



APPENDIX B
Mayor's Business Plan 2022-26
Performance Report
February 2024



As I complete my second year in office as Croydon's first Executive Mayor, I am proud of the progress my Administration has made. Whilst we are still on a journey of improvement, I have been relentless in my pursuit of tackling the Council's toxic financial legacy and providing the much-needed discipline, leadership and sound governance this Council lacked. We have not been subject to a S114 notice for some time and are tightly managing all parts of our budget, with Government recognising that Croydon continues to make good progress.

This quarter, I have continued to engage with key partners to continue to restore pride in our borough. Growing confidence in the borough was recognised by Howard Dawber, Deputy Mayor of London for Business, who on a recent visit identified Croydon as a 'high priority' for investment due to its 'enormous potential.' London Gatwick has also signed an Economic Growth Charter with the Council further strengthening confidence in Croydon with the airport generating over £265 million for Croydon's economy in 2023, supporting over 3,600 local jobs.

I have also continued to deliver one of my key priorities which was to restore faith in the planning system. We have revised the Local Plan, which goes out to consultation this month, removing intensification zones, protecting character, and emphasising design over density.



We remain committed to delivering new affordable homes for Croydon residents, but not at the expense of quality standards. I was delighted that we secured £53 million of Government housing grant through the GLA to rebuild Regina Road, providing safe, well-designed council homes for generations to come.

I have also been working to revitalise our district centres and the Council has now received a planning application from Polaska to build a pool and leisure centre in Purley, along with a new public square which will help regenerate Purley and boost the local economy. The second blitz clean campaign is underway in Thornton Heath, part of my ongoing commitment to making our streets and district centres cleaner.

'Listening to Croydon' residents was a key commitment in my manifesto, and I recently hosted 'Mayor's Question Time' sessions in Sanderstead and South Norwood and I will continue to host these sessions across the borough. I am immensely proud of our year as the London Borough of Culture, and the excellent exhibitions at Museum of Croydon: REWIND: This is Croydon's Music, Routes to Roots and Little Manhattan which provided an opportunity to celebrate our unique identity, communities, rich heritage, and creativity.



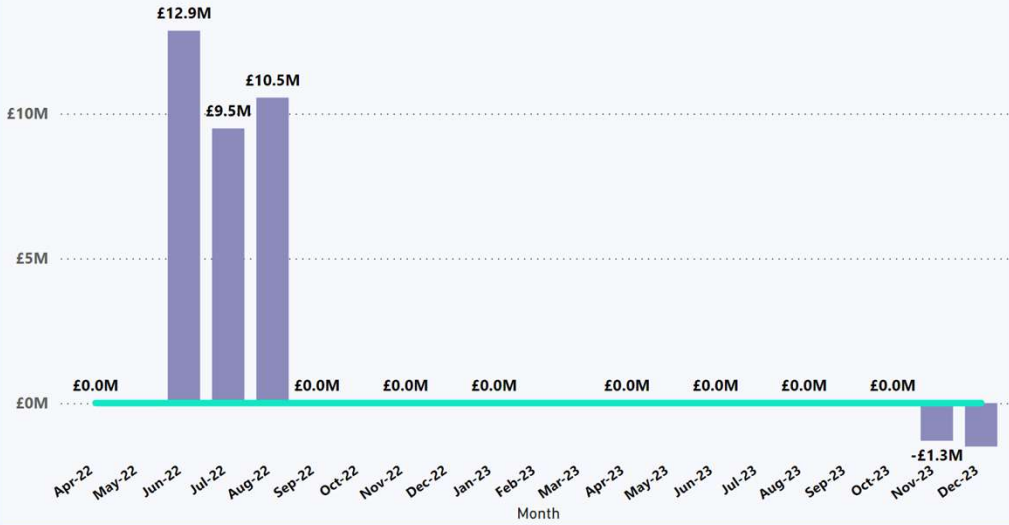
I have proudly overseen investment in our green and open spaces, recently opening a further two new playgrounds as part of the Playground Investment Programme, collaborating with local communities to create environments where our young children can thrive.

We have come a long way in the last two years to bring meaningful change to Croydon. We still have a long journey ahead, but I am determined to not only restore pride in Croydon but also restore confidence in Croydon, so that we may build a brighter future together.

1. The Council balances its books, listens to residents and delivers good sustainable services

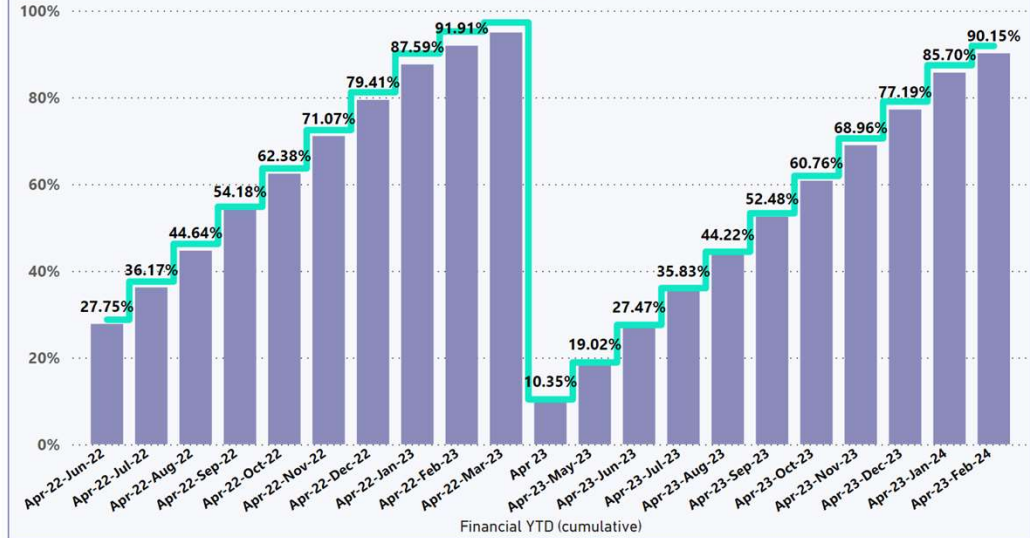
Variance against net budget requirement

● Indicator value — Target — Benchmark



Council Tax 'In-year' Collection rate

● Indicator value — Target — Benchmark



Indicator Ref.
M01

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - Green

Benchmarking timeframe
No comparable data available

Indicator Ref.
M03

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

The overall annual collection target of 97.5% which is used to set the budget is not at risk and this will be achieved. The in-year collection target for February 2024 is 91.84%, the actual collection rate is 90.15% so we are 1.69% behind the month end target, this was the same position as at the end of January 2024. The February target was to collect 4.45% of the net collectable debit (NCD) and this was achieved in February 2024.

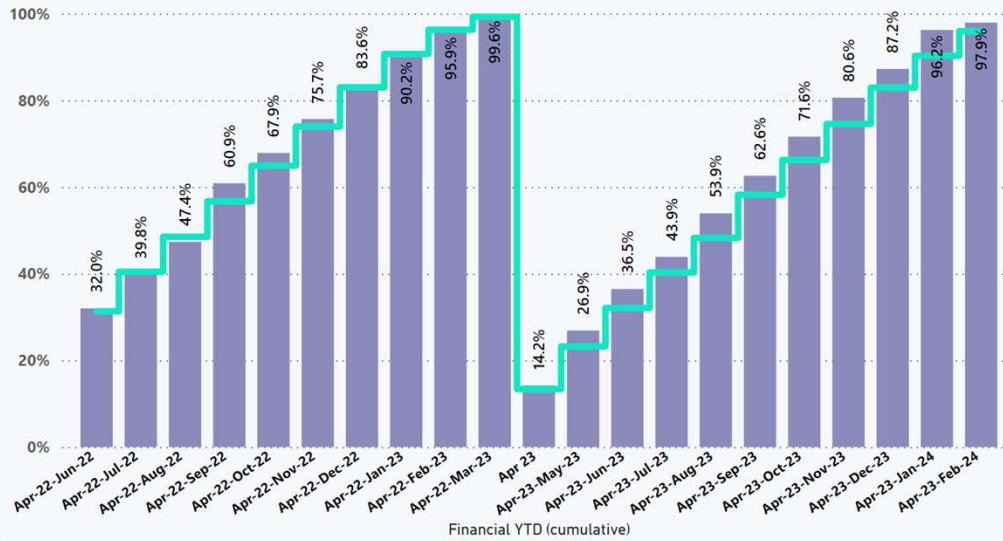
Directorate
Resources

RAG status - Amber

Benchmarking timeframe
No comparable data available

Non-Domestic Rates (Business Rates) Collection rate

● Indicator value — Target — Benchmark



Rent collection on General needs stock

● Indicator value — Target — Benchmark



Indicator Ref.
M05

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Resources

RAG status - Green

Benchmarking timeframe
No comparable data available

Indicator Ref.
M06

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

For February 2024, we posted a collection rate of 96.50%, which is slight reduction from January. Low performance for this month, is partly explained by a reduction in Universal Credit payments compared to January (down £90K). Having reviewed these accounts, it appears that many of the missed payments were posted in the first week of March, and we expect an improvement in performance in lead up to year end.

Directorate
Housing

Despite this slight reduction, the wider trend of collection remains encouraging and in the six months since September, we have seen the collection rate climb from 91.8% to 96.5%. However, as a team, we must aim for 100% and so there is the need for significant improvement this coming year. To deliver this, the following initiatives have been introduced:

- The introduction of a centralised printing process for early-stage arrears letters, which has led to a 20% increase in output.
- A focus on our largest, complex cases with a view to resolution before the end of March.
- Increased targets for officer outputs to review a minimum of 5 cases per hour or complete all cases on their weekly audits.

RAG status - Amber

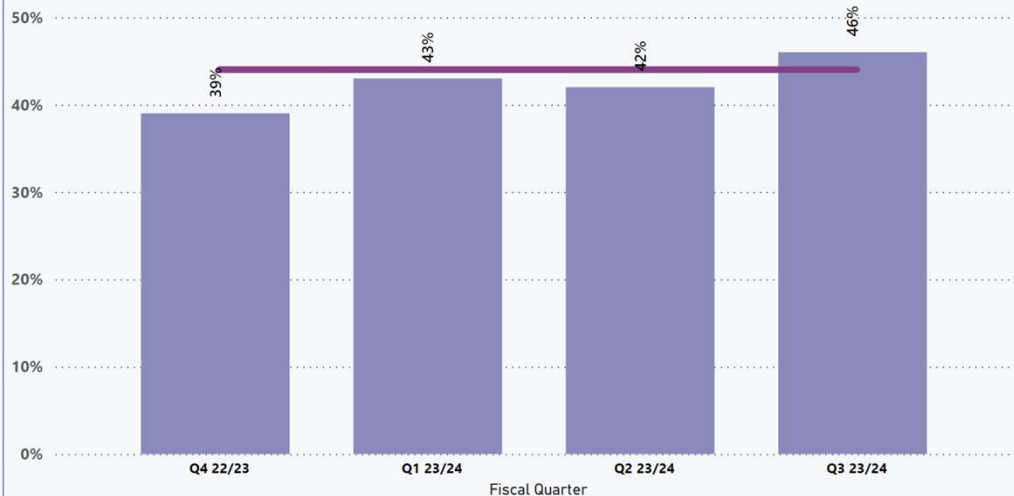
- The team have appointed to two vacant officer posts, and these officers will start towards the end of March / beginning of April.
- We are also continuing to work on improving our audits. A potential escalation field is being tested to prompt correct actions, and amendments will be made to the audits to allow cases requiring action to be escalated in a timely fashion.

Benchmarking timeframe
No comparable data available

Many of these initiatives are already underway, and all will be in place before the end of March 2024

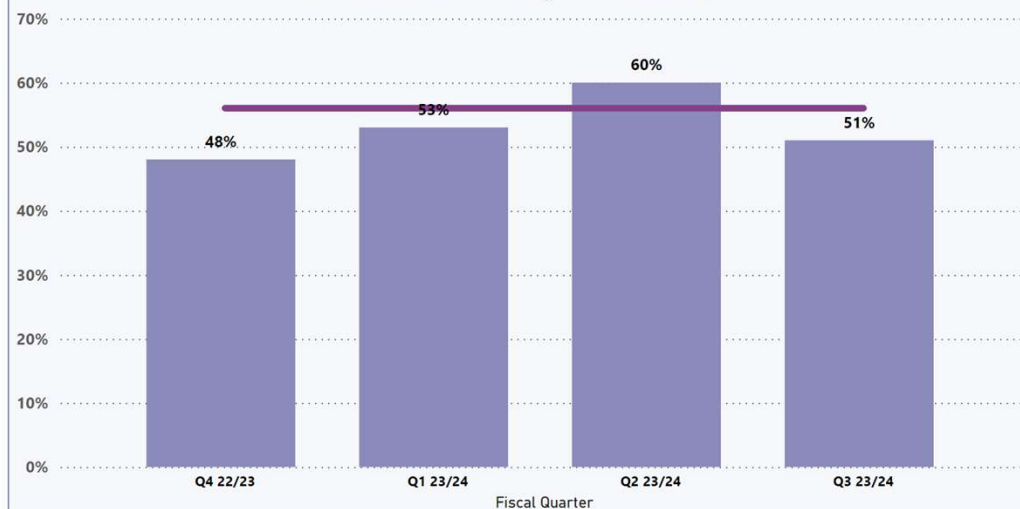
Satisfaction that the landlord listens to tenant views and acts upon them

● Indicator value — Target — Benchmark



% who are very or fairly satisfied with the way Croydon Council deals with repairs and maintenance

● Indicator value — Target — Benchmark



Indicator Ref.
M07

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Housing

RAG status - Green

Benchmarking timeframe
2021-2023 London median

Indicator Ref.
M08

Comment

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Housing

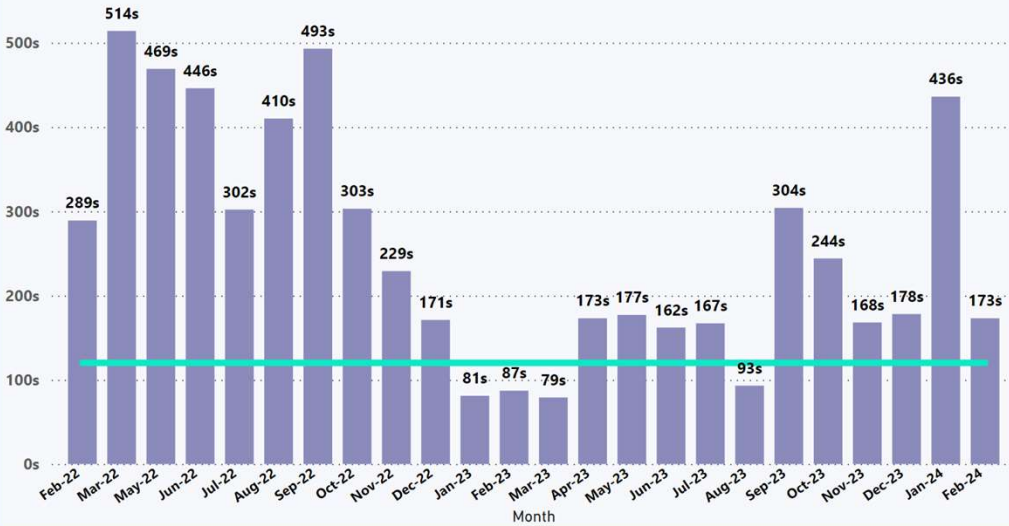
RAG status - Amber

Benchmarking timeframe
2021-2023 London median

For the first six months of 2023-24, the previous contractors were still providing Croydon's repairs and maintenance services. Following the procurement of the three new repair contractors - Mears, Waites and K&T Heating, there are now substantial differences in the way that the repairs and maintenance service is managed. It is still very early days in this change, but we are working hard on developing these new relationships and asserting good contract management principles. Data in the first two months since the new contractors have been providing this service shows some promise in terms of performance and tenant satisfaction but we will continue to press for continuous improvement in this crucial area to our residents.

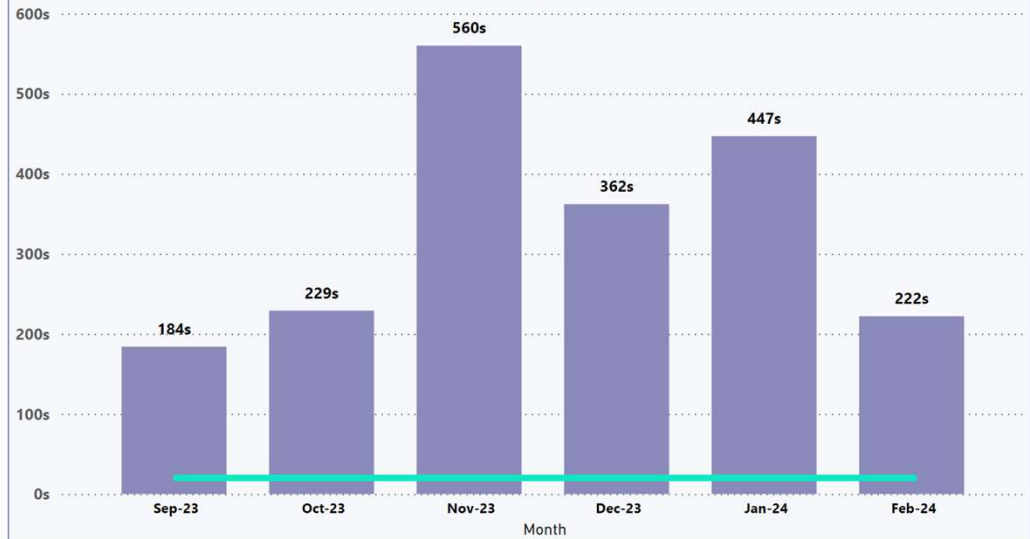
Average council contact centre wait time

● Indicator value — Target — Benchmark



Average council contact centre wait time (Responsive repairs call centre only)

● Indicator value — Target — Benchmark



Indicator Ref.
M10

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Assistant Chief Executive

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
Our performance has significantly improved in February 2024 when compared to January with latest average call wait time at 173 seconds. Call volumes have increased around housing and electoral calls in relation to the changes made with regards to Voter ID and the upcoming elections.

Indicator Ref.
M10a

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Housing

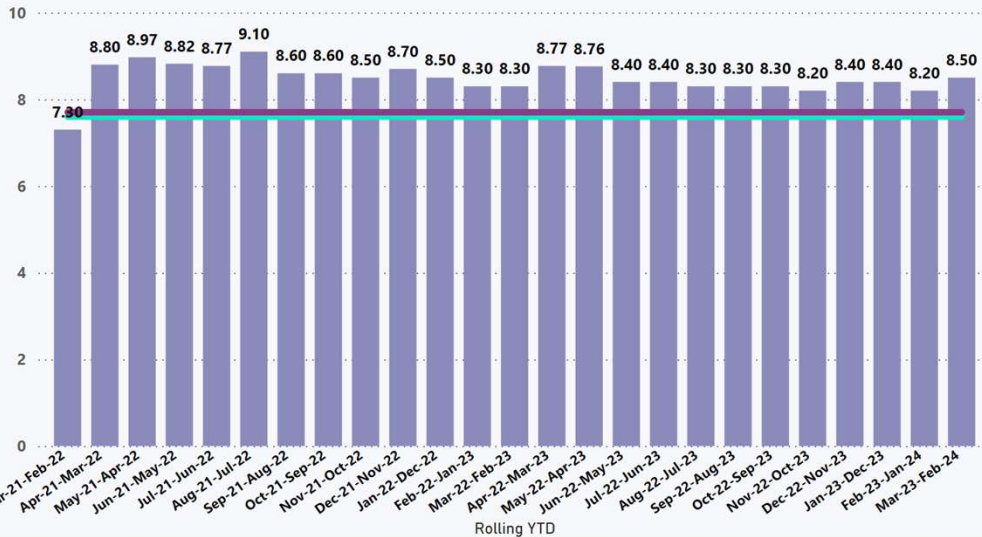
RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
Our performance has improved in February. The call volume has decreased slightly but is still higher than expected. We completed our recruitment process in February and have offered permanent roles to advisors and we expect them to join towards the end of March. The new team will undertake comprehensive training and induction, and we anticipate them commencing call handling duties from the end of April 2024.

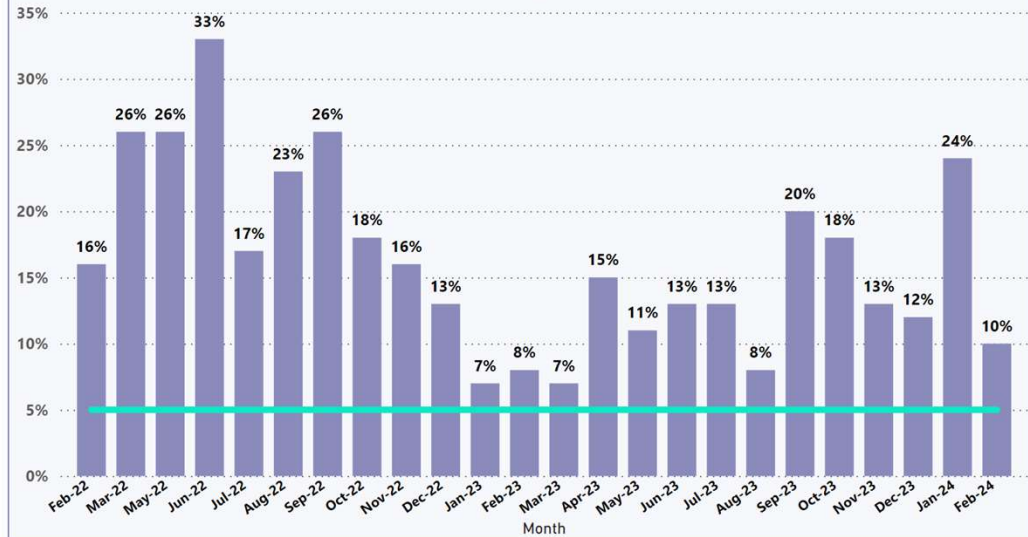
Sickness - number of sick days per FTE

● Indicator value — Target — Benchmark



% of residents that ended the call before we spoke to them

● Indicator value — Target — Benchmark



Indicator Ref.
M12

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - Red

Benchmarking timeframe
Rolling Year to Mar 21 (London position)

Comment
Whilst the overall sickness trend has been down, this data shows an increase since the last period. It is in particular being exacerbated by high levels of sickness absence in Housing. A range of actions are being taken to address this, including use of day one fit notes, and review of all cases via the DMT sickness panel. Further actions and measures are being considered such as the employment of an invest to save short term sickness specialist who can drive cases of concern through the council's sickness management policy and procedure.

Indicator Ref.
M13

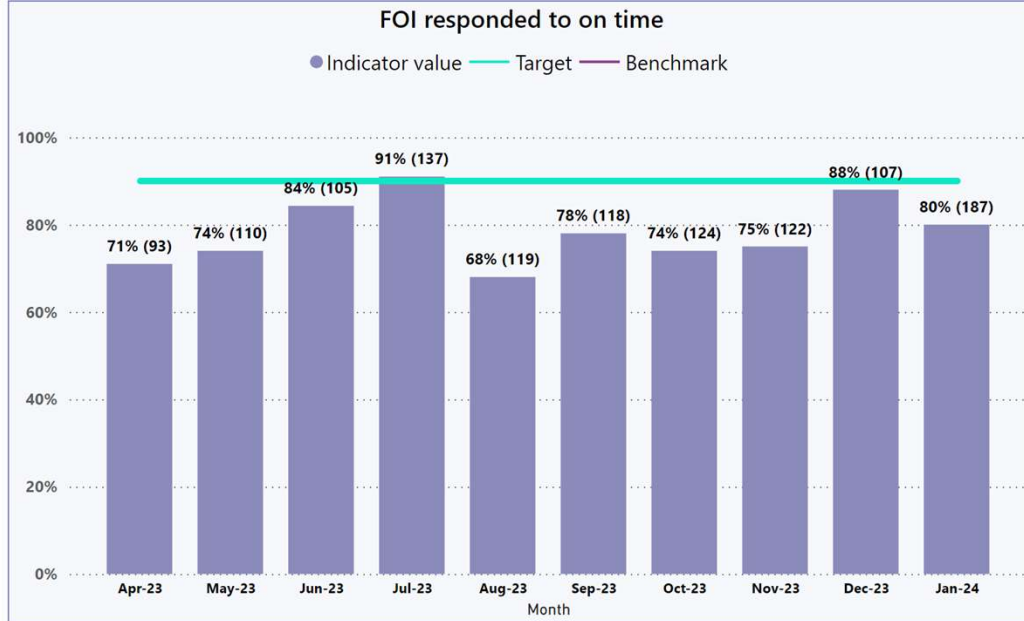
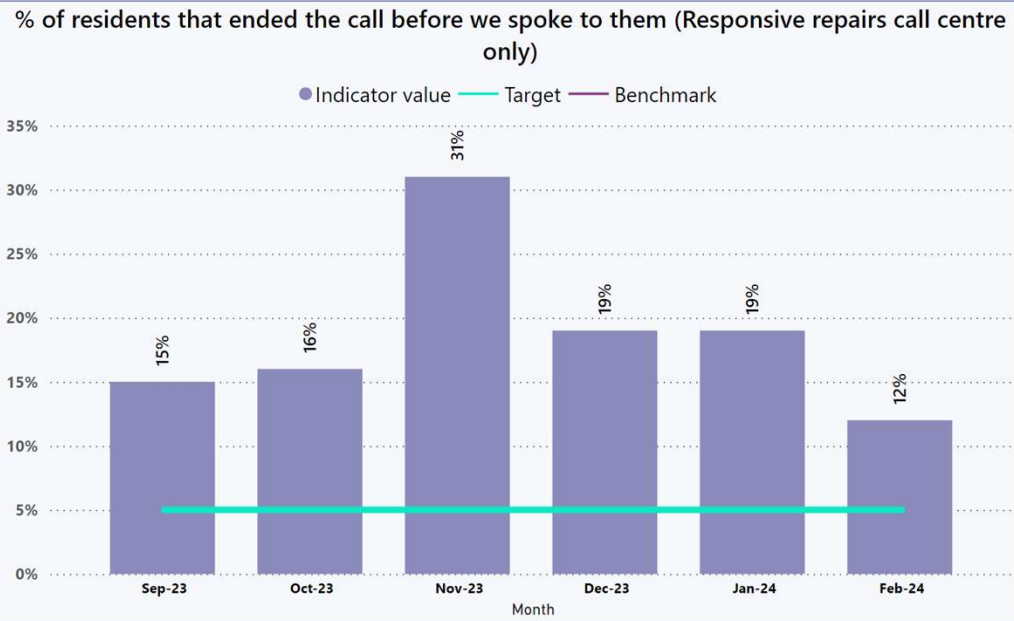
Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
Assistant Chief Executive

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
Whilst we are not on target, February data shows a much improved position with 10% of residents ending the call before we spoke to them. We know that customers end calls for a variety of reasons but when considering the wait time was less than 3 minutes in February, it is not due to long wait times.



Indicator Ref.
M13a

Comment
▼

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Performance has improved as a result of reduced call volume, leading to a reduction in the number of abandoned calls (down by 52% - from 2,920 calls abandoned in January to 1,406 calls abandoned in February). We expect to see further improvements in performance over the coming months.

Directorate
Housing

RAG status - Red

Benchmarking timeframe
No comparable data available

Indicator Ref.
M14

Comment
▼

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

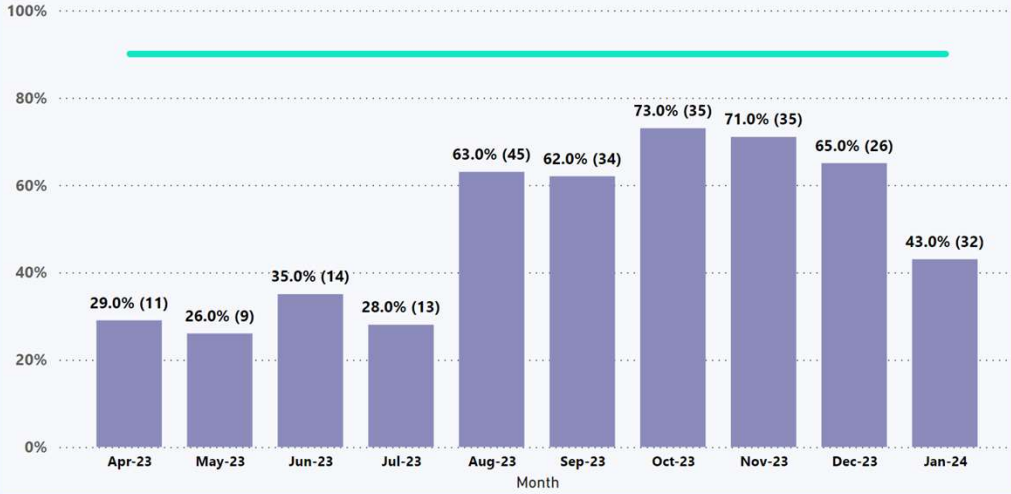
Directorate
All directorates

RAG status - Red

Benchmarking timeframe
No comparable data available

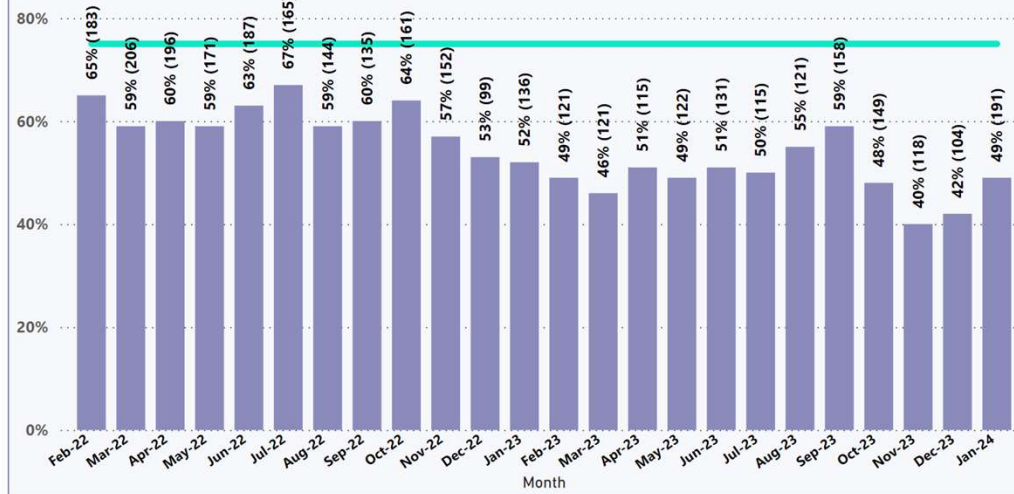
SARs responded to on time

● Indicator value — Target — Benchmark



Complaints responded to on time

● Indicator value — Target — Benchmark



Indicator Ref.
M15

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
There has been a reduction in our performance rate for January due to resource. We have had two SAR officers leave the team and are currently recruiting to fill the roles. It has proved difficult to recruit into the role from the pool of candidates we have, in the meantime overtime has been offered to the team until the positions are filled.

Indicator Ref.
M16

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

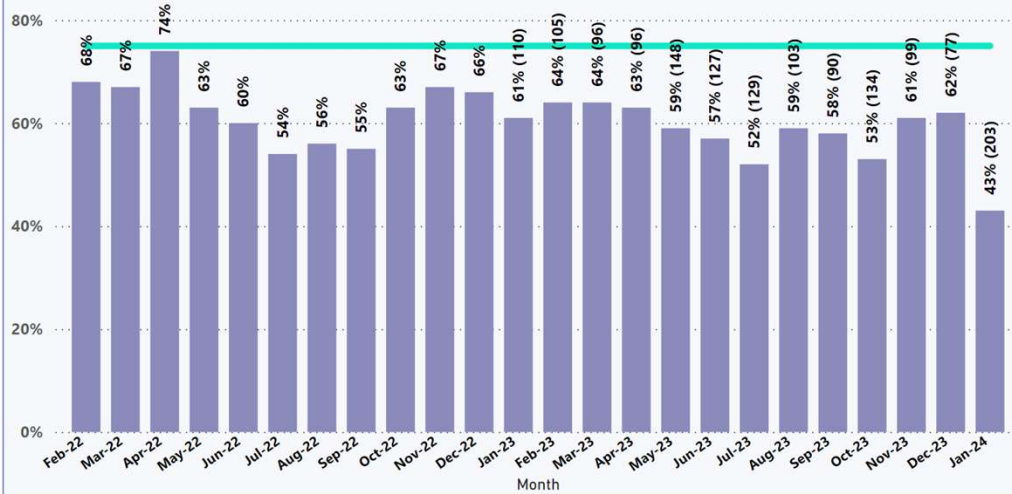
RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
Our latest performance for January shows that 49% of complaints were responded to on time. Whilst this is an improvement on the previous 2 months, it is still short of our 75% target. Improvement plans are being developed by service teams working with the corporate complaints team in order to improve response times.

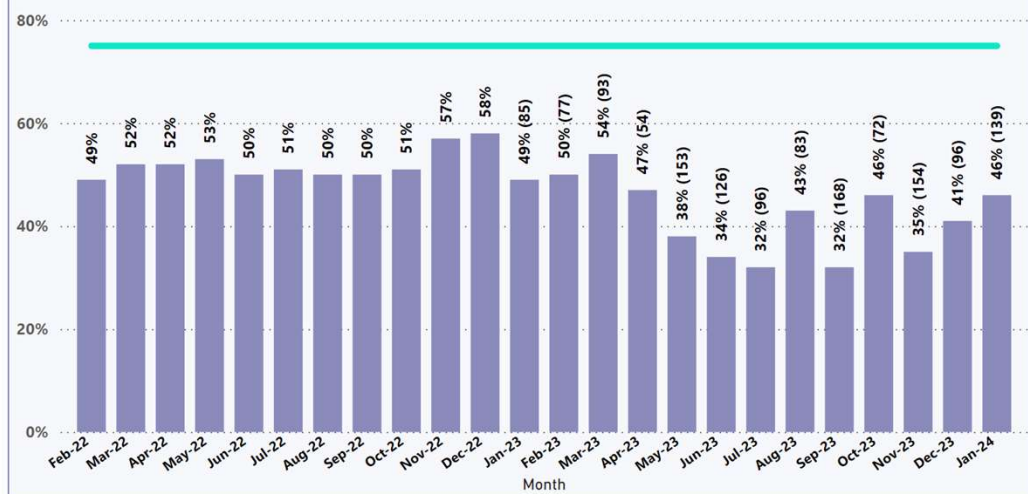
Member Enquiries responded to on time

● Indicator value — Target — Benchmark



MP enquiries responded to on time

● Indicator value — Target — Benchmark



Indicator Ref.
M17

Comment

It is disappointing that we are only responding to 43% of members enquiries on time, meaning 57% are late or outstanding. The corporate complaints team continue to send reports, reminders and support to encourage a better response time.

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - Red

Benchmarking timeframe
No comparable data available

Indicator Ref.
M18

Comment

Whilst an improvement on the last 2 months, current performance shows that in January we responded to 46% of MP enquiries on time with a target of 75%. Service improvement plans are being developed with services to improve response times.

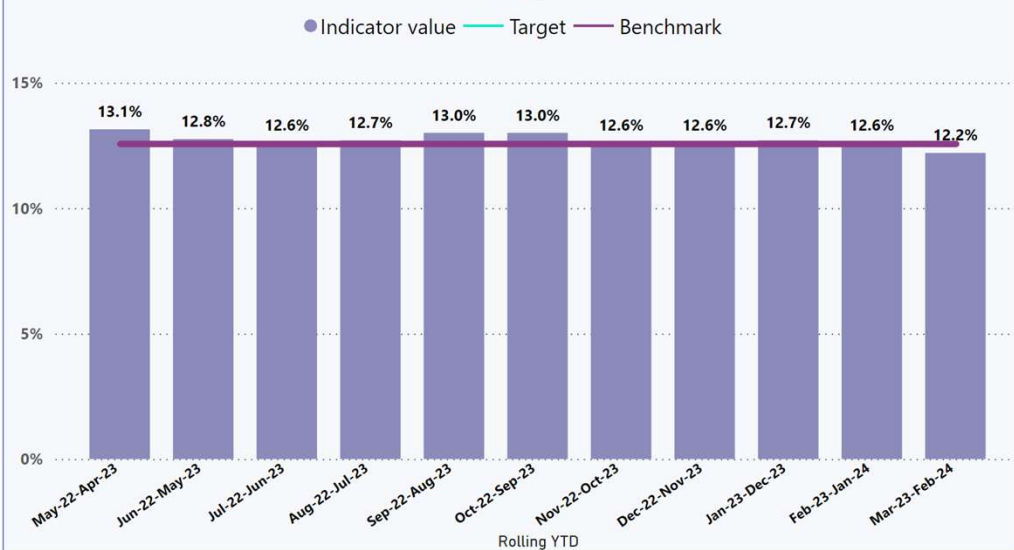
Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

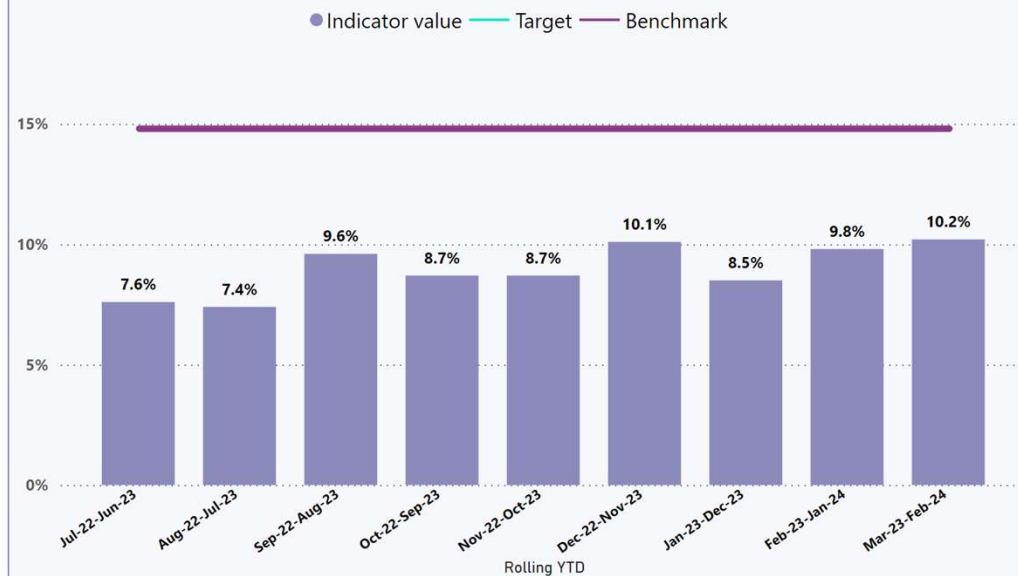
RAG status - Red

Benchmarking timeframe
No comparable data available

Staff Turnover rate (FTE who have left in the past 12 months divided by the total permanent staff)



Staff Turnover rate - enforced turnover (redundancy or other forms of dismissal)



Indicator Ref.
M11a

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - N/A

Benchmarking timeframe
2021/22 London average

Comment

The turnover rate has reduced slightly since the previous data. A range of actions are being taken to stabilise the council's workforce, including recruiting to key roles following a range of restructures, especially in housing and finance. Work is also being undertaken in Children's Social Care to improve stability, with 8 overseas candidates in the talent pipeline being onboarded, as well as work being completed through the FLIP framework where specialist agents are being sourced to headhunt permanent qualified social workers. We are also converting agency social workers to permanent status, where possible. Work is in train to stabilise Approved Mental Health Practitioners (AMHPs) in Adult Social Care through a review of the AMPH allowance.

Indicator Ref.
M11b

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

RAG status - N/A

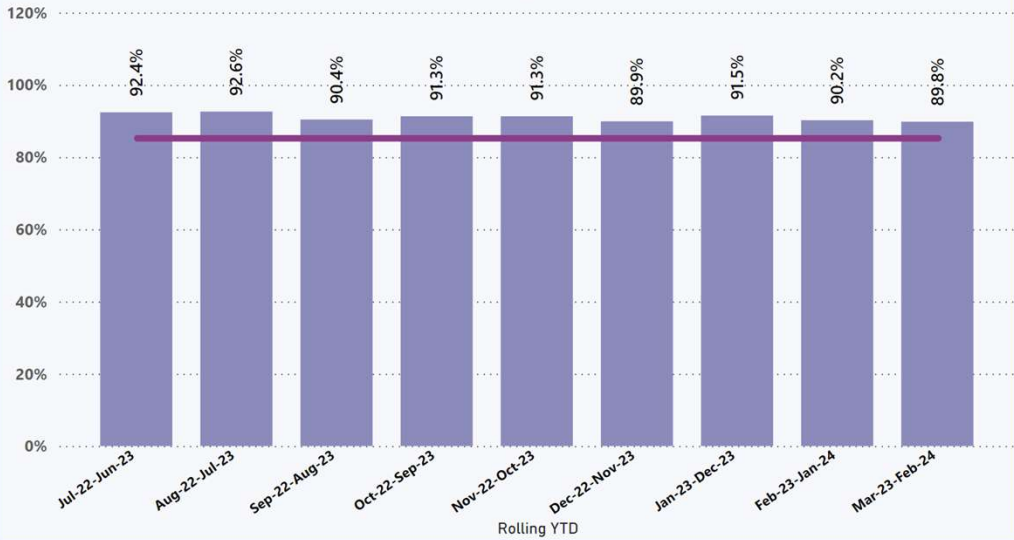
Benchmarking timeframe
2021/22 London average

Comment

Whilst the enforced turnover rate is showing a slight increase since the last period, it remains lower than the London average position. We continue to monitor workforce turnover closely, providing monthly dashboards tracking enforced and natural turnover rates for each DMT, as well as quarterly dashboards for Workforce ICB with data analysis and recommendations for addressing turnover. In line with council policy, we take actions to mitigate against compulsory redundancy, looking to redeploy staff at risk of redundancy where possible, and prioritising redeployees for recruitment opportunities. We continue to monitor workforce turnover closely, providing monthly dashboards tracking enforced and natural turnover rates for each DMT, as well as quarterly dashboards for Workforce ICB with data analysis and recommendations for addressing turnover. We continue to monitor workforce turnover closely, providing monthly dashboards tracking enforced and natural turnover rates for each DMT, as well as quarterly dashboards for Workforce ICB with data analysis and recommendations for addressing turnover. Additionally, we have renewed and reviewed our exit surveys, which has resulted in a significant increase in responses from 15% to 30%, which benchmarks as the highest response rate for the London Boroughs. The last exit survey data shows that the majority of leavers would recommend the council as a place to work at 59%, which is encouraging. Exit survey data is being produced for DMT's to ensure specific focus and actions can be taken at line management level based on the emergent trends.

Staff Turnover rate - natural turnover (staff leaving from resignation)

● Indicator value — Target — Benchmark



Indicator Ref.
M11c

Outcome 1
The Council Balances its books, listens to residents and delivers good sustainable services

Directorate
All directorates

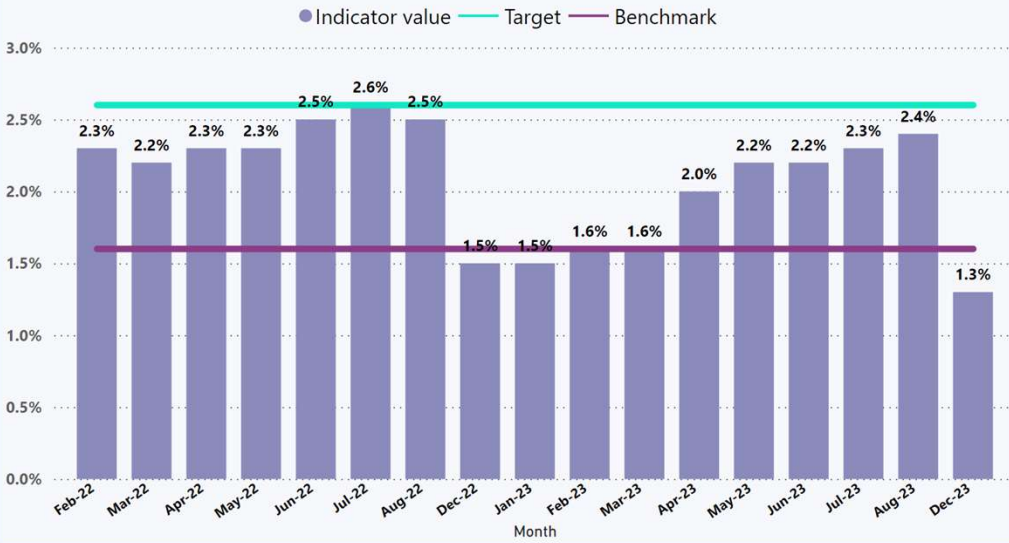
RAG status - N/A

Benchmarking timeframe
2021/22 London average

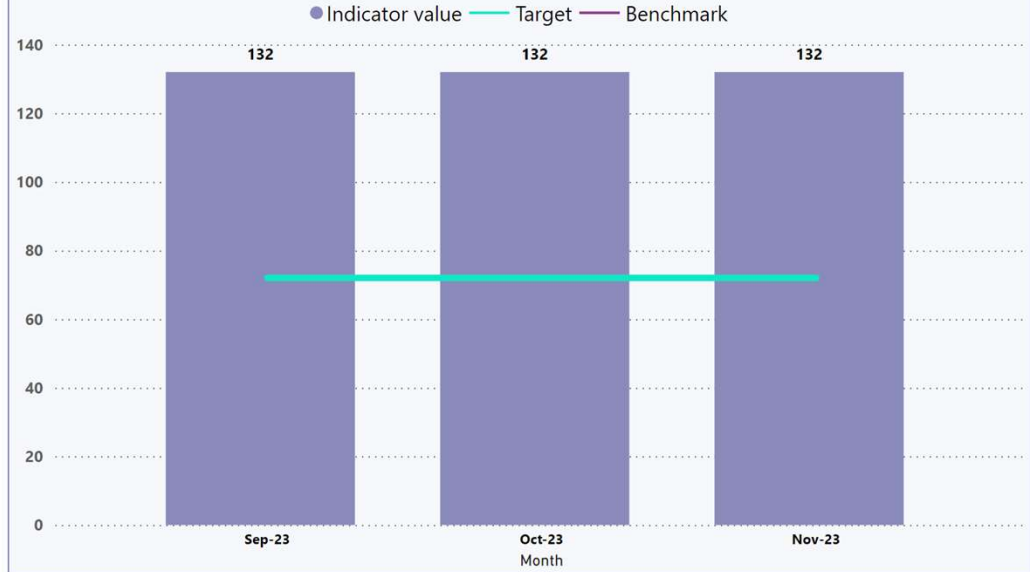
Comment
 ▼
 The natural turnover rate remains above the London average, although there has been a slight improvement since the last period. We have made improvements to our exit survey questionnaire and data which according to London Councils' benchmarking data shows that we have the highest response rate across the London Boroughs. 57% of staff leaving the council in the latest report state they would recommend the council as an employer, with 27% saying they would not, which is encouraging.

2. Croydon is a place of opportunity for business, earning and learning

Proportion of 16 and 17 year olds who were not in education, employment or training (NEET)



Number of apprenticeship schemes started across the council



Indicator Ref.
M20

Comment

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
Average of Dec 22, Jan 23 and Feb 23 (London position)

Indicator Ref.
M21

Comment

Outcome 2
Croydon is a place of opportunity for business, earning and learning

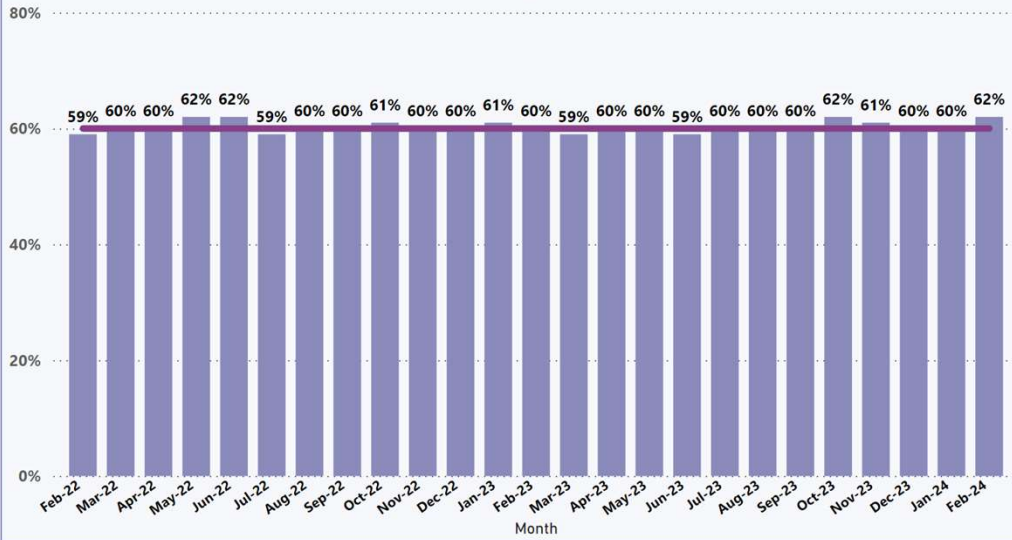
Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
No comparable data available

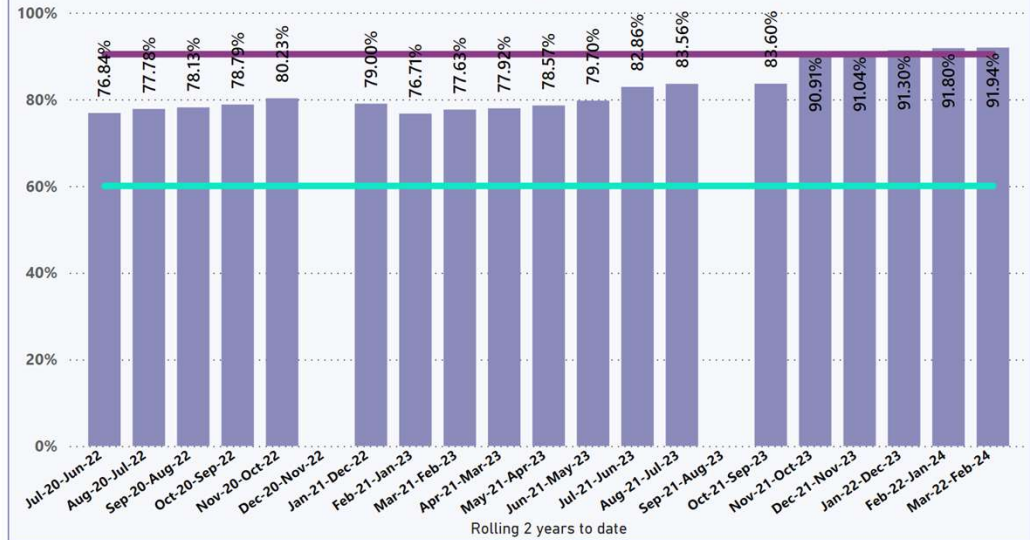
% of care leavers in employment, education or training (EET) now aged 19 to 21

● Indicator value — Target — Benchmark



Major Planning applications determined in time over a rolling 2 year period

● Indicator value — Target — Benchmark



Indicator Ref.
M23

Comment

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2022/23 (London position)

Indicator Ref.
M24

Comment

Outcome 2
Croydon is a place of opportunity for business, earning and learning

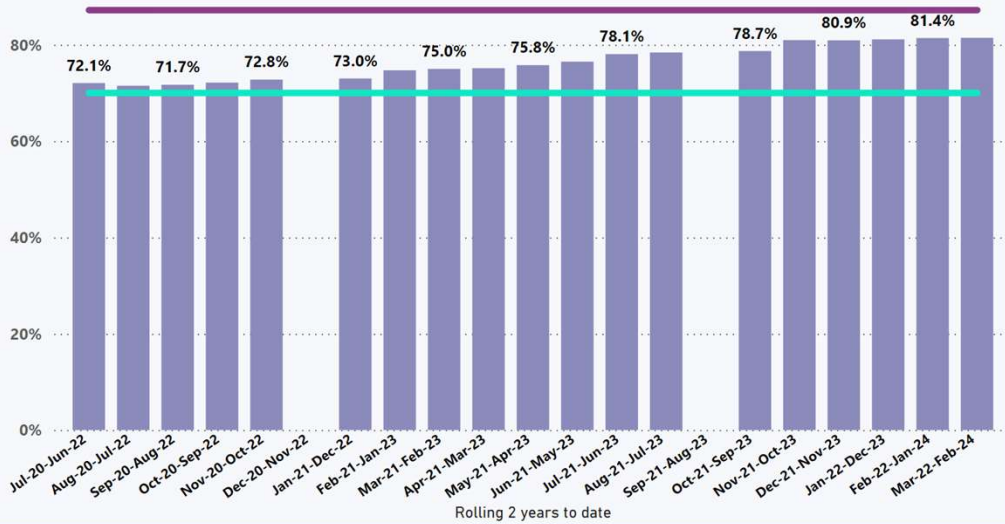
Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
24 months to end of March 2022 (London position)

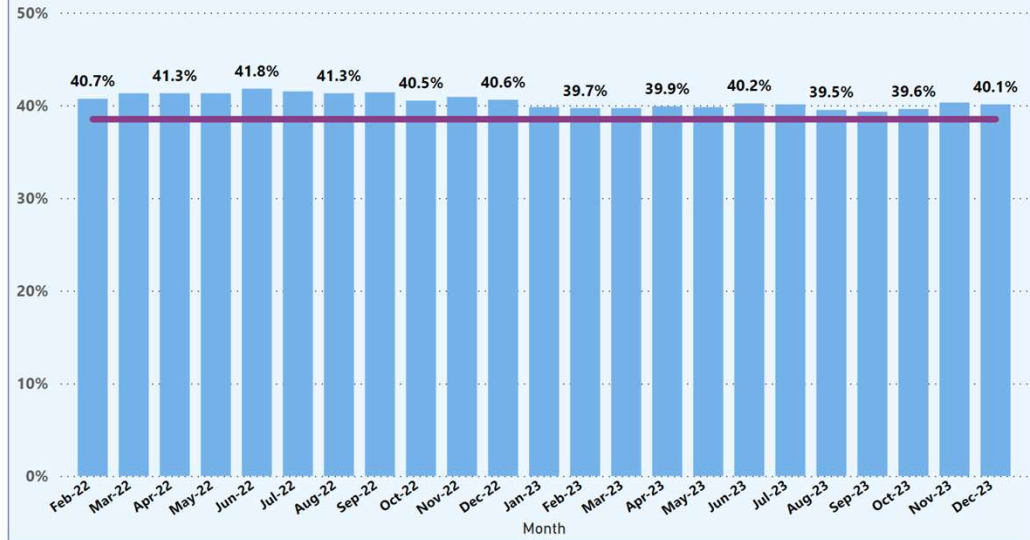
Non- Major Planning applications determined in time over a rolling 2 year period

● Indicator value — Target — Benchmark



% of people claiming universal credit who are in employment

● Indicator value — Target — Benchmark



Indicator Ref.
M25

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
24 months to end of March 2022 (London position)

Comment

Indicator Ref.
M19

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
November 2023 (London average)

Comment
The employment, skills & economic development team are working with the South London Partnership and the Croydon Employment & Skills Network to provide a coordinated response to tackling in work poverty through lifelong learning and employment opportunities (Croydon Works, CALAT)

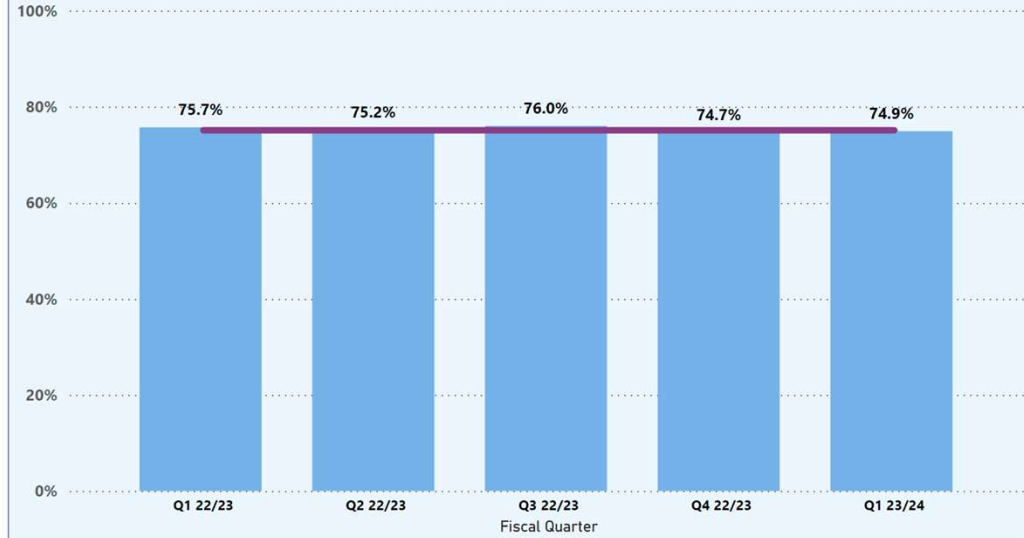
Croydon unemployment rate

● Indicator value — Target — Benchmark



Employment rate (% of 16-64 year olds in employment)

● Indicator value — Target — Benchmark



Indicator Ref.
M22

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
Dec 2023 (London position)

Comment
The employment, skills & economic development team are working with the South London Partnership and the Croydon Employment & Skills Network to provide a coordinated programmed response to support economically inactive into work (funded by UK Shared Prosperity Fund, DWP AEB). Croydon works has placed 63 people into London Living wage work since Apr 2023.

Indicator Ref.
M86

Outcome 2
Croydon is a place of opportunity for business, earning and learning

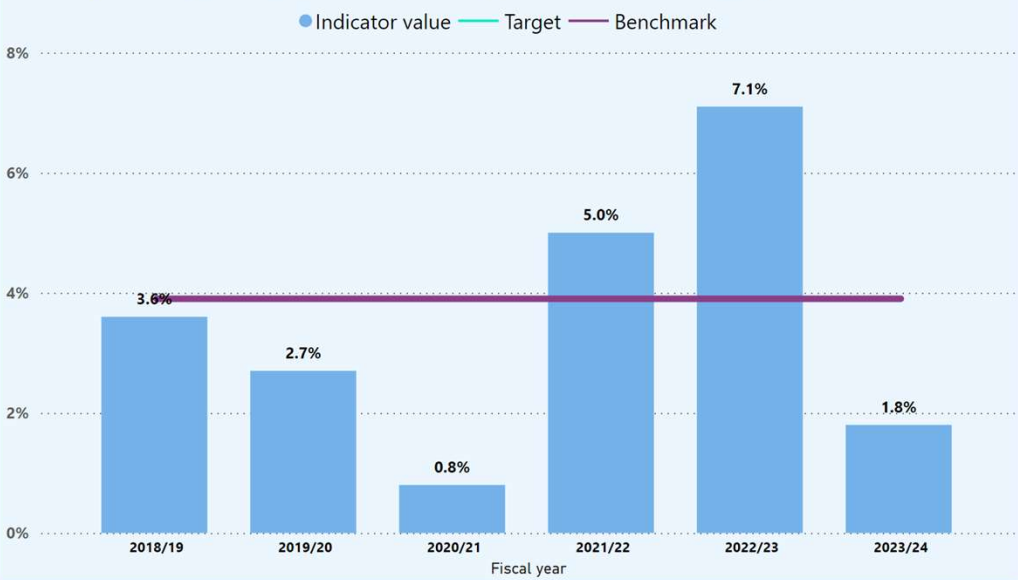
Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2023/24 Q1 (London position)

Comment

Annual percentage change in weekly earnings (£) for full time employed Croydon residents.



Indicator Ref.
M87

Outcome 2
Croydon is a place of opportunity for business, earning and learning

Directorate
Partnership working

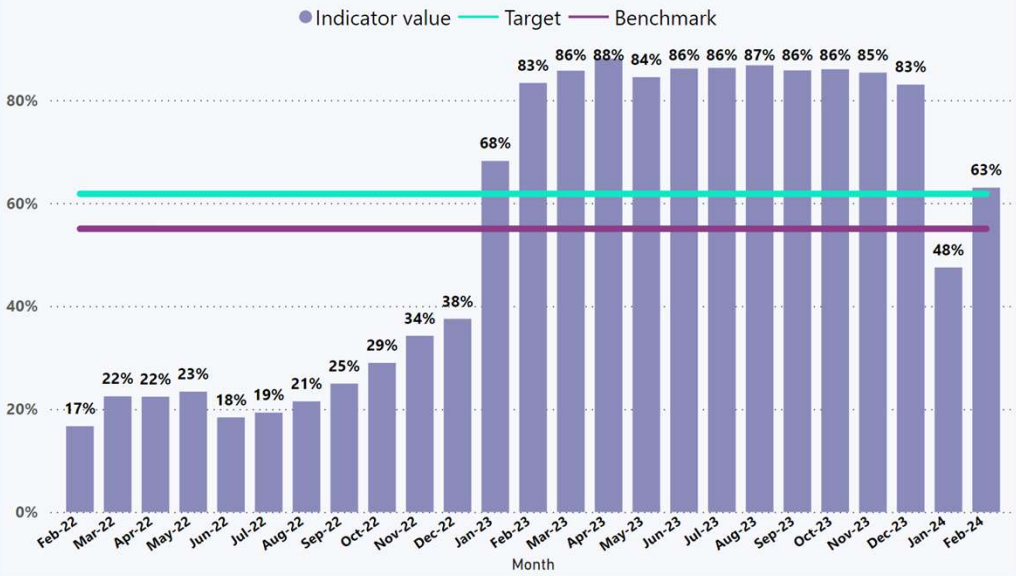
RAG status - N/A

Benchmarking timeframe
Difference between 2022 and 2023 (London position)

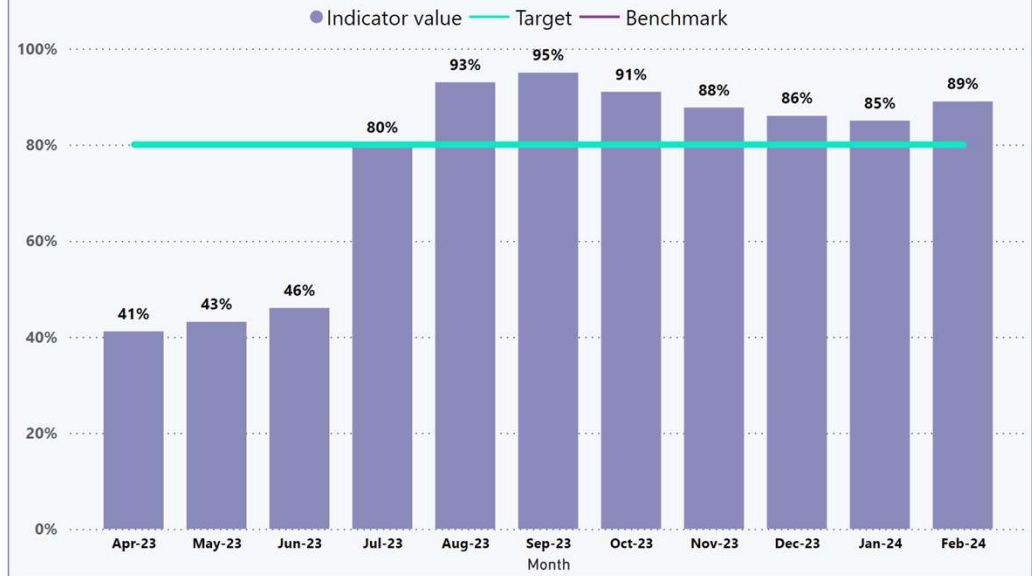
Comment

3. Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Percentage of Education Health & Care Plans issued within 20 weeks (excluding exceptions)



Percentage of referrals to children services actioned within 2 working days



Indicator Ref.
M33

Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2022 (London position)

Indicator Ref.
M34

Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

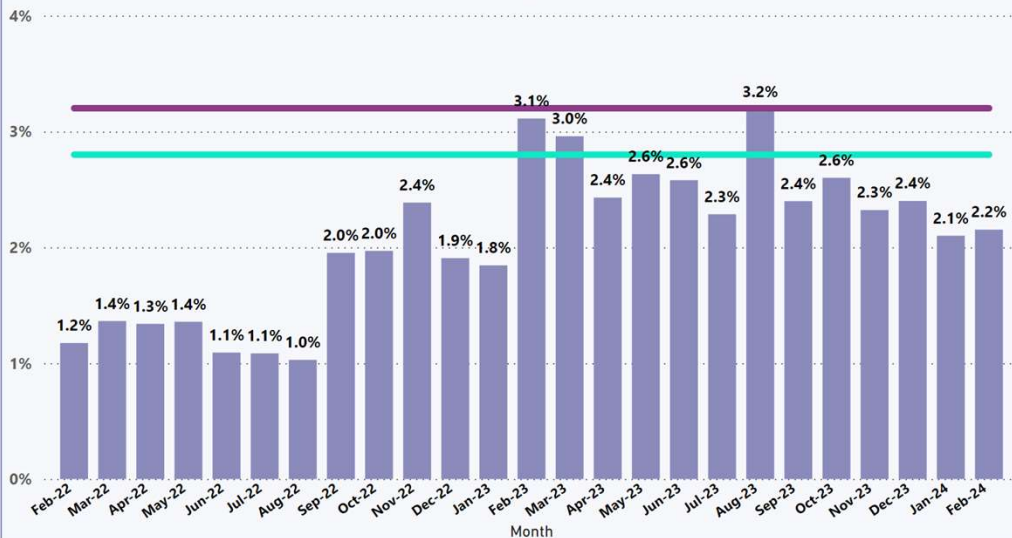
Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
No comparable data available

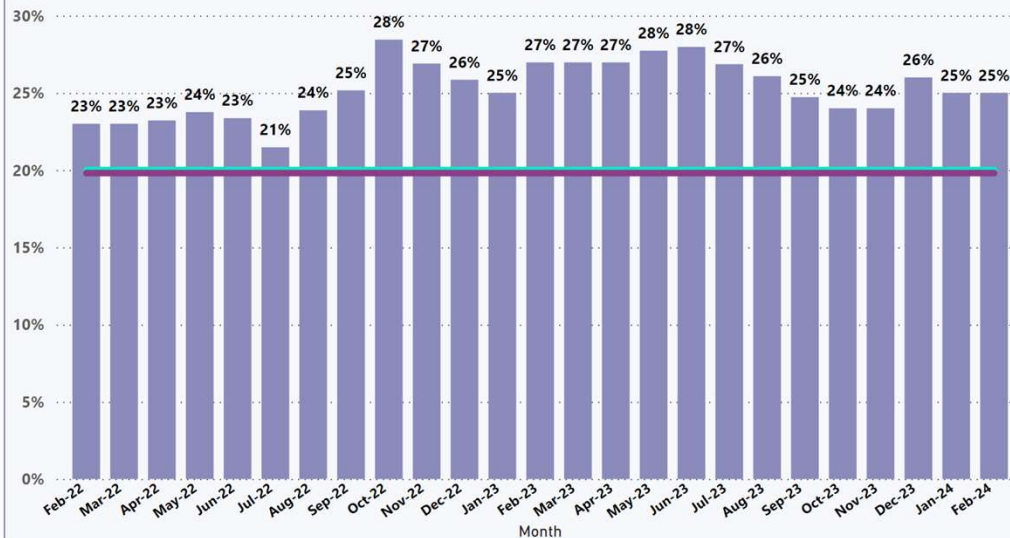
Number of current child protection plans lasting 2 years of more

● Indicator value — Target — Benchmark



% of children subject to a Child Protection Plan for a second or subsequent time (ever)

● Indicator value — Target — Benchmark



Indicator Ref.
M36

Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2022/23 (London position)

Indicator Ref.
M37

Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

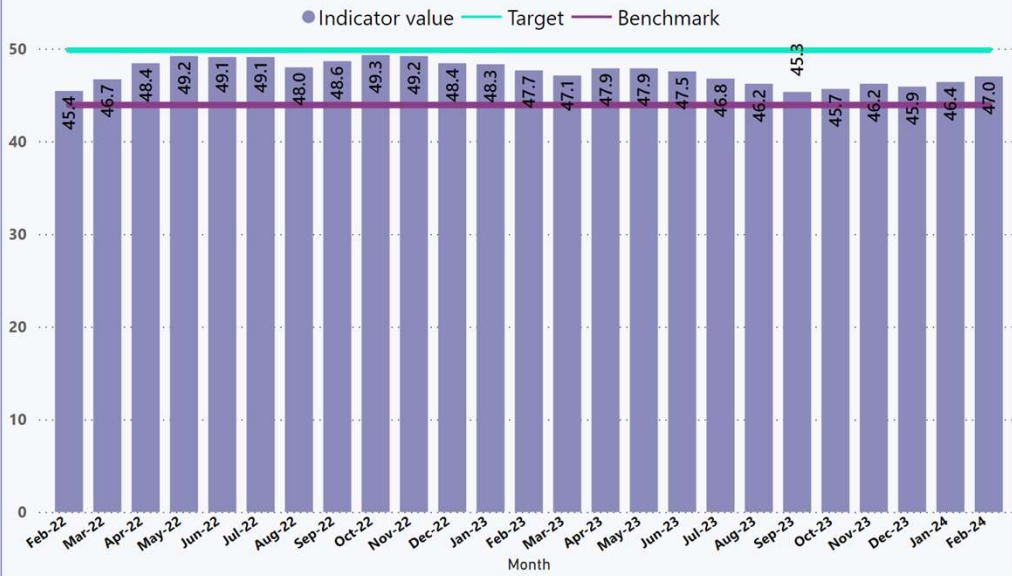
Whilst there has been an improvement plan in place, Head of Service oversight of all children who become subject of a child protection (CP) plan for a second or subsequent plan and an audit of all children subject of a CP plan including this cohort, performance in this area has remained broadly the same since autumn 2023 and is not improving at the pace required. A detailed data analysis is being completed by the Children's Social Care Performance and Improvement Consultant to identify themes and patterns to assist in making more rapid progress in this area through a targeted action plan.

Directorate
Children, Young People and Education

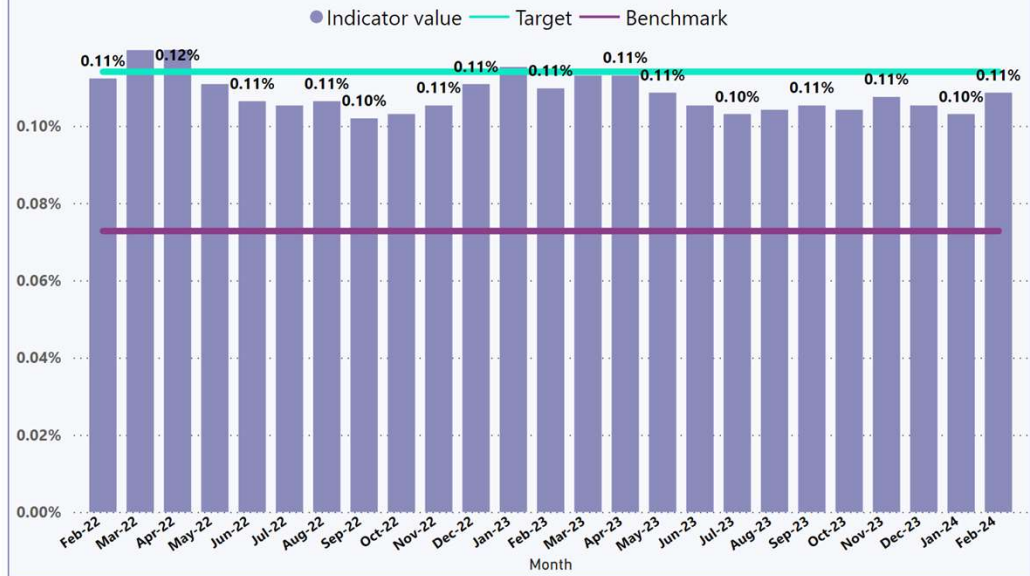
RAG status - Red

Benchmarking timeframe
2022/23 (London position)

Rate of local Children Looked after (CLA) per 10,000 under 18 years population



Percentage of the under 18 years population who are UASC



Indicator Ref.
M38

Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2022/23 (London position)

Indicator Ref.
M40

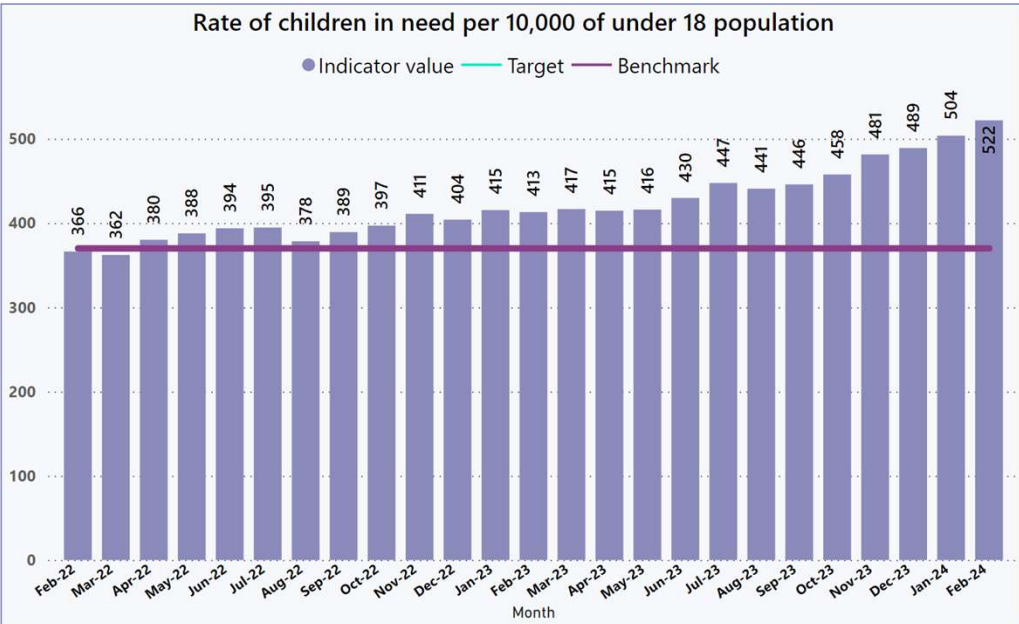
Comment

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2022/23 (London position)



Indicator Ref.
M35

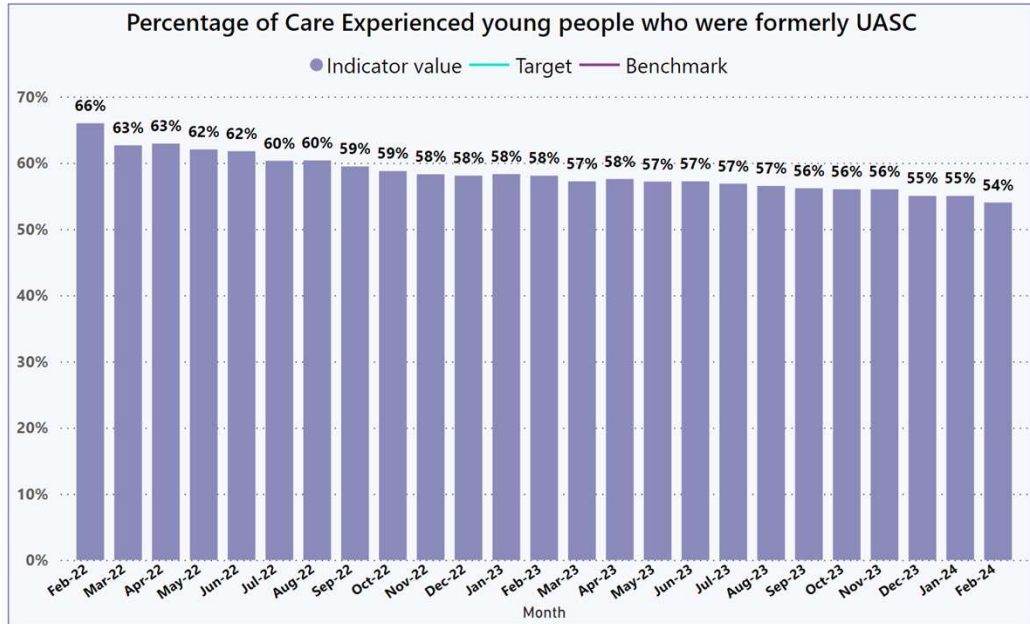
Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

RAG status - N/A

Benchmarking timeframe
2022/23 (London position)

Comment
The performance team are working with the service to agree target.



Indicator Ref.
M41

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Children, Young People and Education

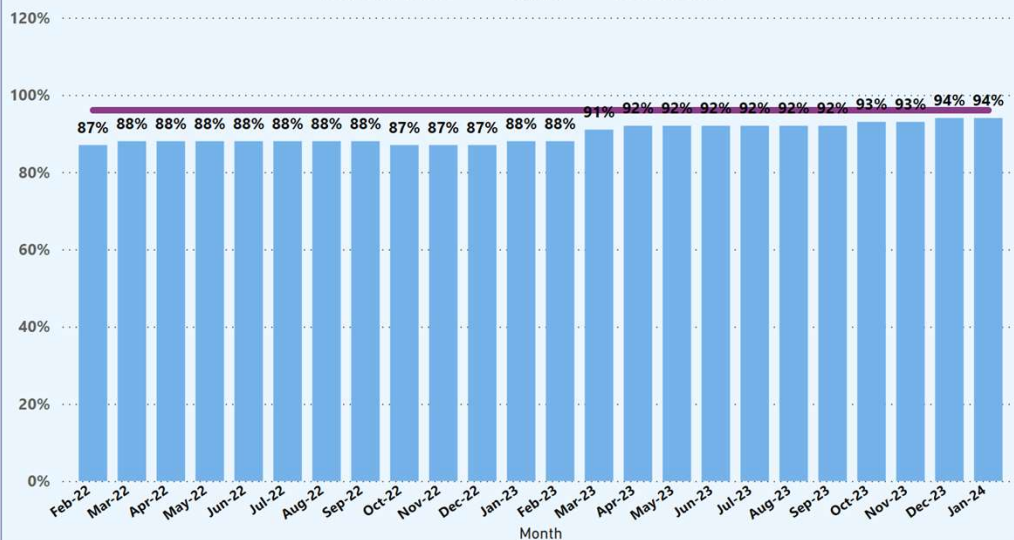
RAG status - N/A

Benchmarking timeframe
No comparable data available

Comment
There is no target because this is a monitoring indicator to follow the progress in delivering M40.

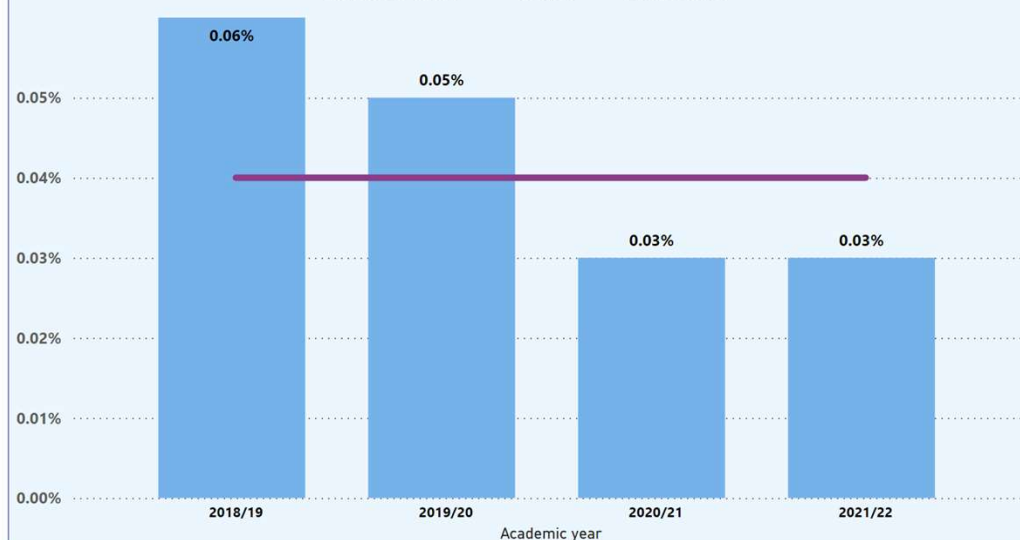
Percentage of schools rated 'good' or 'outstanding'

● Indicator value ● Target ● Benchmark



Permanent exclusions from schools as a percentage of the school population

● Indicator value ● Target ● Benchmark



Indicator Ref.
M26

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
January 24 (London position)

Comment

Indicator Ref.
M27

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Council & Partnership working

RAG status - N/A

Benchmarking timeframe
2021/22 Academic Year (London position)

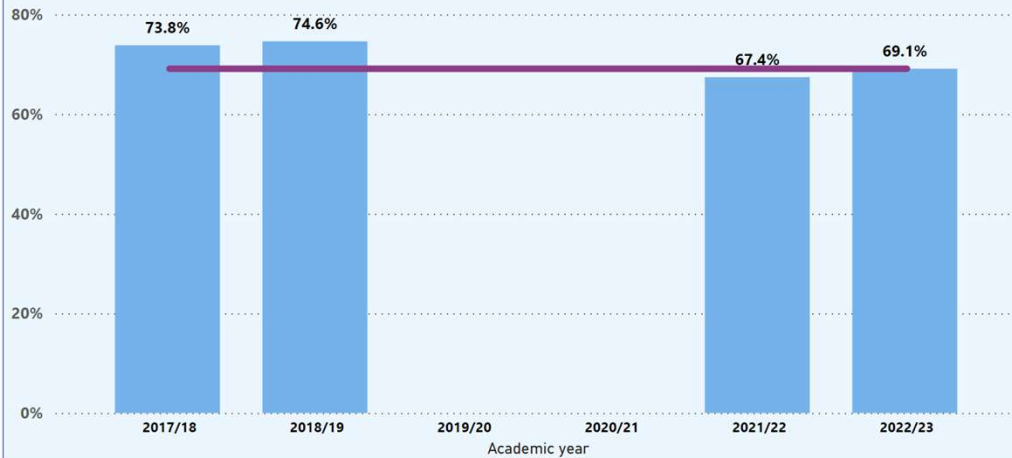
Comment

Like the previous year, the 2020/21 academic year was affected by the COVID-19 pandemic. Schools were open to all pupils in the Autumn term, however during the Spring term schools were only open to key worker and vulnerable children from January for the first half term, before all pupils returned during the second half term. During this period online tuition was provided for pupils. Schools were then open to all pupils during the Summer term.

As with 2019/20, while suspensions and permanent exclusions were possible throughout the academic year, these restrictions will have had an impact on the numbers presented and caution should be taken when comparing across years.

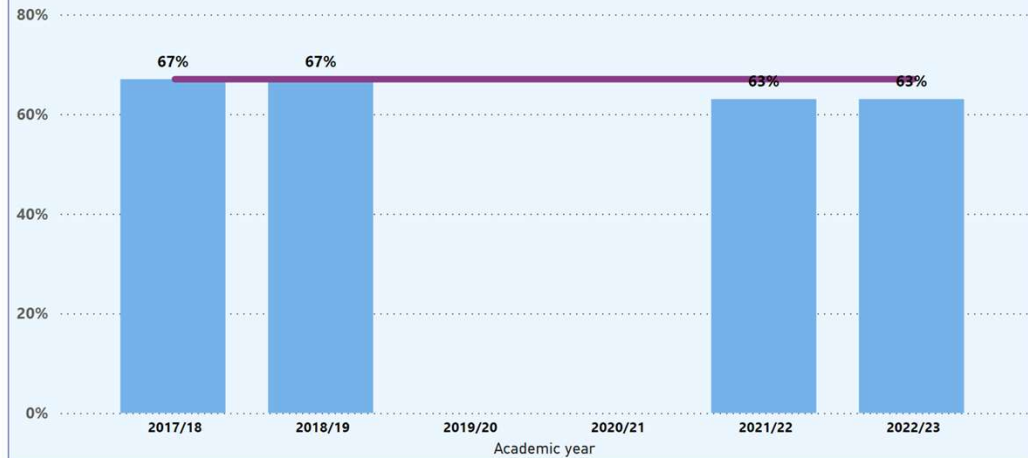
EYFS (Early Years Foundation Stage) - Percentage of children achieving a good level of development

● Indicator value — Target — Benchmark



KS2 - Percentage of pupils achieving expected standard at KS2 in Reading, Writing and Mathematics

● Indicator value — Target — Benchmark



Indicator Ref.
M28

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2022/23 Academic Year (London position)

Comment

In 2022/23, the percentage of pupils achieving a good level of development in Croydon was 69.1% which is in line with London and above the national average (67.2%) and our statistical neighbours (68.9%).

Indicator Ref.
M29

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

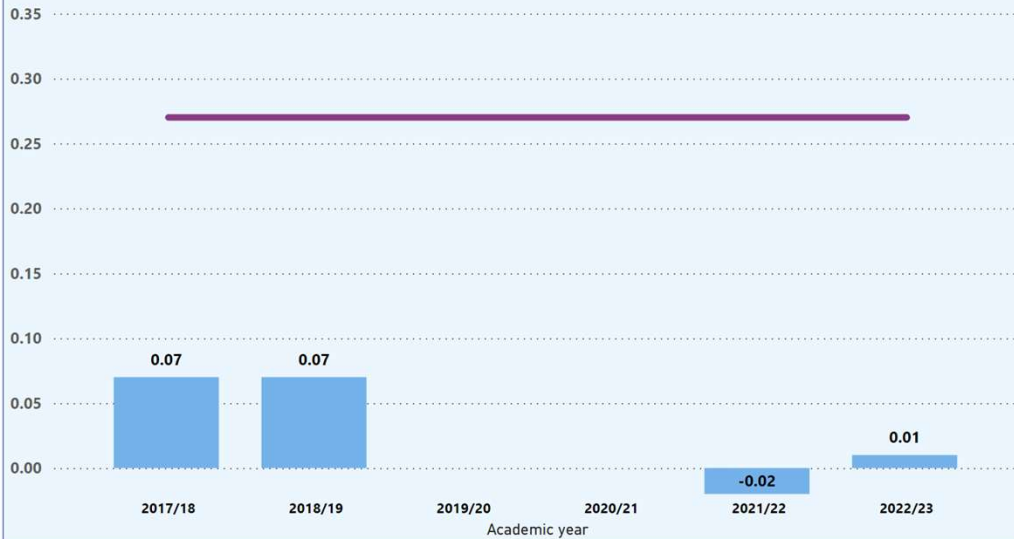
Benchmarking timeframe
2022/23 Academic Year (London position)

Comment

In 2022/23, the percentage of pupils achieving expected standard at KS2 in Reading, Writing and Mathematics in Croydon was 63% which is above the national average (60%) but below London (67%) and our statistical neighbours (65%).

KS4 - Average Progress 8 score per pupil

● Indicator value — Target — Benchmark



KS4 - Percentage of pupils achieving grades 9-5 in English and Maths

● Indicator value — Target — Benchmark



Indicator Ref.
M30

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2022/23 Academic Year (London position)

Comment

In 2022/23 the average Progress 8 score in Croydon was 0.01, slightly better than the national average of -0.03. As most secondary schools in Croydon are academies there are some limitations in the LA's influence. The establishment of the Croydon Education Partnership will enable a collegiate approach to improving outcomes at all key stages.

Indicator Ref.
M31

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

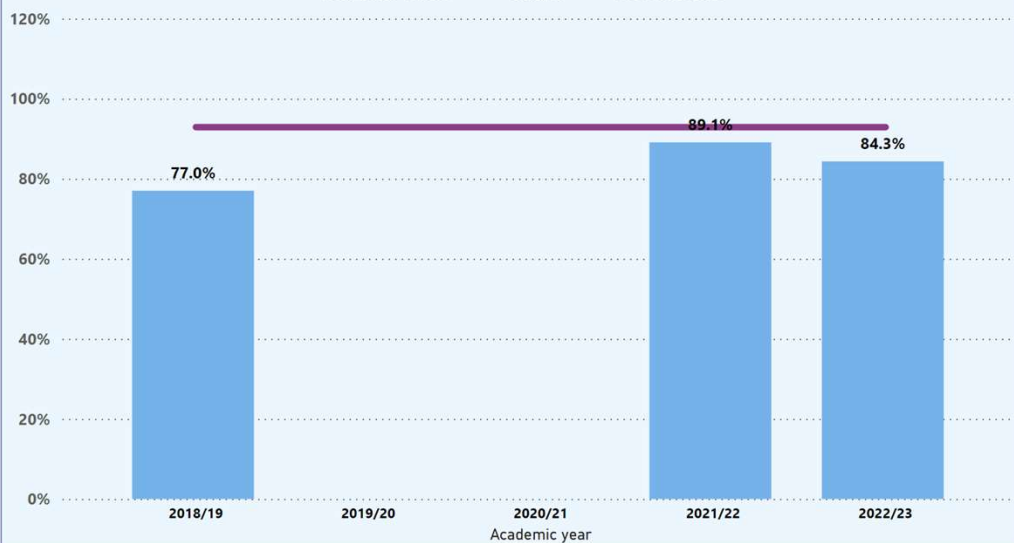
Benchmarking timeframe
2022/23 Academic Year (London position)

Comment

In 2022/23, the percentage of pupils achieving grades 9-5 in English and Maths in Croydon was 44.9%. This is the 3rd lowest compared to our statistical neighbours, and slightly below the national average. 64.5% of pupils gained at least a grade 4 in English and Maths in Croydon. As most secondary schools in Croydon are academies there are some limitations in the LA's influence. The establishment of the Croydon Education Partnership will enable a collegiate approach to improving outcomes at all key stages.

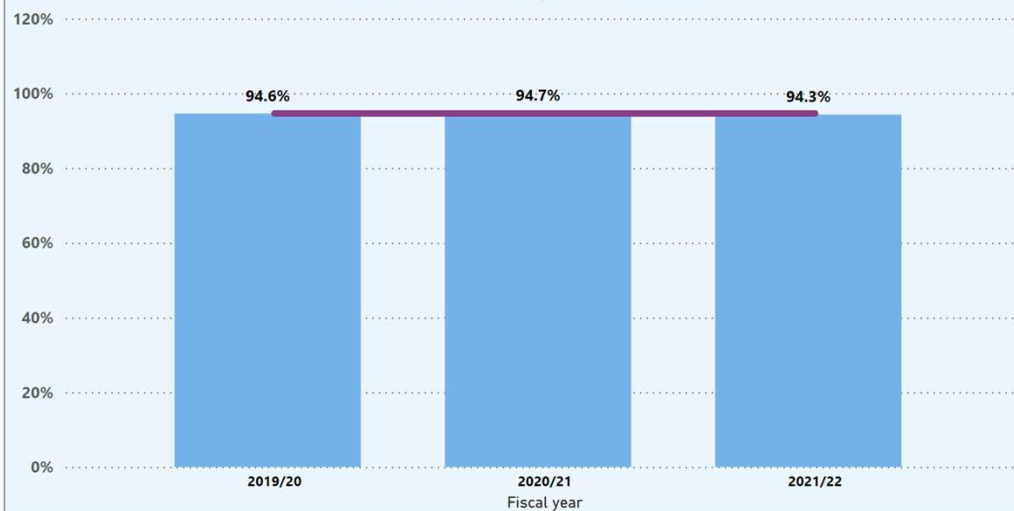
KS5 - % of students achieving at least 2 substantial level 3 qualifications

● Indicator value — Target — Benchmark



Percentage of 16-18 year olds completing study who go on to Sustained education, apprenticeship or employment

● Indicator value — Target — Benchmark



Indicator Ref.
M32

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2022/23 Academic Year (London position)

Comment

Level 3 (KS5) results in Croydon have been below benchmark comparators for many years, partly due to the extensive FE offer in the borough below level 3 which attracts high proportion of young people undertaking a more hybrid programme of study, e.g. a combination of L2 and L3 quals, rather than a traditional full level 3 programme. Support to schools is offered by 2 specialist secondary improvement advisers, predominantly on a traded basis. However, as most post-16 establishments in Croydon are academies or colleges, there are some limitations in the LA's influence – The establishment of the Croydon Education Partnership will enable a collegiate approach to improving outcomes at all key stages.

Indicator Ref.
M88

Outcome 3
Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate
Partnership working

RAG status - N/A

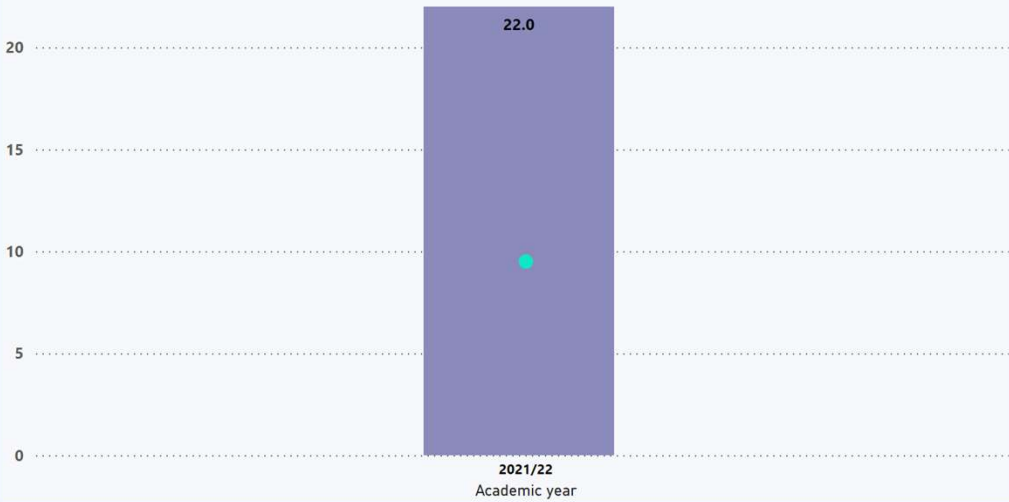
Benchmarking timeframe
2021/22 (London position)

Comment

4. Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

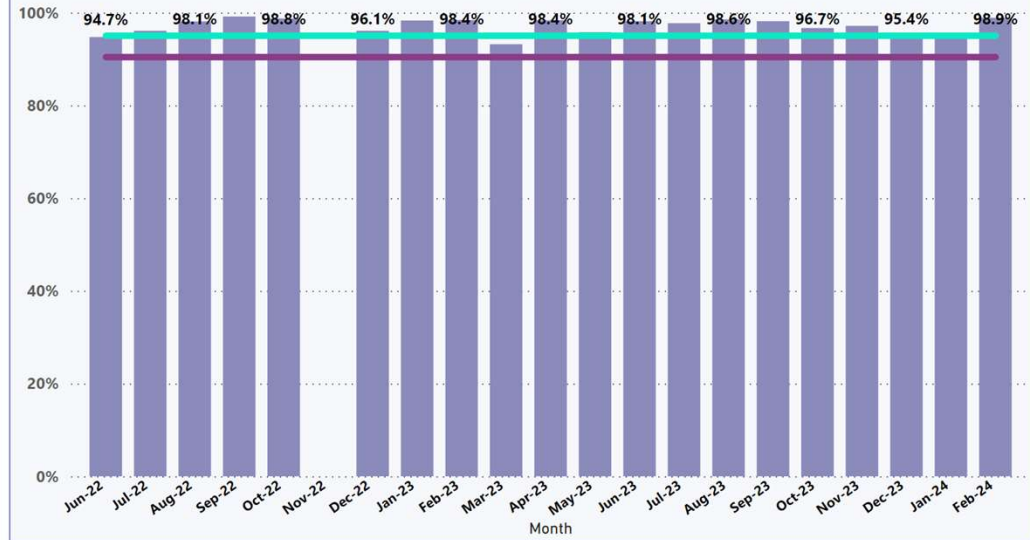
Number of children & young people on special educational needs & disability supported travel moving to independent travel plans (students per trainer)

● Indicator value — Target — Benchmark



% of reported flytips removed within one working day

● Indicator value — Target — Benchmark



Indicator Ref.
M39

Comment

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
No comparable data available

Indicator Ref.
M43

Comment

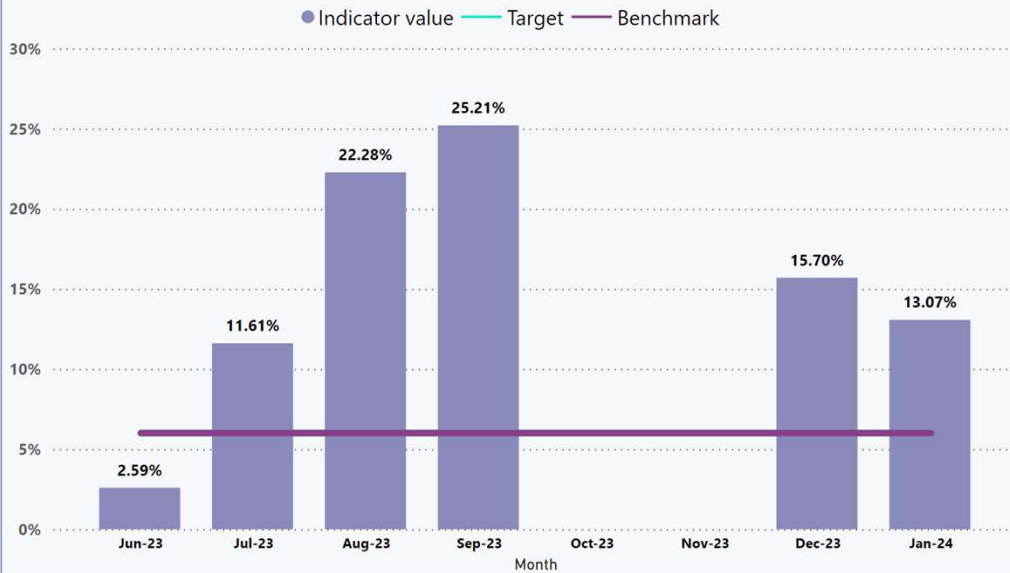
Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Sustainable Communities, Regen & Economic Recovery

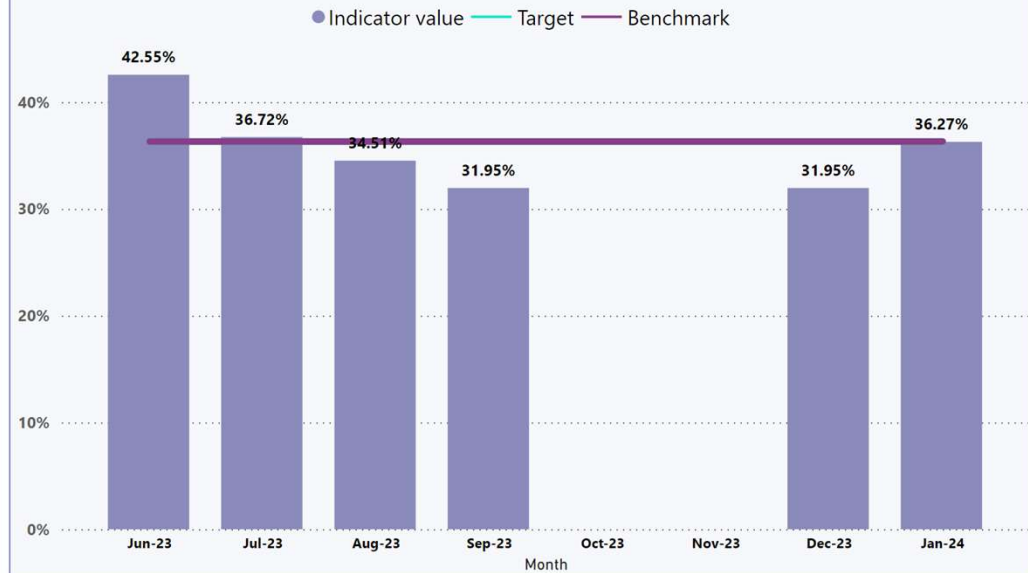
RAG status - Green

Benchmarking timeframe
24 months to end of March 2022 (London position)

% of waste rejected as contamination by Croydon's processing facility



Household waste recycling rate



Indicator Ref.
M44

Comment

The Councils recycling processing facilities continue to require high quality dry mix recycling and segregated Paper and Card as such they are required to reject recycling material which do not conform to required tolerance levels for contamination. All material which contains non recycling items are being rejected and redirected for further processing at our ERF facility. As such this material does not contribute to our recycling performance.

In Partnership with our collection's provider Veolia the Council has identified the rounds which contain the higher level of contamination which is found in our communal collections from our Housing estates which have shared waste containers. The Council is working with the Managing Agents responsible for the Housing estates along with RELONDON to identify areas of service improvements to address the level of contamination and increase the quality of our recycling material.

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regen & Economic Recovery

RAG status - Red



Benchmarking timeframe

2021-22 Stat neighbour median

Indicator Ref.
M45a

Comment

The service is currently awaiting revised tonnage data. The Council has seen an improvement in the overall recycling performance. This is due to a number of externally influencing factors. 1) - The level of contamination in our collected recycling material from Flats has not changed, however the total recycling and refuse collected in the borough has resulted in an increase in recycling rate. 2) the level of food waste has increased. 3) In line with seasonal variations the current level of garden waste has reduced this month.

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regen & Economic Recovery

RAG status - Amber

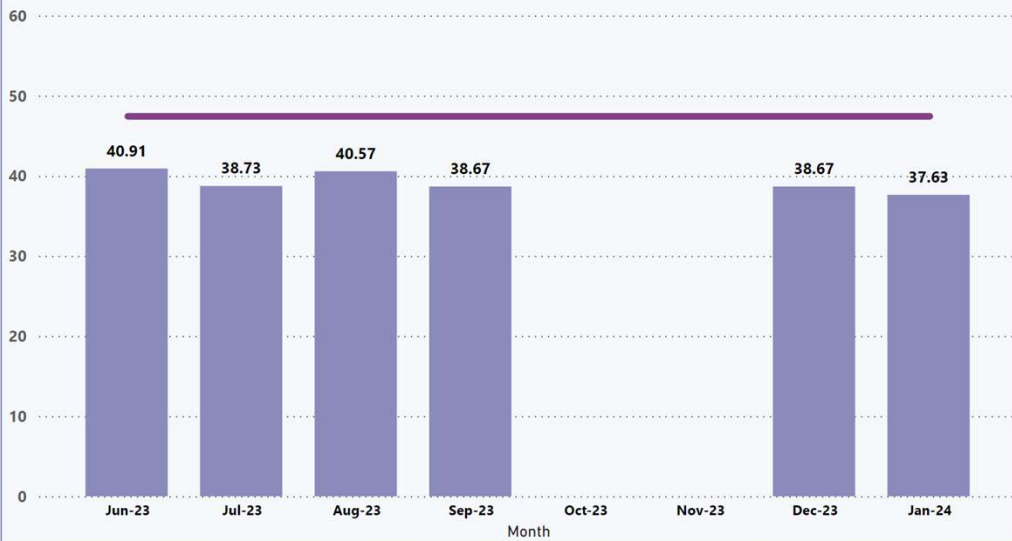


Benchmarking timeframe

2021-22 Stat neighbour median

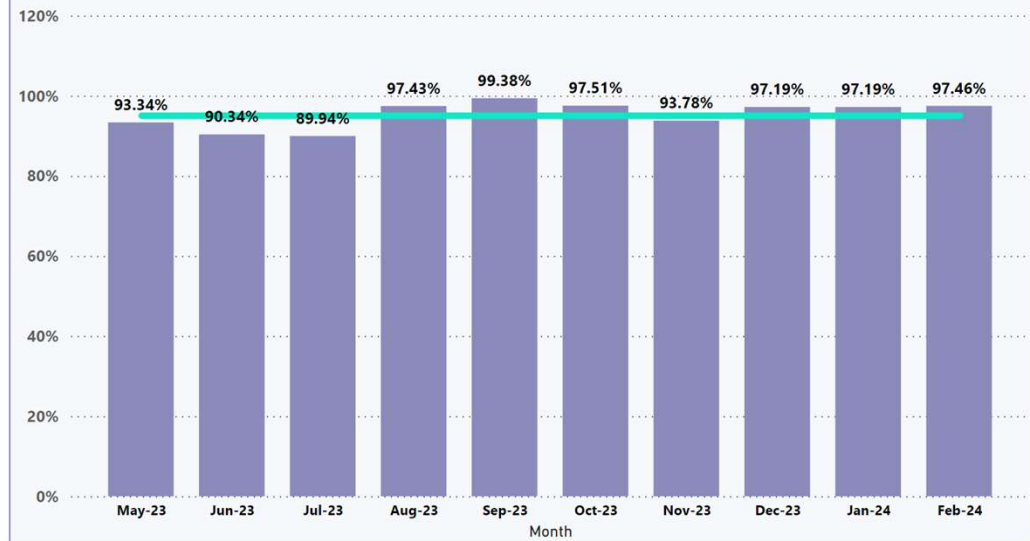
Non-recycled Household Waste (kg per household)

● Indicator value — Target — Benchmark



% of street below grade rectified within 24hrs

● Indicator value — Target — Benchmark



Indicator Ref.
M45b

Comment

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
2021-22 Stat neighbour median

Indicator Ref.
M46

Comment

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

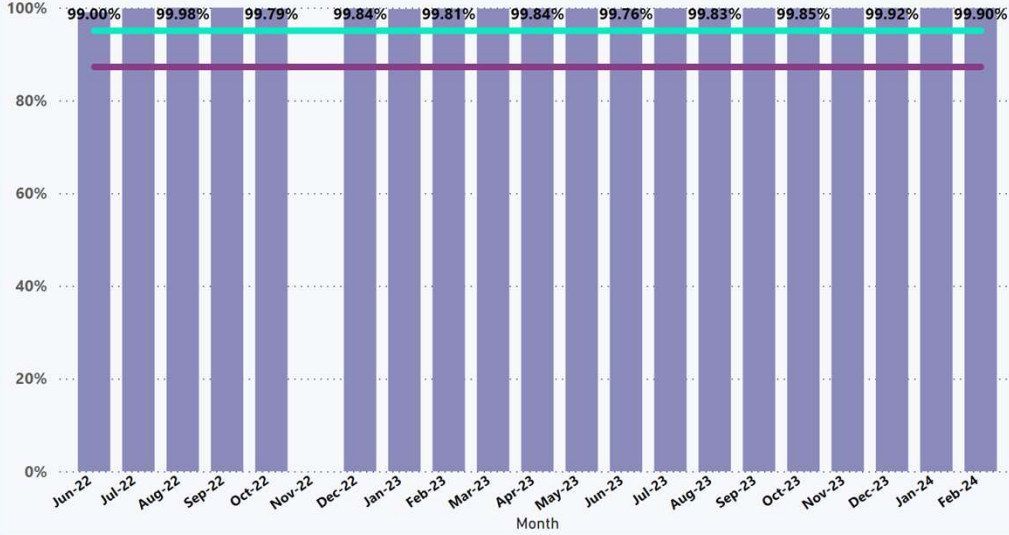
Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
No comparable data available

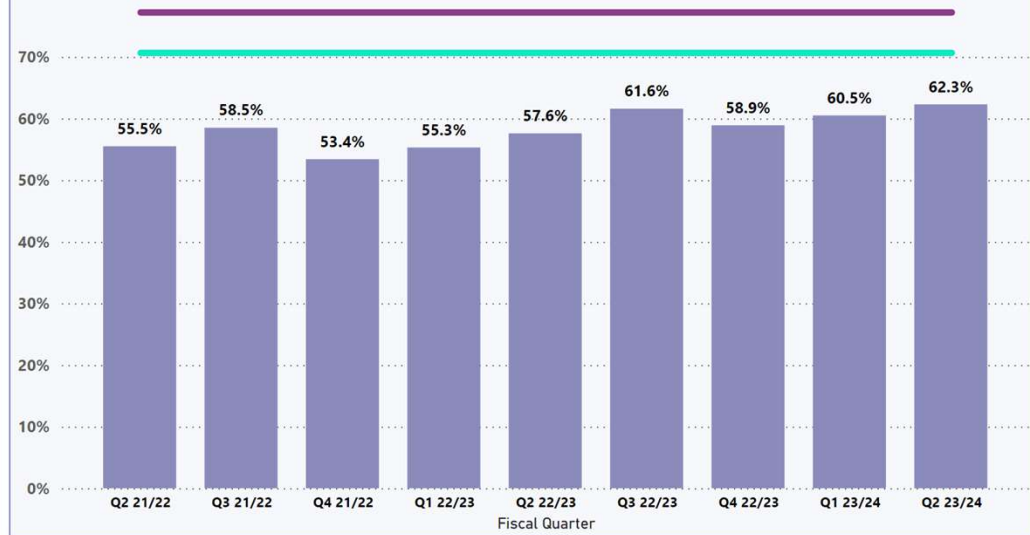
% of household waste collected on time

● Indicator value — Target — Benchmark



% of children receiving 6-8 week review by health visitor by the time they were 8 weeks

● Indicator value — Target — Benchmark



Indicator Ref.
M47

Comment

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - Green

Benchmarking timeframe
24 months to end of March 2022 (London position)

Indicator Ref.
M57

Comment

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Assistant Chief Executive

RAG status - Red

Benchmarking timeframe
2023/24 Q2 (London position)

The latest (Q2 23/24) performance data shows that 62.3% of children are receiving a 6-8 review by a health visitor by the time they are 8 weeks. This is the best performance on this indicator for over 2 years, and is approaching the target of 70%. This is likely due to the prioritisation of newborn and 6-8 week checks within the service. Significant work has been undertaken collaboratively by Public Health and CYPE commissioning colleagues with the provider on improving the service delivery model and increasing workforce recruitment and retention (on the backdrop of national recruitment challenges). Robust monitoring has been established. This service was reviewed by Children's Overview and Scrutiny in February 2024.



Indicator Ref.
M58

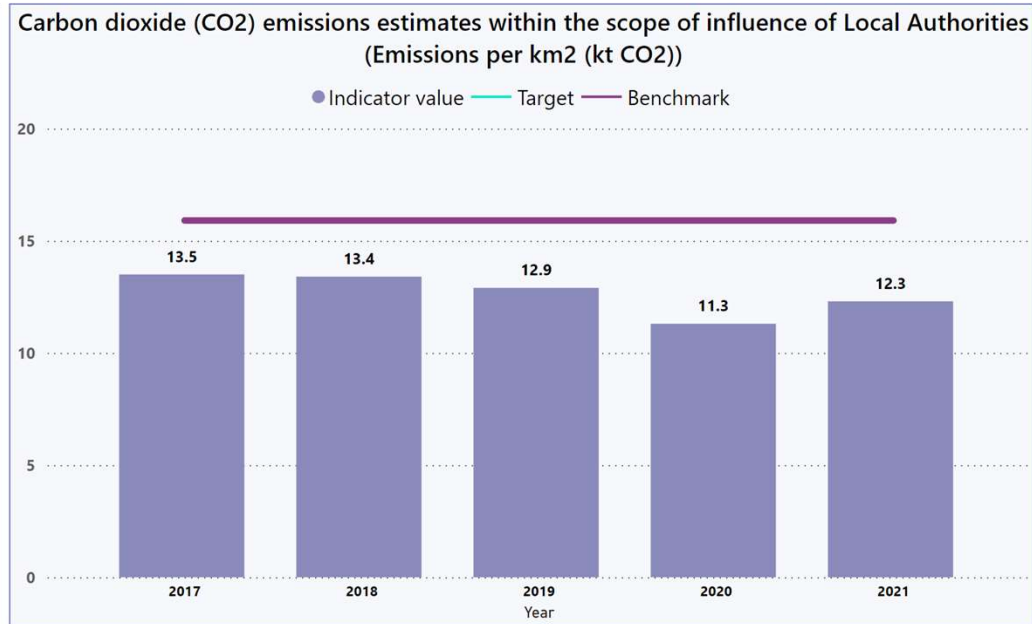
Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Assistant Chief Executive

RAG status - Red

Benchmarking timeframe
2023/24 Q2 (London position)

Comment
The latest (Q2 23/24) performance data shows that 37.6% of children received a 2-2.5 year review by the time they turned 2.5 year. This shows a fall in the performance in this area, and is significantly below the target of 58.1%. This fall in performance is likely related to the prioritisation of newborn and 6-8 week checks within the service. This is being closely monitored. Significant work has been undertaken collaboratively by Public Health and CYPE commissioning colleagues with the provider on improving the service delivery model and increasing workforce recruitment and retention (on the backdrop of national recruitment challenges). Robust monitoring has been established. This service was reviewed by Children's Overview and Scrutiny in February 2024.



Indicator Ref.
M61

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Sustainable Communities, Regen & Economic Recovery

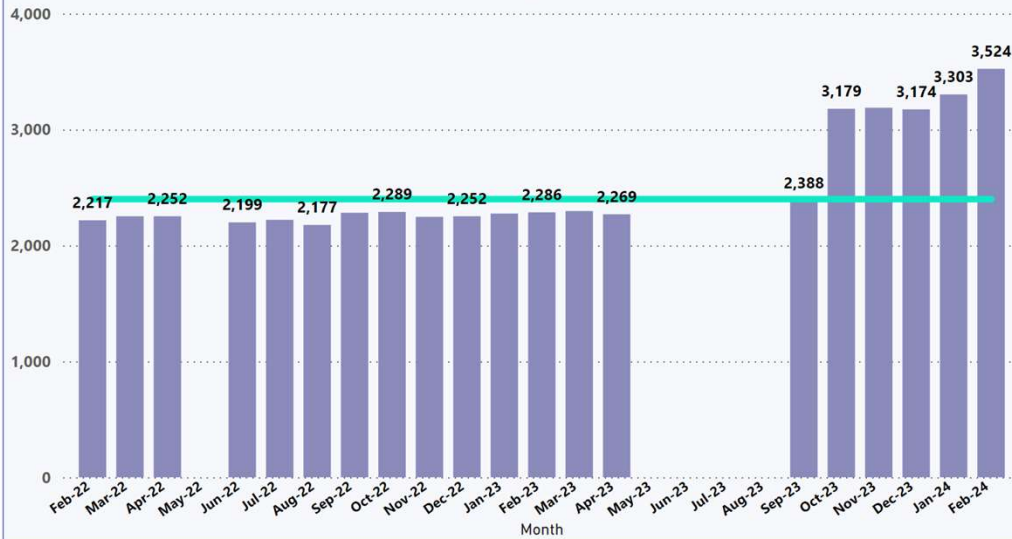
RAG status - Green

Benchmarking timeframe
2020 (London position)

Comment

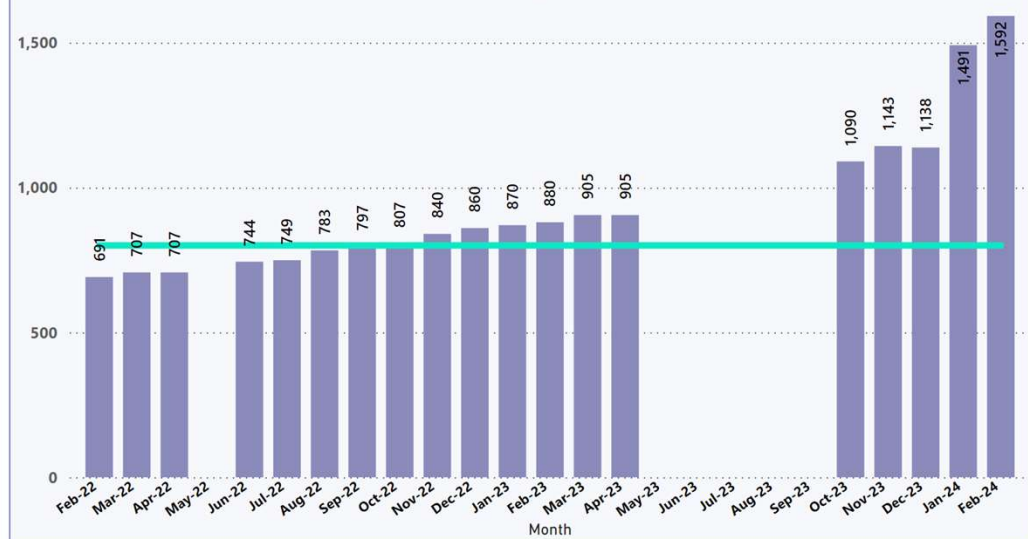
Total households in Temporary accommodation

● Indicator value — Target — Benchmark



Number of temporary accommodation households that are in nightly let

● Indicator value — Target — Benchmark



Indicator Ref.
M64

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
The number of households in temporary accommodation was previously under-reported and the increase over the last few months reflects the true position. As part of the transformation of the Housing Needs Service, occupancy review and data quality checks have been carried out which has identified additional households living in temporary accommodation.
We are working with the residents to identify alternative suitable settled housing solutions.

Indicator Ref.
M65

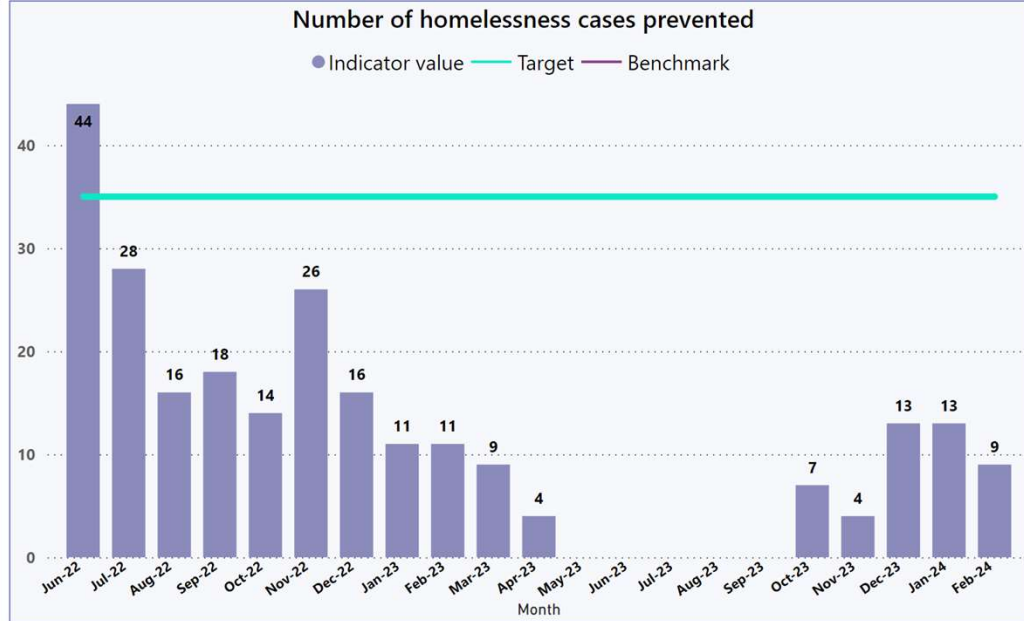
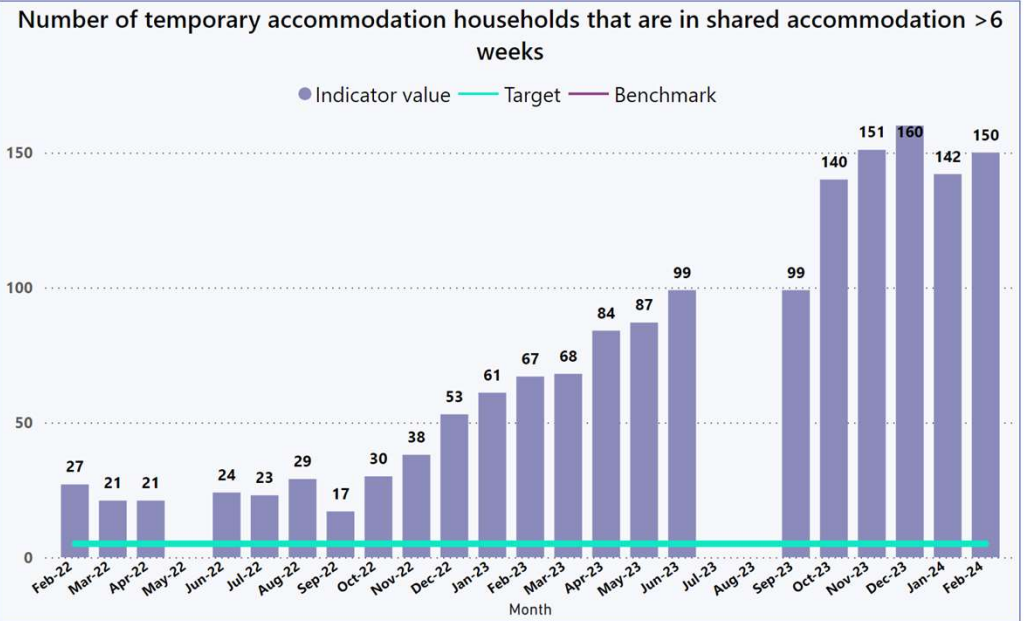
Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
The Council is increasingly unable to procure or even retain longer term leased temporary accommodation due to private landlords exiting the market for economic reasons. This is causing a surge in the use of nightly paid accommodation to meet homelessness statutory duty.
We are working effectively with landlords and accommodation providers by responding quickly to investment opportunities to improve access to quality and cost-effective accommodation offers.



Indicator Ref.
M66

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
Current shortage in the supply of private rented accommodation which can be leased for temporary accommodation has led to an increase in the use of bed and breakfast (B&B) accommodation for families for more than 6 weeks.

The latest homelessness stats from DLUHC, for April to June 2023 published in December 2023 demonstrated that many local authorities in England are increasingly running out of options to meet demand, causing an increase in the use of such accommodation. The greatest percentage increase was for families with children living in shared accommodation over 6 weeks at 2,510 households which is the highest figure since March 2003 and had increased by 38.7% in the last quarter and 146.1% in the past year.

As part of the transformation of the Housing Service, we are refocusing the service on providing support for residents to prevent them from losing their home, and where this cannot be avoided finding suitable alternative accommodation as soon as possible.

Indicator Ref.
M67

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

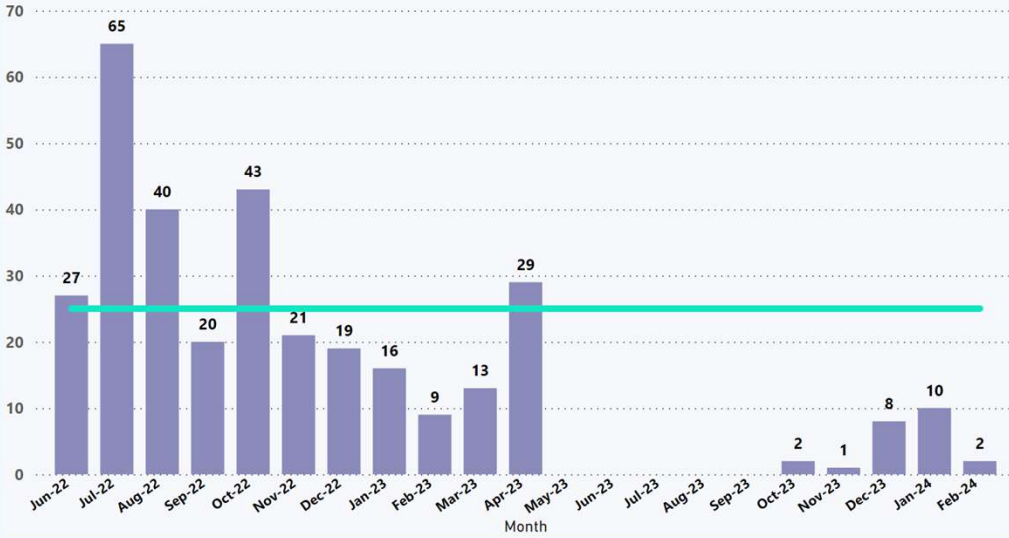
RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
The restructure for Housing Needs has been implemented and is forming the bedrock for process and cultural change and a more cohesive journey for a homeless household. Performance improvement is expected during 2024-25 from better working practice as the new structure is embedded.

Number of cases where Homelessness was Relieved

● Indicator value — Target — Benchmark



Indicator Ref.
M68

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - Red

Benchmarking timeframe
No comparable data available

Comment

The restructure for Housing Needs has been implemented and is forming the bedrock for process and cultural change and a more cohesive journey for a homeless household. Performance improvement is expected during 2024-25 from better working practice as the new structure is embedded.

% of Responsive Repairs completed within target times

● Indicator value — Target — Benchmark



Indicator Ref.
M83

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - Green

Benchmarking timeframe
No comparable data available

Comment

During February 2024, we have seen an improvement in the number of repairs being completed within target time. Following the recruitment of additional gas engineers at K&T Heating, their performance has also improved. We continue to work collaboratively with our contractors to support stabilisation of the service ahead of the new financial year.

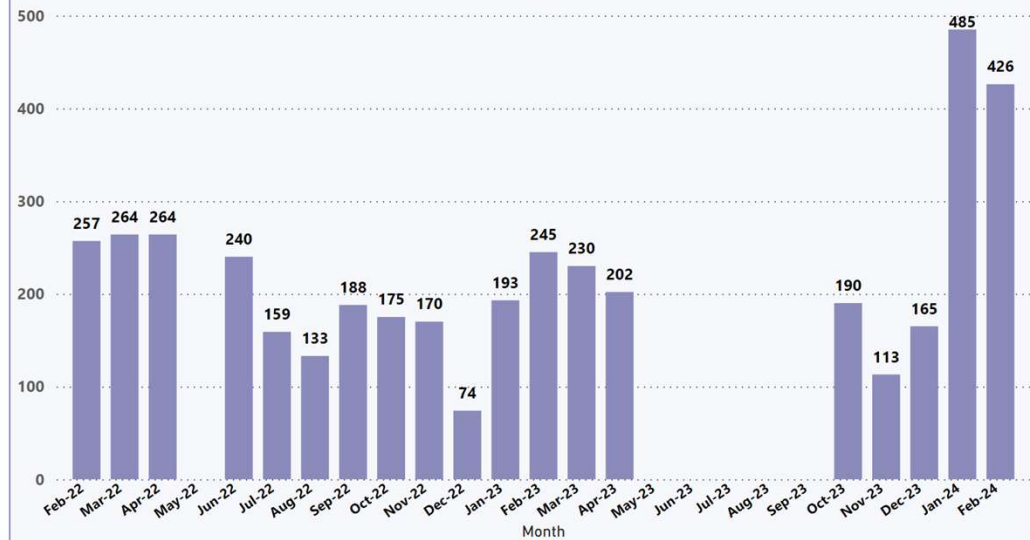
Average Void Re-let times taken (Days)

● Indicator value — Target — Benchmark



Number of Homeless Applications Made

● Indicator value — Target — Benchmark



Indicator Ref.
M84

Comment
A combination of factors has led to higher turnaround times:

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Longer term voids are still coming through, and these are impacting overall turnaround times.
Repairs contractors were under-resourced and have acknowledged this. Additional resources were committed in late Autumn and are still in place to address this. We are starting to see performance improvement with works to several recent voids being completed within a few days.

Directorate
Housing

We are streamlining the process of identifying properties for residents being moved from Regina Road. Enhanced works needed to these properties after allocation has increased void times. Void progress continues to be tracked weekly at the specialist voids meeting to ensure that any issues with individual voids are identified and progressed. We are also checking the data on NEC and manual records are accurate as we move on to using Power BI reports.

RAG status - Red

In anticipation of the next phase of the NEC roll out, we have developed a Void Pathway report that will allow us to track the progress of all voids by stage, meaning we will be able to better identify blockages in the process and introduce more detailed operational targets.

Benchmarking timeframe
No comparable data available

Indicator Ref.
M69

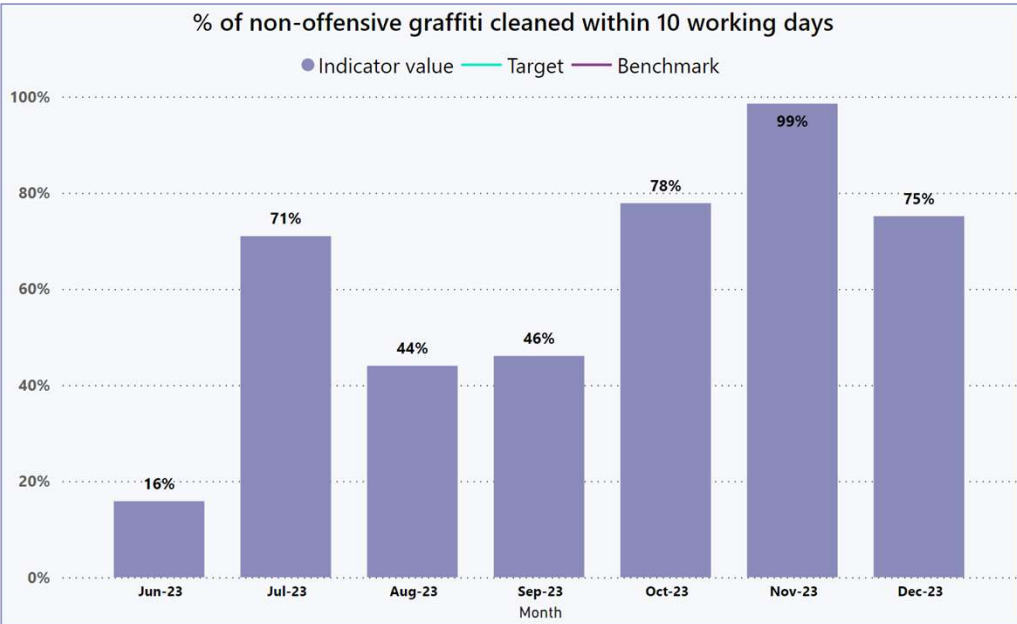
Comment
There are growing national homelessness and temporary accommodation pressures. This indicator enables the Council to track the demand pressure in order to respond. The increase from December 23 position is due to improvement in the recording of new presentations on the new Housing I.T system.

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Housing

RAG status - N/A

Benchmarking timeframe
No comparable data available



Indicator Ref.
M82

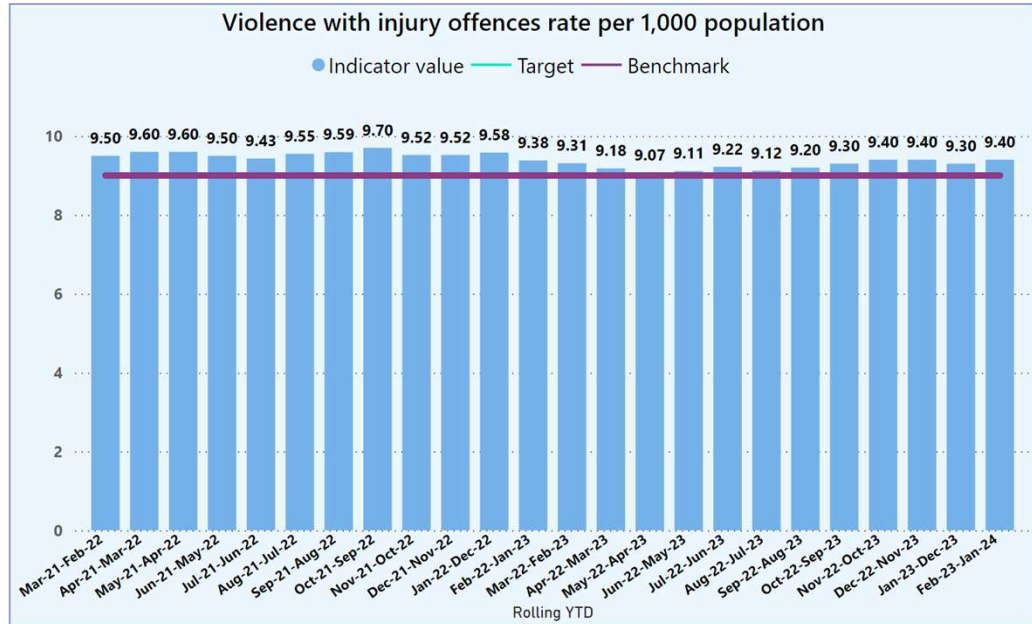
Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - N/A

Benchmarking timeframe
No comparable data available

Comment



Indicator Ref.
M48

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

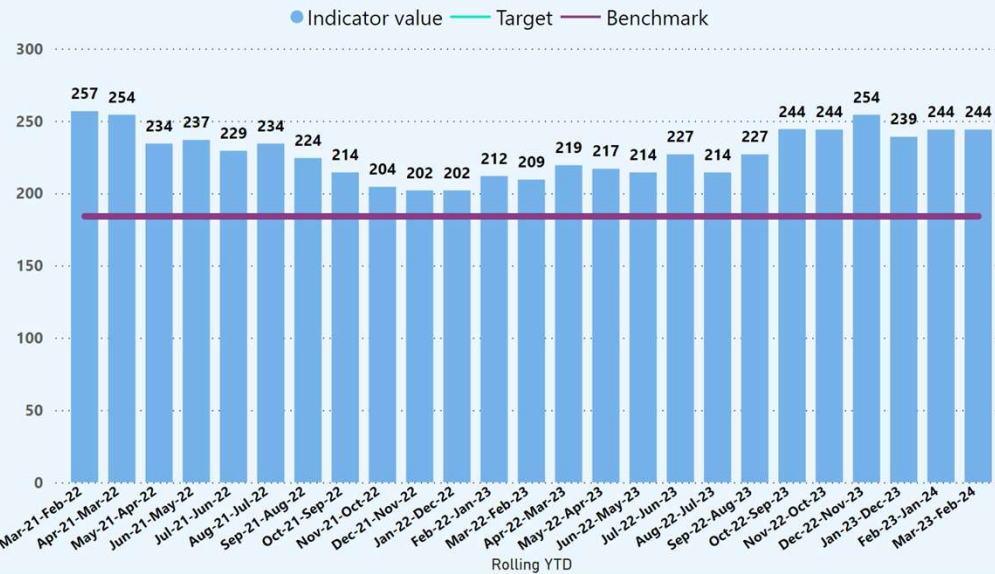
RAG status - N/A

Benchmarking timeframe
12 months rolling to January 24 (London position)

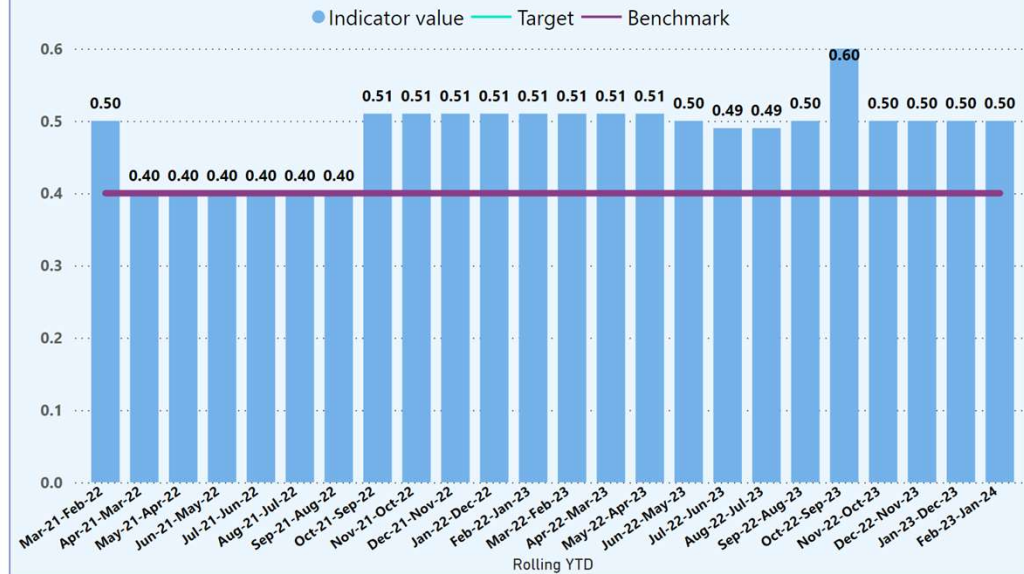
Comment
We are currently commissioning third sector partners to deliver a program of outreach and engagement for young people at risk of violence in Croydon Town Centre, New Addington and the Shrublands estate across 24/25. This builds on the commissioned activity in 23/24 that was successful in engaging with and diverting young people, with an enhanced program that lasts longer.

We launched our Youth Safety Delivery Plan in September 2023, and the borough's new "Tackling Violence Against Women and Girls Delivery Plan" will be launched at cabinet in Spring 2024. These two plans outline our approach to reducing two of the highest causes of violence in Croydon, and are major partnership plans to reduce violence.

Juvenile first time entrants to the criminal justice system per 100,000 of 10-17 year olds



Knife crime with injury rolling 12 months (rate per 1,000 population)



Indicator Ref.
M49

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2021 (London position)

Comment
The Youth Justice Service has seen a steady and gradual decline in first time entrants since 2021 and can in part attribute this to the increasing prevention offer and projects within the Service. Projects such as Turnaround and Engage now provide a much earlier offer to intervene with children who come to the attention of the authorities. The increase in the use of community resolutions (on the spot cautions) have also diverted children from Court proceedings and formal sanctions for low gravity offences. The Service continues to strive to meet with the London average by regularly reviewing decisions made by Police and by advocating at Court for children to receive support outside of the Criminal Justice System.

Indicator Ref.
M50

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

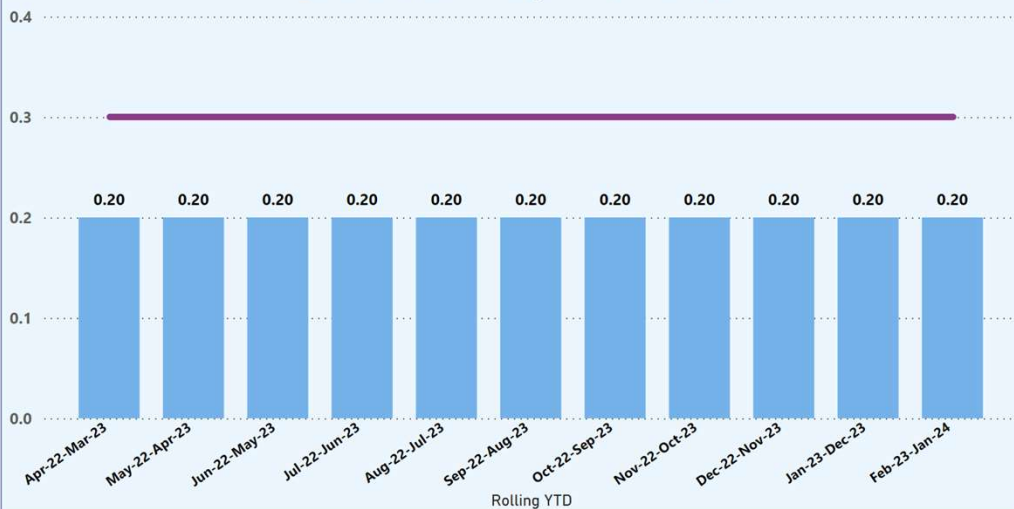
RAG status - N/A

Benchmarking timeframe
12 months rolling to January 24 (London position)

Comment
We are currently commissioning third sector partners to deliver a program of outreach and engagement for young people at risk of violence in Croydon Town Centre, New Addington and the Shrublands estate across 24/25. This builds on the commissioned activity in 23/24 that was successful in engaging with and diverting young people, with an enhanced program that lasts longer. In the longer term, we have launched our new "Youth Safety Delivery Plan", the borough's first plan aiming to reduce both the number and seriousness of violence incidents involving young people. This is a partnership plan, and was developed with both our statutory partners such as the Police and communities, residents and young people. This plan will work with affected communities to change how we prevent violence and support the victims of violence, and reflects a new way of working in trusted and equal partnership with the people of Croydon

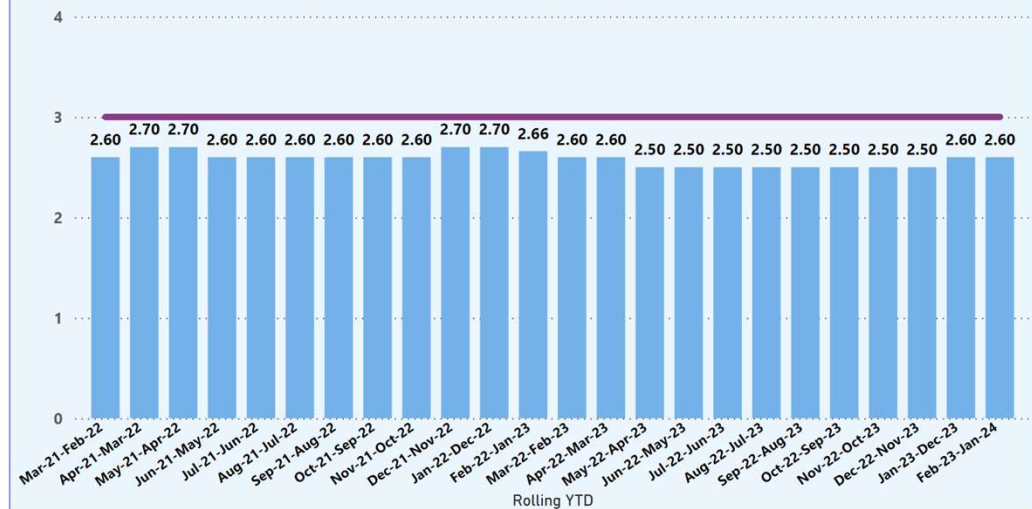
Knife crime with injury (victims 1-24 years old) rolling 12 months (rate per 1,000 1-24 population)

● Indicator value — Target — Benchmark



Hate crime offences (includes Homophobic, transphobic, religious, race and disability hate crimes) rate per 1,000 population

● Indicator value — Target — Benchmark



Indicator Ref.
M51

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
12 months rolling to January 24 (London position)

Comment
We are currently commissioning third sector partners to deliver a program of outreach and engagement for young people at risk of violence in Croydon Town Centre, New Addington and the Shrublands estate across 24/25. This builds on the commissioned activity in 23/24 that was successful in engaging with and diverting young people, with an enhanced program that lasts longer. In the longer term, we have launched our new "Youth Safety Delivery Plan", the borough's first plan aiming to reduce both the number and seriousness of violence incidents involving young people. This is a partnership plan, and was developed with both our statutory partners such as the Police and communities, residents and young people. This plan will work with affected communities to change how we prevent violence and support the victims of violence, and reflects a new way of working in trusted and equal partnership with the people of Croydon

Indicator Ref.
M52

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

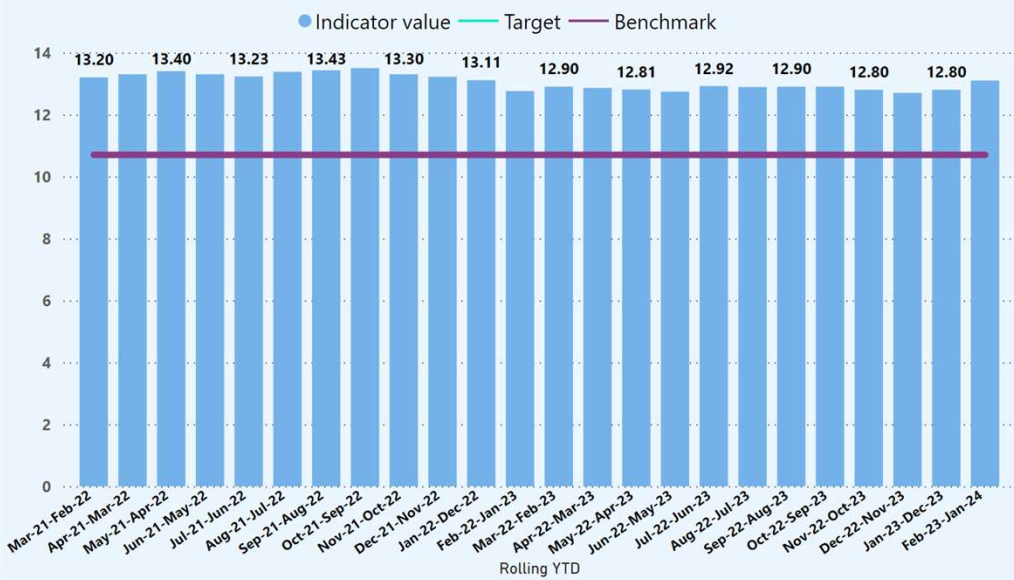
Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
12 months rolling to January 24 (London position)

Comment
Hate crime has remained at roughly the same level over the last 12 months, and continues to be monitored in partnership with the Police. Croydon has not seen a noticeable rise in antisemitic and anti-Islamic hate crime following global events in the last 12 months, but there have been a very small number of isolated incidents which have been rapidly addressed by the council and police.

Domestic violence offences rate per 1,000 population



Indicator Ref.
M53

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

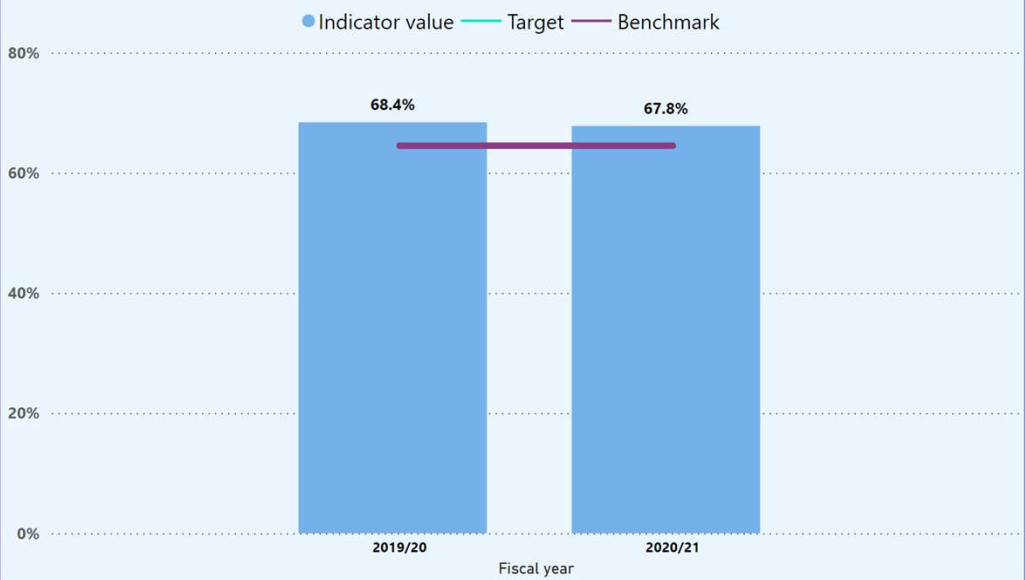
Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
12 months rolling to January 24 (London position)

Comment
Levels of domestic violence remain unacceptable in our borough. We have continued to fund and deliver the key Family Justice Service that works with victims of abuse to reduce the risk of violence, and work with the Police and victims to tackle perpetrators of domestic violence and abuse. In spring 2024 we will launch the boroughs first "Tackling Violence against Women and Girls" delivery plan, which will set out our three year plan for making women and girls safer in Croydon across all aspects of gender based violence.
NOTE: Our services also support men and boys subject to gender based violence

% opiates and/or crack cocaine users not in treatment



Indicator Ref.
M54

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

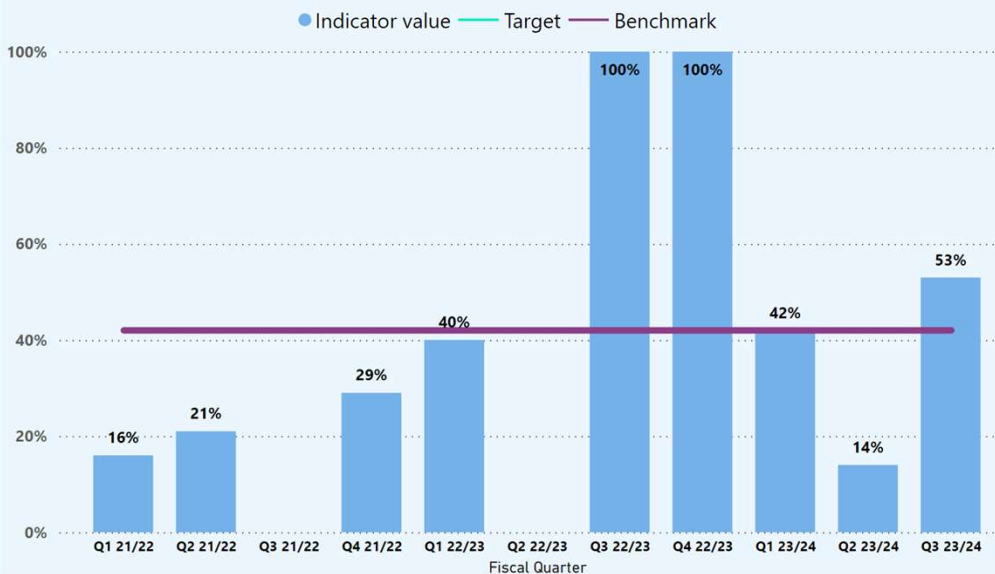
Directorate
Partnership working

RAG status - N/A

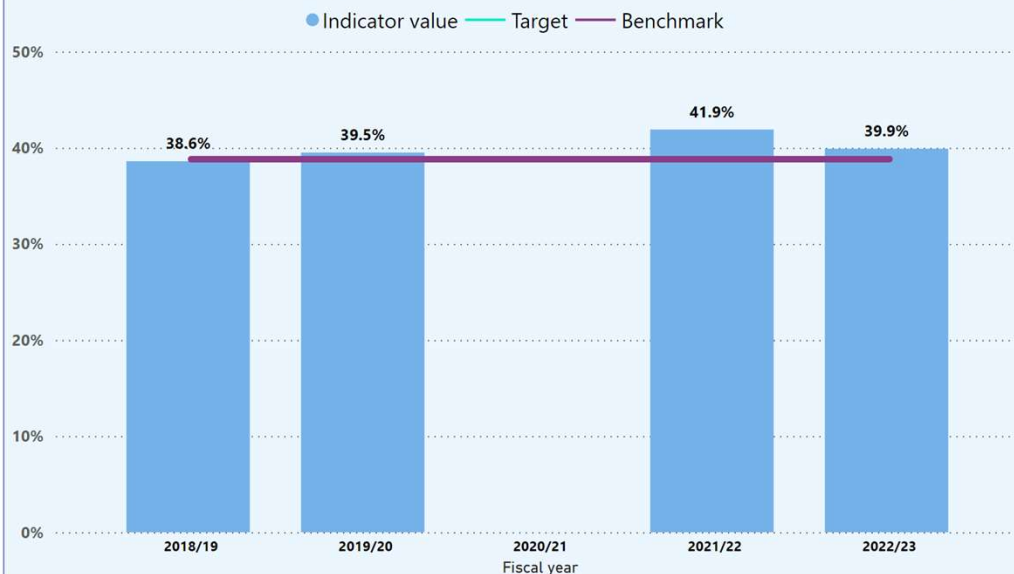
Benchmarking timeframe
2020/21 (London average)

Comment
Change Grow Live are now embedded as the substance misuse provider with a Good CQC rating in December 2022. This is the most recent publicly available data, since this there has been additional funding through the Supplementary Substance Misuse Treatment and Recovery Grant to support delivery of the Government's from 'Harm to Hope' drug strategy. This has a focus on increasing numbers in treatment supporting additional capacity in the system, developing staff, new ways of working and increased collaborative working which is ensuring more people are entering into treatment.

% of the eligible population offered an NHS Health Check who received one (% uptake)



% of children aged 10-11 years (children in year 6) classified as obese or overweight



Indicator Ref.
M55

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2023/24 Q3 (London position)

Comment

We have been working with our invitation provider to improve the call and recall process of inviting our residents for NHS Health Check. The latest performance data for 2023/24 Q3 shows that 53% of eligible population offered an NHS health check received one. This is an improvement in performance on previous quarters and now compares favourably with other London Boroughs. We anticipate that the annual target of 13,500 invitations for the NHS health check will be met.

Indicator Ref.
M59

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

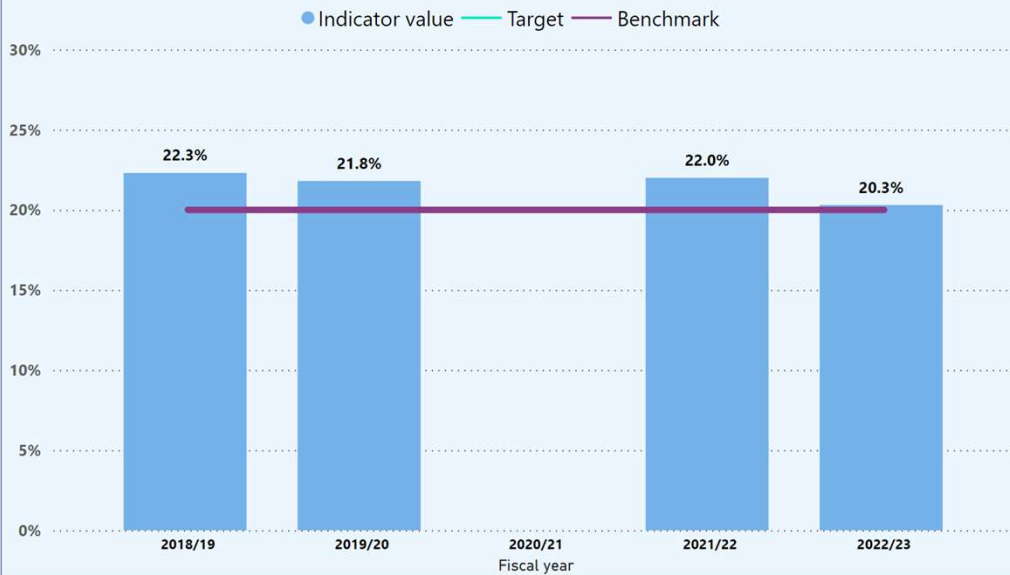
RAG status - N/A

Benchmarking timeframe
2022/23 (London average)

Comment

The latest data for 2022/23 shows that 39.9% of children aged 10-11 are classified as obese or overweight, which is lower than the London average for 2022/23 of 40.5%. Public health is looking at opportunities to improve the offer for children under 12 in Croydon who would like support with achieving a healthy weight. The Food and Healthy Weight Partnership, led by Public Health, is working to support all Croydon residents to achieve and maintain a healthy weight and wellbeing through equitable access to nutritious food, opportunities for physical activity, and sustainable programmes, for example through the Healthy Catering Commitment, tackling Food poverty, and a focus on Sport and Activity Opportunities.

% of children aged 4-5 years (children in reception) classified as obese or overweight



Affordable homes completed (measured as a % of total build)



Indicator Ref.
M60

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
2022/23 (London average)

Comment
The latest data for 2022/23 shows that 20.3% of children aged 4-5 years are classified as obese or overweight, which is lower than the London average of 21.9%. The Early Years Healthy Behaviours service, delivered by HENRY, offers families with children under the age of 7 with training programmes, cooking programmes, workshops on eating on a budget and starting solids, as well as training programmes for professionals working with families across Croydon. This service has established itself well since February 2023 and is linked in with other services and partners across Croydon. The Food and Healthy Weight Partnership, led by Public Health, is working to support all Croydon residents to achieve and maintain a healthy weight and wellbeing through equitable access to nutritious food, opportunities for physical activity, and sustainable programmes.

Indicator Ref.
M62

Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

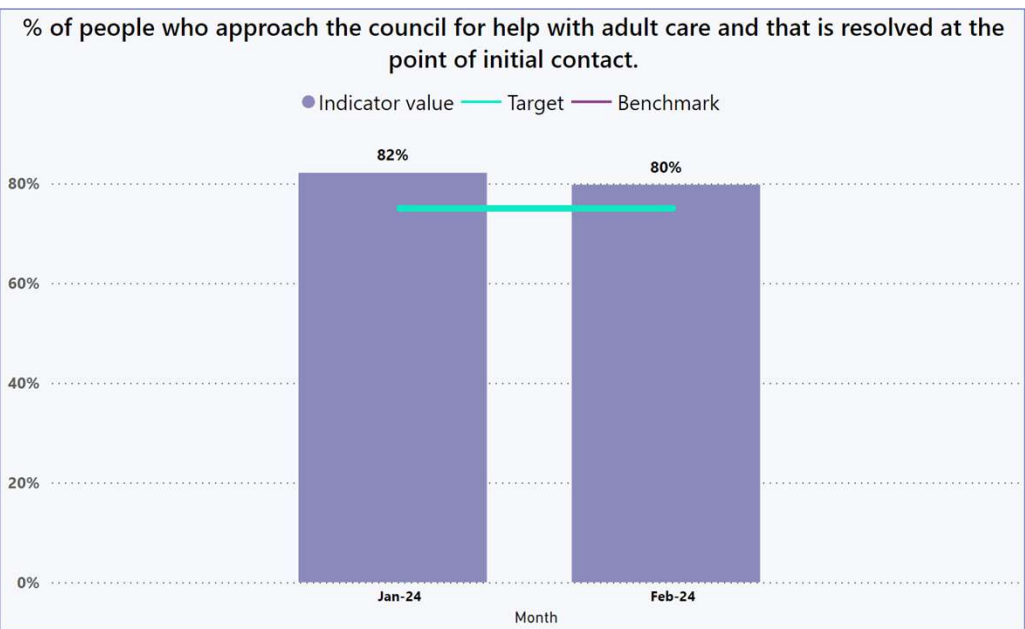
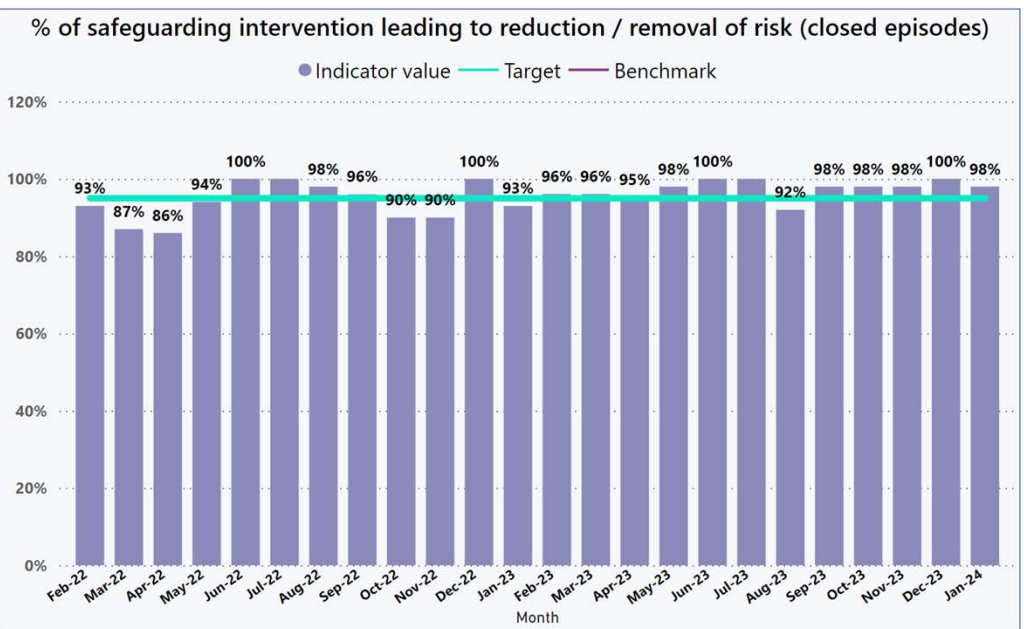
Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
No comparable data available

Comment
The 338 net affordable housing completions for 21/22 only captures affordable housing units secured through Section 106 Agreements at the grant of planning consent. Therefore, the figure is exclusive of developments / units post the planning process that are acquired by Registered Providers and delivered as affordable housing. It should also be noted that in accordance with national policy the Council can only secure affordable housing from schemes of 10 units or more.

5. People can lead healthier and independent lives for longer



Indicator Ref.
M70

Comment

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Green

Benchmarking timeframe
No comparable data available

Indicator Ref.
M71

Comment

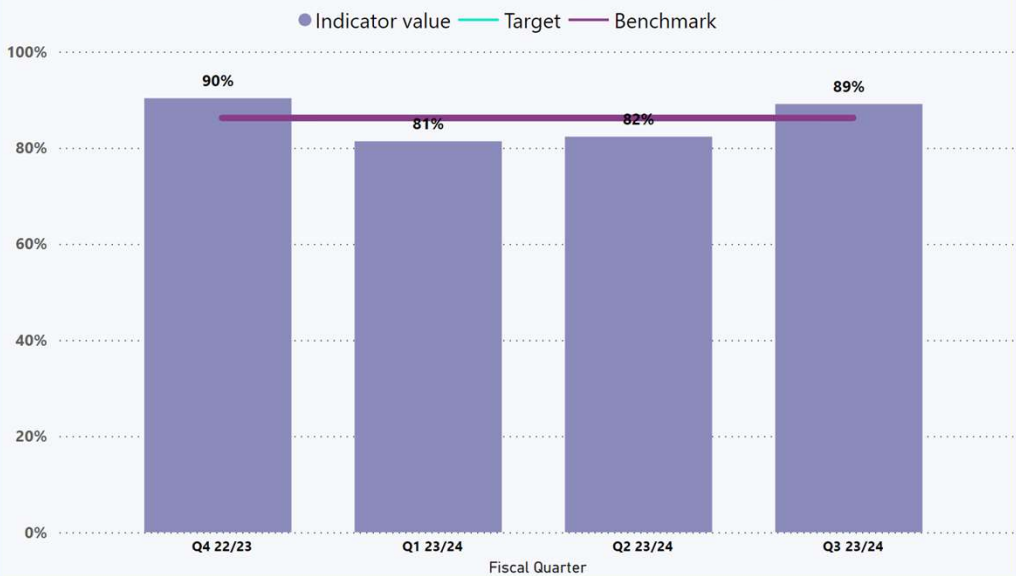
Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Green

Benchmarking timeframe
No comparable data available

% of people still at home after 91 days after returning home from using reablement service



Indicator Ref.
M72

Comment

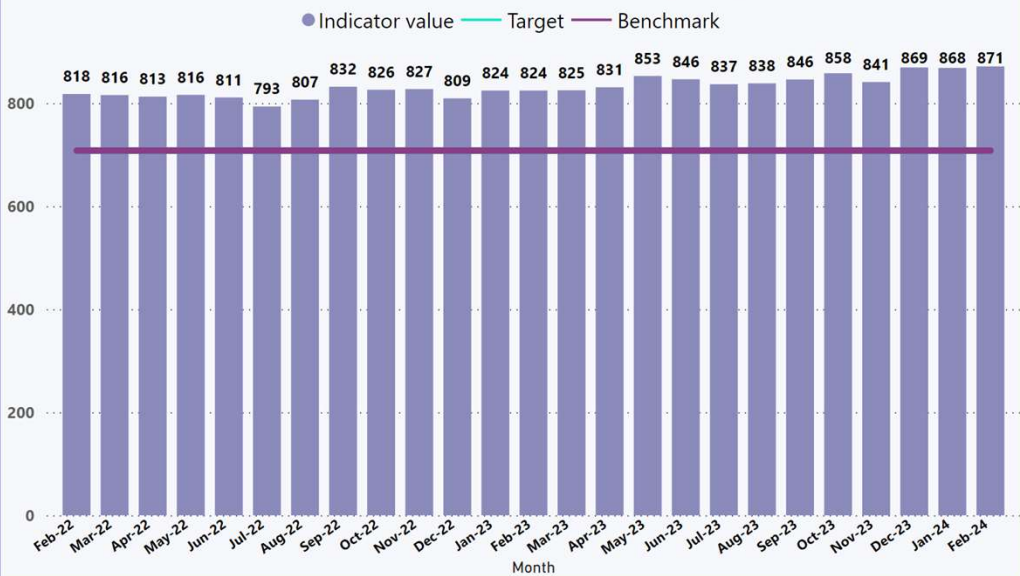
Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Green

Benchmarking timeframe
FY 22-23 (London position)

Rate of 18-64 clients in long term care (per 100,000)



Indicator Ref.
M73

Comment

Outcome 5
People can lead healthier and independent lives for longer

Explanatory note: The benchmark is the target - 708. The metric describes all residents receiving funded long term care. This includes direct payments, home care and residential and nursing care. A resident receiving funded services could sit within this metric for up to 46 years. Early intervention and enabling services are crucial.

Directorate
Adult Social Care and Health

Key narrative: The approach to meeting the target is through our managing demand programme (information, advice and guidance) and good social care practice (strengths based assessment enabling connections with community services and use of care technology). Placing residents in borough where appropriate (as opposed to out of borough) is also a key change in our practice.

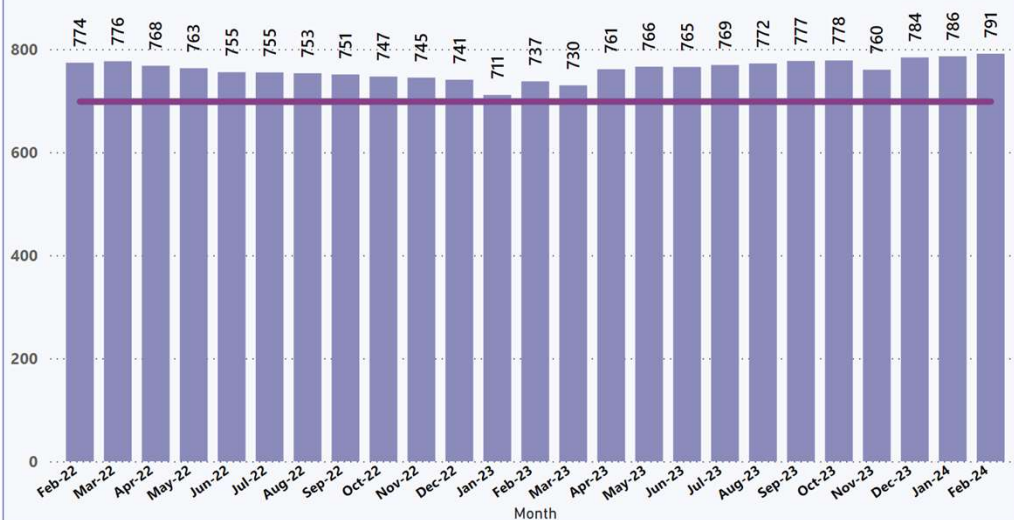
RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

During February - April 2024 the Directorate will complete a service review with a Strategic Delivery Partner, to set out the next stages for the long term transformation required to meet the metric.

Rate of 18-64 clients supported to live independently (per 100,000)

● Indicator value — Target — Benchmark



Rate of 18-64 people in residential and nursing care (per 100,000)

● Indicator value — Target — Benchmark



Indicator Ref.
M75

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

Comment
 Explanatory note: The benchmark is the target - 698. The metric describes all residents receiving funded long term care exclusive of residential and nursing care.
 Key narrative: Although it remains best practice to support people to live independently in their own homes too many people are being supported per head of population.
 A substantial element of the focus for this metric is aligned to developing the provider market on floating support (mainstream housing with minimal support to maintain tenancy and independent living). Funded costs for this are relatable to housing benefits rather than social care budgets.
 During February - April 2024 the Directorate will complete a service review with a Strategic Delivery Partner, to set out the next stages for the long term transformation required to meet the metric.

Indicator Ref.
M77

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

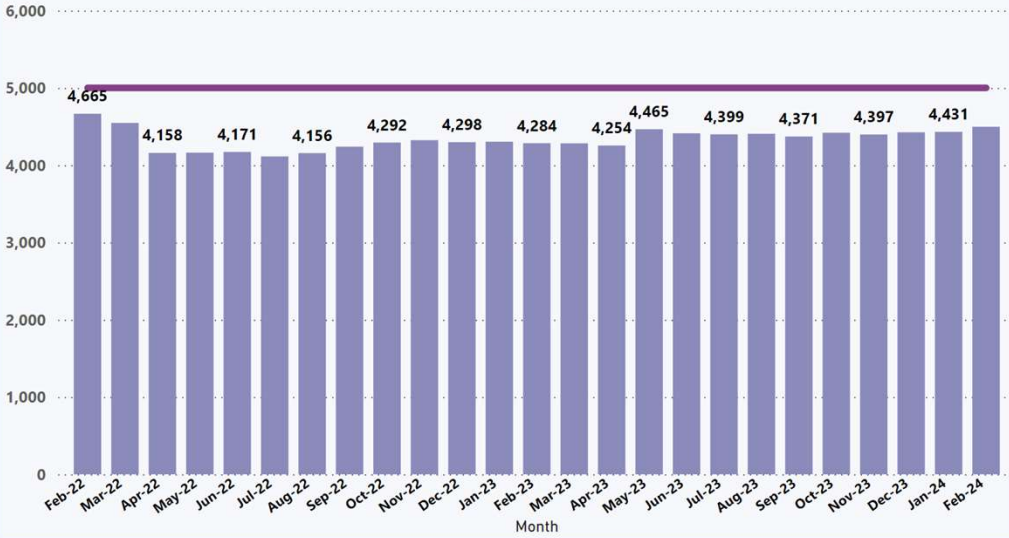
RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

Comment
 Explanatory note: The benchmark is the target - 99. This metric describes all residents receiving funded care only placed in residential or nursing care.
 Key narrative: The key focus of this metric is our managing demand approach, only placing newly assessed or reviewed residents in residential or nursing care where it is absolutely necessary. Where residents are already placed, review should always consider the opportunity for step down to extra care housing.
 During February - April 2024 the Directorate will complete a service review with a Strategic Delivery Partner, to set out the next stages for the long term transformation required to meet the metric.

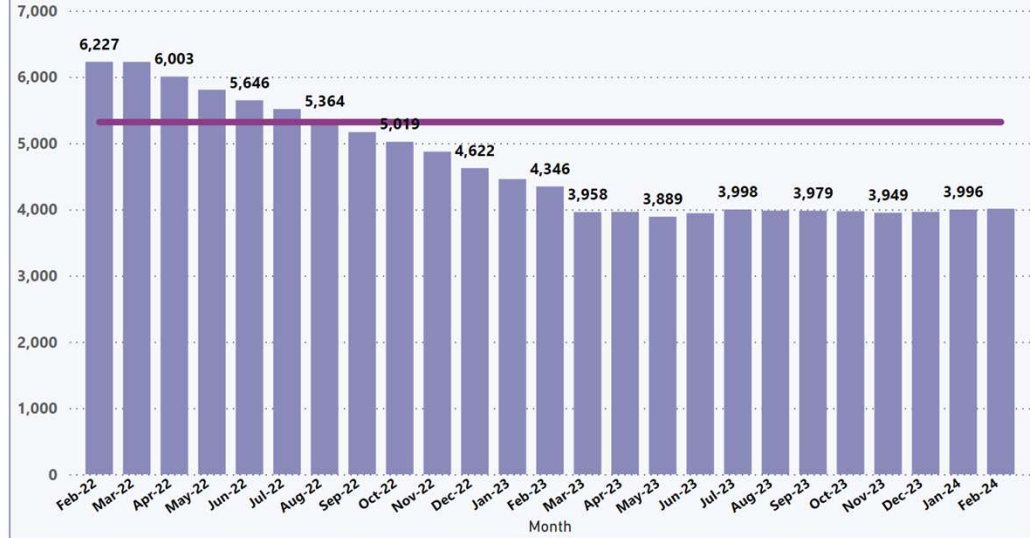
Rate of 65+ clients in Long term care (per 100,000)

● Indicator value — Target — Benchmark



Rate of 65+ clients supported to live independently (per 100,000)

● Indicator value — Target — Benchmark



Indicator Ref.
M74

Comment

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Green

Benchmarking timeframe
FY 22-23 (London position)

Indicator Ref.
M76

Comment

Outcome 5
People can lead healthier and independent lives for longer

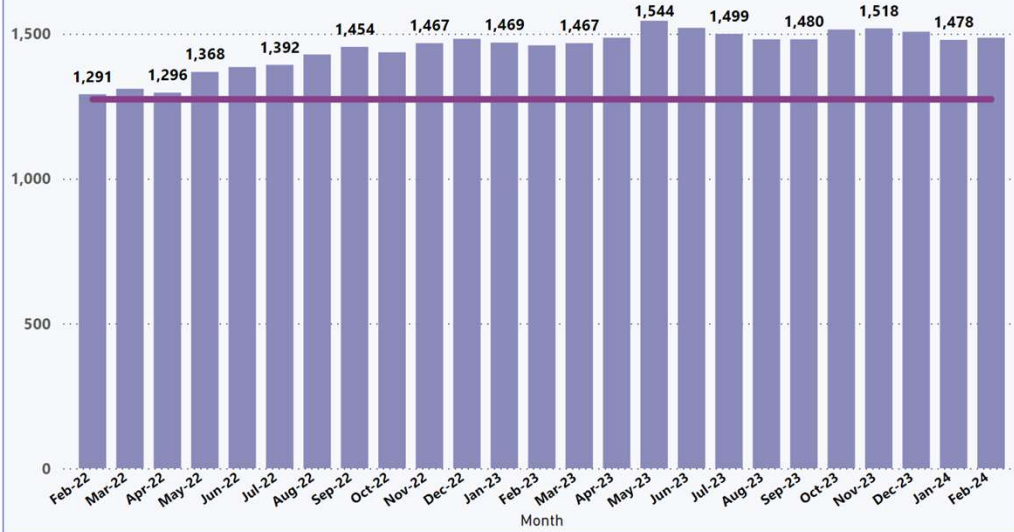
Directorate
Adult Social Care and Health

RAG status - Green

Benchmarking timeframe
FY 22-23 (London position)

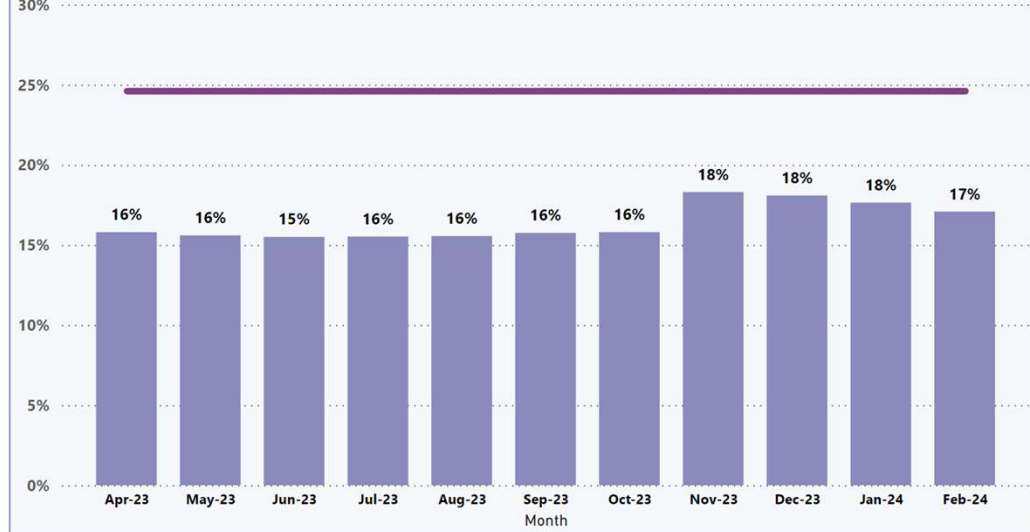
Rate of 65+ people in residential and nursing care (per 100,000)

● Indicator value — Target — Benchmark



% of eligible adults managing their care via direct payment

● Indicator value — Target — Benchmark



Indicator Ref.
M78

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

Comment

Explanatory note: The benchmark is the target 1,273. This metric describes all residents receiving funded care only placed in residential or nursing care.

Key narrative: Discharge from hospital issues relating to the metric. The Frontrunner programme for which Croydon is one of 6 national pilots, is now well established. The key areas of focus are implementation of the transfer of care hub, increased intermediate care beds with wrap-around care.

A level of rehab options in out of the hospital remain a challenge, in terms availability of therapy / trained therapist. The level of step down beds is significant.

Discussions have started in ASC about the idea of increasing extra care housing options in borough as we have now filled all the voids in the market and have a waiting list of 30 people.

Once residents are placed, there is an interim winter beds step down team, that looks to return people to their own homes/tenancies where relevant. Winter beds are expected to end in April.

Indicator Ref.
M79

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

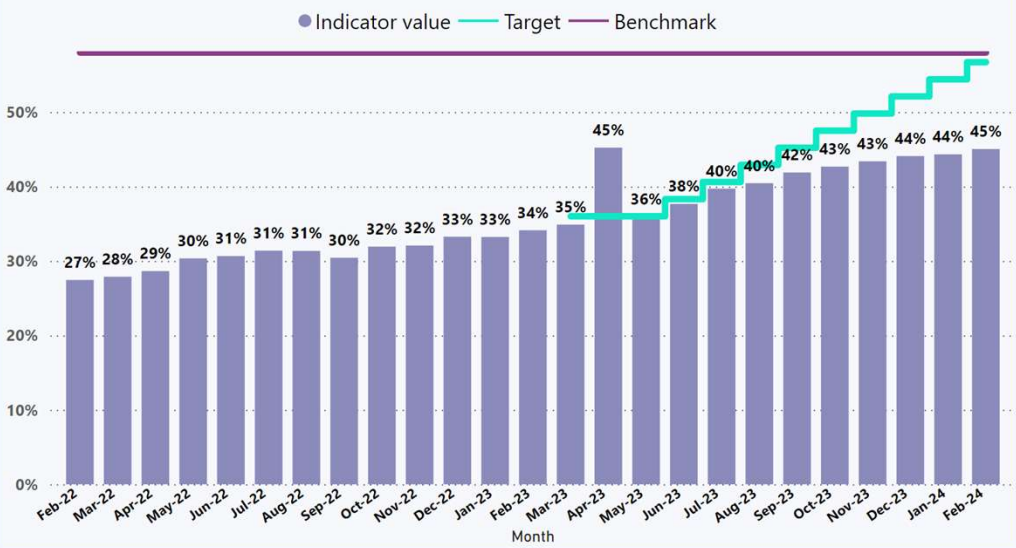
Comment

Explanatory note: Direct payments enable residents receiving funded social care services to have control of the services they chose to purchase to meet their needs.

The benchmark is the target 24.6%, although the England average is higher at 26.2%.

Key narrative: The November 23 rise of 2.5% is related to improved recording through data cleansing. A project to improve take up is in place within our managing demand programme; this includes information advice and guidance, how quickly Direct Payments can be set up and commissioned services.

% of long term clients in care for more than 12+ months, who have had a review in the last 12 months



Indicator Ref.
M80

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 22-23 (London position)

Comment

Explanatory note: The benchmark is the target – 58%. Residents receiving social care are eligible for a statutory review every 12 months.

This indicator aligns with the national Short and Long Term care (SALT) measure. This only counts reviews that took place within the last 12 months. It is a cumulative target that will increase month on month as reviews are completed.

Explanatory note: The benchmark is the target – 58%. Residents receiving social care are eligible for a statutory review every 12 months.

This indicator aligns with the national Short and Long Term care (SALT) measure. This only counts reviews that took place within the last 12 months. It is a cumulative target that will increase month on month as reviews are completed.

Key narrative: There has been a significant improvement over the last year to increase the number of reviews completed. Although in the last month the Directorate has moved slightly off track to reach its 58%. However it is important to note there has been almost a 50% reduction in overdue reviews since January 2023.

The Directorate is now finalising its reviews strategy for 2024/25, this includes resource allocation, and embedding learning from the November Local Government Association's Peer Challenge of the Directorate's services.