

2021-22 Key Performance Indicators Report

London Borough of Wandsworth



KEY PERFORMANCE INDICATOR RESULTS 2021/22

Health Committee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
DASSW-CO-001	Number of all drug users leaving treatment having completed treatment (most recent 12 months) (1QA)	203	180	200	↓	Quarter 3 (Q3) figures shown for current and previous periods as indicator is reported 1 quarter in arrears. Performance on successful completion is in top quartile despite dip in Quarter 3 (Q3). Provider staffing capacity issues to record activity on the national system impacted Q3 result; these are now addressed so reporting should improve and achieve annual target. A workforce strategy being developed with the Consortium.
DASSW-OP-001	% of Social Worker assessments completed within 30 days of contact	N/A NEW	71.3%	70%	N/A	
DASSW-OP-002	% of Occupational Therapy assessments completed within 45 days of contact	53%	16.3%	60%	↓	National shortage of Occupational Therapists and challenges in recruitment plus 36% increase in referrals, up to Q3, impacted significantly on performance. Expected to improve from April as recovery plan is fully implemented with changes to the way assessments are carried out at initial point of contact and new third party supplier to start in May providing additional capacity to carry out assessments.
DASSW-OP-003	% of Carers who received an assessment during the year	49.8%	52.8%	60%	↑	Performance impacted by staff COVID sickness, and continuous challenges with recruitment of Social Workers (a London-wide issue and plan in place to address), and a significant increase in the volume of referrals and prioritising safeguarding concerns.
DASSW-OP-004	% of Clients (receiving long-term community services) on a Direct payment	31.7%	29.1%	32%	↓	Wandsworth was 5th best in London in 2020/21. Direct payments impacted by the pandemic across all Councils with service users/carers preferring security of a council-managed service over a direct payment.
DASSW-OP-005	% of People whose personal outcomes of an adult safeguarding intervention were met	97.2%	97.9%	95%	↑	
DASSW-OP-006	% of Adults with a learning disability aged 18-64 in paid employment	5.5%	3.9%	5.8%	↓	National employment challenges impact e.g., people furloughed not returning to work, firms closing due to

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						pandemic, service users not wanting to return to paid work preferring voluntary work. Employment support provider is working with those who wish to return to work or find alternative employment opportunities.
DASSW-OP-007	% of Adults with learning disabilities who live in their own home or with their family	71.8%	73.9%	72%	↑	
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	83.4%	87.7%	85%	↑	
DASSW-OP-011	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	290.9	475	375	↓	Increase is a result of Discharge to Assess National policy. People leaving hospital earlier in their recovery, less well, and moving into a care home on a short-term basis and then remaining in the care home as family value the security.
DASSW-OP-009	Number of admissions into residential and nursing care aged 65+ (Minimise)	92	152	120	↓	
DASSW-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A	307	351	N/A	<i>Quarter 3 figures shown for current and previous periods as indicator reported one quarter in arrears (1QA)</i> The programme continued to be affected by COVID as GP surgeries reprioritised work to support the booster campaign and respond to the emergence of the Omicron variant. Measures to mitigate the impact of COVID on the delivery of this service remain in place.
DASSW-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	N/A	4.4%	5.4%	N/A	<i>Quarter 3 figures shown for current and previous periods as indicator reported 1QA.</i> The programme continued to be affected by COVID as GP surgeries reprioritised work to support the booster campaign and respond to the emergence of the Omicron variant. Existing measures to mitigate the impact of COVID on the delivery of this service remain in place as previously reported. A programme of works to relaunch and restore the programme is in development for Quarter 1, 2022-23.

Children's Committee

Service performance overall commentary

Children's Social Care and Early Help

Caseloads - The average number of cases held stands at 10.6 cases per worker in March 2022, this the same as March last year and reflects lower caseloads than other London Boroughs on average. The reduced caseloads contribute towards an improvement in the quality of social work intervention. Supervision and management oversight ensure that staff feel supported to progress social care plans that are outcome-based.

Supervision - The performance for timely supervisions was 86% on 31 March 2022. This is lower than the same time last year (91%) and remains below the target of 95%. Social workers have access to regular formal and informal supervision and are well supported in their work, but the recording of this supervision has been a challenge for a small number of teams due to staff sickness and reallocation of work due to recruitment challenges in the Family Safeguarding and Supporting Disabled Children's Service. There is a continued drive to recruit new staff to ensure stability across the service.

Visits – Almost all social care visits are carried out face-to-face, however there are a small number of virtual visits that are necessary and authorised by Service Managers on a case-by-case basis. As of 31 March 2022, the proportion of children subject of a child protection plan with a visit recorded in the last 15 working days was 98%, this was better than previous quarters and better than the target. Children looked after visit timescales were changed to 4-weekly for all children in April 2021 to strengthen the relationship between the social worker and the child, where previously Wandsworth followed statutory timescales of 6-weekly for children in new placements and 10-weekly for children in stable placements. Performance for new timescales was 94% and for statutory timescales was 97%, both meeting targets. Visits are monitored closely by all services, and management oversight is added to the system for 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.

Referrals and assessments – Children's services processed 28% fewer social care referrals in the year 2021-22 (2,214 referrals) compared to last year (3,082 referrals). The percentage of children who were re-referred within 12 months also reduced to 17% from 24% the year before, which was lower than the 2020-21 average for London (19%). Following the Service review of Front Door pathways, there was a reduction in MASH volumes as more contacts progressed straight to referral rather than through MASH first. This showed an overall reduction to 331 MASH episodes in the year 2021-22, from 1,507 last year. The service is keeping low MASH volumes under close review. The assessment timeliness remains above target at 88%, this is in line with the 2020-21 London average of 89%.

Early Help – One in four (24%) front door contacts resulted in an outcome of early help in the year 2021-22. This figure has stabilised over the last twelve months and reflects the improved recording of early help on the Mosaic case management system from November 2020. Other

indicators also included shows the successful use of early help as means to step-down cases from social care for 16% of early help plans that are started, and about one in fifteen social care referrals had early help intervention before social care thresholds were reached (7%).

Section 47 enquiries and Initial Child Protection Conferences - The volume of Section 47 (S47) enquiries initiated in the year 2021-22 (834 S47s) reduced by a fifth compared to last year (1,037 S47s). This decline is due to a shift in decision making from being process driven and risk averse to more relationship based social work, which was supported by audit findings. As a result, the proportion of Section 47 enquiries that converted to an Initial Child Protection Conference (ICPC) in the year increased from 31% last year to 34% in 2021-22, this is in line with the 2020-21 London average of 34%. The service carried out an audit of Section 47 thresholds which found considerable strengths in the decision making at the front door and the service continues to dip sample decision making to determine if thresholds are applied in the best possible manner. The timeliness of holding Initial Child Protection Conferences remains above target, with 87% of ICPCs held within 15 working days of the strategy discussion in the year 2021-22. This is better than the 2020-21 London average of 78%. All conferences that are held out of timescale are tracked and assurance is provided that the child was not subjected to further risks.

Child Protection (CP) Plans - 162 children were subject of a child protection plan on 31 March 2022, this showed a 20% reduction from last year when 203 children were on a CP plan. This reduction reflects more plans closing in the year as a part of ongoing work with our partners to ensure that all children have realistic plans that are outcome focused. In September, the Quality Assurance and Referral and Assessment managers undertook a dip-sampling exercise to improve the service's understanding of the downward trend for child protection plans. The proportion of children who stepped down from a child protection plan who remained open as a child in need for a duration of six months or more has reduced to 42% in March, which was in line with the 2020-21 London average of 43%.

Children looked after (CLA) - 241 children were looked after on 31 March 2022; this was lower than last year when there were 252 children looked after. There are monthly fluctuations in the numbers of children and young people accommodated to care but compared to last year the numbers of children looked after and those entering care are consistently lower. We are confident in our mechanisms for oversight and scrutiny of children coming into care.

Children looked after (CLA) placements – Around three out of every four children looked after are placed with a foster carer (74% on 31 March 2022), this is higher than last year (71%). The proportion of Wandsworth's children looked after who are placed with internal foster carers on 31 March 2022 has reduced over the year to 22% of all children looked after on 31 March 2022 (from 25% last year). There are also a further 9% who are placed with connected persons who are family or friend carers temporarily approved by Wandsworth. The fostering service has experienced changes at senior management level, with a new Head of Service taking over in January 2022 and a new Service manager in March 2022. Plans for targeted foster carer recruitment are being developed, to ensure we have a group of in-house carers that are well-matched to the needs of the children we look after. Most of our carers are approved for single, younger children, and our children looked after are largely aged 10+. It is this age group, and sibling groups, that we struggle to place in-house. The short-term stability of placements was 11% on 31 March 2022, this is higher than last year (9%) and reflects four more children experiencing instability (27 children) compared to the year before (23 children). Placements are regularly reviewed by care panel and support is identified through stability meetings. We are experiencing

challenges in the availability of placements, particularly when needed in an emergency. Other local authorities are also facing this challenge. We are working with the Commissioning Alliance to address this by building relationships with providers who can offer local placements to meet the needs of our children, and across the next three months we will be launching our 'hub' model to offer multiagency, wraparound support to stabilise our most complex children and young people.

Permanency - There has been one adoption and 15 Special Guardianship Orders (SGO) granted from care in the year 2021-22, compared to 4 adoptions and 18 SGOs last year. There are currently ten children in care with a placement order granted awaiting an adoptive home. Wandsworth has improved oversight of plans for children throughout our practice system to minimise drift and delay through the dedicated role of Permanency Champion.

Transition from care to leaving care – The timeliness of pathway plans was 85% on 31 March 2022, this is higher than the previous three quarters, but remains below target. The Leaving Care service, Future First, has experienced significant staff turnover since August 2021 and this has meant that young people have experienced changes in Personal Advisors. The turnover of staff has been as a result of robust performance management, which was necessary, but this has meant that at times, pathway plans have not been reviewed and updated with young people on time. The Council's priority was to give young people time to build a relationship with their new worker, over rushing to complete the pathway plan in a less meaningful way. The service is now fully staffed, and the timeliness of pathway plans has improved since Quarter 2 and again since Quarter 3. Further improvements are expected across the next three months.

Care leavers – The proportion of 19-21-year-old care leavers who are in education employment or training (EET) was better on 31 March 2022 at 62% compared to 60% in 2021 when more young people experienced job losses due to Covid-19 restrictions. There is targeted EET support for 75 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 on 31 March 2022 was 88.4%, a positive improvement on the previous year (84%). The young people we have in accommodation deemed unsuitable is based on the Department for Education definition of those who are in custody (12 young people aged 19-21) or in temporary accommodation to prevent homelessness (16 young people aged 19-21). The temporary accommodation we offer is always self-contained and meets the needs of each young person, but by virtue of it being temporary, it is categorised as unsuitable.

Missing from home and care - The number of missing incidents in the year 2021-22 was higher (683 incidents) than last year (607 incidents) as fewer children went missing from home or from care during periods of most restrictive lockdown and school closures last year. Almost all children with a missing incident (98%) were offered a return home interview in the period April to December 2021 (reported a quarter in arrears due to recording lag). Young people who went missing accepted one out of every two return home interviews that were offered to them (49%). At the start of this reporting period, Covid restrictions meant that RHIs had to be carried out virtually. The return of face-to-face RHIs towards the end of this period has showed an improvement in acceptance rates as the Evolve service are once more able to build stronger relationships with children. To further encourage higher take-up rates, a more flexible informal approach with less repetition will be implemented for children who

go missing often. The language used will also move away from “interviews” to “missing conversations” to help break down barriers with young people by shifting the focus to returning home support.

Agency rates - Our ambition is to increase the number of permanent social workers. The proportion of social workers who are agency stands at 18% as of 31 March 2022, a significant reduction from 28% last year. As well as a continued focus on recruitment campaigns for social workers, we have identified a number of recruitment initiatives to support our objectives, including our Guardian campaign. This campaign is centred around our implementation of Family Safeguarding 2021. As part of the campaign, we have a video animation that one of our care leavers developed alongside The Guardian.

Living in areas of deprivation - There has been limited variance throughout the year for this measure with an annual out turn of 40%. The current engagement rate shows 41.29% of families accessing services in the more deprived areas of the Borough this is broadly in line with the previous reporting periods but does represent a small decrease of 0.94% when benchmarked against Q3. The Indices of Deprivation Impacting Children were rebalanced in 2020 and so current results are not analogous to previous years.

Youth offending

First time entrants - Full year figures for The First Time Entrants measure are not yet available for reporting. The trend over the previous 12 periods has been downwards (lower is better) and it is not anticipated, once figures become available that this will change the particularly as the reporting period will encompass some periods of national lockdowns.

Re-offending - The most recent data for re-offending is April 2019 to March 2020 which shows that Wandsworth had performance of 38.8% for re-offending. This was a 2.34% increase in re-offending compared to the equivalent period in the previous reporting year; in numeric terms 45 young people re-offended an increase of six young people over the previous period. When benchmarked against London and its family, those authorities most demographically similar, Wandsworth still has a lower binary rate of re-offending than both London (39.1%) family (39.5%).

Youth

Regular Youth Service Participants- The overall number of young people able to access Youth Service Activities showed an upward trajectory during Q4 and significantly increased by 164.2% when comparing 2020/21 to 21/22 (827 this year compared to 315 last year) This was in part driven by the easing of Covid 19 restrictions placed on activities for young people in 21/22 & also the targeting of the service to meet the needs of vulnerable young people with 1257 children and young people attending a Holiday Activity Fund event in 21/22. This targeting of the service to meets the needs of vulnerable young people is part of the reshaping of the departments integrated support for adolescents.

Accessing sessions digitally - There were 87,163 unique digital sessions recorded for the for Q4 of 2021-22, this represents an increase of 26.6% from the same period in 2020-21 when 68,831 sessions were recorded. When comparing 20/21 to 21/22 there was an increase of 14.1%, the driver for the increase was during the latter part of Q3 a new signposting and referral portal went live on the rebranded Family Information Service Site replacing an obsolete database and this page is now in the top five of most visited pages on the entire FIS of over 2.5k pages.

Children's Services - Education

Schools judged good or better by Ofsted – The proportion of good or outstanding schools in Wandsworth was 92% at the end of March 2022. This follows the recommencement of Ofsted school inspections in September 2021. Since the beginning of the Autumn 2021 term, 8 Wandsworth schools were inspected, of which 1 report is yet to be published.

Special Educational Needs and Disabilities At the end of the quarter of 2021-22, 86% of statutory Education, Health, and Care Plans (EHCPs) were completed within 20 weeks (excluding exceptions), which is well above the target of 75% and shows a marked improvement from 2020-21 performance of 52%. The improvement has largely been driven by greater stability in the team as well as improved processes following a restructure of the service in January 2021. The service now has a dedicated assessment team focused on improving the timeliness and quality of EHCPs. The aim of the statutory framework for special educational needs is for an effective and timely multi-professional assessment of children's needs, and local arrangements should aim to deliver this. We are therefore also monitoring the performance on completed advice from the relevant service areas. Work is being carried out to ensure that the duties are complied with and form a valuable part on the EHC needs assessment. There continues to be ongoing challenges with the Capita system which is impacting on the service and therefore the Special Needs Assessment Service (SNAS) is not yet benefitting from the wider efficiencies through process automation. The next step underway is to use the system for financial reporting.

Education, Employment or Training (EET)

Getting young people into Education, Employment or Training (EET) after Year 11 has been a big focus over the last year, and particularly with a specific aim to reduce the numbers of children whose destination was not known. Nationally, this is seen as a subcategory of young people Not in Education Employment or Training (NEET) but in Wandsworth, we identified the children where their participation was not known as a priority to get a clearer picture of NEETS and improve the proportion of pupils in EET. Over the year, the service has been developed and well led to ensure we are not letting young people miss out of positive pathways after GCSE and to support the safeguarding of young people moving onto post 16 services.

The work has been very successful and Wandsworth's proportion of 16/17 Year olds in EET has exceeded its challenging target of 95%. For end of year outturn, 96% of these young people were in EET which showed a strong improvement on the previous year where 93% of children were EET similar to 93% Nationally that year. This is strong performance particularly dealing with impacts of the pandemic and keeping oversight of young people at risk of becoming NEET. We have also worked hard with individual young people where there is a complexity of the young people's needs and increased efforts to try to ensure that placements are sustainable for the young people over time. Partnership working with internal services such as SNAS and Education Welfare and Alternative Providers have facilitated this process.

The two indicators we consider in this reporting are subsets of NEET. It must be noted that these two are interdependent, so if the number of young people whose status is not known decreases, as desired, some of these will be confirmed NEET, increasing that measure.

Young People whose EET status is not known – The final reported figure for December to February 2021/22 was, 2.3% of 16–17-year-old young people who had a not known NEET status, this reflected 95 young people out of an average cohort of 4115 16–17-year-olds. Performance exceeded the target of 3%. It also outperformed last year's outturn of 4.9% and National performance of 2.7%. The service will continue with close monitoring of Young People who are NEET as well as fully maximising all tracking methods including more door knocking exercises to ascertain the destinations of non-responsive young people currently case loaded as NEET. Moreover, in-line with our preventative NEET plan, we are aiming to host physical group and 1:1 sessions to provide information, advice, and guidance at key points in the year such as on GCSE results day, and in November to support young people with understanding their post 16 options and to make applications for the next academic year.



Young People not in Education Employment or Training – confirmed (NEET) – Final reported figure for December to February 2021/22 was 1.59% for 16–17-year-old young people who were confirmed NEET. This is an improvement on last year's 2020-21-year end outturn of 2.07% but did not quite meet the challenging target of 1.5%.

20/21 September Guarantee –16-17-year-olds with a suitable place in Education or Training at 98%, this year's September Guarantee offer was the best result Wandsworth has seen in 5 years. This was above last year's final position of 94% and above the target of 97%.

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
CSW-CIN-001	% of Assessments completed within 45 working days	83.7%	88.5%	85%	↑	
CSW-CIN-002	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	87.5%	86.9%	85%	↓	
CSW-CIN-003	% of Children with a Child Protection Plan (CPP) receiving regular social worker visits (visited within the last 15 days)	90.5%	97.5%	95%	↑	
CSW-CIN-004	% of Referrals which are re-referrals (within 12 months of previous referral) (Minimise)	23.7%	16.7%	20%	↑	
CSW-CIN-005	% of Episodes missing young people where a return home interview (RHI) was offered (1QA)	98.5%	97.5%	95%	↓	Q3 figures shown for current and previous periods as indicator reported 1QA.
CSW-CIN-006	% of Episodes of missing young people where the young person received a return home interview (RHI) (1QA)	54.4%	48.8%	65%	↓	Q3 figures shown for current and previous periods as indicator reported 1QA. At the start of this reporting period, Covid restrictions meant that return home interviews (RHIs) had to be carried out virtually. The return of face-to-face RHIs towards the

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						end of this period has showed an improvement in acceptance rates as the Evolve service are once more able to build stronger relationships with children. To further encourage higher take-up rates, a more flexible informal approach with less repetition will be implemented for children who go missing often. The language used will also move away from “interviews” to “missing conversations” to help break down barriers with young people by shifting the focus to returning home support.
CSW-CIN-007	% of Children remaining on a CIN plan for at least 6 months after CPP end (Non-Trend Comparable)	55.2%	42%	Data only	N/A	
CSW-CLA-005	% of CLA visited within statutory timescale	97.2%	94.1%	95%	↓	
CSW-CLA-006	% of CLA with 3+ placements (within 12 months) (Minimise)	9.1%	11.2%	10%	↓	Placements are regularly reviewed by care panel and support is identified through stability meetings. We are experiencing challenges in the availability of placements, particularly when needed in an emergency. Other local authorities are also facing this challenge. We are working with the Commissioning Alliance to address this by building relationships with providers who can offer local placements to meet the needs of our children, and across the next three months we will be launching our ‘hub’ model to offer multiagency, wraparound support to stabilise our most complex children and young people.
CSW-CLA-008	% of CLA placed 20+ miles from home (Minimise)	17.6%	16.6%	17%	↑	
CSW-CLA-009	% of CLA placed with in-house foster carer	25.6%	22%	26%	↓	The fostering service has experienced changes at senior management level, with a new Head of Service taking over in January 2022 and a new Service manager in March 2022. Plans for targeted foster carer recruitment are being developed, to ensure we have a group of in-house carers that are well-matched to the needs of the children we look

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						after. The majority of our carers are approved for single, younger children, and our children looked after are largely aged 10+. It is this age group, and sibling groups, that we struggle to place in-house.
CSW-CSC-001	% of Case supervisions taking place within timescales	91.1%	85.6%	95%	↓	Social workers have access to regular formal and informal supervision and are well supported in their work, but the recording of this supervision has been a challenge for a small number of teams due to staff sickness, and reallocation of work due to recruitment challenges in the Family Safeguarding and Supporting Disabled Children's Service. There is a continued drive to recruit new staff to ensure stability across the service.
CSW-CSC-003	Agency worker rate (Minimise)	28.4%	18.3%	Data only	↑	
CSW-CSCC-001	Number of missing incidents (Non-Trend Comparable)	599	525	Data only	N/A	
CSW-CSCC-002	No. of children subject to a CPP (Non-Trend Comparable)	203	162	Data only	N/A	
CSW-CSCC-003	No. of CLA excluding respite cases (Non-Trend Comparable)	250	241	Data only	N/A	
CSW-CSCC-004	Average caseload of a Children's Services Social Worker (Non-Trend Comparable)	10.9	10.6	Data only	N/A	
CSW-CSCC-005	Number of Referrals received (Non-Trend Comparable)	3,082	2,214	Data only	N/A	
CSW-CSCC-006	Conversion of S47 to ICPC (Non-Trend Comparable)	30.76%	33.8%	Data only	N/A	
CSW-CSCC-007	Number of adoptions (Non-Trend Comparable)	4	1	Data only	N/A	
CSW-CSCC-008	Number of Special Guardianship Orders (SGOs) (Non-Trend Comparable)	18	15	Data only	N/A	

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CSW-CSCC-009	No. Mash Referrals (Non-Trend Comparable)	1,507	331	Data only	N/A	
CSW-EH-001	% of Initial contacts that are referred to early help (Non-Trend Comparable)	9.3%	24.4%	Data only	N/A	
CSW-EH-005	Number of user sessions accessing early help digitally through Thrive Online	266,079	303,830	Data only		During the period the Website underwent a significant rebrand from "Thrive" to "Family Information Service", a nationally recognised term with a new "look and feel" to the site and some changes in operation of the site There was also the implementation of a new sign posting and hosting of a referral portal replacing an obsolete application during the period and these two changes have been the primary drivers in the increased throughput seen which has increased by 12.4% over the previous reporting period.
CSW-EH-008	% of Families in the family support programme showing significant and sustained progress	100%	100%	100%		For Wandsworth, the total allocation of families that need to show 'significant and sustained' progress over the year is 382 a 4% increase over the previous reporting period. As of yearend 382 families have achieved "significant and sustained progress". This data is based on audited submissions for Payment by Results (PBR) up to 31 March 2022 and represents 100% of the total out turn. The Troubled Families Programme is now known as Supporting Families Programme and has been extended until 2025 and is undergoing a significant service review by The Department for Levelling Up, Housing and Communities (DLUHC) up where the qualifying criteria will increase from six to ten. The Department has not yet released what those criteria will be for 2022, however the service has implemented contingency planning to anticipate the potential changes to both service delivery and data capture.
CSW-EH-009	% of Children receiving early help who live in areas of deprivation (based on IDACI 2019)	N/A NEW	41.3%	N/A	N/A	

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CSW-EH-010	% of Early Help plans started that are stepped-down from social care	N/A NEW	16%	N/A	N/A	
CSW-EH-011	% of Referrals to social care with a previous Early Help Plan (last 12 months) (Minimise)	N/A NEW	7%	N/A	N/A	
CSW-EPP-013	Proportion of schools judged good or better by Ofsted	93%	92%	95%	↓	Ofsted Inspections recommencement in September 2021, during Covid pandemic inspections were suspended meaning numbers are small. Since the beginning of the Autumn 2021 term, 8 Wandsworth schools were inspected, of which 1 report is yet to be published
CSW-EPP-015	% of 16-17 year olds participating in education or training	93.1%	96.1%	95%	↑	
CSW-EPP-017	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (excluding exceptions)	46.4%	85.5%	75%	↑	
CSW-EPP-018	% of 16-17 year olds who are confirmed as not in Education, Employment, or training status (excluding those whose status is not currently known) (Minimise)	2.07%	1.59%	1.5%	↑	1.59% for 16–17-year-old young people who were confirmed NEET was an improvement on last year's year end outturn of 2.07% but did not quite meet the challenging target of 1.5%. This represents small numbers and is a result of the success in identifying children where their status was not known, the two figures are in balance as part of the overall NEET figure.
CSW-EPP-027	% of 16-17 year olds whose employment, education or training status is confirmed as 'not known' (Minimise)	4.89%	2.31%	3%	↑	
CSW-EPP-028	% of 16-17 year olds made offer of an education place under September Guarantee (maximise)	94%	98%	97%	↑	
CSW-LCS-001	% of Pathway plans reviewed in time (within 6 months of previous review)	84.1%	85.4%	90%	↑	The Leaving Care service, Future First, has experienced significant staff turnover since August 2021 and this has meant that young people have experienced changes in Personal Advisors. The turnover of staff has been as a result of robust performance management, which was

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						necessary, but this has meant that at times, pathway plans have not been reviewed and updated with young people on time. The Council's priority was to give young people time to build a relationship with their new worker, over rushing to complete the pathway plan in a less meaningful way. The service is now fully staffed, and the timeliness of pathway plans has improved since Q2 and again since Q3. Further improvements are expected across the next three months.
CSW-LCS-005	% of Care Leavers aged 19-21 years in Employment, Education or Training	60.2%	61.6%	60%	↑	
CSW-LCS-007	% of Care Leavers aged 19-21 years in suitable accommodation	83.7%	88.4%	90%	↑	The young people we have in accommodation deemed unsuitable is based on the Department for Education definition of those who are in custody (12 young people aged 19-21) or in temporary accommodation to prevent homelessness (16 young people aged 19-21). The temporary accommodation we offer is always self-contained and meets the needs of each young person, but by virtue of it being temporary, it is categorised as unsuitable.
CSW-YOT-001	Number of first time entrants based on PNC data (Police National Computer) rate (per 100,000 10-17 population) (Minimise)	268	148	321	↑	The Ministry of Justice ceased collecting data during the pandemic so reporting periods are now out of sync. The 20/21 result relates to the January to December 2018 whereas the latest available figure of 148 was released in March 2022 and relates to the period October 2020 to September 2021. When benchmarked against the equivalent October 2019 to September 2020 (reported in Q1 this year), it is a reduction of 32.4% and a 45% reduction against the result reported at end year 20/21. Caution should be used when comparing the two 'like' periods as both encompass periods of National Lockdown and maybe outliers. However, Wandsworth performance is in line with that of its family (those authorities most

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						demographically similar) who had an outturn of 152 and National performance at 154.
CSW-YOT-002	% of Young offenders who go on to re-offend (12 month monitored cohort) (Minimise)	38.6%	38.8%	46%	↓	Period being reported upon is April 2019 to March 2020 – this is the latest available period available for reporting. As mentioned in the comment above, reporting periods are out of sync. When compared with equivalent period in the previous year (i.e., April 2018 to March 2019 reported in Q1), there is a slight increase of 2.34% (in numeric terms, this 6 more young people reoffending from 39 to 45). Wandsworth is still below its current target and has a lower (binary) rate of re-offending when benchmarked against both its family, those authorities most demographically similar (39.5%) and also the London average rate of re-offending (39.0%).
CSW-YS-004	% of Vulnerable Adolescents cohort who attend Youth service provision	N/A NEW	10.3%	N/A	N/A	

Environment Committee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-CLLS-001	Physical visits to library sites rate (per 1,000 population)	554	1,717	1,075	↑	
ECSW-CLLS-003	% of All library reservation requests supplied within 7 calendar days	77.4%	69%	65%	↓	
ECSW-CLLS-005	Number of new eLibrary members	2,719	2,560	1,700	↓	
ECSW-CLLS-008	Number of library issues (hard copy) (per 1,000 population)	N/A NEW	3,651	2,200	N/A	
ECSW-CLLS-009	Number of electronic library issues (per 1,000 population)	N/A NEW	729	550	N/A	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-CLLS-010	Electronic / virtual visits to libraries (rate per 1,000 population)	N/A NEW	853	1,400	N/A	The continuing positive increase in physical visitors returning to libraries is understandably impacting upon the number of electronic/virtual visits. This also includes transactions that had been undertaken online which are now, again, being completed in person. Online programmes, events and activities remain available but with the increasing interest in 'in person' activities, a new balance of 'virtual and in-person' activities is required.
ECSW-CLLS-011	Total Social Media reach (including Facebook reach, Twitter impressions, Blog views and more) per 1,000 population	N/A NEW	2,560	3,909	N/A	Social media engagement continues to be an important feature of contact with library service users and non-users. However, and for obvious reasons, the increase in 'reach' was targeted during the pandemic in response to the focus on online activities. This is now being re-balanced to better reflect the social media presence required as opposed to on-site library engagement.
ECSW-CPL-001	Number of times people used the Council's swimming pools and leisure centres rate (per 1,000 residents)	1,781	6,017	4,476	↑	
ECSW-CPL-002	Number of times people used sports facilities excluding pools and leisure centres rate (per 1,000 residents)	1,211	2,830	1,794	↑	
ECSW-CPL-011	Total number of Green Flags awarded	5	5	5	-	
ECSW-CPL-014	Total number of new Trees planted annually	80	218	100	↑	
ECSW-CPL-015	Total number of replacement and new Trees planted annually	766	696	600	↓	The target for 2021/2022 was exceeded, although as reported and planned for, the total number of trees planted was less than 2020/2021. This was as a result of the majority of the vacant tree pit sites being planted in 2020/2021.
ECSW-CWR-001	% of Household waste sent for reuse, recycling, and composting (cumulative)	23.6%	22.8%	24%	↓	Provisional result.

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						The high number of residents working from home, with the resultant higher levels of residual waste being produced by households, continues to have an adverse effect on this indicator. The calculation of the recycling percentage is a ratio of total waste/recycling produced across the borough and therefore the increased waste production has realised an almost equivalent decrease in the recycling percentage.
ECSW-CWR-002	% of Contamination in co-mingled recyclate (cumulative) (Minimise)	13.5%	14.1%	13%	↓	The level of contamination in clear recycling sacks was only 12.3%, accounting for over 70% of the total mixed recycling tonnage. However, 25.7% of the contents of communal wheeled mixed recycling containers was contaminated. It is possible that the increase in household waste, continues to create pressure on bin capacity for communal properties and therefore an equivalent increase in recycling contamination. Interventions to improve high-rise recycling performance, and quality of materials, are being planned for implementation in 2022/23. These will draw on best practice and are likely to include a combination of improvements to bin storage/recycling areas at directly managed premises, provision of new and/or refurbished bins, improved signage and/or lid locks to reduce contamination, targeted communications, and provision of re-usable bags (subject to available funding).
ECSW-CWR-005	Reports about non collection of waste (cumulative) (Minimise)	7,023	12,356	Data only	N/A	Raw/unvalidated data is being used from this year and is therefore not fully comparable to the previous year's data. The waste and recycling collection service also experienced significant shortages of operational crew/drivers, mainly due to the impact of Covid-19. However, these issues have been reducing, as has the level of missed bin reports received during the final two quarters (Quarter 3 and Quarter 4) when compared with the first two quarters of this year (Quarter 1 and Quarter 2).

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-CWR-007	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	433	809	260	↓	The increase in reported street cleansing reports in comparison to last year is linked to the introduction of an online booking system for Western Riverside Waste Authority (WRWA), street closures for outdoor hospitality, and sustained levels of parked vehicles on-street without moving. Additionally, the comparative period in 2020/21 (in relation to which 2021/22 targets were set) was a period of fuller lockdown, with more restricted retail and hospitality.
ECSW-CWR-010	KG household waste per household (cumulative) (Minimise)	686.7	664.9	647	↑	
ECSW-CWR-011	Net carbon impact of waste collection service (Minimise) (1QA)	N/A	-0.079	-0.096	N/A	<i>Quarter 3 (Q3) figures shown for current and previous periods as indicator reported 1QA.</i> Due to the “black box” nature of the GLA’s carbon calculator tool it is difficult to assess why this result is off target. However, this is likely to result from a lower-than-expected recycling performance. The tool indicates that improved recycling performance for high carbon materials including textiles and aluminium, steel, and plastics, along with reduction of contamination of mixed recycling are areas for the Council to focus on to address this, along with lower carbon collection systems.
ECSW-CWR-012	% of Public streets with acceptably low levels of litter after cleansing	98.3%	98.5%	98.4%	↑	
ECSW-CWR-013	% of Public streets with acceptably low levels of detritus accumulations after cleansing	97.9%	98.2%	98.1%	↑	
ECSW-CWR-014	Number of riverside community clean-up activities supported (cumulative)	5	13	6	↑	
ECSW-CWR-006	Average time (days) taken to clear a reported fly-tip (Minimise)	0.3	1	2	↓	
ECSW-HOS-001	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	2,905	6,015	Data only	N/A	Raw/unvalidated data is being used from this year and is therefore not fully comparable to the previous year’s data. Validation previously showed that an average of 10% is

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						proven as mis-reported and 40% as duplication; if applied to 2021/22, the volume of incidents would be similar to the previous year.
ECSW-HOS-003	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	20,451	19,098	Data only	N/A	

Housing Committee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
Environment and Community Services Directorate						
ECSW-ENS-007	Number of private sector long term vacant dwellings returned to occupation due to council action	57	49	39	↓	
ECSW-ENS-012	Number of private sector dwellings improved	28	217	180	↑	
ECSW-ENS-016	% of HMOs inspected within 20 working days of application	21%	85%	80%	↑	
ECSW-ENS-017	Number of formal hazard assessments carried out	13	170	90	↑	
Housing and Regeneration Directorate						
HRW-HM-001	% of Tenanted properties where last recorded gas service has taken place in last 12 months	99.2%	99.3%	100%	↑	
HRW-HM-002	% of Repairs completed in local target times across all priorities	86%	78%	95%	↓	Performance has declined since the last quarter, with 78% of repair orders being completed in target time compared to 84.6% in Quarter 3 (Q3) 2021/22. The number of non-urgent emergency repair orders is back to pre-pandemic levels, and contractors have been struggling throughout 2021/22 to meet the extra demand from an increased workload and staff shortages. New

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						contracts started in Q3, and bedding in issues have caused some delays. Issues are being addressed with contractors and a review will be undertaken into target times for repair completions. The emergency repairs performance remains strong at 98.3%.
HRW-HM-003	Average time (in days) to get a new tenant into an empty Council home (Minimise)	33.55	28.34	25	↑	Overall performance has significantly improved throughout 2021/22, with the lowest void turnaround times since Quarter 4 (Q4) 2016/17. However, Q4 2021/22 has seen a decline in performance, and this is due to a large number of contractors experiencing delays brought on by supply chain and labour issues, as well as cost increases. In addition, many contractors' have had absences due to COVID which have caused further delays. For these reasons, the total number of void relets during Q4 is lower than expected, although it is anticipated that contractor performance will improve over the next financial year.
HRW-HM-004	% of Non-decent council homes (Minimise)	0%	0%	0%	-	
HRW-HM-005	% of Follow-up actions after noise complaint completed within 5 days	83.9%	83.6%	95%	↓	Performance has improved very slightly since Q3 2021/22 (82.2%) and is similar to the end of Q4 2020/21. A review has been undertaken and staff have received refresher training to improve performance.
HRW-HM-006	Graffiti dealt with within target time	97.87%	100%	98%	↑	
HRW-HM-009	% of Emergency calls to WEC (Wandsworth Emergency Control) responded to within 30 minutes	99.6%	99.7%	99%	↑	
HRW-HM-010	% of Emergency repairs completed in local target times	96.2%	98.3%	98%	↑	
HRW-HM-011	% of Cleaning inspections on residential blocks and estates that received a grade B or above	N/A NEW	97.3%	90%	N/A	







PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
HRW-HS-001	Number of households living in Temporary Accommodation (Minimise)	2,525	3,198	3,163	↓	
HRW-HS-002	Number of Under Occupation Transfers	28	39	53	↑	The number of under occupation transfers by the end of Q4 was 39 against a target of 53. 2021/22 has been a challenging year with the number of under occupation transfers impacted by far fewer social housing lets becoming available, particularly during Q4. The expectation for 2022/23 is that there will be more choice for households wanting to downsize through more properties becoming available.
HRW-HS-003	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	—	
HRW-HS-004	Number of homeless cases prevented	286	304	370	↑	Though 6.3% improvement on the previous year, the number of homeless preventions is under target; again, 2021/22 has proved to be a challenging year. Since the introduction of the Domestic Abuse Act (2021) housing services have seen a higher rate of households approaching the Council due to domestic abuse, and it is difficult to prevent homelessness in such cases. The prohibition on court sanctioned evictions through Q1 and Q2 and the backlog of cases needing a decision by the County Court through the balance of the year has undoubtedly slowed churn; increased rents have also proved a challenge in sourcing affordable private sector options for households at risk of homelessness. Additionally, a number of private sector properties secured were instead directed towards rough sleepers accommodated during the pandemic. A review is currently in place on the future homeless strategy, with prevention being a key focus. An update on this will be presented to June Housing Committee.
HRW-HS-005	Number of properties where major disability adaptations have been completed	263	242	190	↓	


PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
HRW-HS-006	Households in B&B as a percentage of all households in Temporary Accommodation (Minimise)	3.6%	2.7%	6%	↑	
HRW-SD-002	Number of House Purchase Grants	49	63	50	↑	
HRW-SD-003	Overall Tenant satisfaction with Housing Service	64%	59%	70%	↓	For the second year running 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 has been the case in previous years. Overall satisfaction has decreased by 5 percentage points though it should be noted that levels do fluctuate. The survey highlighted repairs as the most important priority for tenants; of the residents who had had a repair in the last 12 months 72% were satisfied. Following the survey, the Council commissioned a focus group of residents (one for leaseholders and one for tenants) to examine in greater detail the reasons behind declining satisfaction. The results of the focus group will be carefully considered by senior managers in the Department with steps taken to make improvements where it appears participants' experiences reflect issues with service delivery.
HRW-SD-004	Overall Leaseholder satisfaction with Housing Service	54%	48%	60%	↓	For the second year running the pandemic affected the planned Housing Link timetable and this figure is based on only one survey rather than being the average satisfaction level across three surveys, as is usually the case. A focus group was commissioned to explore in greater detail the declining satisfaction so that the Council can better understand what can be done to improve leaseholders' experiences. The results of the focus group will be carefully considered by senior managers in the Department with steps taken to make improvements where it appears participants' experiences reflect issues with service delivery.

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
HRW-SD-005	Number of affordable housing completions	299	310	244	↑	
HRW-SD-006	Overall tenant satisfaction with neighbourhood as a place to live	71%	73%	70%	↑	
HRW-SD-007	Overall Leaseholder satisfaction with neighbourhood as a place to live	76%	70%	70%	↓	
Resources Directorate						
RESW-FM-003	% of In Year collection for Service Charges	91.4%	93.5%	90%	↑	
RESW-RS-016	Number of local authority tenants with 7+ weeks of (gross) rent arrears as % of number of council tenants (Minimise)	12.5%	10.6%	11%	↑	
RESW-RS-017	All rent arrears (residential, non-residential, and leasehold HHW) as % Gross Collectable Debt (Minimise)	5.90%	5.89%	5.5%	↑	The arrears at the end of Q4 decreased to £7.4m from £7.5m at the end of Q3. Tenants are struggling due to impacts of COVID19, job losses, reduced income, end of furlough, removal of Universal Credit uplift and increases in energy prices/cost of living. Additionally, there is an increase in Universal Credit claims, which are paid up to 5 weeks in arrears. However, the Rent Collection Service are providing support and financial guidance to tenants during this difficult period, which means more payment arrangements are in place for an arrears value of £3.3m, meaning it will be slower to see the reduction in arrears.




Transport Committee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-HOS-002	% of 'Dangerous' Potholes repaired within target time scale	100%	100%	100%	▬	
ECSW-P-003	% of Major planning applications processed within 13 weeks or statutory timeframe	97.8%	88%	90%	↓	Performance remains well above the national standard of 60%. The complexity of the applications processed and

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						the increasing requirements of legislation as well as National and Regional policy is reflected in year on year performance.
ECSW-P-005	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	86.1%	82.9%	80%		
ECSW-P-006	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	0.71%	0.73%	2%		
ECSW-T-001	Number of cycle parking facilities added	137	20	Data only		Approximately 10 sheffield stands and 10 bike hangars (60 spaces) were installed in the 21/22 financial year. A further 93 bike hangars are being installed by July 2022. The bike hangar installations were due to be completed in the 21/22 financial year, however, installation was delayed due to supply chain issues.
ECSW-T-002	Number of Electric Vehicle charging points (EVCP) installed in the Borough	167	337	Data only		There are a total of 901 on-street electric vehicle charge point sockets on public land (highway and at 2 car parks at leisure centres). Of this total, 215 were installed in lamp posts in 21/22 through the GULCS (Go Ultra Low City Scheme) 2 programme and 122 sockets were installed through the Liberty Charge programme across 35 locations.
ECSW-T-003	Total KSI casualties on roads in the Borough (An) (Minimise)	151	177	Data only		Results are reported for previous calendar year. 2021/22 result relates to 2021 calendar year and 2020/21 value relates to 2020 calendar year.
ECSW-T-004	Total Child KSI casualties on roads in the Borough (Minimise)	9	7	Data only		The increase compared to 2020 may be related to the lockdown and other restrictions that were in place. The 2021 KSI may be indicative of resumption of more normal transportation behaviours or even increasing; the increase in cycling and walking may also have had an impact on the number of KSIs. There have also been 2 recent changes to how collisions are recorded which has increased the numbers of serious collisions reported (i.e.,

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						all head injuries are now recorded as serious, and people are now permitted to self-report collisions).
ECSW-T-007	% of Primary schools operating school streets	33.9%	33.9%	40%		In the 21/22 financial year officers have focussed on transitioning the existing 21 School Streets to permanent status with enforcement methods which are sustainable in the long term. Engagement has been done at a further 7 schools with a view to implementing additional School Streets at these schools. An online consultation has been carried out on 5 of the 7 new proposed School Streets. Current Wandsworth Environment and Sustainability Strategy target is for 50% of primary schools to have school streets by 2025 (subject to local support).

Finance Committee

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
Chief Executive's Group						
CEGW-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	73.63	78.52	Lowest in Inner London		Year on year crime increase of 6% but rate remains lowest in inner London and increase is below overall London rise of 12%.
CEGW-CAP-001	Number of people offered advice through Citizens Advice Bureau	9,109	11,182	9,500		
CEGW-CS-002	% Reduction in the number of callouts from the police to high risk victims as identified by the Multi-Agency Risk Assessment Conference (MARAC)	40.5%	40.2%	30%		The % change demonstrates that the MARAC processes are effectively reducing demand in respect of survivors cases heard at the MARAC.
CEGW-CS-005	Total number of reported domestic abuse incidents and crimes (No Polarity)	4,564	4,552	Data only	N/A	Lower levels of reported incidents are not seen as positive. The British Crime Survey continues to suggest that domestic abuse remains under-reported. The new partnership VAWG Strategy has been published. It has four key priorities for action, that includes working with

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						communities. New initiatives such as the opening of two One-Stop Shops in Wandsworth will help to ensure that survivors have multiple means of accessing advice and support and reporting crimes.
CEGW-CS-007	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	N/A NEW	886	800	N/A	The referral numbers have fluctuated over the year, with figures at 265, 224, 210 and 187 for each of the four quarters. Whilst the referral numbers will be linked with crime reporting rates, the fluctuation in referral rates does not necessarily match. In order to understand fluctuating referral rates, an in depth analysis is required of where referrals have come from.
CEGW-EDO-002	Number of residents engaged/supported to find work through the Council's employment service	524	496	400	↓	
CEGW-EDO-003	Number of residents provided with a training outcome through the Council's employment service	N/A NEW	306	300	N/A	Construction training made up 57.52% of total.
CEGW-EDO-004	Number of Wandsworth Work Match Secured Jobs	184	302	200	↑	
CEGW-EDO-006	% point difference between Wandsworth's employment rate and that for London	8.5%	5%	Data only	↓	Data from Nomis and based on Jan-Dec 2021 and on the age range 16-64. Wandsworth's employment rate was 79.8% and the average for London was 74.8%. This means Wandsworth's employment rate was 5% higher than the London average.
CEGW-EDO-007	% point difference between Wandsworth's claimant count rate and that for London	2.3%	1.7%	Data only	↓	Data from NOMIS and based on March 2022 and using the age range 16-64. Wandsworth's claimant count percentage was 3.7% and the average for London was 5.4%. This means Wandsworth's claimant count was 1.7% lower than the London average.
CEGW-RES-002	% of FOI requests completed within 20-day limit	59%	78%	90%	↑	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,

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						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 have a gradual return to the higher figures that were starting to be achieved pre Covid (80% was achieved during the January-March period which is on a par with mid 2019/20 result). In addition, a new case management system for FOI casework is in the process of being implemented; a key benefit of which should be improved performance.
CEGW-RES-003	% of Stage 2 Corporate Complaints responded to within 15 working days	43%	36%	50%	↓	Performance significantly improved in the last quarter of the year (January to March 2022) with 27 of the 37 complaints (73%) closed within timescale (Q3 = 34%, Q2 = 19%, Q1 = 21%). This positive improvement on performance is a result of the strong collaboration between Directorates and the Complaints Team. Year-end performance is off target due to performance throughout the year. Overall, 55 of the 153 complaints closed during the year were within target time (36%).
Environment and Community Services Directorate (Regulatory Services Partnership - RSP)						
ECSW-ENS-004	Schedule B Prescribed Premises due for inspection completed	100%	100%	100%	-	
ECSW-ENS-005	% of Category A, Cat. B and non-compliant category C inspections carried out of those due	98%	100%	100%	↑	
ECSW-ENS-008	Air Quality - % compliance of non-road mobile machinery (NRMM) on major construction sites with GLA emissions standards	100%	94%	95%	↓	
ECSW-ENS-013	% of Regulatory Services Partnership (RSP) service requests with an initial response within the 'defined timescale'	94%	98%	90%	↑	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-ENS-014	Safeguarding older people – number of successful interventions in cases of residents being targeted by financial scams and abuse	100	100	100	-	
ECSW-ENS-015	Safeguarding young people – number of successful interventions for restricted sales such as knives, alcohol, fireworks, tobacco, and e-cigarettes	55	101	100	↑	
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	47%	100%	95%	↑	
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	100%	95%		
ECSW-ENS-020	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	53.5%	76%	100%	↑	38 out of 50 compliant monitoring locations = 76% This result is based on the core network of 50 tubes, there are also some tubes on project and schools sites, but these are not reported within this figure. Environmental Services annual statistical submissions, are normally reported on the calendar year but have been adjusted to meet KPI financial year reporting requirements.
ECSW-ENS-021	% of Monitoring stations achieving the particulate air quality objectives	100%	100%	100%	-	
ECSW-ENS-022	% of Schools achieving air quality objectives	80%	70%	100%	↓	The result reported relates to monitoring outside schools in areas of poor air quality. By comparison, the air within the school is anticipated to be within the Air Quality Outcomes set out due to distance from the roadside emissions and other hard factors such as screening.

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
ECSW-ENS-023	Number of interventions by Compliance Officers for engine idling (No Polarity)	0	1074	Data only	N/A	
ECSW-ENS-024	% of Successful contacts for positive Covid-19 cases referred to the Local Contact Tracing Service by the National Test & Trace service	N/A NEW	N/A	50%	N/A	Due to changes stipulated by central government in the manner in which Covid-19 is monitored, the test & trace service has now been stood down.
Housing and Regeneration Directorate						
HRW-PS-002	Investment portfolio rent collected as a percentage of debits invoiced in the financial year (not including Council Housing)	64.7%	88.0%	98%	↑	Approximately 50% of the outstanding amount of £217,663 is due to tenants struggling to pay their rent which started at the beginning of the pandemic. Rent recovery has also been made difficult due to legislation changes as a result of the coronavirus pandemic, with landlords being required to go through arbitration or attempting to reach agreements with the tenant, and this has been made more challenging due to some tenants not responding to contact. In addition, the remaining outstanding accounts are also going through a reconciliation process to deal with any discrepancies.
HRW-PS-003	Total void rents as a percentage of the total commercial rent roll (Minimise)	6.73%	5.55%	4%	↑	30% of the £450K voids are under offer and with solicitors for conveyance. Once let the void percentage will fall to 3.8%.
Resources Directorate						
RESW-CUS-002	Customer Centre: Telephone Service Level - Calls answered within 20s (%)	57%	55%	60%	↓	Significant improvement made in last 6 months of the year (October 2021 to March 2022) due to increased staffing with vacant posts filled and training of new officers. This has raised overall result for year, further progress to be made in 2022/23 by focusing on causes of longer handling times in Parking, Council Tax and Planning such as slower systems and processes as part of Customer Contact Improvement Programme.
RESW-CUS-004	Customer Satisfaction: Telephone (%)	92%	97%	95%	↑	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
RESW-CUS-005	Customer Satisfaction: Face to Face (%)	N/A	N/A	95%	N/A	<i>No data as reception only open to limited appointments.</i>
RESW-CUS-006	% of Customers requesting a Face to Face appointment who have to wait for more than two days (Minimise)	N/A NEW	0	Data only	N/A	
RESW-ELE-001	% of Annual canvass returns including secondary checks	89%	92%	90%	↑	
RESW-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	87.8%	88.5%	90%	↑	Overall performance continues in the right direction alongside an increase in the number of invoices being processed in comparison to last year.
RESW-FM-002	Sundry debt collection (Wandsworth)	89.5%	92.0%	90%	↑	
RESW-HR-001	Number of working days lost to sickness absence per fte: All Departments excluding schools (Minimise)	6.66	8.69	7	↓	Absence due to new variants of Omicron plus sustained absence due to mental health related issues remain the dominant factors. It is anticipated that the former will tail off as an influence although there remains a significant number of staff with short-term covid although bouts of absence are less serious and more short-lived. Advice and support for staff remains a priority, with current initiatives and future plans focused on stress and mental health issues.
RESW-HR-002	Top 5% of Earners: Women	41.5%	44.1%	50%	↑	This indicator shows an encouraging upward movement, but it remains below the target of 50%. Initiatives for gender diversity remain a priority coordinated through an organisational wide Forum and Directorate action plans.
RESW-HR-003	Top 5% of Earners: Ethnic Minorities	13.99%	16.02%	15%	↑	
RESW-HR-004	Top 5% of Earners: with a disability	2.28%	6.21%	7%	↑	This indicator shows encouraging upward movement, but it remains below its target. Initiatives for diversity remain a priority coordinated through an organisational wide Forum and Directorate action plans, the Councils are also

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
						currently seeking the highest level of the Disability Confident kite mark.
RESW-HR-005	Ethnic minority representation in the workforce - employees	39.27%	39.73%	40%	↑	
RESW-HR-006	Number of non-school based staff on an accredited apprenticeship training programme	37	59	55	↑	
RESW-HR-008	Gender Pay Gap - difference between the average earnings of men and women, expressed as % of men's earnings (Minimise)	6.26%	6.3%	5.5%	↓	The latest reported mean gender pay is for the snapshot date March 2021 (a year's lag). The overall data reporting over time shows a very slight downward trend. Work on increasing gender diversity at senior levels continues, through organisational wide and directorate specific actions plans.
RESW-HR-009	Staff Turnover (Minimise)	8.7%	13.7%	8%	↓	Turnover has returned to just below pre-pandemic levels. It is too early to tell whether this increase is simply a reflection of 'pent up' turnover artificially restricted during the height of the pandemic, or whether it is the start of a more significant longer-term trend. Succession and retention are a focus of workforce planning at the moment, in part as a reaction to these questions.
RESW-HR-010	Average number of weeks to recruit (from date of application completed to date hired) (Minimise)	N/A NEW	10.6	12	N/A	
RESW-IT-001	Number of active online accounts as a percentage of households in the Borough	50%	48%	55%	↓	This small decrease is considered to be due to natural fluctuations as people move in and out of the borough. A promotional campaign is planned for Q2 2022/23.
RESW-IT-002	% of IT incident resolution within SLA target times	78.4%	84.6%	80%	↑	
RESW-IT-003	Reported serious security breaches and data loss incidents (Minimise)	0	0	0	-	
RESW-IT-004	IT service availability	99.9%	99.7%	99.9%	↓	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
RESW-RS-001	Council Tax Collection rate	95.91%	95.92%	98%	↑	
RESW-RS-002	Non-Domestic Rates (Business Rates) Collection rate	86.64%	91.46%	91%	↑	
RESW-RS-005	Average time for processing new Council Tax Reduction claims (days) (Minimise)	24.22	24.18	22	↑	The level of resources available during this quarter has impacted on the average processing time. This stemmed from Benefits staff being asked to support the Wandsworth Discretionary Social Fund and Self Isolation Payment teams which were experiencing very high levels of applications. Staff have now returned to the Benefits Service.
RESW-RS-006	Average time for processing new Change in Circumstances Council Tax Reduction claims (days) (Minimise)	7.91	9.91	10	↓	
RESW-RS-007	Average time for processing new Housing Benefit claims (days) (Minimise)	22.85	22.82	22	↑	
RESW-RS-008	Average time for processing new Change in Circumstances Housing Benefit claims (days) (Minimise)	5.42	7.5	10	↓	
RESW-RS-010	% of Business parking permit applications made online	95.3%	96.5%	82%	↑	
RESW-RS-011	% of Resident parking permit applications made online	98.6%	97.8%	92%	↓	
RESW-RS-012	% of Visitor parking permit applications made online	98.5%	97.3%	80%	↓	
RESW-RS-013	% of New Benefit claims made on-line (as % all new claims)	98.9%	97.1%	91%	↓	
RESW-RS-014	% of Households activated for Council Tax Single Sign On	39.5%	58.3%	55%	↑	

PI Code	PI Name	2020/21	2021/22			2021/22
		Value	Value	Target	DoT	Note
RESW-RS-015	Housing Benefit Overpayment recovered as % net collectable overpayments within Sundry Debt Accounts	11.5%	14.7%	14%	↑	