

# 2022-23 Key Performance Indicators Report

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London Borough of Wandsworth



## KEY PERFORMANCE INDICATOR RESULTS 2022/23

## HEALTH COMMITTEE

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
<b>Adult Social Care and Public Health Directorate</b>						
WDASC-OP-001	% Waiting times (within 45 days) from New Contact to Occupational Therapy Assessment	16.3%	62.8%	60%	↑	
WDASC-OP-002	% of enquiries to Adult Social Care where needs were met at first point of contact and did not need to progress to an assessment	N/A NEW	80.2%	70%	N/A	
WDASC-OP-003	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	509.4	465.6	509.4	↑	
WDASC-OP-004	% of People receiving rehabilitative support who have a reduced level of service, or no service required at the end of their rehabilitative support	87.7%	86.4%	85%	↓	
WDASC-OP-005	% of Carers who received an assessment during the year	52.8%	57.1%	60%	↑	Performance has significantly improved this year. 3-month period of focus in prioritising the very high numbers of Safeguarding concerns has impacted performance.
WDASC-PH-001	Number of people quitting smoking through smoking cessation service (1QA)	307 (Q3)	219	270	↓	Reported a quarter in arrears. Q3 latest data. Actions taken to improve performance include: - National Stop Smoking Day; follow-up campaigns; promotion on the Council's Health Bus, targeting hospital discharge patients who smoke, and recruitment of additional smoking cessation advisors.
WDASC-PH-002	% of Eligible people who have received an NHS Health Check (1QA)	4.4% (Q3)	7.3%	7.5%	↑	Reported a quarter in arrears. Q3 latest data. Early data from Q4 indicates annual target has been achieved. NHS Health Checks activity increased by 66%, during Q1-Q3, compared to same period last year.

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WDASC-PH-003	Number of people diagnosed with diabetes (HbA1c) following an NHS Health Check (1QA)	N/A NEW	56	97	N/A	Reported a quarter in arrears. Q3 latest data. Very ambitious target. Activity has increased by 25% from Q2 to Q3. The diabetes action plan is positively supporting performance improvement. Actions taken include community awareness and outreach through the health bus, launching of the diabetes Decathlon service and engagement with GP Practices. Communication activities for Diabetes awareness weeks.
<b>Chief Executive's Group</b>						
WCEG-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	78.52	69.23	Lowest in Inner London	↑	Lowest crime rate in inner London
WCEG-CS-002	Total number of reported domestic abuse incidents and crimes (No Polarity)	4,552	3,738	Data Only	N/A	
WCEG-CS-003	Number of referrals into commissioned VAWG (Violence against Women and Girls) services (Independent Domestic Violence Advisors)	886	1,075	880	↑	
WCEG-CS-004	Number of Police sanctions and detections for Domestic Violence in the borough	N/A NEW	326	Data only	N/A	
WCEG-CS-005	Percentage of re-referrals into the Multi-Agency Risk Assessment Conference (MARAC)	N/A NEW	26%	28%	N/A	Target not met. Number of cases heard 100, number of re-referrals 26. This was an area noted for improvement; the Council is 2% off the Safelives recommended number which is an improvement on Q3 (25%) though still not where the Council wants to be. MARAC training has been given to Police and IDVA colleagues as there was a noted decrease in referrals from these key agencies. Officers continue to roll this training out and hope to see a marked increase.

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WCEG-CS-006	% occupation of refuge spaces (joint KPI with adult services)	N/A NEW	90.4%	90%	N/A	

## CHILDREN'S COMMITTEE

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WCS-CIN-001	% of Assessments completed within 45 working days	88.9%	74.9%	88%	↓	In the final quarter of the 22/23, 81% assessments were in timescale. The outturn for quarter 4 is higher than the outturns for quarters 1-3 in 22/23 and demonstrates sustained improvement in this area. Performance has been on an overall upward trajectory since September 2023 with the Brief Intervention Service and Family Safeguarding Services (where most assessments are completed) showing improved performance.
WCS-CIN-002	% of Referrals which are re-referrals (within 12 months of previous referral) (Minimise)	16.9%	18.2%	20%	↓	
WCS-CIN-003	% of Children subject to Child Protection Plan for 4 weeks or more, who have been visited within last 20 working days	N/A NEW	98.8%	95%	N/A	
WCS-CIN-004	% Child participation at child protection conferences	N/A NEW	65%	Baseline year	N/A	
WCS-CLA-001	% Child participation at CLA reviews	N/A NEW	90%	Baseline year	N/A	
WCS-CLA-002	% of CLA with an annual SDQ to assess the child's mental health	N/A NEW	92.9%	Baseline year	N/A	
WCS-CLA-003	% of CLA visited within statutory timescale	94.1%	95.8%	95%	↑	
WCS-CLA-004	% of CLA placed 20+ miles from home (Minimise)	16%	10%	17%	↑	

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WCS-EH-001	% of Families in the family support programme showing significant and sustained progress	100%	100%	100%	▬	
WCS-EH-002	% of 13-19 year olds who regularly participate in youth services who achieve an outcome	N/A NEW	64.6%	Baseline year	N/A	
WCS-EPP-001	Proportion of schools judged good or better by Ofsted	91.8%	96.5%	95%	↑	
WCS-EPP-002	% of 16-17 year olds who are confirmed as not in Education, Employment, or training status (including those whose status is not currently known) (Minimise)	3.9%	3.53%	4%	↑	
WCS-EPP-004	% of Education, Health, and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (excluding exceptions)	85.5%	80.9%	75%	↓	Covering latest SEN2 reporting period which is calendar year 2022.

### Overall performance narrative

**Social workers, caseloads, and supervision** – 8-weekly case supervisions by team managers was 95% at the end of March. The proportion of agency social workers remains stable at 19% and has been below 20% for the past four months. The turnover rate was 24% at year-end which was the lowest figure in 12 months indicating a more stable social work workforce. We have invested in our staffing group to ensure manageable workloads for our social workers and the average number of cases stands 10.5 in March 2023 reflecting lower caseloads than other London boroughs on average.

**Visits** - As of the 31<sup>st</sup> March the proportion of children subject to a Child Protection Plan for 4 weeks or more and visited within the last 20 working days was 99%. Visits for children looked after within statutory timescales were 95% in time (110 out of 199 for placements less than a year, 116 out of 119 for placements more than a year and three out of four newly accommodated seen within seven days). Management oversight continues to be added to Mosaic or cases where children cannot be seen within expected timescales. This means that managers are aware of any visits that are not undertaken within an expected timeframe and know the reasons why, with plans put in place around these children.

**Contacts and social care referrals** - For the 12 months to 31/03/2023 MASH received 15,166 contacts, lower than the previous 12 months (17,072), however more in line with the 12 months to 31/03/2021 (14,347). During the year, a number of Practice Assurance activities took place to review decision making; the MASH Operational manager's Group have carried out multi-agency audits on a number of themes e.g., domestic

abuse, referrals from NHS settings' Emergency departments. Ofsted reported Wandsworth's MASH as a strength and decision making was timely and appropriate. Further development of the model is currently taking place to build on our good practice and consider the implications of the care review. For the 12 months to 31/03/2023, 15% of contacts into the MASH moved to Children's Social Care and 20% to Early Help, with 65% of all contacts having an outcome of information and advice or other non-service outcome. The data for the previous 12 months to 31/03/2022 was similar with 12% to Children's Social Care and 24% to Early Help. This data invites us to take forward conversations with partners on referrals into the MASH and this work will be progressed over the next six months. The multi-agency MASH work with referring agencies and families to ensure they receive the right service at the right time, contacting agencies and talking to families to understand the presenting concerns. Re-referral rates for 2022-23 were 18% and in line with London (18%) and slightly below England (22%).

**Child and Family Assessments** - In the final quarter of the 2022/23, 566 Child and Family Assessments were completed and 459 were within timescale, equating to 81%. The outturn for quarter 4 is higher than the outturns for quarters 1-3 in 22/23 and demonstrates sustained improvement in this area. In quarter four, there were 107 assessments that were completed outside of the 45 timescale and almost 20% of these were sibling groups which resulted in the assessment for the family becoming out of timescale. Since September 2023, performance has been on an overall upward trajectory with the Brief Intervention Service and Family Safeguarding Services (where most assessments are completed) performing at 95% and 67% in March 2023. A smaller number of assessments are completed within the Adolescent Service (54 in Q4), and nearly half of these were out of time (47%). There has been a number of sibling groups referred to the Adolescent Service by MASH where consent has not been given by parents to work under Section 17 but has been given for the adolescent at risk outside of the home. A meeting has been planned with Service Managers in MASH to ensure there are clear pathways into the Adolescent Service which will also support improvement in assessment timeliness. Team Manager vacancies during June to August 2023, had an impact on performance. Service Managers continue to drive performance across all services to ensure timescales are met for children, young people and their families. The Assessment Power BI report, the tool in which manager's track assessments for their service has recently been amended to include all ongoing assessments which should assist with additional oversight. In addition, a deep dive into the performance and practice of Child and Family assessments will be discussed at a forthcoming Improvement and Transformation Board.

**Early Help** - Where the needs of a child or young person are best met through Early Help, MASH Early Help navigators contact the referrer and the family to consider the right services to support them either through the Wandsworth Early Help offer or through community-based services. One in five (20%) front door contacts resulted in an outcome of Early Help between April to March 2023. This figure has come down from one in four (24%) contacts in 2021-22. In April to March 2023, there have been 90 early help plans that started as a direct step-down from social care (11% of all early help plans started in the period). The ASH management team has recently conducted a review of the cases stepped back up to social care and will be reporting key findings to CSLT on 10/05/23.

**Section 47 enquiries and Initial Child Protection Conferences** – The number of strategy discussions in December was 83 which was the second lowest in 12 months. However, across the last 12 months more strategy discussions were held (1360) than in 2021-22 (1162). Over 80% (83%) of strategy discussions held in year were for Abuse and Neglect which is in line with previous years. There were 51 Section 47's

initiated in March which again is the second lowest in 12 months. Despite this low number in March numbers of Section 47s in year have increased to 953 from 831 in 2021-22. This is a rate per 10,000 of 149 which whilst higher than Wandsworth's 2021-22 rate of 128 is still lower than the London (174) and England (180) rates. ICPC timeliness was 84% in 22/23. Reasons for late conferences includes criminal investigations, parental attendance and agreed practice decisions. Some delays are due to recording and planning that could be avoided, and the relevant Heads of Service are bringing greater oversight to decision making to oversee consistency and quality of practice.

**Children in need (CIN) and Child protection plans (CPP)** – The number of open CIN at the end of March was 752 which reflects a 36% increase from the previous 12 months. 37% of CIN have been open for more than nine months which includes children in the Supporting Disabled Children's Service. At the end of March CIN visits were 82% in time and this is the joint highest performance in 12 months. CIN reviews were also at the highest in 12 months with 81% in time. In 2022-23 202 children started a child protection plan which is a rate of 32, higher than the rate of 29 in 2021-22 but still lower than London (47) and England (53). In year, Wandsworth has seen an increase in repeat CP plans with nearly a third (32%) of all plans being repeat plans (ever) and 13% within the last 2 years. This is higher than London and England rates of 18% and 23% respectively. At the end of March 182 children were on a child protection plan, the highest number in 12 months.

**Children looked after (CLA)** – During 2022-23 there have been fewer children starting an episode of care (97) than in previous years. This 97 is a rate of 15 per 10,000 and is below London (27) and England (26). Over half, 52%, of initial placements in year were foster placements. and is in line with our value that a family home is the best place for a child to thrive. In year 105 children have ceased to be looked after, a rate of 16 per 10,000 which is lower than previous year and lower than the London (26) and England (26) rates. This is due to our comparatively smaller numbers of children looked after. In year over half (51% - 54 children) who ceased did so at age 18.

**Children looked after (CLA) health** – For children in care for 12+ months, health assessment timeliness as of 31<sup>st</sup> March was 90%, dental checks 75% and SDQs 93%. Dental have significantly increased since 2021-22 where timeliness was 48%. There are system-wide changes proposed to enable health assessments to be completed by GPs and nurses, who are already familiar with young people. This will increase capacity and hopefully increase engagement with adolescents, who can be reluctant to attend initial and review health assessments in medical settings with unfamiliar adults.

**Children looked after (CLA) placements** – In 2022-23, 10% (24 children) lived in three or more placements. Our children and young people move for a number of different reasons, and for many, their third placement is a planned and intentional transition to the home they will live in permanently. Of these 24, 11 moved into a placement which matched their permanency plan including two children whose plan is adoption. Around three of every four children looked after are placed with a foster carer (71% on 31 March) and in line with our value that a family home is the best place for a child to thrive. Of these children, 48 % are placed with Wandsworth in-house foster carers or with connected persons. 81% of children looked after are placed outside of Wandsworth in neighbouring South London Boroughs with 26% living in Croydon, 14% in Lambeth and 10% in Merton. All of these children have a clear plan of practical, emotional and therapeutic support around them, and supporting families and caregivers through the challenges of caring for vulnerable adolescents is a key area of focus for the service given the demographics of the

children we look after. In year children have moved placement with less frequency than in the previous year, when a child does move placement over half are because of the carer requesting the placement to end, very few of these are Wandsworth carers.

**Children looked after (CLA) who go missing** – Between April and March 2023, there were 275 missing incidents for 45 children looked after and each child went missing on average 6.1 times in the same period. Almost all missing incidents (96%) were followed up with an offer for a return home conversation by the Evolve team and were accepted in more than half (61%) of occurrences by the young person. The service continues to work hard to ensure more young people take up these conversations and to ensure that they inform, or support care planning or strategies needed to mitigate risks. The Service has also redesigned the format of the missing conversation to make it easier for young people to engage, which we expect will improve take up over the next six months.

**Permanency** - There have been seven adoptions in 2022-23 which is higher than in the previous two years where four and one child(ren) were adopted. There are currently 11 children awaiting adoption in Wandsworth and three children in early permanence placements. Our working relationship with Adopt London South has grown significantly to support early identification of adopters. There have been five SGOs between April to March 2023.

**Transition from care to leaving care** –The timeliness of pathway plans for all young people aged 16 to 25 was 85% on 31 March 2023. Personal Advisors continue to build strong relationships with young people to support their transitions from care to leaving care through timely pathway plan completion, and we are seeing this in the quality of the joint working at the point of transition. The percentage of care leavers aged under 18 with an up to date pathway plan was 90% at the end of March. This is impacted by reporting changes to introduce a 45-working day period to develop a plan when a child initially enters care and to take into account that a pathway plan will be completed for a child's review when they turn 16.

**Care leavers** – Following an increase over the last two months, there were 350 care leavers aged 16-25 years old in Wandsworth as of 31 March. This was the highest number of care leavers in 12 months. 19-21-year-old care leavers who are in education employment or training (EET) was 60% on 31 March, this reflects stable performance for Wandsworth that is consistently higher than 2022 averages for England (55%) and London (59%). Wandsworth provides targeted EET support for young people aged 18-21 as well as a targeted apprenticeship programme delivered by the Catch 22 Careers Coach. The proportion of 19-21-year-old care leavers who are in safe and secure 'suitable' accommodation in March was 89% and is higher than averages for London (86%) and in line with England (88%). We understand this figure, and those in accommodation deemed unsuitable are in custody, or live in self-contained temporary accommodation. Our temporary accommodation numbers are high, and we have a plan to address this through three new roles funded by the Department for Education, to support care leavers at risk of homelessness.

**Youth offending** - There has been a significant reduction in the number of young people entering the criminal justice system (First Time Entrants) over the last five years in Wandsworth, to 40 young people in the 12 months ending September 2022. As a rate per 100,000, this



equates to 167 first time entrants for the reporting period which is lower than the London average of 168 for the same period. This is the lowest number of FTEs noted in Wandsworth for the last five years and the latest position (12 months ending Sept. 22) demonstrates the overall downward trend in FTEs. We have seen a rise in out of court disposals where we have seen more triages and youth cautions as a proportion of cases coming through the YJS. In response, preventative work has been occurring in partnership with schools and health to educate children, parents/carers and professionals around knife crime prevention, substance misuse, safety, and restorative justice.

**Youth Service** - There are 208 young people aged 13-19 who regularly participate in Wandsworth youth services, and of these 65% have achieved an outcome. These can include either recorded outcomes, such as improvements in confidence or behaviour, or accredited outcomes, such as First aid, Duke of Edinburgh Awards, Youth Achievement Awards, or an AQA basic skills certificate.

## Education

**Ofsted Inspections** - currently the LA stands at 96.5% of schools good/outstanding and we are above target for Quarter 4. 97.7% of pupils are taught in primary and secondary schools with good/outstanding grades, this is 9th highest nationally.

**Post-16 Participation** – The percentage of 16–17-year-olds in EET increased and now stands at 97% which is a 1% point improvement on last year and is a 1% point above the target for Q4. We are working hard to maintain and increase this figure further by ensuring that young people identified as being at risk of becoming NEET are supported early to overcome barriers in order to make EET applications.

The December to February 3 month average figure for NEET and Unknowns of 3.5% saw a decrease of 0.2% in comparison to last year thus meeting our target of 4%. Whilst the NEET figure for the 3-month average was 1.82%, a slight increase on last year's 1.56%, this is a testament to the excellent tracking of Unknowns that has taken place. Our Not knowns currently stand at its lowest ever at 1.1% equating to 47 out of a cohort of 4286. Moreover, those identified as NEET continue to be provided with impartial and bespoke information, advice, and guidance to progress them into appropriate and sustainable EET opportunities.

**Special Educational Needs and Disabilities (SEND)** – The service has continued to improve and has exceeded their Q4 target of 75% with 81% of Education Health Care Plans (EHCP) completed within 20 weeks (excluding exceptions). We expect this to compare favourably to national benchmarks as last year's national figure was 60%.

For the first time we are reporting on the timeliness of EHCP Annual Reviews, looking at the proportion of drafted amended EHCPs issued within 8 weeks of the annual review decision. This year's figures will be used as a baseline; our Q4 figure is 58.7% and there are no national comparators at present.

**School Absence** – Nationally school attendance has declined since the pandemic. Despite this, rates of attendance in Wandsworth remain higher than those nationally and in London. Following the publication of the working together to improve school attendance guidance in May 22, pupils with severe absence (those with 50% or below) have been closely analysed and a multi-agency group chaired by the Assistant Director for

Education meets regularly to ensure that all agencies collectively consider the barriers children and families face to secure good school attendance.

## ENVIRONMENT COMMITTEE

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
<b>Chief Executive's Group</b>						
WCEG-PPA-001	Council Tonnes of CO2e emissions (Scope 1 and Scope 2) (Minimise) CC	18,636.8	12,788.1	Data only	↑	Latest result relates to 2021/22 financial year – reported 12 months in arrears. Expectation is reduction in CO2 emissions. Data reported annually to track progress.
WCEG-PPA-002	Borough-wide Kilotons of CO2e emissions (Scope 1 and Scope 2) (Minimise) CC	803.1	Data not yet available	Data only	TBC	Borough-wide emissions reported in arrears and collated via Dept for Energy Security and Net Zero. 2021/22 value relates to 2020, 2021 data will be published in July 2023.
WCEG-PPA-003	Number of Green Homes Grant installations CC	40	27	45	↓	Take up of Phase 2 of GHG LAD via West London Consortium has not met expectations, despite repeated targeted communications to potentially eligible residents.
<b>Environment and Community Services Directorate</b>						
WECS-CLLS-001	Physical visits to library sites rate (per 1,000 population)	1,717	2,749	2,404	↑	
WECS-CLLS-002	Number of library issues (hard copy) (per 1,000 population)	3,651	4,142	3,836	↑	
WECS-CLLS-003	Number of electronic library issues (per 1,000 population)	729	1,078	803	↑	
WECS-CPL-001	Number of times people used the Council's swimming pools and leisure centres rate (per 1,000 residents)	6,017	9,556	7,000	↑	
WECS-CPL-002	Number of times people used sports facilities excluding pools and leisure centres rate (per 1,000 residents)	2,830	2,858	2,950	↑	Underperformed to target, mainly due to works at Tooting Bec Athletics Track and Battersea Park Millennium Arena but still an improvement on previous year.

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WECS-CPL-003	Total number of new Trees planted annually	218	252	250	↑	
WECS-CPL-004	Total number of replacement Trees planted annually	N/A NEW	453	450	N/A	
WECS-CWR-001	KG household waste per head of population (Minimise)	301	286	295	↑	Provisional result. Will be updated with final result with Q1 2023/24 KPI reporting.
WECS-CWR-002	% of Household waste sent for reuse, recycling and composting	22.6%	21.7%	23.6%	↓	The main reason behind this disappointing result is a decline in the proportion of waste collected as co-mingled recycling on from kerbside houses. Increased recycling communications and engagement is planned for 2023/24 to help improve recycling performance, along with improvements to recycling services on directly managed estates and a new collection fleet to improve the reliability of collection services and enable the borough-wide provision of food waste recycling services.
WECS-CWR-003	Reports about non collection of waste per 100,000 bins collected (Minimise)	73.2	70.0	72	↑	
WECS-CWR-004	% of public streets with acceptably low levels of litter and detritus after cleansing	98.4%	97.6%	98.4%	↓	Result represents average for the full year 22/23.
WECS-ENS-006	% of reportable monitoring locations achieving the Nitrogen Dioxide air quality objectives (12 month rolling period)	76%	81.6%	100%	↑	Data from the Diffusion tubes network, 12 month rolling period from March 2022 to February 2023. Of 49 monitoring locations, 40 (81.6%) achieved the nitrogen dioxide annual mean National Air Quality Objectives (40ug/m3). At the time of reporting diffusion tube data is provisional, the true number of compliant sites may change following bias adjustment. A 12-month rolling average is reported. Ideally for Q4 this would include data for March 2023, however in the absence of March 2023 data the average is comprised of data from March 2022 to February 2022.
WECS-ENS-007	% of monitoring stations achieving the particulate air quality objectives (PM10) (12 month rolling period)	100%	100%	100%	▬	100% of Wandsworth AQ monitoring stations achieved PM10 objectives for the 12-month rolling period from 1

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						April 2022 to 31 March 2023. Please note all data is provisional and cannot be ratified until May 2023.
WECS-ENS-008	% of known construction sites compliant with GLA Emission Standards for non-road mobile machinery (NRMM)	94%	94%	90%		
WECS-ENS-009	Number of interventions by Compliance Officers for engine idling (No Polarity)	1,074	1,506	Data only	N/A	
WECS-ENS-010	Number of schools in areas of poor air quality (in areas of exceedance) where Regulatory Services Partnership engagement has taken place	N/A NEW	10	Data only	N/A	13 Schools have been identified in areas of poor air quality. At the time of reporting the total is 10, during Q4 two Air Quality Audits were completed: On the 18/01/2023 at Westbridge Primary school, Westbridge Road, SW11 3NE. On the 24/02/2023 at St Anne's CofE Primary School, 208 St Ann's Hill, SW18 2RU. During Q4 contact has been made with a further school and AQ Audit has been booked for April.
WECS-HOS-001	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	19,098	19,523	Data only	N/A	

## HOUSING COMMITTEE

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
<b>Environment and Community services Directorate</b>						
WECS-ENS-003	Number of private sector dwellings with serious hazards identified and removed	217	191	180		

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WECS-ENS-004	% of HMOs inspected within 20 working days of application	85%	88%	80%	↑	
WECS-ENS-005	Number of long term (2+ years) empty properties returned to occupation	N/A NEW	48	39	N/A	
<b>Housing and Regeneration Directorate</b>						
WHR-HM-001	% of Repairs completed in local target times across all priorities	78%	72.4%	85%	↓	Performance has improved this quarter by 4.7% as contractors are now achieving targets for repairs. Performance issues have been raised with the relevant contractors and continues to be closely monitored. It is anticipated that improvement will now be maintained. Emergency repairs continues to be strong at 98.3%.
WHR-HM-002	% of Emergency repairs completed in local target times	98.3%	98.3%	98%	—	
WHR-HM-003	% of Cleaning inspections on residential blocks and estates that received a grade B or above	97.3%	94.8%	90%	↓	
WHR-HM-004	% of Tenanted properties where last recorded gas service has taken place in last 12 months	99.3%	99.2%	99%	↓	
WHR-HM-005	% of Non-decent council homes (Minimise)	0%	0%	0%	—	
WHR-HM-006	Average time (in days) to get a new tenant into an empty Council home (Minimise)	28.34	36.76	25	↓	The number of days to re-let a home has reduced from 40.11 days(Q3) to 36.76 days(Q4), a reduction of 3.35 days in Q4. Contractors are continuing to clear the backlog of longer term voids

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						and therefore this may continue to impact the void turnaround figure. Additional contractors have been appointed to spread the work and contractors are being monitored weekly to clear the backlog of voids and particularly voids with major works. Longer term major works voids are continuing to be relet and there has been an increase in voids relet this quarter, 157 in Q4 compared to 95 in Quarter 3.
WHR-HS-001	Number of Under Occupation Transfers	39	25	148	↓	Although there has been an increase of 10 transfer cases since Quarter 3 the target has not been met this year. There has been significant investment in the service to focus on tackling under-occupation and recruitment to new posts has been completed. As such, it will not be until Q1 23/24 that the benefits of this investment will begin to be seen. Further, the significant number of under-occupation moves forecast for the year was predicated on the significant number of new build social housing homes forecast to be available for first letting and as reported to Housing Committee in September 2022, some 106 new build units originally expected this year have slipped into early 2023/24.
WHR-HS-002	Number of households living in Temporary Accommodation (Minimise)	3,198	3,590	3,472	↓	In Quarter 4 the number of households living in Temporary Accommodation has reduced by 15 and the RAG rating has now changed from red to amber. In line with identified trends during Q3, high incidences of domestic abuse has been the main driving factor behind homelessness, alongside the breakdown of sponsorship arrangements amongst the large number of Ukrainian families welcomed into the borough. It is difficult to prevent such cases

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
						and limits the Council's ability to prevent homelessness. Additional staff have been recruited to focus on prevention services and to tackle under occupation although the impact will not begin to be seen until Q1 23/24 at the earliest.
WHR-HS-003	Households in B&B as a percentage of all households in Temporary Accommodation (Minimise)	2.7%	2.8%	6%	↓	
WHR-HS-004	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	1	0	↓	In Quarter 4 the number of households living in Temporary Accommodation has reduced by 15 and the RAG rating has now changed from red to amber. In line with identified trends during Q3, high incidences of domestic abuse has been the main driving factor behind homelessness, alongside the breakdown of sponsorship arrangements amongst the large number of Ukrainian families welcomed into the borough. It is difficult to prevent such cases and limits the Council's ability to prevent homelessness. Additional staff have been recruited to focus on prevention services and to tackle under occupation although the impact will not begin to be seen until Q1 23/24 at the earliest.
WHR-HS-005	Number of homeless cases prevented	304	188	468	↓	The number of prevention cases has increased by 54 in Quarter 4, from 134 in Quarter 3 to 188 in Quarter 4 although this has not met the target for this year. There has been significant investment in the service through the creation of dedicated resources to focus on tackling homelessness through prevention. Recruitment to new posts has been completed, however, it will not be until Q1 23/24 at the earliest that the benefits of this investment will begin to be seen as staff need to be

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
						inducted and trained. Staff continue to manage high volumes of homeless presentations and caseloads.
WHR-HS-006	Number of properties where major disability adaptations have been completed	242	255	190	↑	
WHR-SD-001	Overall Tenant satisfaction with Housing Service	59%	54%	70%	↓	Work is ongoing to review satisfaction through focus groups including a review of service standards. A new satisfaction survey will be carried out with a revised methodology in 2023/24 to include the new tenant satisfaction measures which will be reported to the Regulator from April 2024. The ongoing issue with repair performance, rising costs and rent increases will also have had both a direct and indirect impact on satisfaction levels.
WHR-SD-002	Overall Leaseholder satisfaction with Housing Service	48%	43%	60%	↓	Work is ongoing to review satisfaction through focus groups including a review of service standards. A new satisfaction survey will be carried out with a revised methodology in 2023/24 to include the new tenant satisfaction measures which will be reported to the Regulator from April 2024. The ongoing issue with repair performance and rising costs will also have had both a direct and indirect impact on satisfaction levels.
WHR-SD-003	Overall tenant satisfaction with neighbourhood as a place to live	73%	N/A	70%	N/A	N/A – no comparable data for 22/23 as moving to new tenant satisfaction measures.
WHR-SD-004	Overall Leaseholder satisfaction with neighbourhood as a place to live	70%	N/A	70%	N/A	
<b>Resources Directorate</b>						



PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WRES-FM-003	% of In Year collection for Service Charges	93.5%	92.1%	90%	↓	21/22 Leaseholder billing final year position. Officers continue to chase all outstanding balances and where appropriate arrange repayment plans. where this is not possible a legal referral is made.
WRES-RS-007	Number of local authority tenants with 7+ weeks of (gross) rent arrears as % of number of council tenants (Minimise)	10.6%	12.3%	11%	↓	The cost of living continues to impact our tenants' ability to prioritise rent liability over other escalating costs. The Rent Collection Service is continuing to holistically review arrears with a view to tenancy sustainment (to prevent presentation to other Council services with additional costs e.g. homeless team/Temporary Accommodation) and Financial Inclusion to maximise income and assist with budgeting. Payment arrangements are also in place at affordable amounts in order to support the tenant to sustain their tenancy - £4.3m of the arrears value is subject to this practice and will therefore take longer to show a significant decrease.
WRES-RS-008	All rent arrears (residential, non-residential, and leasehold HHW) as % Gross Collectable Debt (Minimise)	5.9%	7.1%	6%	↓	

## FINANCE COMMITTEE

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
<b>Chief Executive's Group</b>						
WCEG-CAP-001	Number of people offered advice through Citizens Advice Bureau	11,182	11,760	9,500	↑	
WCEG-EDO-001	Number of residents engaged/supported to find work through the Council's employment service	496	751	450	↑	
WCEG-EDO-002	Number of residents provided with a training outcome through the Council's employment service	306	670	300	↑	
WCEG-EDO-003	Number of Work Match Secured Jobs	302	314	300	↑	
WCEG-EDO-004	% point difference between Wandsworth's employment rate and that for London	5%	11.3%	Data only	↑	Data from Nomis and based on October 2021-September 2022 and on the age range 16-64. Wandsworth's employment rate was 87.1% and the average for London was 75.8%. This means Wandsworth's employment rate was 11.3% higher than the London average.
WCEG-EDO-005	% point difference between Wandsworth's claimant count rate and that for London	1.7%	1.5%	Data only	↓	Data from Nomis and based on February 2023 and using the age range 16-64. Wandsworth's claimant count percentage was 3.2% and the average for London was 4.7%. This means Wandsworth's claimant count was 1.5% lower than the London average.
WCEG-PPA-004	Number of Afghan refugees rehoused	N/A NEW	49	Data only	N/A	
WCEG-PPA-005	Number of Ukrainian refugees placed within the Homes for Ukraine scheme	N/A NEW	942	Data only	N/A	
WCEG-PPA-006	Number of unaccompanied asylum-seeking children (UASC) in Wandsworth care	N/A NEW	26	Data only	N/A	

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WRES-CUS-001	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	55%	59%	60%	↑	
WRES-CUS-002	% of Customers requesting a Face to Face appointment who have to wait for more than two days (Minimise)	0%	0%	0%	-	
<b>Environment and Community Services Directorate</b>						
WECS-ENS-001	% of high risk food premises inspected within the defined timescale	100%	100%	100%	-	
WECS-ENS-002	% of New high-risk massage & special treatment premises inspections carried out within 20 working days of the premises being ready to trade	100%	99%	95%	↓	
<b>Resources Directorate</b>						
WRES-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	88.5%	88.2%	89%	↓	Wandsworth invoices paid within 30 days is only slightly below target at year end. Whilst disputed invoices will have an impact on performance against target, officers continue to carry out due diligence before processing invoices for payment.
WRES-FM-002	Sundry debt collection (Wandsworth)	92.0%	91.7%	90%	↓	
WRES-FS-001	% of new contracts and extended contracts to pay the Real Living Wage	N/A NEW	100%	100%	N/A	
WRES-RS-001	Council Tax Collection rate	95.9%	96.7%	98%	↑	

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WRES-RS-002	Non-Domestic Rates (Business Rates) Collection rate	91.5%	97.4%	98%	↑	
WRES-RS-003	Average time for processing new Council Tax Reduction claims (days) (Minimise)	24.18	19.96	22	↑	
WRES-RS-004	Average time for processing new Change in Circumstances Council Tax Reduction claims (days) (Minimise)	9.91	8.47	10	↑	
WRES-RS-005	Average time for processing new Housing Benefit claims (days) (Minimise)	22.82	21.63	22	↑	
WRES-RS-006	Average time for processing new Change in Circumstances Housing Benefit claims (days) (Minimise)	7.50	7.46	10	↑	

**TRANSPORT COMMITTEE**

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
<b>Environment and Community Services Directorate</b>						
WECS-HOS-002	% Attendance to all Dangerous Highway defects within 24hrs of notification	100%	100%	90%	-	
WECS-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	88%	94.4%	60%	↑	

PI Code	PI Name	2021/22	2022/23			2022/23
		Value	Value	Target	DoT	Note
WECS-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	82.9%	83.0%	70%	↑	
WECS-P-003	% of Council's decisions on major and non-major applications in the assessment period which are overturned at appeal (Minimise)	0.73%	0.67%	10%	↑	
WECS-T-001	Number of on-street cycle parking spaces added	20	596	600	↑	In 22/23 the Council installed 96 bikehangars, and 10 Sheffield cycle stands on public highways. Bikehangars provide space for 6 bikes each and the Sheffield stands hold 2 bikes. Aside from on street cycle spaces, we also added 250 cycle spaces within our parks, totalling 846. 90 cycle spaces were installed on Estates and currently 20% of new Bikehangars are being reserved for our Estates.
WECS-T-002	Number of Electric Vehicle (EV) charging sockets (EVCP) added in the Borough	337	0	200	↓	The timing of chargepoint installations was impacted by procurement and supplier issues but has subsequently resulted in a contractual target of 525 installations in 23/24, bigger than the previous target for 22/23 and 23/24 combined.
WECS-T-003	% of Primary schools operating school streets	33.9%	38.7%	40%	↑	
WECS-T-004	% of Trips by borough residents made by sustainable modes (walking, cycling and public transport)	74%	74%	74%	▬	
WECS-T-005	% of Trips by borough residents made by active modes (walking, cycling)	N/A NEW	43.2%	44%	N/A	

