

REPORT TO:	CABINET – 11 JUNE 2018
SUBJECT:	CORPORATE PLAN PERFORMANCE – APRIL 2017 TO MARCH 2018
LEAD OFFICERS:	JO NEGRINI, CHIEF EXECUTIVE SARAH WARMAN, INTERIM DIRECTOR OF COMMISSIONING & PROCUREMENT
CABINET MEMBERS:	COUNCILLOR TONY NEWMAN – LEADER OF THE COUNCIL COUNCILLOR ALISON BUTLER - DEPUTY LEADER (STATUTORY) - HOMES & GATEWAY SERVICES COUNCILLOR STUART COLLINS - DEPUTY LEADER - CLEAN, GREEN CROYDON COUNCILLOR HAMIDA ALI - SAFER CROYDON & COMMUNITIES COUNCILLOR JANE AVIS - FAMILIES, HEALTH & SOCIAL CARE COUNCILLOR ALISA FLEMMING - CHILDREN YOUNG PEOPLE & LEARNING COUNCILLOR SIMON HALL - FINANCE & RESOURCES COUNCILLORS STUART KING & PAUL SCOTT (JOB-SHARE) ENVIRONMENT, TRANSPORT & REGENERATION COUNCILLOR OLIVER LEWIS - CULTURE, LEISURE & SPORT COUNCILLOR MANJU SHAHUL-HAMEED - ECONOMY & JOBS
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON: <p>This report details the latest performance for the Corporate Plan 2015-18, Ambitious for Croydon performance framework, approved by Cabinet on 19 January 2015. These have set the strategic direction and priorities for the Council for the previous 4 years based on the priorities of our local residents. In addition, it also provided a borough-wide view of the performance in areas which are delivered by other public sector organisations and statutory partners, which provides an open and transparent</p>	

foundation for our residents to hold the Council and its partners accountable for the delivery of key outcomes.

This will be the final performance report against the current 2015-18 Corporate Plan as the Council is in the process of developing a new plan which will have a new performance framework to support its delivery. Performance against this new framework will be reported to Cabinet in the future, replacing this current performance framework. Further detail is set out in the Ambitious for Croydon 2018-22 report, which is being presented to Cabinet (Agenda item 5).

FINANCIAL IMPACT There is no financial impact arising directly from this report

KEY DECISION REFERENCE NO:

This is not a key decision

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

Recommendations

1. The Cabinet is recommended to:
 - 1.1 Review the performance for the period April 2017 to March 2018 as detailed at Appendix 1 and set out in paragraph 3.2.
 - 1.2 Note the achievements, progress, and work to date, as detailed in this report and Appendix 1.

2. EXECUTIVE SUMMARY

- 2.1 The purpose of this report is to review performance against the Corporate Plan 2015-18, for 2017-2018 to enable the Council and residents to track progress in a way that promotes openness, transparency and accountability.
- 2.2 The 20 key outcomes, detailed under 3.1 below, shaped the Corporate Plan 2015-18 and the three supporting strategies, Growth, Independence and Liveability.
- 2.3 **Appendix 1** details performance during the reported period. Where measures are subject to a reporting time lag the latest available data has been included; this may not correspond with the reported time period.
- 2.4 This report looks back on the final year of delivery of the Corporate Plan 2015-18, which is an appropriate point to reflect on the performance and achievements to date.
- 2.5 The Council has made significant progress in delivering the agreed outcomes against a backdrop of reductions in funding and increasing demand for

services. There is improvement and positive progress in performance in most areas within the plan, and there are a number of achievements set out in the report and in Appendix 1.

- 2.6 Key successes relate to employment, education, health and tackling homelessness, which are issues that the Opportunity and Fairness Commission identified as key priorities for Croydon residents. In addition, the Council has supported businesses to grow and ensure that all of our residents have the opportunity to benefit from the rewards of a regenerated Croydon.
- 2.7 The Council with its partners has put an emphasis on supporting young people, including investment into youth facilities, supporting effective schools and colleges and creating job opportunities in the borough. The borough has a large youth population and we have emphasised that regeneration and investment provides the best context for young people to live and grow in Croydon.
- 2.8 The Council has worked to strengthen local communities and build resilience. This is through a combination of activities including campaigns like “Don’t Mess with Croydon” that focuses on the public realm or “Choose your Future” that supports young people to make positive choices in their lives. We have put time and investment into our cultural offer and have also empowered communities through the community ward budgets and devolution pilots.
- 2.9 The successful work of Gateway has been our response to helping and supporting people facing financial challenges across benefits and housing needs. There has also been a focus on the support for the most vulnerable in our community through building a borough wide response to major issues such as domestic abuse and sexual violence and social isolation.
- 2.10 Appendix 1 sets out areas of challenge where further improvement and action is needed. This will be taken forward in 2018/19 and be included in the development of the new Corporate Plan 2018-22. Further information on the actions and way forward on the different outcomes is included in the Ambitious for Croydon report which is being presented to Cabinet on 11 June 2018 (Agenda item 5).

3. DETAIL

3.1.1 Measuring our success

In order to ensure the key outcomes were achieved for residents and to shape the direction and structure of the Council’s work, three principal strategic priorities were adopted: creating growth in our economy; helping our residents to be as independent as possible; and creating a welcoming, pleasant place in which local people want to live.

- 3.1.2 In the context of a growing population with changing demographics, increasing demand, the strain of less resource and funding, and the challenging targets the Council has set itself, performance detailed within this

report shows a remarkable set of achievements in terms of the overall improvement in performance, the achievements made, and most importantly the outcomes delivered to our residents.

- 3.1.3 This final performance report looks at the latest available performance for the year to 31 March 2018. It is encouraging that there are no red areas within the 20 themes detailed below and 13 of the areas are rated as green.

3.2 Progress against key outcomes

The overall RAG status of each area showing progress against key outcomes is set out in the table below.

GROWTH	INDEPENDENCE	LIVEABILITY	Enabling Core
To create a place where people and businesses want to be (G)	To help families be resilient and able to maximise their life chances and independence (A)	To create a place that communities are proud of and want to look after as their neighbourhood (G)	To be innovative and enterprising in using available resources to change lives for the better (A)
To enable more local people to access a wider range of jobs (G)	To help people from all communities live longer, healthier lives through positive lifestyle choices (G)	To create a place where people feel safe and are safe (measures currently being developed as part of Mayors Police & Crime Plan)	To drive fairness for all communities, people and places (G)
To enable people of all ages to reach their potential through access to quality schools and learning (G)	To protect children and vulnerable adults from harm and exploitation (A)	To build a place that is easy and safe for all to get to and move around in (G)	To be open and transparent and put communities at the heart of decision-making (A)
To grow a thriving and lively cultural offer which engages communities and supports regeneration	To help families and individuals be more financially resilient and live affordable lives (G)	To improve wellbeing across all communities through sport and physical activity (G)	To be digital by design in meeting the needs of local people (G)
To provide a decent, safe, affordable home for every local resident who needs one (G)	To prevent domestic and sexual violence where possible, support victims and hold perpetrators to account (G)	To make parks and open spaces a cultural resource (G)	To have the right people with the right skills in the right jobs

- 3.2.1 Whilst there are no measures within the framework showing the successful delivery of outcomes for the cultural offer, Croydon's cultural calendar is developing strongly with several successful large scale events in the last year: Pride, Croydon Mela, Dance Umbrella Croydon and the outdoor art exhibition Warhol Croydon – all attracting attendances in the thousands. The cultural partnership fund of £100,000 established in 2015 has levered in external funding of £640,000 in the first two years. The fund supports a range of cultural programmes and events in Croydon. Boxpark held 320 events, including over 800 Croydon locals showcasing performances. The programme attracted over 100,000 attendees and generated nearly 250 positive media articles.

The Museum of Croydon presented a range of exhibitions including two successful art exhibitions – The Art of Fairfield and Croydon School of Art 150th anniversary exhibition, two lottery funded exhibitions with external

partners, the Fairfield Collection and Gujarati Yatra as well as taking part in the 100 Banners led by Digital Drama commemorating the 100th anniversary of the vote for women.

- 3.2.2 As an employer, it is important that we have the right people, with the right skill in the right jobs. Whilst there are not any measures for this area, the council has made good progress. The Council is proud that 100% of its employees are paid the London Living Wage, and that we have obtained accreditation as a Flexible Working Borough, Timewise. Staff took part in the Stonewall Workplace Equality survey 2018, and jumped up 95 places in the Stonewall equality index. We also published the council's gender pay gap in line with the requirements and have continued to support and develop the staff network groups and targeted leadership programmes for women and BAME staff.

3.3 **Delivery for Croydon - Corporate Plan Promises**

An overview of the key achievements over the last 12 months are included below, under the three ambitions of Growth, Independence and Liveability and the Council's enabling function.

There are areas of challenge where further improvement and action is needed. These are outlined in Appendix 1 and will be taken forward in 2018/19 and be included in the development of the new Corporate Plan 2018-22. Further information on the actions and way forward on the different outcomes is included in the Ambitious for Croydon report which is being presented to Cabinet on 11 June 2018 (Agenda item 5).

3.3.1 **GROWTH**

Neighbourhoods, district centres, planning

Key achievements in the last 12 months

- Following the Small Business Commission, the Council in partnership with Croydon Business Network launched an action plan to further support SMEs.
- The public realm development is nearing completion in Thornton Heath and South Norwood, and the construction is underway in New Addington to develop a new community and leisure centre along with new housing.
- Brick by Brick, the independent development company established by the council, remains on track to deliver approximately 1000 units of mixed tenure housing across approximately 50 council owned sites in the borough.
- District Centre Regeneration at Croydon is taking a total approach to place, with a holistic regeneration programme of investment and interventions being developed and the adoption of the recently developed Croydon Local Plan 2018 to support this.
- In October 2017, High Street Croydon became pedestrianised as part of a pilot to boost the night time economy and improve movement around the town centre.

- The Croydon's Legacy Youth Zone planning application was approved by the Council in October 2017, and work is now underway on a new state-of-the-art £6m OnSide Youth Zone.
- A series of infrastructure projects that will enable Croydon's growth zone to deliver a £5.25bn regeneration programme was presented at Cabinet in December 2017.
- Local businesses backed New Addington Business Improvement District (BID) for another five years in December 2017.

Jobs and the economy

Key achievements in the last 12 months

- The Croydon Partnership - Westfield and Hammerson redevelopment has been approved and will create around 7,000 new jobs for local people.
- 147 people have been successfully helped into work, 70 residents have been on training courses to develop new or existing skills and more than 1,000 people have engaged with over 120 local employers.
- Ruskin Square became home to the first HMRC regional centre in Croydon. It is the first of the government department's 13 new state-of-the-art regional centres to open. Other organisations with office space in Croydon include EDF Energy, The Body Shop and Superdrug.
- National Apprenticeship Week took place in March 2018 with the Council's apprenticeship programme beginning its second round of recruitment.
- A new skills academy which provides residents with the chance to undergo training and gain qualifications in construction was officially opened in New Addington in March 2018.
- The Croydon Works programme, our jobs brokerage scheme, has enabled over 500 people to secure employment.
- The Work and Health Programme went live on 1st March 2018 and aims to support 5,500 residents into employment across the sub region, who are long-term unemployed (2+ years), have a health condition or disability, or who are from a number of identified disadvantaged groups.

Education and learning

Key achievements in the last 12 months

- Almost 91% of Croydon's secondary age children attend either a good or outstanding school.
- Standards at the end of Key Stage 2 have been above the national average for the last two years.
- Croydon was one of the 10 most improved Local Authorities nationally for children's achievement in the phonics screening check.
- The £10m Heathfield Academy, in Aberdeen Road, opened in September 2017, admitting up to 60 pupils each year.

- Croydon Works' officially opened its new office to help job hunters seeking employment advice.
- More than 30 local businesses became accredited members of the council's Good Employer Charter Network, benefiting from a one-off business rate discount.
- The largest youth population in London elected the first Croydon Young Mayor in March 2018.
- Croydon's first teen takeover 'The Takeover Challenge' saw youngsters take over some of the town's top jobs for a day and was deemed a success by all involved.
- Red Gates School for pupils with severe learning difficulties has been rated 'good' by Ofsted and praised for the 'warm and nurturing relationships between staff and pupils' that 'underpin the good quality of teaching.
- CALAT has supported over 3,300 learners to develop skills across a broad curriculum, with a focus on employability skills, promoting health and wellbeing and targeting support to residents in areas of deprivation.

Culture

Key achievements in the last 12 months

- Croydon's Library Service was successfully brought in house following the liquidation of Carillion.
- The Cultural Partnership Fund in its second year levered in almost 4 times its value in external funding and supported projects such as the JamBox professional jam night launched in Boxpark in September 2017 featuring chart-topping singer-songwriter Emeli Sandé in mentoring role and Slide Dance Company to develop an ambitious full scale integrated performance piece.
- The Borough's second Pridefest took place in July in Queen's Gardens with audiences doubled on the event the previous year.
- Croydon's first International Mela took place in Wandle Park with audiences of around 6,000.
- The Croydon Warhol temporary exhibition of contemporary pieces inspired by Andy Warhol reached audiences of 8,000 in September.
- Museum visitor figures reached just over 33,000 – an increase of 28% on last year.

Housing

Key achievements in the last 12 months

- The number of households approaching the Council as homeless and the number of new homeless applications continue to fall, continuing the trend of the previous 6 month period.
- There has been a reduction in the number of families with children in B&B for

more than 6 weeks. This fell from 37 to 3 households by the end of March 2018.

- There was also a reduction in the number of people in nightly charged accommodation (emergency accommodation) from 824 to 626. This represents 175 fewer households than April 2017.
- Croydon Choice – the council's choice based lettings service has been live for almost a year. Around 300 homes have been let, attracting a total of 58,451 bids from registered applicants.
- We have been successful in bringing 105 empty properties back into use in 2017/18 that have been used to move families out of bed and breakfast accommodation. This is an increase on the previous year of 87 properties.
- In October, Croydon was the first council since the Grenfell fire to start retrofitting sprinklers. Sprinklers are now installed in around 380 council flats (to date) under Croydon's fire safety upgrade programme launched in response to the Grenfell Tower tragedy.
- Invested a further £15million in Real Lettings Property Fund that has seen 46 households housed into affordable new homes.
- A new charitable registered provider Croydon Affordable Homes has been set up to house people at affordable rents.
- Purchased 40 properties to get homeless families out of expensive temporary accommodation.
- Since the implementation of the borough-wide selective licensing scheme in October 2015, we have received 32,115 applications for licences. Applications are still being received at the rate of 200-250 per month.
- The homelessness prevention trailblazer, working closely with DWP, has been a success. This proactively manages the impact of new welfare and benefit changes on customers and helps to prevent homelessness.
- The Local Family Offer which adopts a targeted approach towards families at risk of financial and housing instability and working with families in a coordinated way to achieve positive outcomes.

3.3.2 INDEPENDENCE

Early interventions

Key achievements in the last 12 months

- The signing of the 9 year One Croydon Alliance agreement which brings health (including GPs), social care, and voluntary and community sector provision together to work as a whole system to deliver affordable high quality health and care outcomes for our residents.
- The Alliance new care models Living Independently For Everyone (LIFE) and the Integrated Care Networks contributed significantly to ensuring resilience in the system over the winter by avoiding unnecessary hospital admissions and enabling our residents to leave hospital earlier.
- Croydon Council's 'shared lives' programme, helping people with

learning disabilities to live independent lives in the community, continues to grow and was recently rated 'Excellent' by CQC.

- Kitchen Social Hubs provide free meals in the holidays and encourage cooking and eating in a family setting.
- The community meals project launched in August 2017 is starting to take referrals from meals on wheels drivers to support older isolated people.
- Careline services continues to provide an effective 24 hour response service into people's homes enabling people to continue to live independently in their own homes.
- Community Connect extends the Gateway approach out into the community and provides solutions for the most vulnerable residents in New Addington and Fieldway.

Health

Key achievements in the last 12 months

- Croydon Council's leisure centres offered free summer swimming for under-16s.
- The Council's performance in enabling older people leaving hospital to remain at home is now well above target and exceeds the London and England averages.
- As part of the Live Well Programme, there have been 8,000 users of the JustBe Croydon website and over 300 residents have been seen by Live Well Advisors across the borough.
- Future for Us Community hub, West Croydon's monthly meeting place run by and for adults with learning disabilities, their friends and supporters started in September 2017.
- Stoptober began in October 2017 to help residents to get help to quit smoking and feel healthier, save cash, and protect family and friends from harmful second-hand smoke.
- Sugar Smart campaign that aims to help residents become more aware of the adverse health risks of consuming too much sugar is underway aimed at promoting healthier, lower-sugar food and drink choices across the borough.

Safeguarding

Key achievements in the last 12 months

Children's

- Following the Ofsted inspection a Children's Improvement Plan was approved by cabinet and submitted to the DfE and Ofsted in December 2017.
- A multi-agency Children's Improvement Board, with an independent Chair is in place, to provide challenge and oversight of improvement.
- A new strengths-based social work practice model has been rolled out

across the service and communicated to partners through a launch event.

- There has been improvements in responses to children who go missing from home or care (for example, more return home interview are being offered and accepted).

Adults

- The implementation of the Safeguarding Triage process in adult's social care to ensure that safeguarding resources are focused on the more serious cases.
- The ongoing review and improvement of how S42 Safeguarding Enquiries (investigations) are undertaken in adult's social care.
- Continued focus on Making Safeguarding Personal (MSP), a key part of the Care Act, ensuring that the voice of the person is at the centre of all safeguarding enquiries.
- A joint strategy to improve support for the borough's carers has been developed by Croydon Council, the local NHS, residents and community groups.

Tackling the cost of living

Key achievements in the last 12 months

- In 2017/2018, over 5,000 households (including 440 care leavers) have been supported to maximise their income, which equates to over £6.6m extra monies for these households in the year.
- Nearly 2,000 residents have been assisted with discretionary support, which has aided homelessness prevention and helped where needed with access to food and utility vouchers.
- Over 400 staff in Gateway, Housing and Resources have been trained to provide budgeting support to residents.
- 1,000 residents have attended various workshops across the borough offering employment, budgeting, and debt and housing options advice.
- In the first seven months of 2017/2018, 3,304 residents in receipt of Universal Credit have been supported with personal budgeting support and have been assisted digitally. In 2016/2017, the number for the whole year was 2,200 residents.
- Croydon Council/Go on Croydon has promoted financial resilience and digital inclusion to community groups, creating 21 digital zones across the borough where residents have benefited from basic digital skills and training.
- Membership of Croydon's Credit Union has increased to over 5,471.

Domestic abuse & sexual violence and sexual exploitation

Key achievements in the last 12 months

- External funding of £260,000 was secured to strengthen domestic abuse service provision in the three London Boroughs of Croydon, Bromley and Bexley between 2016 and 2018.
- Referrals to Multi-Agency Risk Assessment Conference continue to rise, implying greater identification of victims of DASV at high risk of harm.
- Croydon was successful in bidding to become the London Pilot site for the Drive programme. This is a national initiative that aims to disrupt the perpetrators of Domestic Violence and will the project will commence in Croydon during Q2 2018/19.
- The Family Justice Centre has set up a volunteer programme to support those experiencing domestic abuse by reducing the feelings of isolation and to encourage links with other organisations and agencies. This has exceeded its targets with 25 volunteers currently trained and 20 awaiting to be trained following 275 expressions of interest to be part of the project.
- The annual White Ribbon Day took place on 25 November 2017 with Croydon working with the White Ribbon charity and championing its work to tackle domestic abuse and sexual violence (DASV).
- Over the past year work has continued to identify and protect children and young people at risk of child sexual exploitation (CSE) and bring perpetrators to justice, this includes;
- Bringing the multiple teams that support vulnerable adolescents (including those at risk of CSE, going missing or criminal exploitation) together as one service, under a single Head of Targeted Services.
- Launching new risk assessment, screening and safety planning tools for adolescents, including those at risk from sexual exploitation which are being integrated into the recording system (CRS).
- Working with local partners, a member of the national working group on CSE and Camden Council to strengthen the multi-agency sexual exploitation (MASE) panel.

3.3.3 LIVEABILITY

Cleaner and Greener

Key achievements in the last 12 months

- A year-round green garden waste service and a free doorstep Christmas tree recycling collection are on offer under a new contract with the borough's main contractor.
- The team of dedicated Street Champions continues to grow, with numbers now over 330.
- Over 200 offenders have been successfully prosecuted under its 'Don't Mess with Croydon' clampdown.

- Cut-price electric vans were offered by the council to local firms as part of a scheme to improve the borough's air quality.
- New Addington and East Croydon became the latest areas to get street vacuums as part of an ongoing £1.3m council investment in new cleaning equipment.
- In February 2018, the council started to plant 700 extra trees on the borough's streets. This is the start of annual planting until 2023 as part of a drive to improve local air quality, particularly in the central and northern wards around the borough.

Policing and crime

Since the Mayor of London published a new Police and Crime Plan in March 2017, the Mayor's Office for Policing and Crime (MOPAC) crime indicators are no longer active and have been removed from this report.

Key achievements in the last 12 months

- 145 local businesses have signed up to the Responsible Knife Retailer Agreement.
- 50 Test purchases of knives from retail stores and 10 training sessions for retailers.
- Croydon united facilitated a three-week programme throughout February and March 2018 to raise awareness of knife crime and the impact it has on the community.
- Engagement and support of 25 Young People in the Town Centre every week.
- Gang's prevention worker to support and divert those young people vulnerable to becoming victims of SYV or gang members.
- Victim Support School Outreach project to support young people in learning safety skills and reduce the risk of harm.
- Funds were made available to recruit 20 additional enforcement officers to boost the current 40-strong enforcement service which increases public confidence and community engagement, reduces fear of crime, prevents and deals with antisocial behaviour and protects the quality of the local environment.
- Introduced Croydon's first Public Space Protection Order (PSPO) in the town centre to tackle street drinking and antisocial behaviour.

Roads transport streets.

Key achievements in the last 12 months

- The opening of the new bus station at West Croydon has increased capacity by 21% and can accommodate 23,000 passengers a day.
- The street lighting replacement programme is complete, with the installation of 23,630 streetlights that are modern and cost-efficient and make our roads brighter and safer.

- Winning the Public Sector Award at the Urban Design Awards for the Council's Connected Croydon programme.
- Extending the 20mph limit across north-east Croydon and approving the extension to all parts of the borough increasing cycle safety.

Sport

Key achievements in the last 12 months

- Throughout the summer, free swimming was available to children under 16 years of age at all the Croydon leisure centres.
- 'Walking for Health' Croydon's healthy walking scheme, was shortlisted for a Team London award in the sports and healthy living category.
- The new BMX track in Norbury Park was developed.
- Major investment into Croydon's council-owned leisure facilities with 20-year contract with the UK's leading leisure charitable social enterprise, GLL.
- Redevelopment plans for the main stand at Crystal Palace Football Club are approved and will see the 'Main Stand' extended to increase the stadium's current capacity of 26,000 to more than 34,000.

Parks and open spaces

Key achievements in the last 12 months

- Over 5,000 volunteer days were spent on positive and practical action in parks.
- The new BMX track has been built in Norbury Park, provided by the council using money from private housing developments.
- The ancient Great North Wood that gave its name to Croydon's Norwood wards was partially revived with a £700,000 grant from the Heritage Lottery Fund.
- For the second consecutive year, Love Lane in Woodside has been named London's Play Street of the Year, the capital's best street for children to play safely outside.
- Croydon's Youth Offending Service (YOS) worked with Wandle Arts Regeneration Programme to create a three-metre totem pole which was placed in Wandle Park in March 2018.

3.3.4 ENABLING

Finance

The Council achieved strong financial performance on the key indicators, particularly given the challenging financial environment for the whole of local government.

The in-year collection rates for Council Tax and Business Rates were the highest ever achieved by the Council and the Council's transformation programmes continue to deliver savings.

Key achievements in the last 12 months

- Improved council tax collection.
- Improved business rates collection.
- Reduction in the cost of the council office space (main corporate offices).
- Leasing of additional office space in Bernard Weatherill House.

Fairness and equality

Key achievements in the last 12 months

- The Council took part in the Stonewall Workplace Equality survey 2018, and jumped up 95 places in the Stonewall equality index.
- The Council obtained accreditation as a Flexible Working Borough.
- We held a "We Stand Together" community event to support communities impacted by hate crime and explore issues that face different communities within Croydon.
- Croydon celebrated Black History Month with a special launch event in October 2017 in the Croydon Town Hall.
- Recruitment fair for jobseekers with disabilities was held by local businesses to attract applicants with disabilities in October 2017 at Croydon College.
- A Croydon Council-funded course that helps disabled entrepreneurs launch their own businesses celebrated its first graduations in December 2017.
- In March 2018, the Museum of Croydon and the local community showcased their craft skills in a London-wide project celebrating 100 years of votes for women.

Open and accountable, Digital and enabling

Key achievements in the last 12 months

- The council received the Local Government Chronicle award after adopting a range of technologies that have made it easier for local residents to access services online.
- Over half the population of the borough, 180,000 people have now registered online for My Account to enable them to quickly and easily make payments and order services without constantly re-entering personal information.
- The Digital Inclusion model has provided digital skills support, increased digital confidence in over 65's by 42%, increased the number of people

with basic digital skills by 12.9% and increased digital confidence with 70% of small businesses.

- Croydon Adult Learning & Training (CALAT) adult learners are set to benefit from the latest technology, with funding from Croydon Council and the Mayor of London, to upgrade ICT equipment and Wi-Fi access right across its curriculum network, enabling tutors to embed ICT skills and electronic learning into all courses.
- Increased number of transaction completed through My Account.

4. CONSULTATION

- 4.1 No consultation is required.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial considerations arising directly from this report; however, attention should be drawn to 3.3.1 and 3.3.2 of this report where areas of high demand are creating pressure on services. With the population expected to grow in these areas, there could be future financial implications and risk to services.

(Approved by: Lisa Taylor Director of Finance Investment and Risk, May 2018)

6. COMMENTS OF THE BOROUGH SOLICITOR AND MONITORING OFFICER

- 6.1 The Solicitor to the Council comments that there are no legal considerations arising directly from the recommendations in this report.

(Approved by: Jacqueline Harris Baker Director of Law and Monitoring Officer, May 2018)

7. HUMAN RESOURCES IMPACT

- 7.1 Each project within the AfC portfolio is, and continues to have, its HR considerations individually advised and appraised. There are no other immediate HR considerations that arise from the outcome of this report.

(Approved by: Sue Moorman, Director of Human Resources 23 May 2018)

8. EQUALITIES IMPACT

- 8.1 One of the key Ambitious for Croydon outcomes is to “drive fairness for all

local people, communities and places". To support this, the performance framework has been designed to measure the disparities in outcomes and opportunities across the borough.

- 8.2 A suite of fairness and inclusion performance measures based on the Council's statutory equality objectives, were developed in the light of the OFC's report. They include measurements of the "gap" in terms of access to employment and housing, homelessness, child poverty, educational attainment, community safety, social isolation and life expectancy.

9. ENVIRONMENTAL IMPACT

- 9.1 There is no environmental impact arising directly from this report; however, the Ambitious for Croydon outcomes reflect the Council's aspirations to create a place that communities are proud of, and in which people and businesses want to be.

10. CRIME AND DISORDER REDUCTION IMPACT

- 10.1 There is no specific crime and disorder impact arising from this report; however, the administration makes a commitment to ensure that local people are safe, and feel safe.

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 11.1 This performance report will enable the Council and our residents to track progress and success and enable residents to hold the Council and its partners accountable for the delivery of key outcomes ensuring the best possible outcomes for our residents.

12. OPTIONS CONSIDERED AND REJECTED

- 12.1 Not applicable

CONTACT OFFICER: Sarah Warman, Interim Director of Commissioning and Procurement

APPENDICES TO THIS REPORT:

Appendix 1 – Performance for 1 April 2017 to 31 March 2018 Corporate Plan performance framework, Ambitious for Croydon

BACKGROUN DOCUMENTS:

Corporate Plan 2015-18: <https://www.croydon.gov.uk/democracy/dande/policies/corpplans/>