rolling to March 2017)	N/A	7,394 (12 month rolling to March 2018)	N/A	No comparable data available

LIVEABILITY – Roads, transport and streets

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To build a place that is easy and safe for all to get to and move around in	Road Casualties (3 year rolling average)	1,084 (2013-15) (A)	1058	1,088 (2014-2016)	(A)	No comparable data available
	Percentage of the local authority's principal roads (A-road and M-road network) where maintenance should be considered	6% (2015/16) (A)	5%	6%	(A)	London 5% (A)
	Percentage of the local authority's principal roads (B-road and C-road network) where maintenance should be considered	3% (2015/16) (G)	3%	3%	(G)	
	Number of linear metres of cycle lane implemented during the year (including new & upgraded on-carriageway routes and new greenway/quite ways)	1,964 (R)	5,350 Annual	7,420 (Year to Mar 2018)	(G)	No comparable data available
	Percentage of borough roads (% of total road length) where 20mph limits have been introduced	40% (March 2017) (G)	80% annual delivery across 2016-18	80% (March 2018)	(G)	No comparable data available
	The % of street lights currently in light	99.68% (G)	99%	99.64%	(G)	No comparable data available
	New m^2 of road resurfaced during the year	182,509m^2 (G)	140,000m^2 annual	94,612m2	(R)	No comparable data available
	Proportion of journeys starting in Croydon made by sustainable means (walking or cycling)	29% (A) (2011/12 - 20135/14)	Maintain / Improve	26% (2013/14 - 2015/16)	(A)	Outer London average - 29% London average - 35%

LIVEABILITY - sport

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To improve wellbeing across all communities through sport and physical activity	Number of people participating in sports and leisure activities at Leisure centres (all groups)	964,405 (G)	627,500 (Dec 2017) 850,000 Annual	680,342 (Dec. 2017)	(G)	No comparable data available
	% Adults (aged 16+) participating in sport & active recreation for at least 30 minutes in the previous 28 days	34.2% (2014/15)	Aim to maintain / improve on previous year (Sport England do not set a target for this measure)	34.7% (2015/2016)	(G)	Regional 38% National 35.8% (A)
	Number of community sports clubs _Previous data source is no longer available. The latest figure comes from a database supplied by London Sport. This service can only report from the data it has access to hence the large drop in numbers._	305 (G)	Maintain / Improve	132	NA – different data set used	No comparable data available

LIVEABILITY – Parks and open spaces

Outcomes	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To make parks & open spaces a cultural resource	Number of events held in parks (including community, charity & commercial)	106 (G)	90 annual	145	(G)	No comparable data available
	Positive and practical action in parks – number of volunteer days	5400 days (G)	5,400 days	6,000 days	(G)	No comparable data available

ENABLING CORE – Finance

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
To be innovative and enterprising in using available resources to change lives for the better	Variance from Revenue Budget after recovery plans (£M)	£0.05m Underspend (G)	1% (either way)	£5.032m overspend	(R)	No comparable data available
	% Council tax collected (in year)	96.85% (G)	97% annual	97.08%	(G)	No comparable data available
	% Non-domestic rates collected (NNDR in year)	99.10% (G)	98.75% annual	99.17%	(G)	No comparable data available
	Percentage of agency staff workers covering permanent roles	10.06% (12 month average) (A)	10%	12.95%	(R)	No comparable data available
	Progress with Corporate Plan Outcomes 2015/18 (success of performance measures)	Met – 60% Almost met – 34% (A)	Outcomes delivered by 2018	Met – 66% Almost met – 24%	(A)	No comparable data available
	Net cost per m2 of Council asset base (main corporate offices)	£177 (G)	£141	£111	(G)	No comparable data available
	Cash collection rate for housing rent	97.45% (A)	98.5%	96.5%	(A)	No comparable data available

ENABLING CORE – Fairness and equality

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18 (latest available)	RAG at March 2018	Latest comparative data
	% of people with health conditions or illnesses lasting more than 12 months who are in employment	47.0% (Rolling year to September 2016)	To maintain / improve previous outturn	53.6% (Rolling 12 months to July 2017)	(G)	London 48.7%
	% of 60-64 year olds claiming Job Seekers Allowance (JSA)	Fieldway – 1.29% Selhurst – 1.47% Broad Green – 1.66% New Addington – 0% Thornton Heath – 1.40% South Norwood –1.43% (March 2017 NOMIS)		Fieldway – 5.9% Selhurst – 6.2% Broad Green – 5.1% New Addington – 4.7% Thornton Heath – 5.9% South Norwood –4.8% (March 2018 NOMIS)* * With the introduction of Universal Credit, JSA is being phased out. Consequently this data should be treated with caution, as it does not necessarily give an accurate picture.		Croydon average 0.7% London average 1.7%
	The number of female lone parent households found to be eligible for assistance, unintentionally homeless, and in priority need	530 (G)	To maintain / improve previous outturn	460 cases	(G)	No comparative data available
	The number of BME households found to be eligible for assistance, unintentionally homeless, and in priority need	803 (G)	To maintain / improve previous outturn	529 cases	(G)	No comparative data available

	Child (0-16 years) poverty in the most deprived wards *Based on the Average Rank of the Lower Super Output Areas (LSOAs) making up each ward in the Index of Multiple Deprivation (IMD) 2015* *Data source HMRC, August 2015 data expected Spring 2018*	Fieldway –39 % Selhurst – 28.5% Broad Green – 28.5% New Addington – 33% Thornton Heath – 26% South Norwood – 25.5% (snapshot as at 31 August 2014) 20% child poverty, Croydon ward average		Fieldway –31.0% Selhurst – 24.0% Broad Green – 22.8% New Addington – 29.0% Thornton Heath – 20.7% South Norwood – 23.1% (snapshot as at 31 August 2015)	21.6% child poverty, Croydon ward average August 2014
To drive fairness for all communities, people and places	The proportion of Looked After Children (LAC) progress 8 score (progress between KS2-KS4)	**New**	First outturn will be used to baseline a target for the next reportable year	-1.83	N/A	England -1.43 (End 2016/17 academic Year)
	The proportion of Special Educational Need & Disabled (SEND) progress 8 score (progress between KS2-KS4)	**New**	First outturn will be used to baseline a target for the next reportable year	-1.06	N/A	England -1.04 End 2016/17 academic Year)
	Free school meals eligible at any time in the past six years. (FSM6) progress 8 score (progress between KS2- KS4).	**New**	First outturn will be used to baseline a target for the next reportable year	-0.11	N/A	England -0.39 End 2016/17 academic Year)
	The proportion of white working class children eligible to free school meals at any time in the past six years. (White FSM6) progress 8 score (progress between KS2- KS4).	**New**	First outturn will be used to baseline a target for the next reportable year	-0.48	N/A	England -0.6 End 2016/17 academic Year)

	Black Caribbean children progress 8 score (progress between KS2-KS4)	**New**	First outturn will be used to baseline a target for the next reportable year	-0.16	N/A	England -0.33 End 2016/17 academic Year)
	The proportion of Looked After Children (LAC) achieving the expected level at the end of key stage 2	25% (unvalidated)	First outturn will be used to baseline a target for the next reportable year	27.8%	N/A	England 32 End 2016/17 academic Year)
To drive fairness for all communities, people and places	The proportion of Special Educational Needs (SEN) children achieving the expected level at the end of key stage 2	6.6% (unvalidated)	no target set these measures have been superseded by scaled scores	7%	N/A	London 9% England 8% End 2016/17 academic Year)
	The proportion of free school meal pupils eligible at any time in the past six years (FSM6) achieving the expected level at the end of key stage 2.	**52.5%** (2016) (A)	Aim to improve on previous outturn	51% (2017)	(A)	Emerging National 43% London 54% (G) End 2016/17 academic Year)
	The proportion of white working class children achieving the expected level at the end of key stage 2	**51.5%** (2016) (A)	Aim to improve on previous outturn	50.4% (2017)	(A)	National 44% (G) End 2016/17 academic Year)
	The proportion of black Caribbean children achieving the expected level at the end of key stage 2	**51.6%** (2016) (A)	Aim to improve on previous outturn	51.7% (2017)	(G)	National 53.2% (A) End 2016/17 academic Year)

	The number of adults aged 16-64 in the borough who have no qualifications	15400 (Dec 2016)	Not appropriate to set a target	11,600 (Dec 2017)	N/A	No comparative data available
	Proven offences by young people by ethnicity Source : 10-17 years - GLA Ethnic Group population Projections 2015 White includes : White British, White Irish, White other.	Croydon BAME 52.0% White 42.8% Not Known 5.2% (2015/2016)	Not appropriate to set a target	Croydon BAME 62.5% White 32.4% Not Known 5.2% (2016/2017)	N/A	London BAME, 407,804 **54.6%** White , 339,674 **45.4%**
To drive fairness for all communities, people and places	The number of young people from BME backgrounds permanently excluded from Croydon schools, academies and free schools based on the number of excluded children	11	Not appropriate to set a target	16 permanent exclusions pending the appeal process	N/A	No comparative data available (2017-18 current academic year)
	The percentage of assessments undertaken where Child Sexual Exploitation was a factor	4.5%	Maintain / improve	4.2% (4,833 assessments completed and for 201 of these the reason for assessment was CSE or at risk of CSE.)	(G)	N/A
	Number of incidences of hate crime	549 (12 month rolling March 2016)	Maintain / improve	551 (12 month rolling to March 2017)	N/A	No comparative data available
	Community Cohesion - The perception of people from different backgrounds who say they get on well	NA	NA			

	Croydon
Definitely agree	28%
Tend to agree	45%
Tend to disagree	7%
Neither agree / disagree - Don't know	13% 2%

				Croydon residents survey - knowSource: TCC, October 2016; Base: 1203; Weighted: 1190. London Data store December 2016		
	Community life – Level of involvement in their local community through volunteering	NA	NA			Croydon
				I am keen to get more involved in my local community		7%
				I am already involved in the community but I don't have time		44%
				I think it a good idea but not for people like me		26%
				It's not my job to get involved		5%
				I am already involved in the local community		13%
				None of the above / don't know		5%
				Croydon residents survey - knowSource: TCC, October 2016; Base: 1203; Weighted: 1190. London Data store December 2016		
	The perception of people from different backgrounds who feel they participate and influence	NA	NA		White	BME
				Residents who would like to have more of a say	20%	17%
To drive fairness for all communities, people and places	The perception of people from different backgrounds who have trust and confidence in public services	NA	NA		White	BME
				Residents who say they want to know what services are doing	59%	51%
				Residents who want to become actively involved in helping services improve their local area	4%	9%
	Reduce the differences in healthy life expectancy at birth between men and women in Croydon in years	63.1 years (2013-2015) (G)	Maintain or improve on previous outturn	Male 62 years (2014-2016)	(G)	London Male – 63.3 (A)

		64.8 years (2013-2015) (G)	Maintain or improve on previous outturn	Female 62.8 years (2014-2016)	(G)	London Female – 63.9 (A)
	Slope index of inequality in life expectancy at birth within English local authorities, based on local deprivation deciles within each area for men and women	Male 9.1 years (2011-13) (G)	Maintain or improve on previous outturn	Male 9.2 years (2014-2016)	(G)	No comparative data available
		Female 7.7 years (2011-13)) (G)	Maintain or improve on previous outturn	Female 6.0 years (2014-2016)	(G)	No comparative data available
	Disability free – life expectancy at birth, for men and for women in Croydon, in years.	Male 64.8 years (2011-13) (G)	Maintain or improve on previous outturn	Male 65.6 years (2012-2014)	(G)	Male 64 years (2012-14) (G)
		Female 65.5 years (2011-13) (G)	Maintain or improve on previous outturn	Female 64.4 years (2012-2014)	(G)	Female 64.2 years (2012-14) (G)

ENABLING CORE – Open and accountable

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	2017 Performance 2017/18	RAG at March 2018	Latest comparative data
To be open and transparent and put communities at the heart of decision making	Percentage of Freedom of Information (FOI) requests responded to within 20 days	76% (R)	95%	60.8%	(R)	No comparative data available
	The percentage of customer complaints escalating to Stage 2 of the council's formal complaints process	5.63% (G)	10%	8.58%	(G)	No comparative data available
	The number of complaints received by the Information Commissioners office that are upheld (where regulatory action is taken)	0 (G)	0	0	(G)	No comparative data available

ENABLING CORE – Digital and Enabling

Outcome	How we will measure success?	Performance 2016/17	Target 2017/18	Performance 2017/18	RAG at March 2018	Compared to
To be digital by design in meeting the needs of local people	The number of transactions completed through 'My Account'	460,369 (G)	500,000	532,840	(G)	No comparative data available
	The number of customers who have moved to my account (self-serve) as a method of contact.	45,153 (G)	40,000	49,148	(G)	No comparative data available
	The percentage of fly tip reports made electronically (App and My Croydon)	78.4% (A)	80%	84.46%	(G)	No comparative data available

RAG Status key

RED (R)	• Performance has not met target by in excess of 10% • Where performance differs from comparators by 10% or more
AMBER (A)	• Performance has not met target but is within 11% of target • Where performance matches one or more comparator within 10%
GREEN (G)	• Performance has not met target but is within1% tolerance, met, or exceeds target • Performance has matched one or more comparators
YTD	• Year to Date – current performance