

Ambitious for Croydon performance framework

GROWTH

| What outcome are we seeking for the borough? | How will we measure our success? * <i>new measure to be developed</i> |
|---|---|
| <p>NEIGHBOURHOODS, DISTRICT CENTRES, PLANNING To create a place where people and businesses want to be</p> | <ul style="list-style-type: none"> • The growth and survival rates of small and medium enterprises • Occupation rates (businesses) <ul style="list-style-type: none"> ○ Borough overall* ○ Town centres* ○ by District centre* <p>The number of apprenticeships created within the borough*</p> |
| <p>JOBS & THE ECONOMY To enable more local people to access a wider range of jobs</p> | <ul style="list-style-type: none"> • The overall employment rate and reducing the gap between highest and lowest wards • The long-term unemployment rate • The % working age people on benefits • The % of young people who are not in education, employment or training • The % of people aged 18-24 who are claiming Job Seeker's Allowance • The volume in M² of commercial space delivered within the borough* |
| <p>CULTURE To grow a thriving and lively cultural offer which engages communities and supports regeneration</p> | <ul style="list-style-type: none"> • Number of events representing the diverse community of Croydon* • The number of locally-delivered cultural events and programmes across the borough* • Visitor reach – the distance travelled by people to visit Croydon (annual sample)* |
| <p>EDUCATION & LEARNING To enable people of all ages to reach their potential through access to quality schools and learning</p> | <ul style="list-style-type: none"> • The % children achieving good outcomes at the early years foundation stage • The % of state-funded schools judged good or outstanding by Ofsted • The % parents offered one of top 3 school choices for their children • Reducing the gap in attainment at Key Stage 2 and Key Stage 4 between the highest and lowest performing wards. • Educational attainment by age 19 • The proportion of residents educated to degree level or above |

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| <p>HOUSING</p> <p>To provide a decent, safe and affordable home for every local resident who needs one</p> | <ul style="list-style-type: none"> • The no. of new homes created for local people (split by affordable & market rate) • The no. households accepted as homeless • The no. households in emergency accommodation • The % of council stock that meets the decent homes standard • The % of private sector rental housing stock that meets decent standards* • The no. of empty properties returned to use* |

INDEPENDENCE

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| <p>EARLY INTERVENTION</p> <p>To help families be healthy and resilient and able to maximise their life chances and independence</p> | <ul style="list-style-type: none"> • The % of "troubled families" turned around (as measured by achievement of outcome payment criteria) • The % of eligible two, three and four year olds accessing funded early education • % of older people who were still at home 91 days after discharge from hospital into reablement /rehabilitation services • % of people who use services and carers, who reported that they had as much social contact as they would like • The % social care clients who receive short term services to maximise independence who then do not need ongoing support* • The % of people who use services and carers who find it easy to find information about support • The rate of pregnancies for girls aged under 18 • The late diagnosis rate for HIV |

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| <p style="text-align: center;">HEALTH</p> <p>To help people from all communities live longer, healthier lives through positive lifestyle choices</p> | <ul style="list-style-type: none"> • The average years of healthy life expectancy and reducing the gap between wards with the highest and lowest life expectancies • Proportion of children aged 10-11 classified as overweight or obese. • The prevalence of smoking within the local population • The rate of self-reported wellbeing • The rate of alcohol-related admissions to hospital • The proportion of people who complete psychological therapies (IAPT) who are moving to recovery • The average no. of premature years of life lost to cardio-vascular disease • The Measles, Mumps and Rubella Vaccination rate at age 5 • The proportion of adults classified as obese* |
| <p style="text-align: center;">SAFEGUARDING</p> <p>To protect children and vulnerable adults are from harm and exploitation</p> | <ul style="list-style-type: none"> • The % of audits of children's social care case files where the case is rated good or better* • The no. of children looked after and child protection cases per 10,000 children within the borough • % of single assessments (children's) carried out within 45 days • The average time between a child entering care and adoption • The number of children being adopted • The % of concluded adult safeguarding investigations where action resulted in risk reduction or removal • The % of ASC assessments carried out within 45 days • The % of adult social care clients who (a) feel safe (b) are satisfied with their care and support |
| <p style="text-align: center;">TACKLING THE COST OF LIVING CRISIS</p> <p>To help families and individuals be more financially resilient and live affordable lives</p> | <ul style="list-style-type: none"> • Average weekly rent as a percentage of gross average weekly earnings • The % of Households receiving welfare benefits • % of job seeker's allowance claimants (as a proportion of the resident population aged 16-64). • The proportion of children living in poverty (as defined by DWP) • The % of residents who are paid the London Living Wage* (as per GLA data) |

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| | <ul style="list-style-type: none"> • No. of families supported through the discretionary scheme* • No. of families being provided with debt / budgeting advice* |
| <p>DOMESTIC VIOLENCE AND SEXUAL EXPLOITATION To prevent domestic and sexual violence where possible, support victims and hold perpetrators to account</p> | <ul style="list-style-type: none"> • The incidence of domestic and sexual violence • The sanctioned detection rate for Domestic Abuse and Sexual Violence (DASV) • The rate of repeat incidence of DASV |

LIVEABILITY

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| <p style="text-align: center;">CLEANER & GREENER To create a place that communities are proud of and want to look after as their neighbourhood</p> | <ul style="list-style-type: none"> • The no. fly-tips reported by the public • The no. fly-tips cleared • % fly-tips cleared within target time • The no. fixed penalty notices issued for envirocrime (including fly-tips) • The % of household waste, reused, recycled, composted or treated |
| <p style="text-align: center;">PARKS & OPEN SPACES To make parks and open spaces a cultural resource</p> | <ul style="list-style-type: none"> • The no. cultural events in parks* • No of Croydon residents who volunteer, or are involved with their local parks* |
| <p style="text-align: center;">POLICING & CRIME To create a place where people feel safe and are safe</p> | <ul style="list-style-type: none"> • Resident perception of crime levels and personal safety* • Crime indicators as defined by the Mayor's Office for Policing and Crime for <ul style="list-style-type: none"> ○ Burglary ○ Vandalism/criminal damage ○ Theft of motor vehicles |

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| | <ul style="list-style-type: none"> ○ Theft from motor vehicles ○ Robbery ○ Theft from person ○ Violence with injury ● No. of recorded incidents of antisocial behaviour ● Resident confidence in policing* |
| <p>ROADS & TRANSPORT / STREETS To build a place that is easy and safe for all to get to and move around in</p> | <ul style="list-style-type: none"> ● The number of passenger journeys to travel to work (from / across Croydon) and those who travel into Croydon for work* ● The rate of casualties for cyclists and pedestrians ● The % roads for which maintenance is considered necessary ● The no. new kilometres of cycle lanes and quiet ways implemented during the year* ● The no. of new kilometres of road repaired during the year* ● The % of street lights currently in use* ● Average vehicle flow rates and congestion levels* ● The no. of road schemes where 20MPH zones introduced* |
| <p>SPORT To improve wellbeing across all communities through sport and physical activity</p> | <ul style="list-style-type: none"> ● Participation rates in sporting activity ● The % of adults meeting at least minimum recommended levels of physical activity ● The no. community sports clubs* |

ENABLING CORE

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| FINANCE & CHANGE To be innovative and enterprising in using available resources to change lives for the better | <ul style="list-style-type: none"> • Progress with corporate plan outcomes • % budget delivered to original budget target • Cash collection rate for <ul style="list-style-type: none"> ○ Council tax ○ National non domestic rates ○ Housing rent • Net cost per m² of Council asset base |
| FINANCE & CHANGE To have the right people with the right skills in the right jobs | <ul style="list-style-type: none"> • The % of front-line to enabling staff within the council* • The % of the council's fixed-time equivalent workforce who are agency workers |
| FAIRNESS & EQUALITIES To drive fairness for all communities, people and places | <p>A suite of fairness measures to be determined in discussion with the Fairness Commission. Potentially to include measurements of the "gap" in terms of deprivation, benefits claimant rates, educational attainment, employment and life expectancy</p> |
| OPEN & ACCOUNTABLE To be digital by design in meeting the needs of local people | <ul style="list-style-type: none"> • The number of digital enquiries and service requests received • The % of resident enquiries and service requests that are resolved digitally |
| OPEN & ACCOUNTABLE To be open and transparent and put communities at the heart of decision-making | <ul style="list-style-type: none"> • The % of freedom of information requests responded to within statutory time frame • The % of complaints received by Information Commissioner that are upheld • The no. of customer complaints escalating to stage 2 of the council's formal complaints process |