




Topline Performance Indicator Results 2020/21

It was agreed that given the impact of the Covid crisis on performance no targets would be set against KPIs for 2020/21. The Direction of Travel arrow provides an indication of how performance compares to the previous years.

Adult Social Care and Health

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
DASSW-CO-001	Number of all drug users leaving treatment having completed treatment (most recent 12 months) (1QA)	206 (Q3)	203 (Q3)		Performance is monitored over a 12-month period and reported a quarter in arrears. Latest Data is December 2020 - Restrictions in the ability to provide open access services, forced by the pandemic, have reduced number of new presentations for drug misuse and hence successful completions.
DASSW-CO-003	% of People who positively rate Integrated Sexual health services as “good” or above (1QA)	95.7% (Q3)	N/A	N/A	Performance reported a quarter in arrears. Data not available for 20/21, due to Pandemic. Reviewing, nationally, method for collecting this data. It is unclear when National data will be available.
DASSW-OP-001	% of Social Worker assessments completed within 45 days of contact	67.4%	81.1%		1387 out of 1711 service users. All restorative work related to deferred social care assessments, during the pandemic, has been completed and performance has considerably improved.
DASSW-OP-002	% of Occupational Therapy assessments completed within 45 days of contact	9%	53%		Performance has significantly improved when compared to last year. The backlog of Occupational Therapy (OT) assessments is being addressed and currently the longest wait is 10 weeks. The service has recently recruited more permanent and locum OTs. In order to improve performance

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		Value	Value	DoT	Note
					further, an agency is also being used to carry out OT assessments for the service. In 2021/22 a target of 60% for assessments completed within 45 days is being set (see 2021-22 KPI proposals report).
DASSW-OP-003	% of Carers who received an assessment during the year	48.5%	49.8%	↑	680 out of 1365 carers. Performance is better when compared to last year which is good given the impact of COVID-19 on the department's ability to complete carers assessments during the first lockdown.
DASSW-OP-004	% of Clients (receiving long-term community services) on a Direct payment	32.2%	31.7%	↓	749 people with a Direct Payment (DP). Performance is in line with last year. There has been an increase in the number of people with a direct payment, but the proportion shows as less because of the higher number of people being supported.
DASSW-OP-005	% of People whose personal outcomes of an adult safeguarding intervention were met	97.4%	97.2%	↓	Full year performance is 97.2% (624 out of 642). Excellent performance - Performance for achieving personal outcomes can fluctuate depending on the persons views relating to the type of abuse.
DASSW-OP-006	% of Adults with a learning disability aged 18-64 in paid employment	5.8%	5.5%	↓	41 out of 741 service users in employment. The impact of COVID-19 on the economy will make it harder for service users with a learning disability to secure paid employment but this will continue to be prioritised and there be focus on supporting people into paid employment wherever possible.
DASSW-OP-007	% of Adults with learning disabilities who live in their own home or with their family	72.5%	71.8%	↓	532 out of 741 service users. Performance has been affected by the pandemic due to a reduction in the number of people with a learning disability living in their own homes or with family receiving social services. Contact is being made with these individuals, to identify any who have declined services

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		Value	Value	DoT	Note
					because of the risks of COVID and are now relying on informal carers for support and an assessment will be offered.
DASSW-OP-009	Number of admissions into residential and nursing care aged 65+ (Minimise)	124	92	↑	92 permanent care home admissions. Performance is significantly lower than last year, placing 32 fewer residents into care homes, mainly due to the impact of the pandemic.
DASSW-OP-010	% of People receiving rehabilitative support who have a reduced level of service or no service required at the end of their rehabilitative support	91.9%	83.4%	↓	The “Discharge to Assess” approach, where assessments take place at home after discharge, means more people with complex needs are receiving reablement on discharge from hospital. Performance has also been affected by the pandemic and pressures to discharge people from hospital quickly; utilising capacity as a rapid response service. Therefore, long-term support needs cannot always be reduced after reablement.
DASSW-OP-011	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	399.9	290.9	↑	
DASSW-PH-001	Under 75 mortality rate from cardiovascular disease rate (per 100,000 population) (Minimise)	75.7	76.6	↓	For period 2017-19. Normally reported annually at Quarter 3 but reporting delayed to year end in 20/21.
DASSW-PH-002	Under 75 mortality rate from cancer (Minimise)	125.6	125	↑	
DASSW-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	507	354	↓	Smoking cessation services continued to be safely offered. Remote consultations delivered by the in-house team of sessional advisors, helped to mitigate some of the reduction in GP surgery and pharmacy activity. The total number of

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		Value	Value	DoT	Note
					people quitting smoking through the smoking cessation service in Quarters 1-3 20/21 was 354.
DASSW-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	7.3% (Q3)	N//A	N/A	Health checks recommenced August 2020 and 1891 people received an NHS Health Check up to the end of December.
DASSW-PH-008	Healthy life expectancy at birth (Men)	68.9	68.9	▬	This is the latest data which is for the period 2016-18. Healthy life expectancy shows the years a person can expect to live in good health. It is an extremely important summary measure of mortality and morbidity and sets the context for the local authority to identify other indicators and identify the drivers of healthy life expectancy.
DASSW-PH-009	Healthy life expectancy at birth (Women)	65.8	65.8	▬	

Community Services and Open Spaces

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-CLLS-001	Physical visits to library sites rate (per 1,000 population)	4,079	554	↓	COVID-19 and associated Government restrictions has significantly limited the provision of library services and likelihood for residents to visit public buildings. As previously reported, according to the latest figures released by public service accountancy body CIPFA, Wandsworth libraries were
ECSW-CLLS-002	Total Library issues - Books and eBooks rate (per 1,000 residents)	4,381	1,803	↓	
ECSW-CLLS-003	% of All library reservation requests supplied within 7 calendar days	65%	77.4%	↑	

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		Value	Value	DoT	Note
ECSW-CLLS-004	Total number of eMagazine and eNewspaper issues	N/A NEW	129,855	N/A	amongst the most popular and best used in the country during 2019/20. Although based on pre-COVID usage, it serves to highlight that Wandsworth Libraries are in a strong position to recover.
ECSW-CLLS-005	Number of new eLibrary members	N/A NEW	2,719	N/A	
ECSW-CPL-001	Number of times people used the Council's swimming pools and leisure centres rate (per 1,000 residents)	10,363	1,781	↓	Government guidance to limit the spread of COVID-19 has had a very significant impact upon council leisure and sporting facilities. These restrictions limited the capacity and scope of facilities to varying levels throughout 2020-21.
ECSW-CPL-002	Number of times people used sports facilities excluding pools and leisure centres rate (per 1,000 residents)	3,110	1,212	↓	
ECSW-CPL-003	Net number of Trees planted annually	N/A NEW	80	N/A	
ECSW-CPL-004	Total number of new trees planted	N/A NEW	766	N/A	
ECSW-CPL-011	Total number of Green Flags awarded	N/A NEW	5	N/A	Awards relate to Battersea Park, Wandsworth Common, Tooting Common, Wandsworth Park, and King Georges Park.
ECSW-CWR-001	% of Household waste sent for reuse, recycling, and composting (cumulative)	23.7%	23.6%	↓	The result provided is provisional. The final result is confirmed in the following period upon incorporation with other data and information agreed with Western Riverside Waste Authority
ECSW-CWR-002	% of Contamination in co-mingled recyclate (cumulative) (Minimise)	12.6%	13.5%	↓	The service continues to face ongoing challenges with regards to contamination levels in communal recycling collections. These challenges predominantly relate to problems experienced in engaging with property management agencies, poor bin store conditions and low levels of resident engagement/participation. Further to previous action, the service remains committed to addressing what issues it can, through the introduction of targeted campaigns and improved

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					communications in line with the Reduction and Recycling Plan (RRP).
ECSW-CWR-003	Reports about non collection of waste (cumulative) (Minimise)	4,463	7,023	↓	This is a provisional result. Systems issues have been identified which are in the process of being addressed together with IT Services, Customer Services and Serco.
ECSW-CWR-010	KG household waste per household (cumulative) (Minimise)	643	699	↓	The result provided is provisional and reflects an 8.6% increase over 2019/20 waste per household, likely as a result of Covid related impacts including increased home working and reduced eating out. The final result will be confirmed in line with the Waste Data Flow (WDF) reporting period upon incorporation with other data and information agreed with Western Riverside Waste Authority and due for submission 30th June.
ECSW-CWR-011	Net carbon impact of waste collection service (Minimise) (1QA)	N/A NEW	Data not yet available	N/A	This KPI is reported a quarter in arrears (1QA). The final results are confirmed in the following period upon incorporation with other data and information agreed with Western Riverside Waste Authority.
ECSW-CWR-007	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	261	433	↓	The significant increase in waste production from households, and the fact that the borough has a sack-based collection service, means that there has been an equivalent increase in split waste bags with associated increase in cleansing reports. In addition to this, reports occurring between Q2 and Q3 have seen the biggest increase which directly correlates with the period of the year between the two national lockdowns, with a significant rise in outdoor activity in accordance with Government guidelines during this period.
ECSW-CWR-012	% of Public streets with acceptably low levels of litter after cleansing	N/A NEW	98.3%	N/A	

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		Value	Value	DoT	Note
ECSW-CWR-013	% of public streets with acceptably low levels of detritus accumulations after cleansing	N/A NEW	98.0%	N/A	
ECSW-CWR-014	Number of riverside community clean-up activities supported (cumulative)	N/A NEW	5	N/A	
ECSW-CWR-006	Average time(days) taken to clear a reported fly-tip (Minimise)	0.9	0.3	↑	
ECSW-HOS-001	Total number of fly-tipping incidents identified by or reported to the Council (cumulative)	4,297	2,905	Data only	The result includes an estimated figure for the July to September (726) period due to issues with the reporting system at that time.
ECSW-HOS-003	Total number of fly-tipping enforcements (cumulative number of penalty notices and warning letters issued to addresses)	15,451	20,451	Data only	Enforcements have increased with the introduction of the NSL contract.

Education and Children's Services

PI Code	PI Description	2019/20	2020/21	
		Value	Value	DoT
CSW-CIN-001	% of Assessments completed within 45 working days	73.7%	83.7%	↑
CSW-CIN-002	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	89.4%	87.5%	↓
CSW-CIN-003	% of Children with a Child Protection Plan (CPP) receiving regular social worker visits (visited within the last 15 days)	89.8%	90.5%	↑
CSW-CIN-004	% of Referrals which are re-referrals (within 12 months of previous referral) (Minimise)	25.4%	23.7%	↑
CSW-CIN-005	% of Episodes missing young people where a return home interview (RHI) was offered (1QA)	95.9% (Q3)	98.5% (Q3)	↑

PI Code	PI Description	2019/20	2020/21	
		Value	Value	DoT
CSW-CIN-006	% of Episodes of missing young people where the young person received a RHI (1QA)	61.8% (Q3)	54.4% (Q3)	↓
CSW-CIN-007	% of children remaining on a CIN plan for at least 6 months after CPP end	47.7%	55.2%	Data only
CSW-CLA-005	% of CLA visited within statutory timescale	95.3%	97.2%	↑
CSW-CLA-006	% of CLA with 3+ placements (within 12 months) (Minimise)	11.4%	8.3%	↑
CSW-CLA-008	% of CLA placed 20+ miles from home (Minimise)	17.1%	17.6%	↓
CSW-CLA-009	% of CLA placed with in-house foster carer	22.8%	25.6%	↑
CSW-CSC-001	% of Case supervisions taking place within 8 weeks that are recorded on Mosaic	85.6%	91.1%	↑
CSW-CSC-003	Agency worker rate (Minimise)	27.5%	28.4%	↓
CSW-CSCC-001	Number of missing incidents	861	599	Data only
CSW-CSCC-002	No. of children subject to a CPP (Non-Trend Comparable)	236	203	N/A
CSW-CSCC-003	No. of CLA excluding respite cases (Non-Trend Comparable)	281	250	N/A
CSW-CSCC-004	Average caseload of a Children's Services Social Worker (Minimise)	13.2	10.9	↑
CSW-CSCC-005	Number of Referrals received (Non-Trend Comparable)	3,832	3,082	N/A
CSW-CSCC-006	Conversion of S47 to ICPC (Non-Trend Comparable)	36.3%	30.8%	N/A
CSW-CSCC-007	Number of adoptions (Non-Trend Comparable)	11	4	N/A
CSW-CSCC-008	Number of Special Guardianship Orders (SGOs) (Non-Trend Comparable)	15	18	N/A
CSW-CSCC-009	No. Mash Referrals (Non-Trend Comparable)	1,860	1,507	N/A

PI Code	PI Description	2019/20	2020/21	
		Value	Value	DoT
CSW-LCS-001	% of Pathway plans reviewed in time (within 6 months of previous review)	79.3%	84.1%	↑
CSW-LCS-005	% of Care Leavers aged 19-21 years in Employment, Education or Training	60.2%	60.2%	-
CSW-LCS-007	% of Care Leavers aged 19-21 years in suitable accommodation	92.3%	83.7%	↓
CSW-EH-001	% of Initial contacts that are referred to early help	15.8%	9.3%	↓
CSW-EH-002	% of Children receiving early help who have remained below the threshold for social care	86.7%	95.9%	↑
CSW-EH-003	% of Children receiving early help as a step down from social care who have remained below the threshold for social care	82.0%	91.7%	↑
CSW-EH-004	% of Children receiving early help who live in areas of deprivation	38.8%	36.1%	↓
CSW-EH-005	Number of user sessions accessing early help digitally through Thrive Online	269,223	266,079	↓
CSW-EH-006	% of Primary school age children in Yr. 6 with height and weight recorded who are obese. (Minimise)	19%	19%	-
<p>The 2019/20 NCMP data collection stopped in March 2020 when schools were closed due to the Covid-19 pandemic. In a usual NCMP collection year, national participation rates are around 95% (over a million) of all eligible children, however in 2019/20 the number of children measured was around 75% of previous years. Despite the lower than usual number of measurements, analysis by NHS Digital indicates that figures at national and regional level are directly comparable to previous years, for all breakdowns. Wandsworth data for this measure is regarded as 'fit for publication but interpret with caution' due to coverage between 25% - 75%.</p>				
CSW-EH-007	% of Primary school age children in Reception Yr. - height and weight recorded who are obese (Minimise)	6.4%	-	N/A
<p>The 2019/20 NCMP data collection stopped in March 2020 when schools were closed due to the Covid-19 pandemic. In a usual NCMP collection year, national participation rates are around 95% (over a million) of all eligible children, however in 2019/20 the number of children measured was around 75% of previous years. Despite the lower than usual number of measurements, analysis by NHS Digital indicates that figures at national and regional level are directly comparable to previous years, for all breakdowns. Wandsworth data for this measure is regarded as 'unreliable, suppressed (not published)' due to coverage of less than 25%</p>				

PI Code	PI Description	2019/20	2020/21	
		Value	Value	DoT
CSW-EH-008	% of Families in the family support programme showing significant and sustained progress	86.1%	100%	↑
CSW-YOT-001	Number of first-time entrants based on PNC data (Police National Computer) rate (per 100,000 10-17 population) (Minimise)	272	268	↑
CSW-YOT-002	% of Young offenders who go on to re-offend (12 months monitored cohort) (Minimise)	44.7%	38.6%	↑
CSW-YS-003	% of Regular Youth Service participants engaged for 8 sessions or more	49.7%	17.7%	↓
CSW-EPP-013	Proportion of schools judged good or better by Ofsted	93%	93%	-
CSW-EPP-015	% of 16-17 year olds participating in education or training	90.9%	93.1%	↑
CSW-EPP-018	% 16-17 year olds who are confirmed as not in Education, Employment or training status (excluding those whose status is not currently known) (Minimise)	1.40%	1.64%	↓
CSW-EPP-027	% of 16-17 year olds whose employment, education or training status is confirmed as 'not known' (Minimise)	N/A NEW	4.89%	N/A
CSW-EPP-028	% of 16-17 year olds made offer of an education place under September Guarantee (maximise)	N/A NEW	94.2%	N/A
CSW-EPP-017	% of Statutory Education, Health and Care Plans completed within 20 weeks (excluding exceptions)	39.8%	54.4%	↑

Service performance overall commentary

Children's Social Care and Early Help

Caseloads - The average caseload at 31 March 2021 was 10.9 children, a reduction from 13.2 last year. The highest caseload is for a worker in Family and Community who holds 23 children and young people, however this includes a large sibling group of six. A manageable caseload allows for focused, detailed work with each child/young person and their family, which ultimately supports progress towards positive outcomes. The service continues to work hard to ensure

that it only intervenes in family life where absolutely necessary, and that interventions support change so that families can move out of the system in a timely way. This work supports the maintenance of manageable caseloads.

Supervision – Good quality, timely supervision supports thoughtful, creative practice with children, young people, and families. The performance for timely supervisions was 91% at 31 March 2021. This is an improvement on the previous two quarters and higher than the same time last year when it was 86%. We are doing a lot of work to build on this and think about how we can best support managers to spend time thinking and talking about families with practitioners, whilst also recording their discussions in a smart and efficient way.

Visits - Visits to vulnerable children have continued throughout the third Covid-19 lockdown, with risk assessments determining whether visits should be face to face, virtual or a combination of the two. As of 31 March 2021, the proportion of children subject of a child protection plan with a visit recorded in the last 15 days was 91%, and the proportion of children looked after with a visit in timescale was 97%. Both show improved performance since March 2020 when visit timeliness was 90% for CPP and 95% for CLA. Visits are monitored closely by all services, and management oversight is added to the system when children cannot be seen within expected timescales. This means that managers are aware of any visits that are not undertaken within timescales and the reasons why, with plans put in place to ensure that children remain supported and safe.

Referrals and assessment – Referrals reduced by 20% in the 2020-21 year (3,082 referrals) compared to 2019-20 (3,832 referrals), as a result of fewer referrals during lockdown and when schools were only open to vulnerable groups and children of key workers. More children were re-referred during lockdown periods, however overall, the percentage of children who were re-referred within 12 months is unchanged at 24% for the full year. Assessment timeliness has improved to 84%, up from 74% last year, ensuring that families receive the support they need without delay. Following a review of Front Door pathways, there was a reduction in MASH volumes in Quarter 4 as more contacts progressed straight to referral or to Early Help, rather than through MASH first. This also supports the Directorate's goal of ensuring families receive the right support at the right time. The proportion of contacts with an outcome of early help has increased to 9% in Quarter 4 from 7% in Quarter 3; this remains lower than Quarter 4 of 2019-20 where Early Help outcomes sat at 16%. New Early Help indicators are proposed for inclusion in the 2021-22 reporting year topline, to provide better insight into the impact of Early Help services on outcomes for children.

Section 47 enquiries and Initial Child Protection Conferences – We are trying to move away from patterns of risk-averse and process driven practice, towards a culture that values meaningful conversations with families and their networks, sharing risk and building relationships to support sustainable change. Audits tell us that we are making progress towards this, and the data also supports this position, with Section 47 enquiries initiated more appropriately, reducing the overall volume to 162 per 10,000 children, which is lower than the 2019-20 national rate of 167. The proportion of Section 47 enquiries that converted to an Initial Child Protection Conference during 2020-21 was 31%, this remains below the 2019-20 national average of 39%. The timeliness of holding Initial Child Protection Conferences remains a strength, with 88% of ICPCs held within 15 working days of the strategy discussion. This is better than the 2019-20 national and London averages of 78% and 76% respectively. Only two conferences happened out of timescale between January and March 2021, and in each instance, we made sure that a delay in process did not prevent children and families accessing support or achieving safety. The percentage of ICPCs where children became the subject of a Child Protection Plan was 82% for 2020-21, this was an increase from 72% last year and is now in line with the London average of 82%.

The improvement in the consultation process and work to move away from risk averse social work practice, means that those families taken to ICPC are now more appropriate thus leading to a higher proportion which result in a Child Protection Plan.

Child Protection (CP) Plans - 203 children were subject of a child protection plan at 31 March 2021, this showed an 8% reduction since last year. The proportion of children who stepped down from a child protection plan and were open as a child in need for six months or more has also reduced to 55% at 31 March 2021 from 60% in Quarter 3. These patterns reflect more plans closing in the year, as a part of ongoing work with partners to ensure that interventions are proportionate, and all children have realistic plans that are achievable, and outcome focused.

Children looked after (CLA) - 250 children were looked after at 31 March 2021; this was an 11% reduction compared to the same time last year when there were 281 children looked after. We are working hard to support children and young people to remain at home where it is safe to do so. When children need to come into care for a period of time, we are strengthening the quality and pace of work to enable a safe return to family, as for most young people, this is where they will achieve the most positive long-term outcomes.

CLA Placements – More children looked after are now placed inside the Borough (27%) compared to last year (20%) and 17.6% are placed more than 20 miles from home, reflecting progress towards the service’s goal of keeping young people local where that can be made safe. The short-term stability of placements (% CLA with 3+ placements in 12 months) has improved further to 8% at 31 March 2021 from 11% last year, this is better performance than the London average of 11%. The proportion of children looked after who are placed with foster carers has increased further to 72% and more than a quarter of children looked after (26%) are placed with internal Wandsworth foster carers. Due to Covid, the fostering recruitment campaign was delayed, which impacted new approvals. However, this recruitment campaign is now in progress.

Permanency - There have been four adoptions and 18 Special Guardianship Orders (SGO) granted from care in the year 2020-21, compared to 11 adoptions and 15 SGOs last year. There are currently eight children in care with a Placement Order granted, where we are searching for the right adopters to offer them their forever family home. We have created a new role of Permanence Champion, to oversee and strengthen permanence planning and family finding for children from the moment their journey with us begins. The Permanence Champion started in April 2021.

Transition from care to leaving care - There has been improvement in the timeliness of pathway plans. At 31 March 2021, 84% of children looked after and care leavers aged 16-25 have a pathway plan that has been updated in the last 6 months, this is higher than March 2020 when it was 79%. A new pathway plan co-produced with young people was launched in November 2020 alongside a training programme for staff. The next step is to look at how we can make the process of completing their pathway plan more relational, and more enjoyable for young people.

Care leavers – The proportion of 19-21-year-old care leavers who are in education, employment or training (EET) has improved to 60% at 31 March 2021 compared to 56% at 31 December 2020, when more young people experienced job losses due to Covid-19 restrictions. The EET and Bright Lights worker focused

on maximising apprenticeships and college place take-up to mitigate against further job losses or post-furlough impacts. 84% of care leavers (19-21) are in safe and secure 'suitable' accommodation at 31 March 2020. Those deemed not to be in 'suitable' accommodation are young people who are in custody, and emergency accommodation.

Missing from home and care - The number of missing incidents in the 2020-21 year reduced by 30%, from 861 in 2019-20 to 599 2020-21; fewer children went missing from home or from care during periods of lockdown and school holidays. The proportion of children with a missing incident who are offered a return home interview has improved to 99% in Quarter 3 2020-21 (reported a quarter in arrears due to recording lag). The performance for young people accepting and receiving RHIs was 54% in Quarter 3 2020/21. Weekly analysis and liaison with Social Workers improved the accuracy of recording each child's status, to allow for a timely RHI to be recorded on Mosaic. A new Return Home Interview practitioner is starting in April 2021. This will improve capacity to offer a timely Return Home Interview and to provide more intensive targeted support work to the highest risk missing children.

Agency rates – Children Social Care's ambition is to increase the number of permanent social workers; this will ensure stability and consistency for children and will improve the services' ability to embed positive changes in practice across the system. The proportion of agency social workers stands at 28% as of 31 March 2021, this is similar to Quarter 4 last year when it stood at 27%. Two new teams were created in the Assessment Service in Oct-Dec 2020 and agency workers were covering vacancies until permanent workers could be recruited. One of these teams will soon have four permanent staff employed after having five agency workers in December 2020. A targeted recruitment strategy supported by key media outlets is in place, which aims at attracting talent into Wandsworth.

Youth Service Engagement - *The number of young people able to access regular youth work activities in the last year has significantly reduced as a result of Covid-19 restrictions, where face to face sessions were limited to a maximum of 15 attendees at times. However, the restricted service provided was effectively targeted to the most vulnerable young people, to ensure that they continued to have access to safety and support. This targeting of youth support is part of the reshaping of the integrated offer for adolescents.*

Living in Areas of Deprivation - Early Help services have targeted their support to the most vulnerable during periods of lockdown and Covid-19 restrictions, and much of their work with families was virtual. This has had an impact on the number of children and young people engaged with services, living in areas of deprivation, when comparing to the equivalent period for 2019/20. Some face to face targeted group activities were offered again in September and October 2020, but not to pre-Covid levels and this was further impacted by the third lockdown coming into effect for Q4 reporting.

Supporting Families formally Troubled Families Programme - The total allocation of families that needed to show 'significant and sustained' progress across the year was 367; at year end this was the exact total reached. This data is based on submissions for Payment by Results (PBR) up to 31 March 2021 which is a 100% outturn and represents an increase of 13.9 % points over the previous year's result.

Rate of Re-offending and Number of First Time Entrants to the Criminal Justice System - The Ministry of Justice took the decision to cancel the statistics release for both First Time Entrants and also the Rate of Reoffending Measures in line with guidance, to minimise non-essential travel. Therefore, only two periods of data are available for reporting, and for both of those periods Wandsworth's performance was significantly better than the equivalent periods last year, on both measures. It is anticipated that should data become available for the missing periods, Wandsworth's improved performance will be maintained.

Accessing Sessions Digitally Since the introduction of the Thrive Online portal the number of recorded digital sessions has shown minimal variance between years with a marginal 1.2% difference between reporting periods.

Education

Proportion of schools judged good or better by Ofsted - There are no changes to this indicator. Ofsted inspections are not currently taking place during the Pandemic, but they will be resuming from September 2021.

16-17 Year Olds Not in Education, Employment, or Training - Overall, figures for young people not in education, employment or training (NEET) have continued to reduce compared to last year, however, in quarter 4 there has been a slight increase in the number of YP confirmed as NEET compared to quarter 3, this is unsurprising given the noticeable decline in the Unknowns figure. The Post 16 Participation Team is actively engaging with the NEET cohort and providing them with 1:1 information and guidance support.

16-17 Year Olds where their Education, Employment, or Training Status is Unknown - A particular success has been a reduction in the proportion of young people where their employment/education status is unknown, which has reduced from Quarter 3 to Quarter 4 by over 5 percentage points. The additional resource provided by the two Post 16 Tracking Officers within the Post 16 Participation team has significantly contributed to the visible decrease in Wandsworth's Unknowns figures in a very short period.

16-17 Year Olds in Education, Employment or Training (EET) - Figures for Jan-Mar showed an improvement from previous quarters and the last annual figures. We continue to look for improvements on this, for example, strengthening links with local post 16 EET providers such as Spear and making referrals as appropriate. In some cases, the Covid 19 lockdown has been a hindrance to young people accessing their preferred training course e.g., plumbing and beauty. However, we are hopeful that this will only be a short-term barrier to EET as we come out of the lockdown. We are launching an EET club in April with the aim to further engage and support NEET YP to improve their employability skills and build community with other YP and professionals.

September Guarantee - Just over 94% of 16- to 17-year-olds had an offer of an education place under the September Guarantee. This was in line with national figures and slightly below the new group of statistical neighbours.

% of Statutory Education, Health and Care Plans completed within 20 weeks (excluding exceptions) - The end year data (54.5%) continues to show an ongoing improvement. The standalone performance in March 2021 was at 87.5% of all EHC plans finalised within 20 weeks. This is the highest percentage recorded since October 2019. The improvement can be explained by tighter control and monitoring on the timeliness of the plans driven by greater stability in the team. Further improvement can be expected going forward as the small number of cases that were held outside the new assessment team will be cleared and all new assessments will be only managed under the dedicated team.

Finance, Resources, and Climate Sustainability

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
Chief Executive's Group					
CEGW-CAP-001	Number of people offered advice through Citizens Advice Bureau (Wandsworth)	9,462	8,853	↓	<p>In 2019-20 drop-in visits to the advice centres accounted for about 30% of service users, and longstanding, dedicated teams of volunteers provided face-to-face help. When Citizens Advice Wandsworth (CAW) had to close their offices in March 2020, they moved as many volunteers as possible to Adviceline, but Covid-19 has still been highly disruptive for volunteer-based services. CAW had to completely reinvent how they recruit, train, and supervise volunteers. Despite this, CAW were able to answer 25% more Adviceline calls in 2020-21 by comparison to the previous year. They also tripled the number of incoming referrals they receive by creating a new online access point that makes it easy for anyone with internet access to ask for help, which is a new feature for the services.</p> <p>The last year has also seen significant changes in needs of residents and how CAW help them. This KPI only measures people coming through access points such as Adviceline but the process of addressing a particular issue can involve CAW providing ongoing support after this.</p>

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					Although the loss of the advice centres has seen a fall in the performance of this KPI, CAW have worked hard to deliver under difficult circumstances. As well as adapting their services to lockdown in general, increasing the depth of help they offer.
CEGW-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	80.34	73.63	↑	
CEGW-CS-002	% Reduction in total police callouts for domestic violence victims in the MARAC cohort	38%	40.5%	↑	
CEGW-CS-005	Total number of reported incidents and crimes of Domestic Abuse	N/A NEW	4,564	N/A	
CEGW-CS-006	Number of Neighbourhood Watch co-ordinators	N/A NEW	501	N/A	
CEGW-EDO-002	Number of residents engaged/supported to find work through the Council's employment service	445	524	↑	524 residents were engaged during 2020/21. Performance was strong despite difficulties arising in the response to social and economic lockdowns arising during the Covid-19 Pandemic.
CEGW-EDO-003	Wandsworth Work Match Secured Jobs	261	184	↓	Work Match aided Wandsworth residents to secure 184 job starts during 2020/21. Performance was maintained despite difficulties arising in the response to social and economic lockdowns arising during the Covid-19 pandemic.
CEGW-EDO-006	% point difference between Wandsworth's employment rate and that for London	6%	8.5%	↑	Data from Nomis and based on Oct 2019-Sept 2020 and on the age range 16-64. Wandsworth's employment rate was 83.7% and the average for London was 75.2%. This means Wandsworth's employment rate was 8.5% higher than the London average.

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
CEGW-EDO-007	% point difference between Wandsworth's claimant count rate and that for London	0.9%	2.3%	↑	Data from Nomis and based on Feb 2021 and using the age range 16-64. Wandsworth's claimant count percentage was 6.2% and the average for London was 8.5%. This means Wandsworth's claimant count was 2.3% lower than the London average.
CEGW-RES-002	% of FOI requests completed within 20-day limit	74%	59%	↓	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.
CEGW-RES-003	% of Stage 2 Corporate Complaints responded to within 15 working days	N/A NEW	43%	N/A	
Environment & Community Services Directorate					
ECSW-ENS-004	Schedule B Prescribed Premises due for inspection completed	100%	100%	—	
ECSW-ENS-005	% of Cat. A, Cat. B and non-compliant Cat. C inspections carried out of those due	100%	98%	↓	Inspection of food establishments during the pandemic has been difficult due to business closures and other Covid-19 work being a priority. Where businesses have reopened officers have targeted backlogs to bring the performance figure as close to 100% as possible.

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-ENS-008	Air Quality - % compliance of non-road mobile machinery (NRMM) on major construction sites with GLA emissions standards	86%	100%	↑	
ECSW-ENS-013	% of Regulatory Service Partnership service requests with an initial response within the 'defined timescale'	N/A NEW	94%	N/A	
ECSW-ENS-014	Safeguarding older people – % successful physical interventions in cases of residents being targeted by financial scams and abuse	N/A NEW	100%	N/A	<p>The Regulatory Services Partnership (RSP) comments that: In Q2 and Q3, the RSP had significant data sharing and IT infrastructure issues with National Trading Standards scams hub that particularly impacted on this area of work. It took far longer than anticipated to resolve these issues (exacerbated by the pandemic), however revised arrangements are now in place.</p> <p>So, for Q4, resources were concentrated to help address the significant backlog. With pandemic restrictions in place, enquiries also had to be dealt with by remote means.</p>
ECSW-ENS-015	Safeguarding young people – % successful physical interventions for restricted sales such as knives, alcohol, fireworks, tobacco and e-cigarettes	N/A NEW	55%	N/A	<p>Test purchasing is dependent on securing suitable volunteers which has proved particularly challenging during the Covid-19 pandemic due to increased risks, safeguarding considerations, and restrictions on household mixing. Operations planned for December, January, February, and March had to be cancelled as a result of entry into Tier 4.</p>

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-ENS-018	% 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	N/A NEW	47%	N/A	Performance was adversely affected due to the work demand associated with COVID-19 compliance work and complaints.
ECSW-ENS-019	% of New high-risk massage & special treatment premises inspections carried out within 20 working days of the premises being ready to trade	N/A NEW	-	N/A	This KPI cannot be reported due to the regular closure of massage and special treatment premises in 20/21 due to Covid-19.
ECSW-ENS-020	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	N/A NEW	53%	N/A	Includes diffusion tube sites (exceeding). Please note this data is provisional and cannot be ratified until late July 2021.
ECSW-ENS-021	% of Monitoring stations achieving the particulate air quality objectives	N/A NEW	100%	N/A	Automated monitoring stations only. Please note this data is provisional and cannot be ratified until late July 2021.
ECSW-ENS-022	% of Schools achieving air quality objectives	N/A NEW	80%	N/A	8 of 10 schools surveyed achieved air quality objectives.
ECSW-ENS-023	Number of interventions by Compliance Officers for engine idling	N/A NEW	0	N/A	In an attempt to comply with government guidelines to limit the spread of Covid-19, the contractor NSL determined that Civil Enforcement Officers (CEOs) should not approach drivers in idling vehicles. The CEOs were instructed to ensure social distancing. As interventions were carried at a distance and with the issuance of penalty notices requiring

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					close interaction with drivers, these were not logged as interventions and zero penalty notices were issued.
Housing & Regeneration Directorate					
HRW-PS-002	Investment portfolio rent collected as a percentage of debits invoiced in the financial year (not including council housing)(1QA)	97.2%	64.7%	↓	Comparable performance levels to previous years will not be possible due to the effects of lockdowns, with some of the affected tenants being unable to pay their rents. Many of the tenants have agreed to deferred payments which will take effect from 2022. This matter will be kept under review with any future actions being recommended as appropriate by the Director of Resources.
HRW-PS-003	Total void rents as a percentage of the total commercial rent roll (Minimise) (1QA)	5.6%	6.7%	↓	Current voids represent 6.7% of the investment rent roll. A number of units are currently under offer (in solicitors' hands) and it is expected that these transactions will complete within the next two months which will reduce the void rate to 4%.
Resources Directorate					
RESW-CUS-002	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	29.9%	57.0%	↑	Significant improvement over previous years due to recruitment, additional training, and implementation of the CRM. Improvements to continue into the new year.
RESW-CUS-003	Customer Services Reception: % Face to Face customers seen within 10 minutes	88.4%	-	N/A	No data as reception only open to limited appointments.
RESW-CUS-004	Customer Satisfaction: Telephone (%)	84%	92%	↑	
RESW-CUS-005	Customer Satisfaction: Face to Face (%)	100%	-	N/A	No data as reception only open to limited appointments.

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
RESW-ELE-001	% of Annual canvass returns including secondary checks	91%	89%	↓	
RESW-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	83.5%	87.8%	↑	Despite lockdown performance has increased in comparison to the same quarter last year, even though the total number of invoices received and processed for payment is higher. Officers are continuing to process invoices promptly and further work is being done to improve performance and identify where disputes are preventing prompt processing. A review of automated messages within the system has been undertaken in order to flag for officers when actions are required.
RESW-FM-002	Sundry debt collection (Wandsworth)	89.8%	89.5%	↓	It has been a challenging year due to the pandemic and in particular the halting of all recovery activities for an extended period. Officers continue to review current measures that were put in place to support customers such as extended payment plans and monitor the contractor's performance on a monthly basis. Work has also continued to review and recover older debts during this time with the final 3% of migrated cases requiring further investigation.
RESW-HR-001	Number of working days lost to sickness absence per fte: All Departments excluding schools*	7.37	6.66	↑	
RESW-HR-002	Top 5% of Earners: Women	40.8%	41.5%	↑	There are signs of a slow but steady improvement year on year, with an increase of nearly 2% since the formation of the SSA. In the last year diversity action plans developed at a Directorate level as well as the appointment of a new ED&I Programme Manager should help to consolidate if not accelerate this improving trend.

PI Code	PI Description	2019/20	2020/21		2020/21 Note
		Value	Value	DoT	
RESW- HR-003	Top 5% of Earners: Ethnic Minorities	13.2%	14.0%	↑	This is the third year in a row that this figure has improved, it is now almost 4% improved from the formation of the SSA in 2016. This year the creation of individualised directorate specific action plans and the appointment of a corporate ED&I Programme Manager should ensure continued improvement.
RESW- HR-004	Top 5% of Earners: with a disability	5.7%	2.3%	↓	This figure has dropped significantly and represents 5 disabled staff out of the top 5% of the organisation leaving in the period. Small fluctuations can have a big impact with indicators such as this, however HR has initiated some exit questions to check if this is random or part of a pattern. This year action plans covering all protected characteristics at a directorate level and a new ED&I Programme Manager will be able to refocus to help improve senior representation of disabled staff.
RESW- HR-005	Ethnic minority representation in the workforce - employees	39.6%	39.3%	↓	
RESW- HR-006	Number of non-school based staff on an accredited apprenticeship training programme	65	37	↓	Apprenticeships have been extremely difficult to organise through the pandemic. Renewed communications aligned to the introduction of the Kickstart programme will emphasise the benefits of recruiting young people into the organisation, scheduled for later in the year as it becomes more feasible for managers to recruit school leavers.
RESW- HR-007	% of Recruitment campaigns completed within twelve weeks	53.4%	69.7%	↑	New monitoring arrangements for Recruitment are in place. Automated monitoring through the new Applicant Tracking System means that the definition and target in this area are in need of revision. During the pandemic significant agility has been displayed in maintaining recruitment and selection

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					including large numbers of fully on-line appointment processes.
RESW-HR-008	Gender Pay Gap - difference between the average earnings of men and women, expressed as % of men's earnings (Minimise)	6.5%	-	N/A	Because of the pandemic national data collection of Gender Pay Gap has been moved, 2019/20 data now being produced in time for an October 2021 deadline. Other monitoring indicates that the Gap is expected to be within the target set.
RESW-HR-009	Staff Turnover (minimise)	14.4%	8.7%	↑	
RESW-IT-001	Number of active online accounts as a percentage of households in the Borough	32%	50%	↑	
RESW-IT-002	% of IT incident resolution within SLA target times	87.2%	78.4%	↓	Since implementing a new ITSM tool (TopDesk) we have had an issue with the way that the starter process works which heavily weights the SLA figure downwards and does not reflect the actual results. For the new financial year, we will be attempting to adjust for this.
RESW-IT-003	Reported serious security breaches and data loss incidents (Minimise)	0	0	-	
RESW-IT-004	IT service availability	99.7%	99.9%	↑	
RESW-RS-001	Council Tax Collection rate	98.2%	95.9%	↓	Collection finished 2.3% behind last year, despite decision to significantly reduce recovery action in 20/21 due to the Covid-19 pandemic. E.g. no Court action taken all year. Digital recovery messaging was introduced in 20/21, which provided a `softer` approach.
RESW-RS-002	Non-Domestic Rates (Business Rates) Collection rate	98.2%	86.6%	↓	Collection affected by decision to take no recovery action in 20/21 due to Covid-19 pandemic.

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
RESW-RS-005	Average time for processing new Council Tax Reduction claims (days) (Minimise)	20.98	24.22	↓	Due to Covid-19 we are currently allowing customers more time to provide their supporting evidence, which has increased average processing time.
RESW-RS-006	Average time for processing new Change in Circumstances Council Tax Reduction claims (days) (Minimise)	6.26	7.91	↓	
RESW-RS-007	Average time for processing new Housing Benefit claims (days) (Minimise)	19.47	22.85	↓	
RESW-RS-008	Average time for processing new Change in Circumstances Housing Benefit claims (days) (Minimise)	4.20	5.42	↓	
RESW-RS-010	% of Business parking permit applications made online	81.0%	95.3%	↑	
RESW-RS-011	% of Resident parking permit applications made online	92.8%	98.6%	↑	
RESW-RS-012	% of Visitor parking permit applications made online	78.8%	98.5%	↑	
RESW-RS-013	% of New Benefit claims made on-line (as % all new claims)	89.7%	98.9%	↑	
RESW-RS-014	% of Households activated for Council Tax Single Sign On	69.7%	39.5%	↓	This is not comparable to last year's result, as a new SSO system (FirmStep) was introduced on 1st April 2020. Households have to re-sign up onto the new system.
RESW-RS-015	Housing Benefit Overpayment recovered as % net collectable overpayments within Sundry Debt Accounts	13.4%	11.5%	↓	Collection only finished 1.85% behind last year despite decision to significantly reduce recovery action in 20/21 due to the Covid-19 pandemic. Digital recovery messaging was introduced in 20/21, which provided a 'softer' approach.

Housing and Regeneration

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-ENS-007	Number of private sector long term vacant dwellings returned to occupation due to council action	46	57	↑	Some Wandsworth properties received confirmation of grant in 20/21 but payment fell out of the financial year. These have been included on the basis of the date of agreement.
ECSW-ENS-012	Number of private sector dwellings improved	204	28	↓	A limited number of physical inspections of private sector properties were undertaken in Q4 due to the risks associated with Covid-19.
ECSW-ENS-016	% of HMOs inspected within 20 working days of application	N/A NEW	21%	N/A	Physical inspections of HMOs were not undertaken as part of the initial licensing process due to the risks associated with Covid-19 during Quarter 4. Officers are currently picking up the inspection backlog in Q1 of 21/22.
ECSW-ENS-017	Number of formal hazard assessments carried out	N/A NEW	13	N/A	Physical inspections of private sector properties were partially curtailed due to the risks associated with Covid-19. As an alternative, virtual inspections were undertaken which addressed issues with defects and disrepair but are not recorded as a formal hazard assessment.
HRW-HM-001	% of Tenanted properties where last recorded gas service has taken place in last 12 months	98.5%	99.2%	↑	
HRW-HM-002	% of Repairs completed in local target times across all priorities	86.6%	86.4%	↓	Performance has been affected by the periods of lockdown resulting from the Covid-19 pandemic. At times the pandemic has caused supply shortages, making it difficult for contractors to complete

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					works within target time. Any issues are being addressed directly with the contractors. There have also been incidents where contractors have been unable to enter tenants' properties due to the tenants self-isolating. The emergency repairs performance remains strong at 96.2%
HRW-HM-003	Average time (in days) to get a new tenant into an empty Council home (Minimise)	36.8	33.6	↑	The overall void turnaround time (33.55 days) has increased since the end of the previous quarter (27.10 days). During the last 3 months of the 20/21, there have been a number of harder to let properties, with 5 properties having 3 to 4 offers before being accepted; if these properties are removed, the turnaround time reduces to 28.92. In addition, the turnaround time has been significantly impacted by the pandemic, particularly during the lockdown in Q1, and the third lockdown during Q4; there have been numerous occasions where viewings and sign-ups have had to be cancelled due to the tenants medical and legal requirements to self-isolate. With the easing of lockdown and the reduction of COVID cases, an improvement is expected in the turnaround time for 2021/22.
HRW-HM-004	% of Non-decent council homes (Minimise)	0%	0%	▬	
HRW-HM-005	% of Follow-up actions after noise complaint completed within 5 days	91.1%	83.9%	↓	Performance by the end of Q4 has dropped very slightly since Q3 and has dropped overall when compared to Q4 2019/20. Increased monitoring in this area is in place to further improve performance for 2021/22.

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
HRW-HM-006	Graffiti dealt with within target time	99.3%	97.9%	↓	
HRW-HM-007	Average weekly cost per home (management)	19.01	N/A	N/A	The data will be available and added into Q2 21/22 updates
HRW-HM-008	Average weekly cost per home (repairs)	32.46	N/A	N/A	The data will be available and added into Q2 21/22 updates
HRW-HM-009	% of Emergency calls to WEC (Wandsworth Emergency Control) responded to within 30 minutes	99.5%	99.6%	↑	
HRW-HM-010	% of Emergency repairs completed in local target times	98.4%	96.2%	↓	
HRW-HS-001	Number of households living in Temporary Accommodation (Minimise)	2,414	2,525	↓	
HRW-HS-002	Number of Under Occupation Transfers	46	28	↓	Throughout 2020/21, lettings have been impacted by the coronavirus pandemic due to restrictions that have affected residents' abilities to attend viewings and sign ups. The regular changes to the COVID-19 tier system and the three national lockdowns during 2020/21 have proved challenging to meet forecasts, and there have been instances where staff and tenants have needed to take time out due to their medical and / or legal requirement to self-isolate. With the quick progression of the vaccination programme along with the reduction

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					of COVID cases and the easing of lockdown restrictions, the number of under occupation transfers is likely to increase in 2021/22. It is also hoped that an increased level of new social housing lets being available will have a positive impact.
HRW-HS-003	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	4	0	↑	
HRW-HS-004	Number of homeless cases prevented	187	286	↑	
HRW-HS-005	Number of properties where major disability adaptations have been completed	369	263	↓	263 completed (125 Public Adaptation, 71 Disabled Facilities Grant - Private Adaptation, 10 PDQ (Physical Disability Queue) & 57 Adaptation Repairs). Although the number of adaptations completed exceeded the internal forecast of 170, fewer adaptations were completed than during 2019/20. The number of DFGs was affected by the pandemic and specifically slowdown across the construction and building sectors.
HRW-HS-006	Households in B&B as a percentage of all households in Temporary Accommodation (Minimise)	5.7%	3.6%	↑	

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
HRW-SD-002	Number of House Purchase Grants	45	49	↑	Completions continued to be slower than anticipated relative to demand and forecast. There are a number of reasons relating to Covid-19 which included; some tenant's reluctance at points to attend viewings; some being on furlough and/or wishing to wait before making a commitment; and a difficulty accessing some services (e.g. a few cases where solicitors were not available) plus the extension of the stamp duty holiday lessened the urgency to complete. 28 cases were carried forward into 21/22 with 15 already at the legal stage.
HRW-SD-003	Overall Tenant satisfaction with Housing Service	66%	64%	↓	The pandemic affected the planned Housing Link timetable and this figure is from one survey rather than being the average satisfaction level across three surveys, as is usually the case. Overall satisfaction has decreased by 2 percentage points though it should be noted that levels do fluctuate, and this change is not statistically significant. Previous surveys have highlighted repairs as the single most important issue for tenants. Satisfaction correlates with whether the tenant had contacted the Department since March 2020, and since the majority of these contacts related to repairs and maintenance it can be reasonably inferred that the reduced repairs and maintenance service due to Covid-19 has contributed to the reduction in satisfaction. Satisfaction surveying is likely to be an area for review in 2021/22 including responding to any requirements relating to performance reporting as a result of recommendations arising from the Social Housing White Paper. This will include review of

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
					transactional surveying, launched in February 2021, to give a real time satisfaction level for the repairs service.
HRW-SD-004	Overall Leaseholder satisfaction with Housing Service	51%	54%	↑	Overall satisfaction has increased from 51% in 2019 to 54% which is positive albeit still below the Department's target level of 60%. As with tenants, when survey methods are considered individually, satisfaction across both online and telephone surveys has increased.
HRW-SD-005	Number of affordable housing completions	N/A NEW	299	N/A	
HRW-SD-006	Overall tenant satisfaction with neighbourhood as a place to live	82%	71%	↓	The overall tenant satisfaction with the neighbourhood as a place to live has reduced since 2019/20 from 82% to 71%. It seems likely that issues with people's immediate neighbourhoods has become increasingly important given restrictions on movement and the importance of more local open spaces. The most commonly cited issue as being a problem in tenants' neighbourhoods is littering and fly-tipping, both of which the Council is aware have been exacerbated by lockdown and which continue to be the focus of communications to residents.
HRW-SD-007	Overall Leaseholder satisfaction with neighbourhood as a place to live	N/A NEW	76%	N/A	

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
RESW-FM-003	% of In Year collection for Service Charges	95.1%	91.4%	↓	Measured a year in arrears. This figure represents the final position for 19/20.
RESW-RS-016	Number of local authority tenants with 7+ weeks of (gross) rent arrears as % of number of council tenants (Minimise)	10.5%	12.5%	↓	The number of tenants in 7+ weeks arrears has increased compared to end of Q4 2019/20, with the impact of new UC claimants, Covid-19 and the continued protection from evictions. However, the overall number of tenants in arrears has reduced from Q1 by 15%.
RESW-RS-017	All rent arrears (residential, non-residential and leasehold HHW) as % Gross Collectable Debt (Minimise)	4.7%	5.9%	↓	The arrears at the end of Q4 decreased to £7.46m from £7.77m at the end of Q3 2020. Further increases are possible as a result of Covid-19, due to job losses, reduced income due to furlough and an increase in UC claims, which are paid in arrears. However, the Rent Collection Service are providing support and financial guidance to tenants during this difficult period, which is proven in the reduction of the arrears value during Q4.

Strategic Planning and Transport

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-HOS-002	% of Potholes repaired within target time scale	100%	100%	▬	
ECSW-P-003	% of Major planning applications processed within 13 weeks or statutory timeframe	90%	97.8%	↑	

PI Code	PI Description	2019/20	2020/21		2020/21
		Value	Value	DoT	Note
ECSW-P-005	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	85.0%	86.1%	↑	
ECSW-P-006	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	N/A NEW	0.71%	N/A	
ECSW-T-001	Number of cycle parking facilities added	50	137	↑	During 2020/21 a total of 137 cycle parking facilities were installed in the Borough, (116 cycle parking stands and 21 bike hangars). This equates to a further 358 cycle parking spaces.
ECSW-T-002	Number of Electric Vehicle charging points (EVCP) installed in the Borough	0	167	↑	During 2020/21 a programme of 167 charging points went live within the Borough. The next programme of approximately 200 charge points is due to be delivered in Q2 2021/22.
ECSW-T-003	Total KSI casualties on roads in the Borough (An) (Minimise)	168	Data not yet available	Data only	This data is provided by TfL and reported a calendar year in arrears. 2020 data will not be available until circa July 2021.
ECSW-T-004	Total Child KSI casualties on roads in the Borough (Minimise)	8	Data not yet available	Data only	
ECSW-T-005	% of Principal roads that are in satisfactory or better condition	94%	Data not available		Results not available as Transport for London did not carry out the annual roads conditions survey during 2020/21.
ECSW-T-006	% of Non-Principal roads that are in satisfactory or better condition	96%	Data not available		
ECSW-T-007	% of primary schools operating school streets	N/A NEW	32%	N/A	