2024-25 CORPORATE PLAN KEY PERFORMANCE INDICATOR RESULTS



HEATLH OVERVIEW AND SCRUTINY COMMITTEE

| DI Codo | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|------------------|---|-------------|------------------------------|-------------|-----|--|
| Pi Code | Value Value Target | | DoT | Note | | |
| Adult S | ocial Services & Public Health Direc | torate | - | - | | |
| | % of enquiries to Adult Social Care where needs were met at first point of contact and did not need to progress to an assessment | 80% | 80.9% | 75% | | |
| WDASC -OP-003 | Rate of admissions into residential and nursing care per 100,000 population 65+ (<i>Minimise</i>) | 479.7 | 478.2 | 454.4 | | 157 permanent admissions. Residents are presenting with increasingly complex needs, resulting in a heightened demand for care home placements. There is a growing demographic pressure with more people seeking support from adult social care where their needs cannot be met in the community. |
| _ | % of Carers who received an assessment during the year | 60.7% | 64.3% | 60% | | |
| WDASC -OP-006 | % of people who received short-term services during the year, who previously were not receiving services, where no further request was made for ongoing support | 69.7% | Data not yet available | 70% | | Reported twice a year - awaiting clarity from DHSC regarding national indicator methodology so data is not yet available for reporting. |
| | % of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed | 96.5% | 99.4% | 94% | | |
| WDASC -OP-008 | Median average wait (in working days) for an Occupational Therapy (OT) assessment (<i>Minimise</i>) | N/A NEW | 70 | 45 | N/A | The total time people wait for OT assessments is reducing, however national OT shortages resulting in recruitment challenges continue to impact on the capacity within the service, despite increased funding for both internal and contracted resources. Process efficiencies are being explored through digital solutions to increase capacity, and we continue to make use of a third party supplier to provide additional capacity to carry out assessments. |
| WDASC -PH-001 | Number of people quitting smoking through smoking cessation service (1QA) | 223 (Q3) | 226 (Q3) | 110 (Q3) | | Reported a quarter in arrears - Q3 result shown in both years. |

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| P1 Code | T Name | Value | Value | Target | DoT | Note | | | | |
| | % of Eligible people who have received an NHS Health Check (1QA) | 9.5% (Q3) | 8.8% (Q3) | 6% (Q3) | • | Reported a quarter in arrears - Q3 result shown in both years. | | | | |
| | Number of physically inactive adults supported by a council-funded project | 1,709 | 2,649 | 1,500 | | | | | | |
| WDASC -PH-005 | % of NHS Health Checks identifying people at high risk of developing Type 2 diabetes (pre-diabetes) (1QA) | N/A NEW | 7.3% | 3.5% | N/A | KPI introduced in 24/25. | | | | |
| Chief E | Chief Executive's Group | | | | | | | | | |
| | Overall Crime rate (per 1,000 residents) (<i>Minimise</i>) | 82.56 | 76.93 | Lowest in Inner London | | As per the Metropolitan Police Service data, currently the lowest Total Notifiable Offences (TNOs) per 1000 rate in Inner London. With Lewisham and Greenwich being the 2nd and 3rd lowest respectively. | | | | |
| 11/1/// 11/12 | Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors) | 1,072 | 854 | 700 | • | 190 referrals received by commissioned VAWG services in Q4 period (January to March 2025) – this included Hestia main IDVA service, Refuge's Enhanced needs support service and the economic abuse IDVA. Annual target of 700 referrals has been met. The main IDVA service provider has been recommissioned, and a new 3-year contract has been awarded to Refuge. The service provision started on 1st April 2025. Refuge will be completing a lot of work raising awareness of the service across the partnership, creating referral pathways, co-locations and developing working relationships with various agencies encouraging referrals. The Council anticipates an increase in the next reporting period of daily referrals. | | | | |
| | % occupation of refuge spaces (joint KPI with adult services) | 96% | 89% | 90% | | The target has been nearly met at 89% during the last quarter. The total number of unit days commissioned in quarter 4 was 2093, and the total number of occupied unit days in quarter 4 was 1855. Ongoing work with the local refuge to ensure the occupation of spaces remain in line with and above the target. Small variations may account for early successful move on of victim survivors. | | | | |
| | % of positive outcomes for domestic abuse in the borough | N/A NEW | 7% | Data only | N/A | This is a baseline statistic to monitor. There is 7.0% positive outcomes recorded from 3074 domestic abuse (DA) cases, this target provides an understanding of DA crimes which have a positive outcome; a progression from arrest to a charge, caution, or other formal sanction. | | | | |

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| Picode | PI Name | Value | Value | Target | DoT | Note |
| | % of positive outcomes for sexual violence in the borough | N/A NEW | 3.3% | Data only | N/A | This is a baseline statistic to monitor. Across the year, 579 Sexual violence offences were reported to the police out of which 3.3% (19 offences) resulted in positive outcomes i.e. progressed to a charge, caution, or other formal criminal sanction. |
| | Number of community triggers (ASB reviews) received (Minimise) | N/A NEW | 16 | Data only | N/A | The ASB Case Review process gives victims of persistent anti-social behaviour the ability to demand a formal case review where the locally defined threshold is met. In Q4 there was 4 new applications for an ASB Case Review. If a case is not accepted by the chair, then recommendations are made to the lead agency. This could include the lead agency holding a professionals meeting or a referral to the Community MARAC meeting. |
| | Number of ASB cases referred to the Community ASB MARAC (No Polarity) | N/A NEW | 35 | Data only | N/A | The Community ASB MARAC is a monthly case panel where agencies share information on cases of ASB, repeat victimisation, and / or severe or ongoing risk to particular person/s. In Q4 there were 16 new referrals to the CMARAC, of these 7 met the threshold for a panel. If a case is not accepted by the chair, then recommendations are made to the lead agency. |
| | Violence with Injury (not including domestic abuse incidents) - rate per thousand | N/A NEW | 4.2 | Data only | N/A | As per Metropolitan Police data, Currently the lowest Non-Domestic Abuse Violence with Injury Offence rate per 1000 in Inner London. With Tower Hamlets and Lewisham being the 2nd and 3rd lowest respectively. |

CHILDREN'S OVERVIEW AND SCRUTINY COMMITTEE

| Pl Codo | Code Pl Name | 2023/24 2024/25 | | | | 2024/25 |
|-----------------|---|-----------------|-------|--------|-----|---|
| FI Code | ri Name | Value | Value | Target | DoT | Note |
| WCS- CIN-001 | % of Assessments completed within 45 working days | 84.5% | 82.4% | 88% | • | Between April and March 2025, 1,587 Child and Family Assessments were completed, higher than the 1,370 completed during the same period last year. Of the 1,587 completed assessments, 1,308 were completed within 45 working days. This performance is lower than the target of 88% and lower than 2023-24 averages for England (84%) and London (86%). For the 279 children whose assessment durations went over 45 working days, half (138 children) were completed within 5 working days over time. In addition, three-quarters (204 children) of children were visited within 20 working days of the |

| | DI Nama | 2023/24 | 2 | 2024/25 | | 2024/25 |
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| PI Code | PI Name | Value | Value | Target | DoT | Note |
| | | | | | | assessment being started. Social work managers have been tracking assessments at an internal target of 35 working days, which has led to a shift in grouped assessment timeliness in Quarter 4 where 50% of assessments were completed within 11-35 days, compared to 39% in Quarter 3. Tracking assessments daily has also led to an overall improvement in Quarter 4 (86% in January, 89% in February, 88% in March). The department is reassured that no child is left in harm's way as a result of assessment duration, and families continue to receive the support and services they need. |
| WCS- CIN-002 | % of Referrals which are re-referrals (within 12 months of previous referral) (<i>Minimise</i>) | 19.4% | 17.8% | 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 | 94.7% | 97.5% | 95% | | |
| WCS- CIN-004 | % Child participation at child protection conferences | 73.8% | 95.7% | 70% | | |
| WCS- CLA-001 | % Child participation at CLA reviews | 93.9% | 92.3% | 92% | • | |
| | % of CLA with an annual SDQ to assess the child's mental health | 97.0% | 87.1% | 90% | • | At the end of March 2025, nine out of ten children looked after (87%) had an up-to-date Strengths and Difficulties Questionnaire (SDQ) that assessed their emotional and behavioural well-being. This is a reduction from 97% in March 2024 and lower than our target of 90%. Current performance is in line with London for 23-24 (88%) and above England (77%). Nearly half of children looked after with an SDQ have a normal SDQ score with 41% considered concerning (40% for 2023/24); all children with a concerning score are known to social care CAMHS and there are plans in place to support their wellbeing. Social workers are continuing to work alongside carers and young people to complete questionnaires. Timeliness will be raised with all Children Looked After team managers at the next service meeting. Supervising social workers will also support with improving practice in this area. |
| WCS- CLA-003 | % of CLA visited within statutory timescale | 99.5% | 95.0% | 95% | • | |

| DI Codo | PI Name | 2023/24 | 2 | 2024/25 | | 2024/25 |
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| PI Code | Pi Name | Value | Value | Target | DoT | Note |
| WCS- CLA-004 | % of CLA placed 20+ miles from home (<i>Minimise</i>) | 11.0% | 12.8% | 17% | • | |
| WCS- CLA-005 | % of CLA with an annual health assessment | 97.0% | 74.8% | 90% | • | At the end of March 2025, 104 out of 139 eligible children looked after (75%) of children looked after had seen a nurse for a Review Health Assessment within statutory timescales. This performance is lower than the target of 90% and lower than 2023-24 averages for England (89%) and London (92%). Children Looked After Health Nurses at St George's Hospital have recently experienced staffing challenges which has had an impact on the appointments offered to children look after. Issues with resource have been flagged up by health via their 'risk' matrix and recruitment is ongoing. Similar to initial health assessments, there is a small cohort of children who do not attend their appointments which exacerbates the challenges around resources. We are hoping that the training to highlight the importance of communicating and planning between social workers and carers around RHAs will help improve performance. The AD Children We Care For is in discussions with health partners and the data on children awaiting an RHA will be reviewed fortnightly to ensure improved performance. |
| WCS- EH-002 | % of 13-19 year olds who regularly participate in youth services who achieve an outcome | 81% | 81% | 70% | ı | |
| WCS- EPP-001 | Proportion of schools judged good or better by Ofsted | 95.3% | 96.4% | 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) (<i>Minimise</i>) | 4.5% | 4.1% | 4.5% | • | |
| WCS- EPP-004 | % of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks (excluding exceptions) | 100% | 100% | 80% | 1 | Final results confirmed 100% performance; data relates to calendar year 2024 in lie with national reporting methodology. |
| WCS- EPP-005 | Primary school severely absence rate (50% or below) (<i>Minimise</i>) | 0.7% | 1.1% | Data only | • | See overall performance commentary above. |

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| | Secondary school severely absence rate (50% or below) (<i>Minimise</i>) | 2.4% | 1.9% | Data only | | |
| | % of Children reaching a good level of Early Years development (in primary areas of learning) | 72.1% | 73.7% | 72% | | Final result for academic year 23/24 (see overall narrative). |
| EPP-008 | KS2 - % of Pupils achieving the expected standard in Reading, Writing & Maths at KS2 | 66.0% | 68.3% | 67% | | Final result for academic year 23/24 (see overall narrative). |
| | KS4 - % of Pupils reaching a Level 5 in both English and Maths | 55.8% | 59.0% | 58% | | Final result for academic year 23/24 (see overall narrative). |
| | % Achievement rate for adults funded through the adult education budget | 93.2% | 92.2% | 90% | • | |

Children's Services Directorate overall narrative

Social workers, caseloads and supervision – Our workforce is our biggest asset. We have an unrelenting focus on recruiting and retaining the very best social workers and practitioners to work with our children and families. We have fewer locum social workers working with us, with only 7% of our staff coming from agencies in March 2025, a decrease from 9% a year ago. This is well below the national average of 18% and the London average of 23% in 2023. Due to the restructure conducted in August 2024, turnover has increased to 21% in March 2025. This is higher than the target of 20% and above the 17% turnover in 2023 as well as the England (16%) and London (17%) averages. The restructure will prepare and future proof our system for the changes and challenges that will inevitably come. The restructure has also resulted in slightly higher caseloads for social workers to 12.2 cases per worker on 31 March 2025 compared to 10 cases per worker for the year before. However, Wandsworth continues to offer social workers lower average caseloads than London (14 cases per worker in 2023). Our managers check on our staff regularly and help them work on plans that focus on the best outcomes for the children. In March 2025, 96% of children's records had a manager's supervision recorded every eight weeks, which was within the target of 95%.

Visits – Social workers visited most children on time and achieved the high standards for children looked after and children who need protection. For children subject to a child protection plan, 98% were visited within the last 20 working days by the end of March 2025 (target 95%), an increase compared to March 2024 (95%). For children looked after, 95% were visited within statutory timescales (target 95%), and in line with the 2023/24 outturn (also 95%).

Contacts and social care referrals – The Wandsworth MASH serves as the single point of contact for all referrals into Children's Services. Between April and March 2025, Wandsworth MASH received 12,026 contacts, which is lower than the 12,795 contacts received during the same period in the previous year. Of these, 2,001 contacts (17%) resulted in a referral to social care services. Despite the lower number of contacts, there has been an increase in referrals in 2024/25 (2,163) compared to the same period in 2023/24 (1,833). The increase in referrals this financial year has been driven by two main sources: Education Services (390 referrals, up from 278) and Health (513 referrals, up from 427). The percentage of referrals between April and March

2025 that were within 12 months of a previous referral was 18%, which is an improvement compared to 2023/24 for Wandsworth (21%) and better than the 2023-24 averages for London (19%) and England (22%).

Child and Family Assessments – Referrals from the MASH move to the Family Help service for either brief intervention of up to six months or longer-term support. Between April and March 2025, 1,587 Child and Family Assessments were completed, higher than the 1,370 completed during the same period last year. Social work managers have been tracking assessments at an internal target of 35 working days, which has led to a shift in grouped assessment timeliness in quarter 4 where 50% of assessments were completed within 11-35 days, compared to 39% in quarter 3. The timeliness of assessments completed within 45 working days slightly improved to 82% at the end of March 2025 (81% in Q3) however this remains lower than Wandsworth's outturn for 2024/25 which was 88%. It is also below the 2023-24 national average (84%) and below the London average (86%). For the 279 children whose assessment durations went over 45 working days, half (138 children) were completed within 5 working days over time. In addition, three-quarters (204 children) of children were visited within 20 working days of the assessment being started. Tracking assessments daily has also led to an overall improvement in Quarter 4 (86% in January, 89% in February, 88% in March). The Department is reassured that no child is left in harm's way as a result of assessment duration, and families continue to receive the support and services they need.

Early Help – In Wandsworth Children's Services, we strive to provide the right support at the earliest opportunity. When Early Help is the best option for a child or young person, our two Early Help navigators in MASH contact the referrer and the family to find the right services for them, either through Wandsworth Early Help or community-based services. From April to March 2025, 16% of contacts led to Early Help (1,981 out of 12,026), which is one percentage point below the same period last year (17%). Social care referrals with a previous Early Help Plan (in last 12 months) increased slightly to 7% in 2024/25, up from 6% in the same period last year.

Section 47 enquiries and Initial Child Protection Conferences – There were 530 Section 47 enquiries initiated between April and March 2025. This is a rate of 89 per 10,000 children aged 0-17 and slightly higher than the previous year (rate 82). Wandsworth's rate for 2024/25 remains significantly lower than the averages for London (2024 rate 195) and England (2024 rate 187). From Section 47, there was a conversion rate of 16% to Initial Child Protection Conference (ICPC), which means that the vast majority of Section 47s do not progress to substantiated harm and an ICPC. There were 102 ICPCs held between April and March 2025, this was a rate of 17 per 10,000 children, up from a rate of 10 in 2024. Whilst the number of ICPCs increased in Wandsworth by almost 75% during 2024/25, the rate of ICPCs remains significantly lower than the averages for London (rate 59) and England (rate 60) in 2023-24. The year to date performance for ICPC timeliness was 91%, above the target of 85%. There were just seven ICPCs for four sibling groups held outside the 15 working day timescales between April and March 2025.

Children in need (CIN) and Child protection plans (CPP) – In March 2025 there were 755 children in need plans open, an increase of 80 children from March 2024. During quarter 4, there has been increase of children needing protection from harm: 82 child protection plans (CPP) in March 2025 compared to 79 in March 2024. This is a rate of 14 per 10,000 children aged 0-17 in Wandsworth, significantly lower than the average rates for London (41) and England (42). At the end of March, six children (three sibling groups) were subject to CPP for 2 years or more (7%). This is a reduction from 13% for the same period last year (March 2024) however it is higher than our target (3%) and comparators with both London and England at 3%.

Children looked after (CLA) – There has been a rise in the number of children looked after (CLA) in Wandsworth during quarter 4 to 242 children, up from 218 in March 2024. As a rate per 10,000 children aged 0-17, Wandsworth still continues to have fewer children looked after (41 CLA per 10,000) than the averages for London (51) and England (70). Just 7% of children looked after came to Wandsworth to seek asylum (9% in March 2024 and 11% in March 2023). There was a higher number of children entering care in the period April to March 2025; 132 newly accommodated children (a rate of 22 per 10,000 children aged 0-17) compared to 94 newly accommodated children for the same period in the previous year (rate of 16). This increase was a result of

several large sibling groups being accommodated to care as well as long-standing child protection plans being ended with the children entering care following legal proceedings.

Children looked after (CLA) health - In March 2025, 75% of children looked after had seen a nurse for a Review Health Assessment within statutory timescales. This is a reduction from 97% in March 2024 and below the target (90%). Wandsworth's quarter 4 outturn is also lower than comparators for 2023-24; London 92% and England 89%. The Assistant Director for Children We Care For is in discussions with health partners to ensure improved performance. Nearly nine out of ten children looked after (87%) had an up-to-date Strengths and Difficulties Questionnaire (SDQ) that assessed the child's emotional and behavioural well-being. This was a decrease from 97% in March 2024. Nearly half of children looked after with an SDQ have a normal SDQ with 41% considered concerning (40% for 2023/24). In Wandsworth borough, there are challenges around offering children looked after timely Initial Health Assessments (IHA); only 3% of children requiring an IHA in April to March 2025 have had an IHA within timescales. Between April and March 2025, 115 children have been due an IHA. Of these, three have been completed in timescale and a further 59 children have had an IHA out of timescale, 44 are awaiting an IHA and nine children left care without receiving an IHA or refused. Of those still waiting for an IHA, durations range from 31 days to 300 calendar days. We are actively working with practitioners, children's foster carers and settings, to ensure children are taken to their health appointments in time. A meeting between the newly appointed Assistant Director Children We Care For and health partners is taking place week commencing 28th April to review systems and processes to lift our performance.

Children looked after (CLA) placements – Wandsworth secures homes for children looked after near their family homes with just 13% of children looked after living more than 20 miles from home at the end of March 2025. If we can't find a home for our children in Wandsworth, we find homes in nearby areas like Croydon where one in three (30%) of our CLA live, or Lambeth (8% of CLA) and Merton (8% of CLA). Fewer of our children in foster care are living with carers that we know and trust. In March 2025, 46% of CLA are living with Wandsworth approved carers, down from 57% in March 2024, and this falls below the 50% target. Many of our older cohort of looked after young people, are not always able to manage living in a family home and are more settled in residential settings. Our placements team work with our Supervising Social Workers in Fostering to ensure our in-house carers are always part of discussions where children and young people become looked after. We are in the process of developing a foster carer training programme which will support our foster carers to develop the skills required to continue to care for children with complex needs. The majority of our children looked after are living in stable placements. There are a small number of children and young people who have experienced 3 or more placement moves with 12% of CLA experiencing three or more moves in 12 months, an increase from 10% in March 2024. When challenges do arise in placements, we offer Hub meetings chaired by our Placement Stability Lead to explore some of these challenges and develop plans to mitigate them. The Assistant Director and Service Manager for Children We Care For are also currently reviewing the need for a placement stability panel for children that have experienced 2 or more placement moves, or where there is a risk of placement instability.

Children looked after (CLA) who go missing – Between April and March 2025, 52 children looked after went missing for an average of 7 times each. The Evolve team, within the Specialist Adolescent Service, provides contextual safeguarding support and undertakes return home conversations along with the child's social worker. We are working hard to ensure more young people take up these conversations and to ensure that they inform and support the care planning and strategies needed to mitigate risks. Of the 52 children who went missing during the year, 95% were offered a return home conversation, which was on target (95%). When we offered to talk to the young people, 60% agreed, which is also on target (60%).

Adolescent Risk and MARVE - Our Adolescent Social Work Team, Evolve, Edge of Care, Social Care CAMHS and Systemic Family Therapists together form Specialist Service for Families. This approach provides a coordinated offer of support to young people, offering better outreach, earlier preventative intervention and robust support across the spectrum of need for young people. The MARVE (Multi-Agency Risk, Vulnerability and Exploitation) Panel is responsible for providing operational oversight for children at risk of all forms of exploitation. The complexity and vulnerabilities of the children currently held

within the Marve Operational Panel are high and thus the impact and effectiveness of this panel is illustrated throughout the course of the year, therefore profiled targets are set for each quarter. Between April and March 2025, 35 young people's cases were heard at the MARVE Operational Panel and 23 young people had an improved risk rating. This equates to 66% and is above (better) the end of year target of 50%. Nine young people's risk rating remained the same, and one young person now has a worse rating than at the start (criminal exploitation from amber to red). Our ambition is to successfully reduce exploitation risk for children in the borough, deploying a multi-agency and community response.

Permanency - During 2024/25, three children found new families through adoption, lower than the same period last year when nine children were adopted. A growing proportion of children ended their period of care due to a Special Guardianship Order (SGO) being granted; 15% (16 children) between April and December 2025 ceased care due to a SGO being granted, compared to 10% (11 children) for the same period last year.

Transition from care to leaving care: We have developed a whole-service approach to ensure gradual transitions for young people as they approach the age of 18. Linking our Children Looked After and Future First leaving care teams together has enabled us to experience the benefits of an all-age service whilst maintaining the specialism required for our work around permanency and in supporting young people leaving care into adulthood. We help young people plan for their future by writing a Pathway Plan with them that says what they want to do and how we can help them, and 83% of 16–17-year-olds had an in-date pathway plan in March 2025, slightly lower than 89% in 2023/24. Our Personal Advisors are good at building trust with young people and working together with them when they leave care, and we can see this in the quality of the pathway plans. Young people aged 16-17 years who do not have an up to date Pathway Plan will have their plans finalised with them in April 2025.

Care leavers – In Wandsworth, our population of care leavers sits within a stable range, and in March 2025 there were 340 care leavers aged 16-25. Suitability of accommodation for care leavers aged 19-21 was 87% in March 2025 (88% for the same period last year). We understand this figure, and those in accommodation deemed unsuitable are in custody, or live in self-contained temporary accommodation. Care leavers aged 19-21 years engaged in Employment, Education, or Training at the end of March 202 was 57% and slightly lower than the 60% target (61% EET in March 2025). Many of our Care Leavers have ever-increasing complexities, especially around mental health, and behavioural challenges. An ongoing analysis of need was undertaken by the Future First Service Manager and the Head of the Virtual School in the early part of 2025. We are confident that any young person able and wanting to undertake EET activities is being robustly supported to do so, with creative opportunities being delivered by the Virtual School and Future First.

Youth offending - The Youth Justice Service works with children to prevent offending and re-offending. The service has several co-located specialists, providing a multi-disciplinary approach to support, risk management and public protection. Wandsworth Youth Justice Service has been fully integrated into the Specialist Services for Families and are included in joint group supervisions. The latest data shows that in the 12 months up to December 2024, there were 50 young people who were first time entrants to the criminal justice system. This is a rate of 204 and higher than the same period for the previous year (25 first time entrants and a rate of 104). At the end of December 2024, Wandsworth's rate of first-time entrants was higher than both the averages for England (rate 160) and London (rate 192). We are looking at the raw data for first time entrants, to help us ensure local prevention and diversion services are agile and responsive to needs, as they emerge for our young people. There were 18 young people who re-offended (out of 61 offenders, 30%) in the 12 months ending March 2023, down from 33 (out of 82 offenders, 40%) in the 12 months ending March 2022. This places Wandsworth's latest re-offending performance in line with London (also 30%) and better than England (33%). Whilst our Youth Justice Service has a wide range of resources and specialist intervention aimed at reducing reoffending, when a young person's journey with the service comes to an end, we want to ensure the progress they have made continues. We are working closely with Council and community partners to develop a range of step-down options, to strengthen this aspect of our offer. Most of the school aged young people whose youth justice intervention ended in the period April to March 2025 were in education at the end of their order, with 25 of the 26 young people (96%) being in either full or part time education. Wandsworth YJS has a well-developed Out of Court Disposal Panel which encourages discussion and challenge about practice and de

ensuring the impact of offending is considered in deciding suitable, proportionate disposals for our young people. Between April and March 2025, three in five of the young people who were discussed at the panel for the first time were from a Black or Mixed Black ethnic background (43/72, 60%). The YJS continues to address disproportionality by scrutinising data for OOCDs and young people open to YJS to identify what impact this has on the over-representation of Black and Mixed Black children within the system.

Youth service – Eight out of ten young people (81%) aged 13-19 years who regularly participate in youth services in Wandsworth achieved an outcome in the year April to March 2025 (81% in the previous year). Wandsworth now has a well-established Power BI dashboard to support managers in the service track young people's engagement and outcomes more effectively and there is ongoing management oversight to ensure timely recording takes place.

Education

Ofsted Inspections – Wandsworth remains strong with almost all our schools (96%) rated good or outstanding, and we are better than target (95%) for end of year.

Special Educational Needs and Disabilities (SEND): At the end of Q4 of 2023-24, Wandsworth completed all the Education Health Care Plans (EHCP) for children with special needs within 20 weeks. The service has kept up this outstanding performance through the year through rising numbers of requests. The number of children with an EHCP at the end of March 25 was 3190.

Last year, we started to look more closely at how quickly we update the plans for children with special needs each year (EHCP Annual Reviews), this is a statutory requirement. More than eight out of every 10 (85%) of drafted amended EHCPs were issued within 8 weeks of the annual review decision. This is an improvement from 59% in Quarter 4 of 2022-23 reflecting better timeliness. We are also reporting a second Annual Review of EHCPs indicator for the first time this year showing that 76% of EHCP annual review decisions were made within 4 weeks. This indicator is more influence by the timeliness of assessments that are outside of the CS teams. Both Annual Review Indicators have shown performance that has exceeded targets for the year.

16–17-year-olds who are Not in Education, Employment or Training status - NEET (including those whose status is not currently known):

We have led in robust and coordinated partnership working with stakeholders to gather young people's destinations through various communication means and data sources. The Team has been utilising the Education, Employment and Training provision currently available such as Jumpstart to Success, Spear and study programmes with the London Learning Consortium. The offering of Functional skills in Maths and English has been a particularly effective strategy in engaging many young people who are NEET. The current proportion of children who are NEET was 4.1 at the end of the year, better than the previous year when we had 4.5% in the NEET cohort. This means we are better than target for the year.

Attainment in Early Years FSP Good Level of Development - Wandsworth results increased from 72% to 74% and remained above national and London average.

Attainment- Key Stage 2: Attainment of children at the end of primary school was increased in the proportion of children who reached expected or higher standard in reading, writing and Maths since last year increasing by 2 percentage point from 66% to 68%. Children in Wandsworth achieved above National of 61% and slightly below the London average of 69%. Similar proportions of children reached the higher standard in reading, writing and maths compared to London (12%) above the national average of 8%.

Attainment- Key stage 4 (GCSEs): - Outcomes in Wandsworth continued to be above London and national averages in key headline indicators for Key Stage 4. 59% of young people achieved a 9-5 grade in English and Maths in 2024, an increase of 3 percentage points compared to the previous year and well above the national level of 46% and 55% for London.

Attainment - A-levels: Revised data for KS5 was released on 13th Feb 25. We can now report that there was improvement in terms of Average Point Score for the academic courses, rising from 32.6 in 2023 to 33.1 in 2024, increasing, but remaining just below the national average of 34.4. This was just below target of 34. Wandsworth has a very inclusive sixth form offer, and we are doing a deep dive on A' Level attainment as we now have the full revised data set for 2024 performance.

Our Think Attendance initiatives have continued to grow with a range of activities undertaken in the lead up to the introduction of the statutory guidance in August 2024 and more beyond. This is showing some positive results in relation to absence rates overall.

Persistent Absence of 10% or above (PA) - Wandsworth primary persistent absence rate decreased from 16.6 to 13.9 for full academic year 2023-24 compared to previous academic year. Performance was still better than National and London averages.

The PA rate in secondary schools for 2023-24 academic year was 19.2 compared to 22.1 the previous academic year showing improved performance. Better again than both national and London for the full academic year.

Severe Absence of 50% or above (SA) – For primary school children the rate proportion of SA children increased slightly to 1.1 from 0.7 over the last academic year. National rates also increased from 0.7 to 0.9 and London remained the same at 0.8. Wandsworth primary SA rose slightly above both London and National.

The SA rate in secondary school children improved from 2.4 to 1.9 over the academic year. This was lower than the London and England average in contrast to those comparators which both increased.

Exclusions The latest provisional permanent exclusion rate was 0.07 in all schools, which was a slight increase on the previous year 0.06. There are no published figures to compare until June 2025.

Suspensions in schools have been rising nationally, Wandsworth suspensions have also risen overall, however, our rise has been slower than national. For primary schools' provisional figures show a rate of 1.02 increasing from 0.71 the previous year. In secondary schools the provisional rate was 8.6 compared to 7.4 last year. As exclusions figures are lag, we won't have national comparators until July 2025. We will then be able to do a fuller comparative analysis of exclusions and suspensions overall and for pupil groups.

In 2025, an estimated 62% of **2-Year-old children benefited from funded early years education**. This was slightly lower than the previous year. We are implementing a focused approach to partnership working in support for vulnerable 2-year-olds. Moving forward we will conduct visits to providers across the EY sector serving our vulnerable 2-year-olds to better understand their experience, assess space allocation, quality and obstacles to expansion.

% Achievement rate for adults funded through the adult education budget. Our adult skills achievement rate continues to be above 9 out of 10 adults achieving their assessment outcomes, this is 92% against a target of 90%.

ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

| DI Codo | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|-----------------------|--|---------|---|--------------|-----|---|
| Pi Code | Pi Name | Value | ie Value Target | | DoT | Note |
| Chief E | xecutive's Group | - | - | - | | |
| WCEG- PPA- 001 | Council Tonnes of CO2e emissions (Scope 1 and Scope 2) (Minimise) | 11,504 | Data not yet available | Data only | TBC | Result will not be available until the end of 2025/beginning of 2026. |
| | Borough-wide Kilotons of CO2e emissions (Scope 1 and Scope 2) (Minimise) | 761.7 | Data for 2023 available in June 2025. | Data only | TBC | Latest result available is for 23/24 (761.7) and relates to calendar year 2021. Data is published 2 years in arrears in June each year by the Department for Business, Energy and Industrial Strategy. |
| Environ | ment and Community Services Dire | ctorate | | | | |
| WECS- CLLS- 001 | Physical visits to library sites - rate per 1,000 population | 3,389 | 3,918 | 3,424 | | Physical visits continue to rise showing that residents are attending library buildings for many reasons aside from physical book borrowing e.g. computers, advice, activities, groups, events, study space etc. |
| WECS- CLLS- 004 | Number of library issues (Hard Copy & Electronic) per 1,000 population | 5.416 | 5,965 | 5,473 | 1 | Split is approximately 28% e-issues and 72% physical issues as against 25% / 75% last year. |
| WECS- CPL- 003 | Total number of new Trees planted annually | 350 | 311 | 350 | • | We achieved our overall targeted of planting 1,000 trees in 2024/25. This included 696 replacement trees and 311 new trees. We seek to minimise felling of trees and will only do so as a last resort. The number of trees that require replacement varies between 500 and 700 trees per year, depending on factors such as drought, storms, or disease spread. This year, unfortunately, the number of trees that needed to be replaced was higher, meaning we were unable to plant as many new trees as expected. |
| WECS- CPL- 004 | Total number of replacement Trees planted annually | 459 | 696 | 650 | 1 | A total of just over 1,000 trees were planted in 2024/25. This included 696 replacement trees and 311 new trees. We seek to minimise felling of trees and will only do so as a last resort. The number of trees that require replacement varies between 500 and 700 trees per year, depending on factors such as drought, storms, or disease spread. |

| DI O - I- | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|----------------------|---|---------------|---------------|---------------|-----|--|
| Pi Code | PI Name | Value | Value | Target | DoT | Note |
| WECS- CPL- 007 | Total number of Green Flags awarded | 6 | 7 | 8 | | 7 out of our submissions for Green Flag status were successful, which represents an increase compared to the previous year. We have taken into consideration the learning and feedback we received and have incorporated this into the preparations for our 2025/26 submission. |
| WECS- CPL- 005 | Number of times people used the Council's swimming pools, leisure centres and sports facilities - rate per 1,000 population | 13,577 | 14,760 | 14,000 | | |
| | Number of times those eligible under the Access for All scheme used our leisure and sports centres per 1,000 population | N/A NEW | 156 | 106 | N/A | The total numbers for the 3-month period July to September '25 were not able to be reported, so therefore this result is underreported by an entire quarter yet still exceeded the full target, indicating the success of the Access for All rollout. |
| WECS- CWR- 001 | KG household waste per head of population (<i>Minimise</i>) (<i>1QA</i>) | 72 (Q3) | 73 (Q3) | 70 (Q3) | • | Reported a quarter in arrears and for 3 months in year. Q3 data (for 3-month period October to December 2024) shown with comparative period in previous year. Quarter 3 waste arisings is typically higher than in other quarters. As part of the ongoing Cleaner Borough communications programme there will continue to be messages to residents about importance of recycling and waste minimisation. |
| WECS- CWR- 002 | % of Household waste sent for reuse, recycling and composting (<i>1QA</i>) | 23.8% (Q3) | 29.5% (Q3) | 25.6% (Q3) | 1 | Reported a quarter in arrears and for 3 months in year. Q3 data (for 3-month period October to December 2024) shown with comparative period in previous year. |
| WECS- CWR- 003 | Reports about non collection of domestic waste per 100,000 bins collected (<i>Minimise</i>) | 60.67 | 175.37 | 70 | • | This is an annual (12 month) result measuring reports received per 100,000 bins collected. In the last 3 months of 2024/25 (January to March '25) performance (130.52) improved significantly by 55% compared to the rate for the 3 month period July-September (288.19); it was also a 21% improvement on the rate (164.7) for the 3 months October-December. This improvement in the rate of missed collections has continued into the first months of 2025/26 with the missed collection rate falling to 112 in May. |

| DI Codo | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|----------------------|--|---------|--------|--------------|-----|--|
| Pi Code | Pi Name | Value | Value | Target | DoT | Note |
| | | | | | | The annual figure reflects the impact of the major service changes introduced in June 2024. A targeted action plan has been put in place to bring missed collections down. The impact of these actions can be seen in the improvements seen in the Q4 figure and into 2025/26. Actions taken include greater scrutiny on crews and poor performing crews, including a range of pre/post collection-round checks on key sites, implementing new Whitespace in cab technology which is providing a step change in monitoring due to provision of real time monitoring and collection data. Further actions will be identified and delivered to continue to bring the rate down. If missed collections continue, in excess of the target, the Council will continue to levy financial penalties upon the contractor Serco In addition to the action taken to drive down missed collections the contractor and Council have committed considerable effort in a rapid rectification of missed collections, with a number of missed collections resolved on the same day that they were reported. Note on the data - This KPI return is based on unvalidated data so this total includes duplicate cases, cases when Serco could not get access to the property, reports before the crew have arrived, and incorrect presentation by residents e.g. where there is contamination, bins put out after collection, in wheelie bins, soil or excess garden waste etc. |
| WECS- HOS- 001 | Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity) | 16,702 | 15,343 | Data only | N/A | |
| | % of public streets with acceptably low levels of litter and detritus after cleansing | 97.9% | 99.4% | 98.5% | | |
| ENS- | % of monitoring stations achieving the particulate air quality objectives (PM10) (12 month rolling period) | 100% | 100% | 100% | 1 | |

| | DI Nome | 2023/24 | 2 | 024/25 | | 2024/25 |
|----------------------|--|------------|-------|--------------|-----|---|
| PI Code | PI Name | Value | Value | ue Target | DoT | Note |
| WECS- ENS- 008 | % of known construction sites compliant with GLA Emission Standards for non-road mobile machinery (NRMM) | 100% | 100% | 95% | ı | |
| | Number of interventions by Compliance Officers for engine idling (No Polarity) | 8,355 | 5,982 | Data only | N/A | |
| | % of reportable monitoring locations achieving the Nitrogen Dioxide air quality objectives (mean concentration of NO2 must not exceed 30 µg/m3 over a 12 month rolling period) | N/A NEW | 94% | 100% | N/A | The targets are set for air quality to achieve the national air quality objectives. It was agreed at the beginning of the year that setting a lower threshold (target) would not be appropriate. Whilst air quality is improving generally, there are still some locations that exceed the criteria. The reasons for exceedance include motor vehicle use and congestion. The RSP is currently preparing Air Quality Action Plans that will set out the councils' plans to help tackle air quality over the next 5 year horizon however, the council is not in control of busy and congested roads owned and operated by TfL. |
| | % of monitoring stations achieving the particulate air quality objectives (PM2.5) (12 month rolling period) | N/A NEW | 0% | 100% | N/A | Of the 5 monitoring stations measuring PM2.5 all exceed the 10PM2.5 WHO INTERIM objectives. It is important to note that this is new monitoring and as the data settles, we will get a better picture of the coming year. |
| WECS- ENS- 013 | Number of schools where RSP engagement has taken place | N/A NEW | 45 | Data only | N/A | |

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

| DI Codo | DI Nome | 2023/24 | 2024/25 | | | 2024/25 | | | | |
|---------|--|---------|---------|--------|-----|---------|--|--|--|--|
| Pi Code | Code PI Name | | Value | Target | DoT | Note | | | | |
| Enviror | Environment & Community Services Directorate | | | | | | | | | |
| | Number of private sector dwellings with serious hazards identified and removed | 209 | 219 | 180 | | | | | | |

| | | | | | | LIND TEAN 24-23 CONFORMIL FLAN RETRESOLITS |
|----------------------|---|---------|-------|--------------|-----|--|
| DI Code | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
| Pi Code | ri Name | Value | Value | Target | DoT | Note |
| WECS- ENS- 004 | % of HMOs inspected within 20 working days of valid application | 90% | 82% | 80% | • | |
| WECS- ENS- 005 | Number of long term (2+ years) empty properties returned to occupation | 48 | 42 | 39 | • | |
| Finance | Directorate | | | | | |
| | % of In Year collection for Service Charges | 88.7% | 88.2% | 90% | • | |
| WFIN- RS-007 | Number of local authority tenants with 7+ weeks of (gross) rent arrears as % of number of council tenants (<i>Minimise</i>) | 13.7% | 13.1% | Data only | | This KPI is monitored on an information basis only. The managed migration of legacy benefit claimants to Universal Credit (UC) will continue in 2025/26 with Employment Support Allowance (ESA) expected to complete migration by December 2025. April 2025 will see the introduction of changes to the Department of Work and Pensions (DWP) deductions to UC. From April the minimum deduction for rent arrears reduced from 20% to 10% or 15%, which will have an impact on the amount of tenants remaining on 7+ weeks of arrears for a longer period. |
| WFIN- RS-008 | All rent arrears (residential, non- residential and leasehold HHW) as % Gross Collectable Debt (<i>Minimise</i>) | 8.2% | 7.7% | 9% | • | |
| Housing | g & Regeneration Directorate | | | | | |
| WHR- HM-001 | % of Repairs completed in local target times across all priorities | 85% | 81% | 85% | | Performance is weaker with one contractor in one contract area which is having a negative impact on the overall figure. Steps are being taken to address that issue and bi-weekly meetings are being held between the council and the contractor to monitor progress. |
| | % of Emergency repairs completed in local target times | 98.1% | 97% | 98% | • | |
| WHR- HM-003 | % of Cleaning inspections on residential blocks and estates that received a grade B or above | 96.3% | 97.8% | 90% | | |

| - · | | 2023/24 | 2 | 024/25 | | 2024/25 |
|----------------|--|---------|-------|--------|-----|---|
| PI Code | PI Name | Value | Value | Target | DoT | Note |
| | % of Tenanted properties where last recorded gas service has taken place in last 12 months | 99% | 99.1% | 99% | • | |
| | % of Non-decent council homes (<i>Minimise</i>) | 5% | 5% | 5% | 1 | The Council is in the process of developing a 5-year Stock Condition Survey programme which will inspect 100% of Council owned properties. The programme will aim to complete inspections of 20% of properties each year. |
| WHR- HM-006 | Average time (in days) to get a new tenant into an empty Council home (<i>Minimise</i>) | 37.34 | 39.75 | 32 | • | The average void turnaround time for Q4 is higher than usual due to delays with a particular void contractor, and a number of refusals of offers of accommodation. Work is being undertaken with the void contractor to improve performance. |
| | % of Follow-up actions after noise complaint completed within 5 days | 90.5% | 94% | 95% | | |
| WHR- HS-001 | Number of Under Occupation Transfers | 69 | 89 | 102 | | The number of under occupation moves was lower than the target of 102 for 2024/25, although there were a further 15 offers at the close of the year and noting that, throughout the year an additional 98 offers were made to downsizers however these were refused. The teams are working to further promote the incentives of the downsizing scheme to improve performance and increase the number of accepted offers next year. |
| | Number of households living in Temporary Accommodation (Minimise) | 3,802 | 4,143 | 3,725 | • | The homelessness demand throughout 2024/25 has been increasing locally, regionally and nationally, with domestic abuse being one of the biggest causes of homelessness. This can be challenging to prevent. Furthermore, the number of private rented sector evictions is increasing, and the rising rental costs are placing further pressure on local authorities when sourcing affordable and suitable accommodation. However, the number of homeless cases prevented has been rising and the introduction of the new landlord incentives is proving to be effective in supporting households into affordable accommodation. |
| WHR- HS-003 | Households in B&B as a percentage of all households in Temporary Accommodation (<i>Minimise</i>) | 1.9% | 2.1% | 6% | • | |

| Pl Code | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|----------------|---|---------|-------|--------|-----|--|
| FICOUE | ri Name | Value | Value | Target | DoT | Note |
| WHR- HS-004 | Number of family households with dependent children in B&B accommodation for 6 weeks+ (<i>Minimise</i>) | 0 | 1 | 0 | • | The household had accepted and signed up for a PSL accommodation prior to any 6-week breach. However, there was a delay in moving to the property due to essential repairs not being completed. |
| WHR- HS-005 | Number of homeless cases prevented | 288 | 436 | 415 | | |
| WHR- HS-006 | Number of properties where major disability adaptations have been completed | 294 | 319 | 190 | | |
| WHR- SD-001 | Overall Tenant satisfaction with Housing Service | 64% | 65% | 60% | | |
| WHR- SD-002 | Overall Leaseholder satisfaction with Housing Service | 64% | 67% | 55% | | |
| WHR- SD-005 | Number of House Purchase Grants | 26 | 24 | 40 | • | The number of completions to date is lower than anticipated due to a challenging housing market in 2024 as mortgage rates remained high. The outlook looks more optimistic as it is predicted that mortgage rates will continue to fall throughout the 25/26 financial year. |

FINANCE OVERVIEW AND SCRUTINY COMMITTEE

| DI Codo | PI Name | 2023/24 | 2024/25 | | | 2024/25 | | | | |
|---------|--|------------|-----------------------|--------|------|--|--|--|--|--|
| Pi Code | ri Name | Value | Value | Target | DoT | Note | | | | |
| Adult S | Adult Social Services & Public Health Directorate | | | | | | | | | |
| -BOS- | Number of resettled refugee families by end of 2025 through Safe and Legal routes consultation | N/A NEW | Data not available | 5 | IN/A | This KPI will be monitored for the first time in calendar year 2025; data should be available by end of Q3 in 25/26. Achieving the target is dependent on identifying suitable properties in the Private Rented Sector for families. | | | | |
| | % of welcome visits completed for Ukrainian refugees | 90.7% | 96.1% | 90% | • | | | | | |

| | | | | | | LIND TEAR 24-25 CONTONATE TEAR IN TRECOETS | | | | |
|---------------------------------|---|---------|-----------------|--------------|-----|--|--|--|--|--|
| Pl Code | PI Name | 2023/24 | 2023/24 2024/25 | | | 2024/25 | | | | |
| 110000 | | Value | Value | Target | DoT | Note | | | | |
| Children's Services Directorate | | | | | | | | | | |
| WCS- CLA- 006 | Number of unaccompanied asylum- seeking children (UASC) in Wandsworth care (No Polarity) | 19 | 18 | Data only | N/A | | | | | |
| Change | & Innovation Directorate | | | | | | | | | |
| | | | | | | This result applies to a full year. | | | | |
| WCID- CUS- 001 | Customer Centre: Telephone Service Level - Calls answered within 20s (7 rings) (%) | 46.8% | 56% | 60% | | Contact centres are operating at full staffing capacity with minimal absence and reduced attrition compared to previous years. This improvement in staff retention is due in part efforts to ensure a supportive and collaborative work environment. Customer Services conducts monthly training sessions to multi-skill officers across various services. This training aims to enhance staff resource utilization and reduce wait times. Additionally, we jointly work with key services to reduce demand on phones and in-person visits by improving web services information and self-service options, particularly during service changes or high-demand periods such as annual billing. This continual improvement focus has | | | | |
| | | | | | | already helped to reduce these peaks in demand and provide a better customer experience. Customer feedback has been overwhelmingly positive with many customers praising the efficiency and helpfulness of advisors. | | | | |
| WCID- CUS- 002 | % of Customers requesting a Face to Face appointment who have to wait for more than two days (Minimise) | 0% | 0% | 0% | • | | | | | |
| Chief E | xecutive's Group | | | | | | | | | |
| WCEG- CAP- 001 | Number of people offered advice through Citizens Advice Bureau | 12,039 | 11,833 | 9,500 | • | Result is still considerably above contractual target. | | | | |

| DI Codo | DI Nama | 2023/24 | 2 | 2024/25 | | 2024/25 |
|----------------------|---|------------|-------|--------------|-----|---|
| Pi Code | PI Name | Value | Value | Target | DoT | Note |
| WCEG- EDO- 001 | Number of residents engaged/supported to find work through the Council's employment service | 903 | 686 | 450 | • | Targeted outreach to specific areas such as Roehampton, Doddington, Patmore and Savona have resulted in higher engagement with residents interested in looking for work. During 25/26, this outreach will now be focussed on the Connect to Work cohort of residents with multiple and complex needs. |
| WCEG- EDO- 003 | Number of Wandsworth Work Match Secured Jobs | 332 | 286 | 300 | • | Jobs secured in 2024/25 are just shy of the target; this is due to construction jobs not picking up until later in the year. The jobs market has slowed down in Q4 with employers more reluctant to advertise roles. |
| WCEG- EDO- 004 | % point difference between Wandsworth's employment rate and that for London | 5.3% | 6.2% | Data only | | Data from Nomis and based on Jan-Dec '24 and on the age range 16-64. Wandsworth's employment rate was 81.8% and the average for London was 75.6%. This means Wandsworth's employment rate was 6.2% higher than the London average. |
| WCEG- EDO- 005 | % point difference between Wandsworth's claimant count rate and that for London | 1.7% | 1.7% | Data only | 1 | Data from Nomis and based on March 2025 and using the age range 16-64. Wandsworth's claimant count percentage was 4.4% and the average for London was 6.1%. This means Wandsworth's claimant count was 1.7% lower than the London average. |
| WCEG- EDO- 006 | Number of in person and blended learning courses completed which are provided through the Councils employment service | N/A NEW | 368 | 175 | N/A | Post Covid, residents have fully returned to in person training. With particular focus on training for specific sectors e.g. construction CSCS cards, retail, hospitality, catering and healthcare. |
| | Number of residents accessing E learning courses provided through the Council's employment service | N/A NEW | 72 | 125 | N/A | Less residents are engaging with the e learning as their preference is to attend the in person training. |
| Environ | ment & Community Services | | | | | |
| WECS- ENS- 001 | % of high risk food premises inspected within the defined timescale | 100% | 97% | 100% | • | All Category A completed, 6 outstanding Category B for inspection in April. |
| WECS- ENS- 002 | % of New high-risk massage & special treatment premises inspections carried out within 28 working days of valid application | 94% | 41.6% | 95% | • | This is a difficult target to monitor since the date the premises becomes ready for business cannot easily be identified. The Food and Safety team continues to suffer from sickness and vacancies within the team. We have lost more officers than we have been able to recruit and need to balance food inspections with inspection of high risk massage and special treatment (MST) premises; this consists not only of new applications but also variations and renewals. Recruitment for a |

| DI Codo | PI Name | 2023/24 | 2 | 024/25 | | 2024/25 |
|-----------------|---|---------|-------|--------|-----|---|
| Pi Code | Pi Name | Value | Value | Target | DoT | Note |
| | | | | | | contractor to undertake this work has proved difficult. 6 new high risk MST applications were referred to the F&S team for inspection during Q4, but the target was missed for 1 due to it being reallocated to the team following the contractor leaving. |
| Finance | Directorate | | | | | |
| WFIN- FM-001 | % of Invoices paid on time (within 30 days or agreed terms) | 88.6% | 90.5% | 87% | | |
| WFIN- FM-002 | Sundry debt collection (Wandsworth) | 91.1% | 94% | 90% | | |
| WFIN- FS-001 | % of new contracts and extended contracts to pay the Real Living Wage | 100% | 100% | 100% | ı | |
| WFIN- RS-001 | Council Tax Collection rate | 97.7% | 97.8% | 98% | | |
| WFIN- RS-002 | Non-Domestic Rates (Business Rates) Collection rate | 98.6% | 97.5% | 98% | • | |
| WFIN- RS-003 | Average time for processing new Council Tax Reduction claims (days) (<i>Minimise</i>) | 22.22 | 21.72 | 22 | | |
| WFIN- RS-004 | Average time for processing new Change in Circumstances Council Tax Reduction claims (days) (<i>Minimise</i>) | 9.78 | 9.09 | 10 | • | |
| WFIN- RS-005 | Average time for processing new Housing Benefit claims (days) (<i>Minimise</i>) | 22.35 | 22.8 | 22 | • | Some improvement has been made in the fourth quarter however an increase in workloads and lack of staff capacity has affected performance. The work required for the migration to Universal Credit has had a bigger impact than envisaged and this work has continued to the end of the financial year (and into 2025/26). Adjustments to allocation of staff across the service have been made to ensure improvements in performance into 2025/26. |
| WFIN- RS-006 | Average time for processing new Change in Circumstances Housing Benefit claims (days) (<i>Minimise</i>) | 10.48 | 8.34 | 10 | | |

TRANSPORT OVERVIEW AND SCRUTINY COMMITTEE

| DI Codo | PI Name | 2023/24 | 2024/25 | | | 2024/25 |
|----------------------|---|---------|---------|--------|-----|---|
| Pi Code | Pi Name | Value | Value | Target | DoT | Note |
| Chief E | xecutive's Group | - | - | | - | |
| | % of Major planning applications processed within 13 weeks or statutory timeframe | 89.3% | 92.0% | 80% | | |
| WCEG- P-002 | % of Non-Major planning applications processed within 8 weeks or statutory timeframe | 80.3% | 91.0% | 75% | | |
| WCEG- P-003 | % of Council's decisions on major and non- major applications in the assessment period which are overturned at appeal (<i>Minimise</i>) | 1.08% | 1.05% | 5% | | |
| | Number of on-street cycle parking spaces added | 476 | 606 | 600 | | |
| WCEG- T-002 | Number of Electric Vehicle (EV) charging sockets (EVCP) added in the Borough | 472 | 239 | 200 | • | In 24/25, 239 lamp column chargepoints (53 under the 2023 ORCS programme and 186 under the 2024 ORCS programme). |
| | % of Primary schools operating school streets | 42.6% | 51.7% | 50% | | In 24/25, trials for 3 school streets were launched in June 2024 (Heathmere Belleville Webbs Site, and Brandlehow) and trials for two additional school streets were launched October 2024 (Belleville Meteor Site and All Saints). Additionally, one school closed in 24/25. This delivery results in achieving the WESS target for 50% of primary schools to have school streets by 2025. |
| WCEG- T-004 | % of Trips by borough residents made by sustainable modes (walking, cycling and public transport) | 75% | 76% | 75% | | Result is a two-year average of 2022/23 to 2023/24, making it more robust than the prior year's data (basis of target) that was based only on one year of data. |
| | % of Trips by borough residents made by active modes (walking, cycling) | 49% | 47% | 49% | • | Result is a two-year average of 2022/23 to 2023/24, making it more robust than the prior year's data (basis of target) that was based only on one year of data. |
| Environ | ment & Community Services Directorate | te | | | | |
| WECS- HOS- 002 | % Attendance to all Dangerous Highway defects within 24hrs of notification | 100% | 100% | 100% | | |