



APPENDIX B
Mayors Business Plan 2022-26
Performance Report
July 2023

Corporate Performance Framework

RAG Rating Key

The Corporate Performance Indicators are RAG rated by the criteria outlined in the table below.

RAG Rating Key	
Key	RAG
Performance has not met target and is out by over 10% / differs from comparators by over 10%	▲
Performance has not met target but is within 10% / differs from comparators but is within 10%	
Performance has met or exceeded target / has matched one or more comparators	
Data has been submitted, but no target has been set.	
No data has been submitted.	

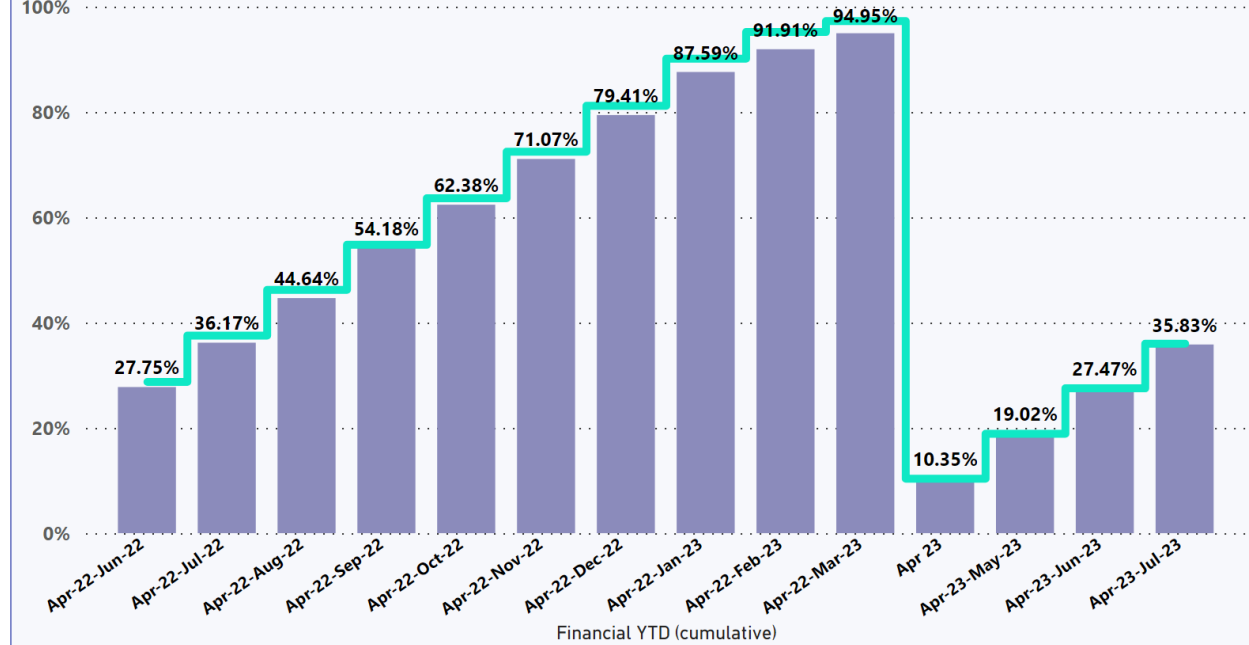
Variance against net budget requirement

● Indicator value — Target — Benchmark



Council Tax 'In-year' Collection rate

● Indicator value — Target — Benchmark



Indicator Ref.
M01

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

Comment
April 2023 was a narrative budget monitoring report and no variance against net budget requirement was projected

Indicator Ref.
M03

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

Directorate
Resources

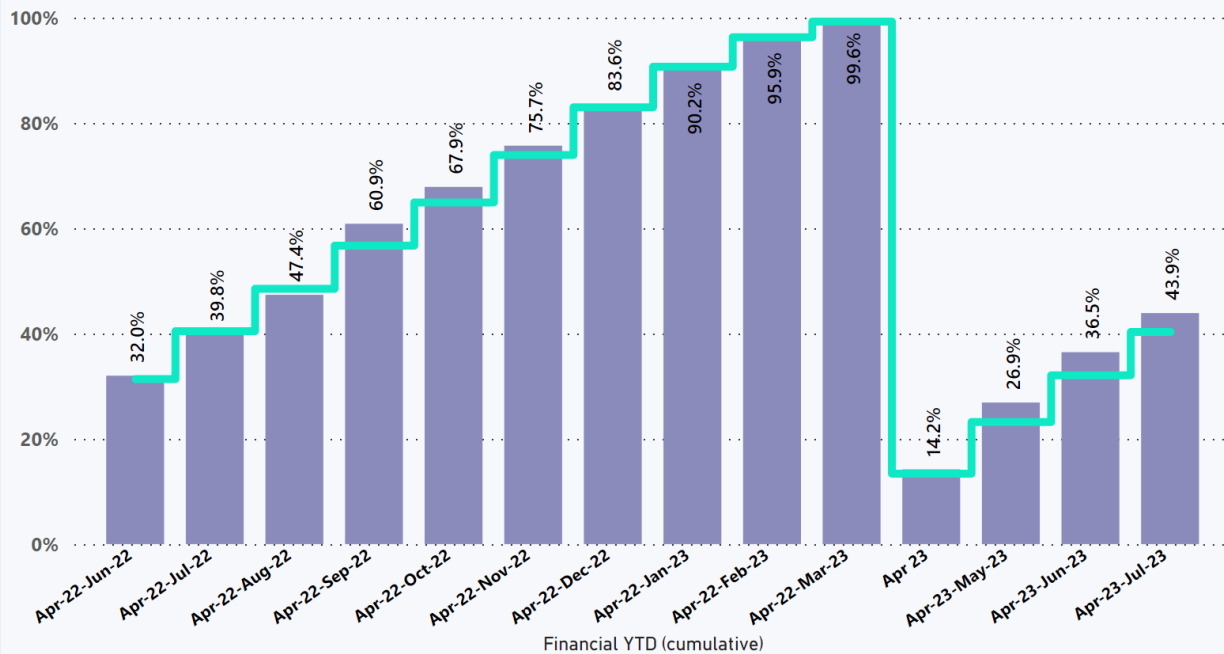
RAG status - Amber

Benchmarking timeframe
No comparable data available

Comment
In year collection target for end of July is 35.99% collection rate, the actual collection rate is 35.83% so Croydon is 0.16% behind the end of July target, this equates to approximately £497k as the Council Tax net collectable debit is nearly £311m.

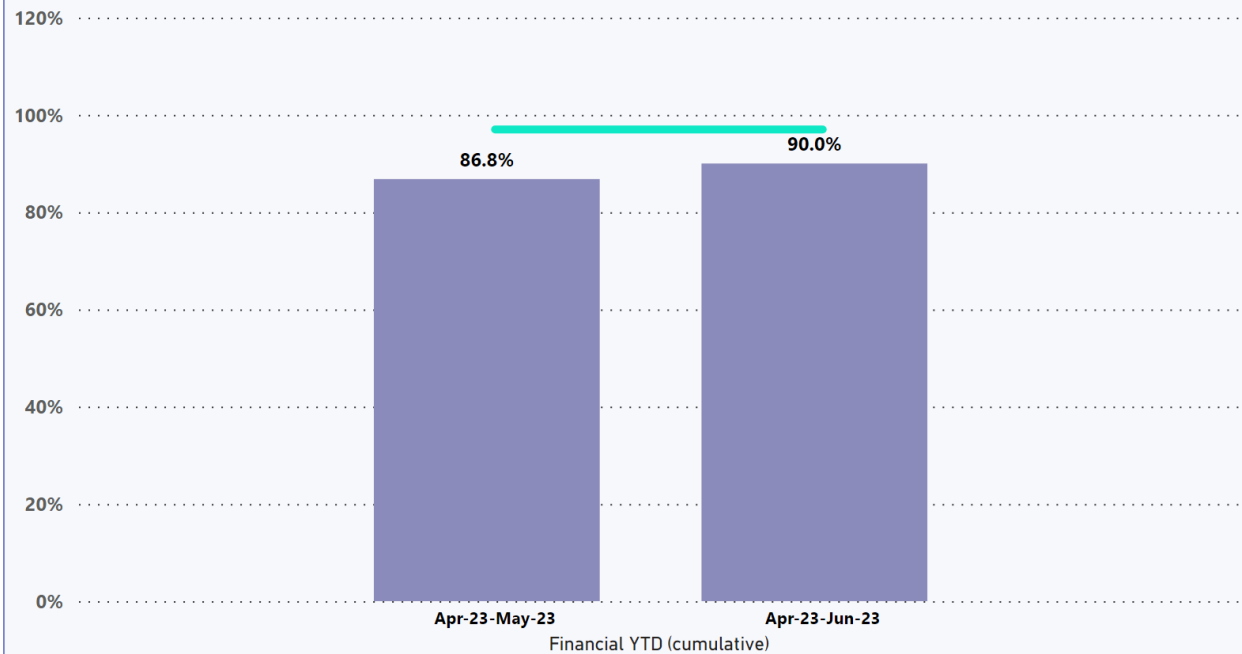
Non-Domestic Rates (Business Rates) Collection rate

● Indicator value — Target — Benchmark



Rent collection on General needs stock

● Indicator value — Target — Benchmark



Indicator Ref.
M05

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

Comment
In year collection for business rates as at end of July is 43.88% which is 3.6% above the end of July target of 40.28%

Indicator Ref.
M06

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

Directorate
Housing

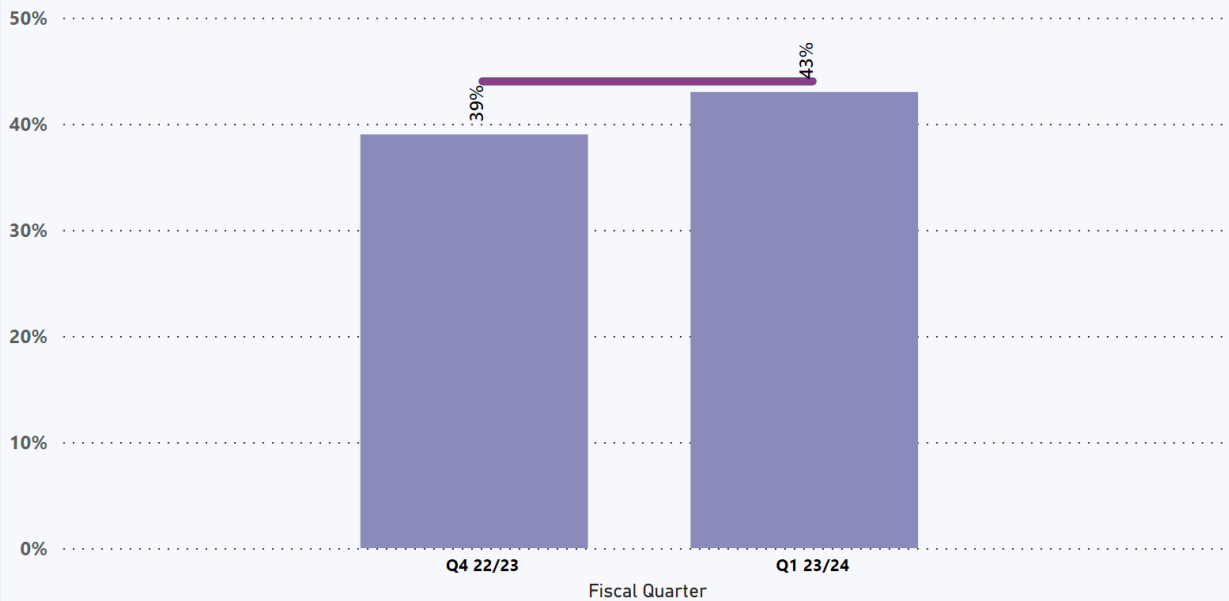
RAG status - Amber

Benchmarking timeframe
No comparable data available

Comment
The Housing department moved from 'OHMS' to 'NEC Housing' and are currently not in a position to deliver the full set of KPI reports at this point. The underlying data is still not 100% accurate which will impact the collection rates figures. Housing are treating this as a priority and are in discussions with NEC consultants to move this forward as soon as possible.

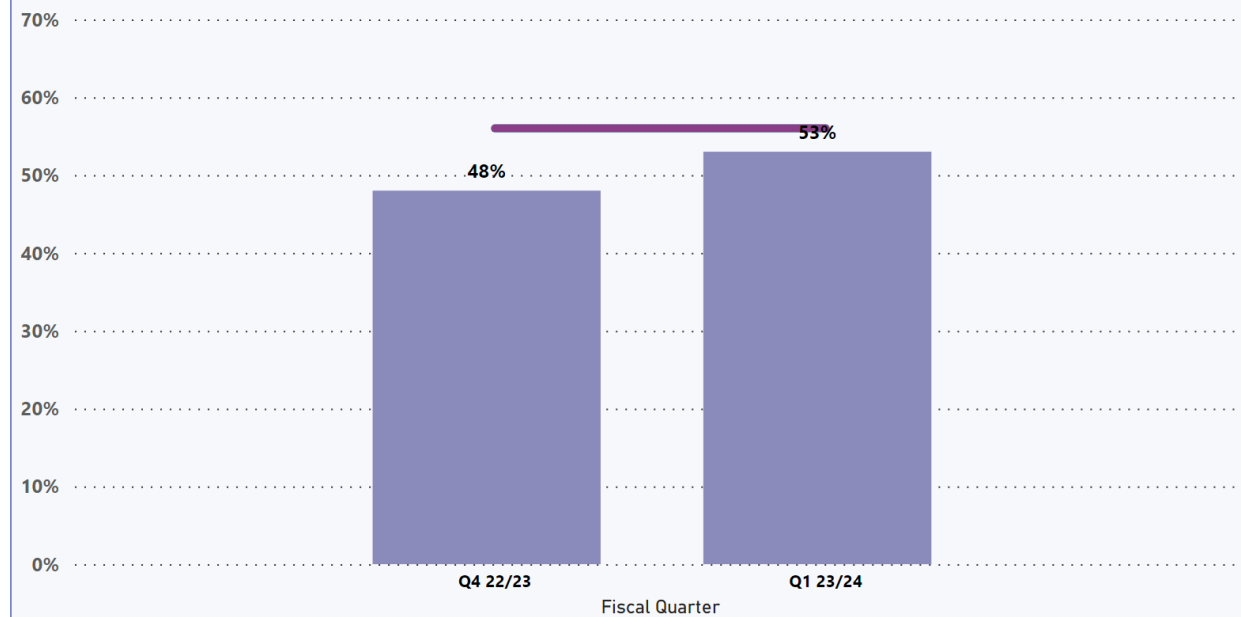
Satisfaction that the landlord listens to tenant views and acts upon them

● 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

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

Comment

In quarter one Croydon Council has seen an increase in satisfaction that the landlord listens to tenants and acts upon them. This is a positive trajectory, which demonstrates the impact projects that actively engage with tenants e.g. estate photobook, Resident Engagement Strategy

Indicator Ref.
M08

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

Directorate
Housing

RAG status - Amber

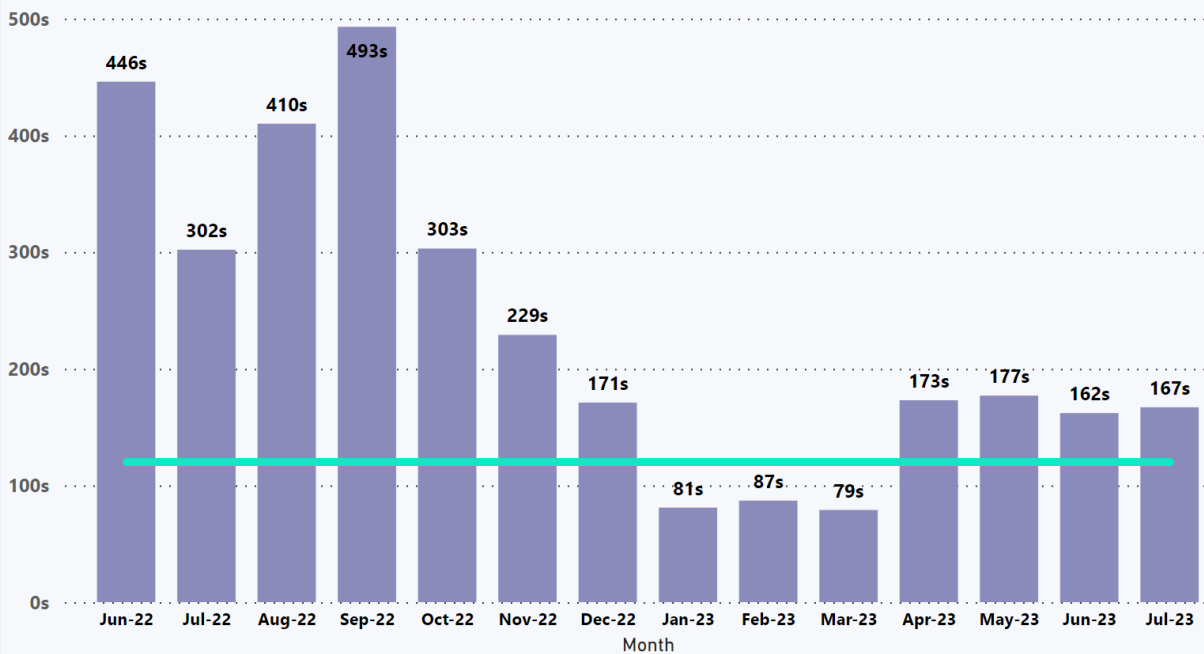
Benchmarking timeframe
2021-2023 London median

Comment

For the first 6 months of this year, the previous contractors were still providing repairs and maintenance services. Early data suggests that in the 2 months since the new contractors have been providing services, there has been a substantial improvement in residents satisfaction with repairs & maintenance and it is expected this will continue to improve.

Average council contact centre wait time

● 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

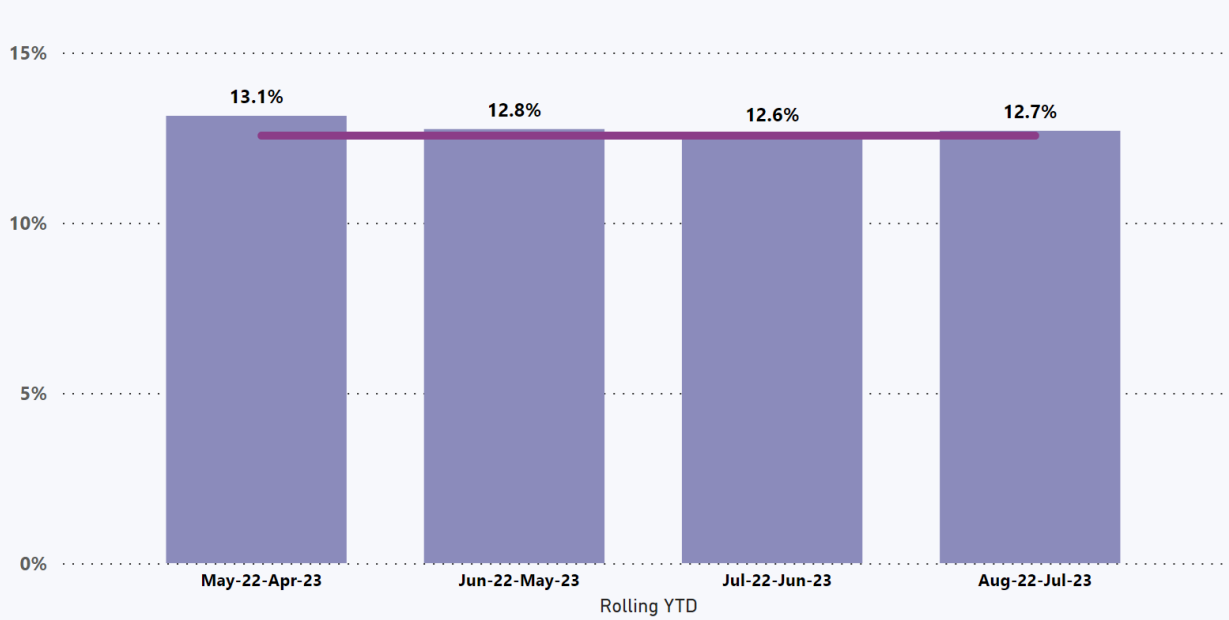
Benchmarking timeframe
No comparable data available

Comment

Total number of calls for the month was 25,004 this was 3% down from June, however, 16% more calls than July 2022. The main reasons for the increase in calls were from Housing where 7752 calls were received. There has been a 28% in housing calls since March 23. These are due to the new NEC system not having full functionality, NEC online not going live as planned where residents can not currently self-serve. There has been an increase in calls about homelessness. There have also been issues with Clinical waste collections and delays in delivering new bins to residents. The team continue to have intermittent telephony issues with call dropouts and system freezes.

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

● Indicator value — Target — Benchmark



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

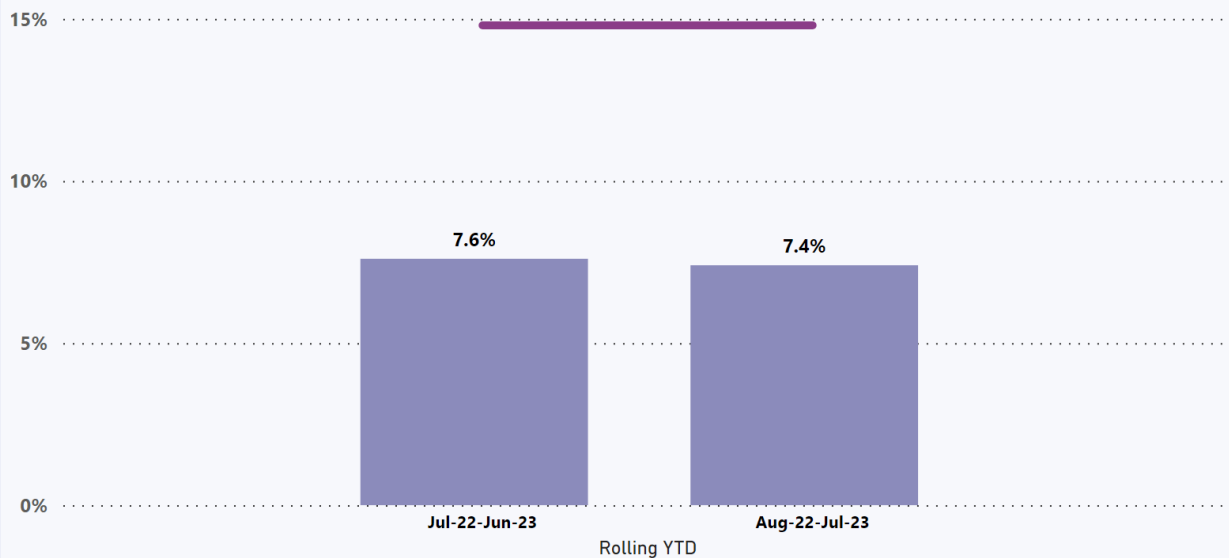
Benchmarking timeframe
2021/22 London average

Comment

Staff turnover falls into two main categories, natural turnover, which is where staff leave arising from resignation. The other reason is where there is enforced turnover, such as redundancy, or other forms of dismissal. For financial year 2022/23 there were 424 leavers across the council, of whom 344 (81%) were due to natural turnover, and 80 (19%) arose from enforced turnover. Through pillar 5 of the council's People and Cultural Transformation Strategy (attraction and retention) measures and action have been identified to improve staff retention.

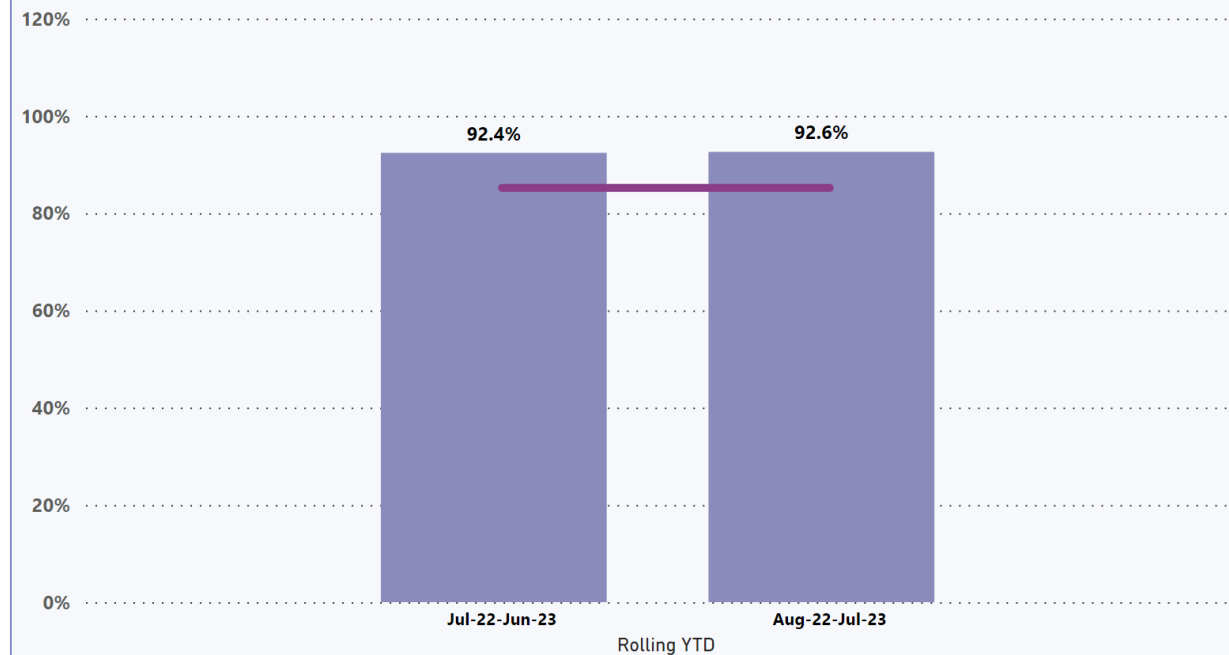
Staff Turnover rate - enforced turnover (redundancy or other forms of dismissal)

● Indicator value — Target — Benchmark



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

● Indicator value — Target — Benchmark



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

Staff turnover falls into two main categories, natural turnover, which is where staff leave arising from resignation. The other reason is where there is enforced turnover, such as redundancy, or other forms of dismissal. For financial year 2022/23 there were 424 leavers across the council, of whom 344 (81%) were due to natural turnover, and 80 (19%) arose from enforced turnover. Through pillar 5 of the council's People and Cultural Transformation Strategy (attraction and retention) measures and action have been identified to improve staff retention.

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

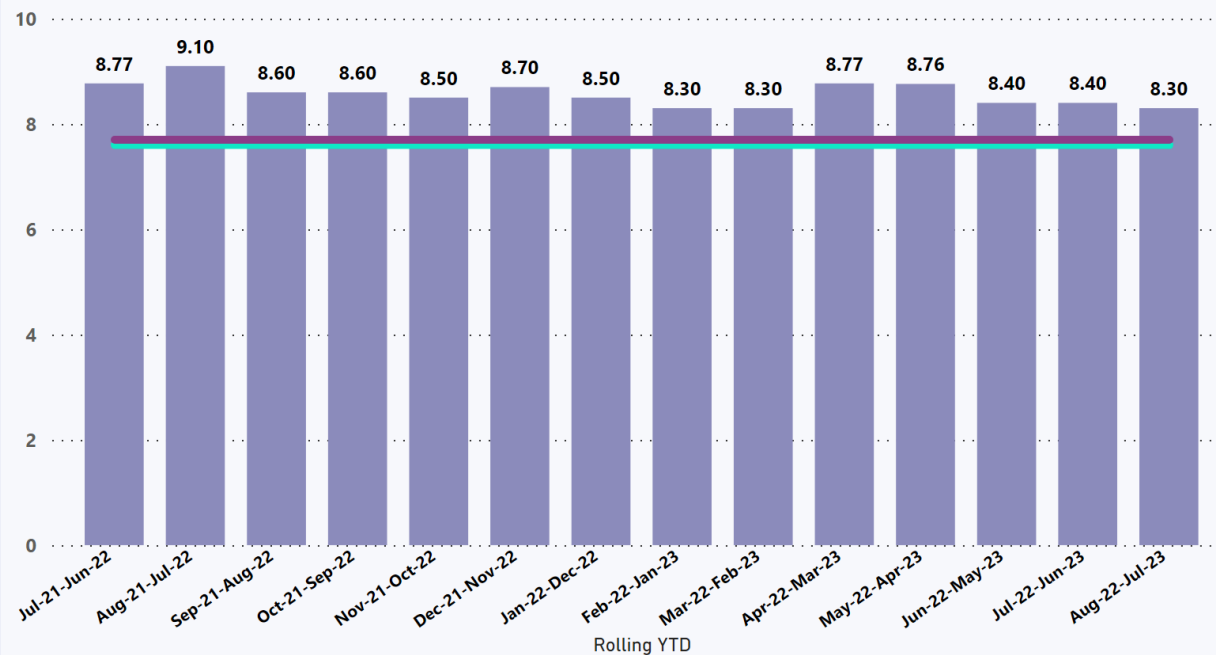
Benchmarking timeframe
2021/22 London average

Comment

Staff turnover falls into two main categories, natural turnover, which is where staff leave arising from resignation. The other reason is where there is enforced turnover, such as redundancy, or other forms of dismissal. For financial year 2022/23 there were 424 leavers across the council, of whom 344 (81%) were due to natural turnover, and 80 (19%) arose from enforced turnover. Through pillar 5 of the council's People and Cultural Transformation Strategy (attraction and retention) measures and action have been identified to improve staff retention.

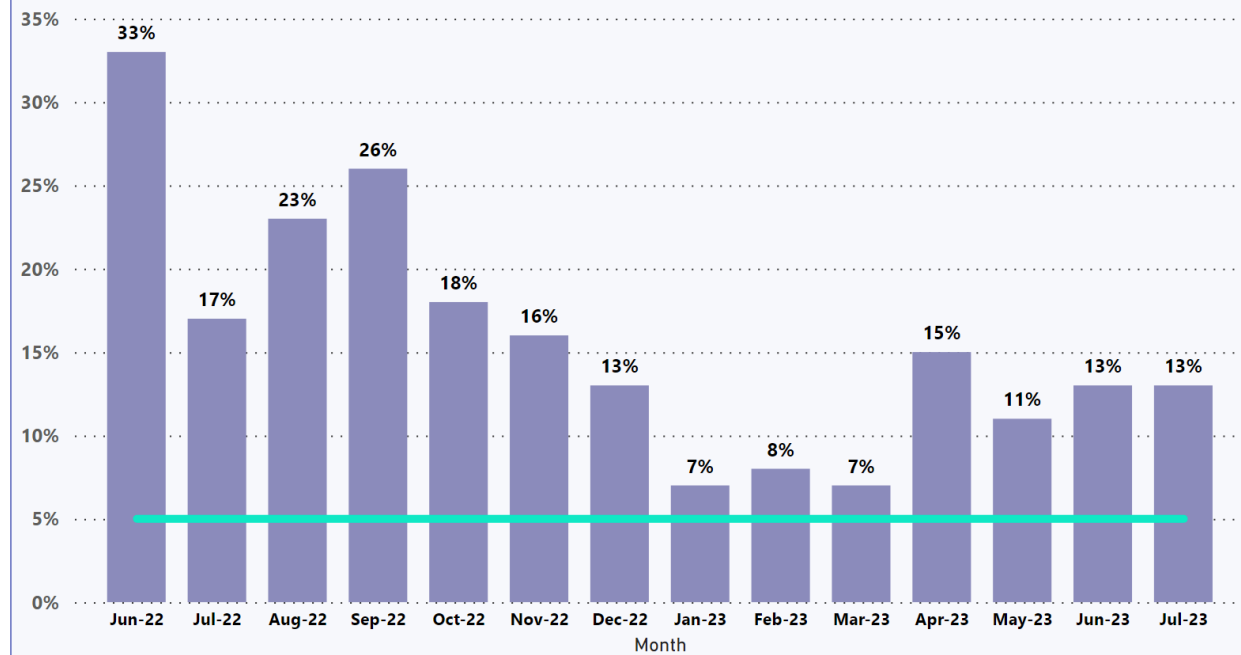
Sickness - number of sick days per FTE

● 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 - Amber

Benchmarking timeframe
Rolling Year to Mar 21 (London position)

Comment

The Human Resources department are taking action to provide monthly sickness dashboards and sickness procedure cases to DMT's, so that sickness panels are held to review concerning trends and cases and that appropriate action is put in place in line with the council's sickness absence policy.

Through the health and wellbeing group, and in tandem with partners such as the Guardians, Croydon Council is seeking to explore the main reasons for mental health sickness absence (which is the predominant reasons for sickness absence) so that the root causes can be tackled. A data dashboard is also being developed to support the measurement of the work and cause and effect relationships between actions and outcomes.

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

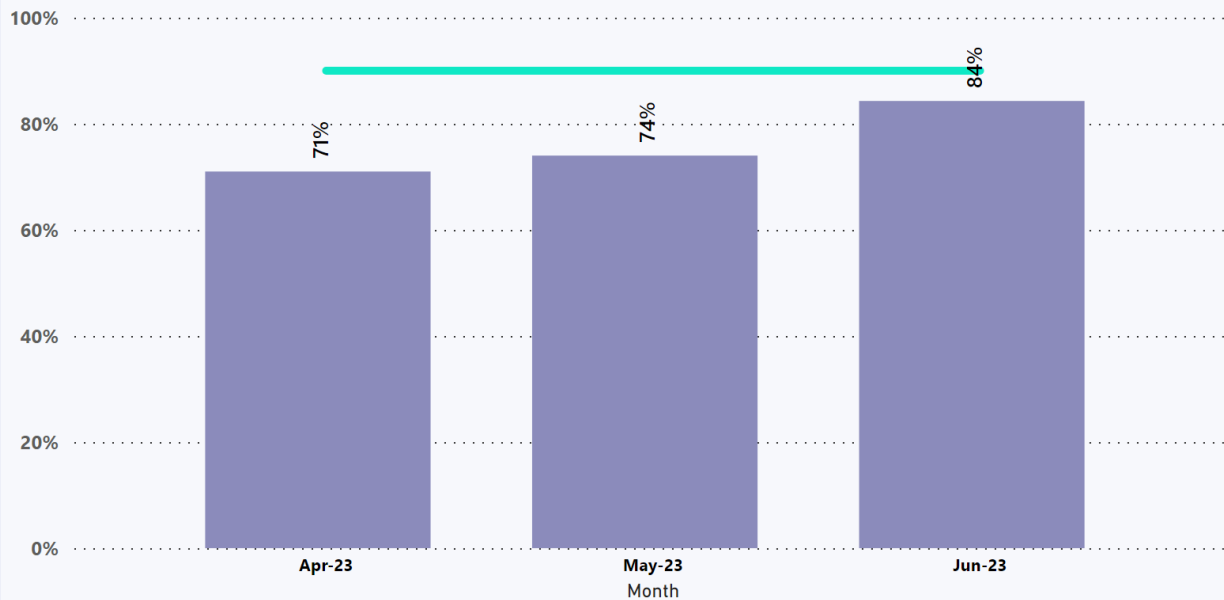
Benchmarking timeframe
No comparable data available

Comment

Total number of calls for the month was 25,004 this was 3% down from June, however, 16% more calls than July 2022. The main reasons for the increase in calls were from Housing where 7552 calls have been received. There has been a 28% in housing calls since March 23. These are due to the new NEC system not having full functionality, NEC online not going live as planned where residents can not currently self-serve. There has been an increase in calls about homelessness. There have also been issues with Clinical waste collections and delays in delivering new bins to residents. The team continue to have intermittent telephony issues with call dropouts and system freezes.

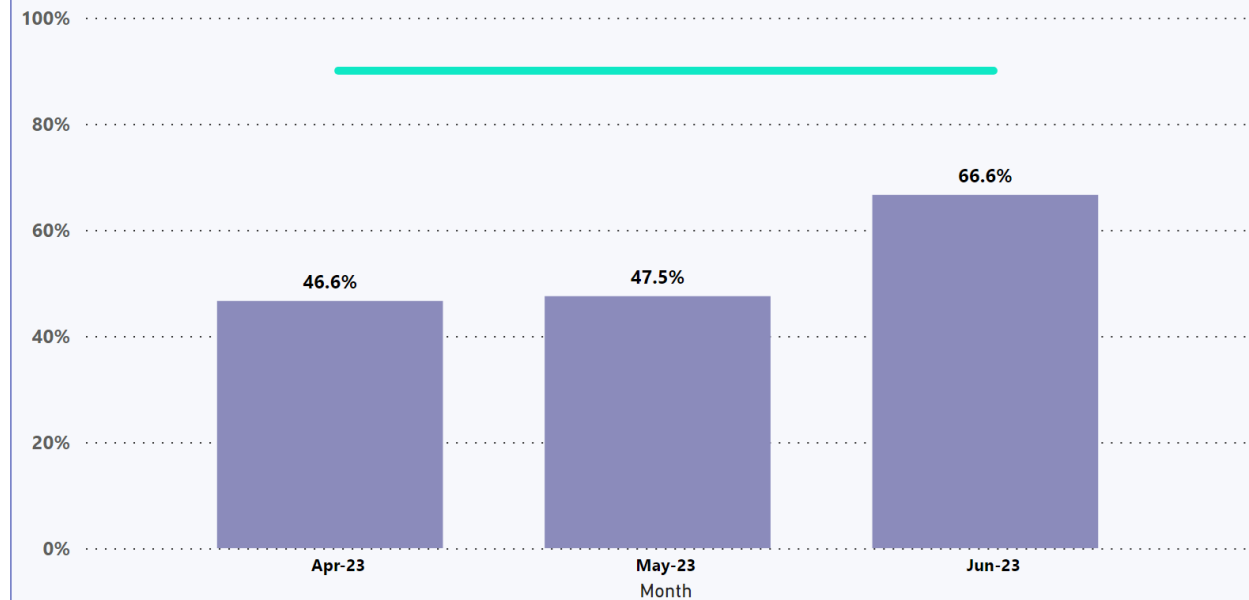
FOI responded to on time

● Indicator value ● Target ● Benchmark



SARs responded to on time

● Indicator value ● Target ● Benchmark



Indicator Ref.
M14

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

Directorate
All directorates

RAG status - Amber

Benchmarking timeframe
No comparable data available

Comment

This KPI's data and the way it has been calculated has been changed effective from April '23 to align with the requirements of the Information Commissioner's Office standards. The format these stats are being published in is being amended to ensure that the Council measures its performance against the ICO set template and maintains consistency in the manner its performance is reported. This template is shared with the ICO on a monthly basis to enable them to monitor our improvements. This web page www.croydon.gov.uk/foi-improvement-action-plan shows the steps that are being taken to make improvements to our compliance with this legislation. Croydon Council has received positive acknowledgement from the ICO on meeting this requirement as part of the enforcement notice issued 26 June 2023.

Indicator Ref.
M15

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

Directorate
All directorates

RAG status - Red

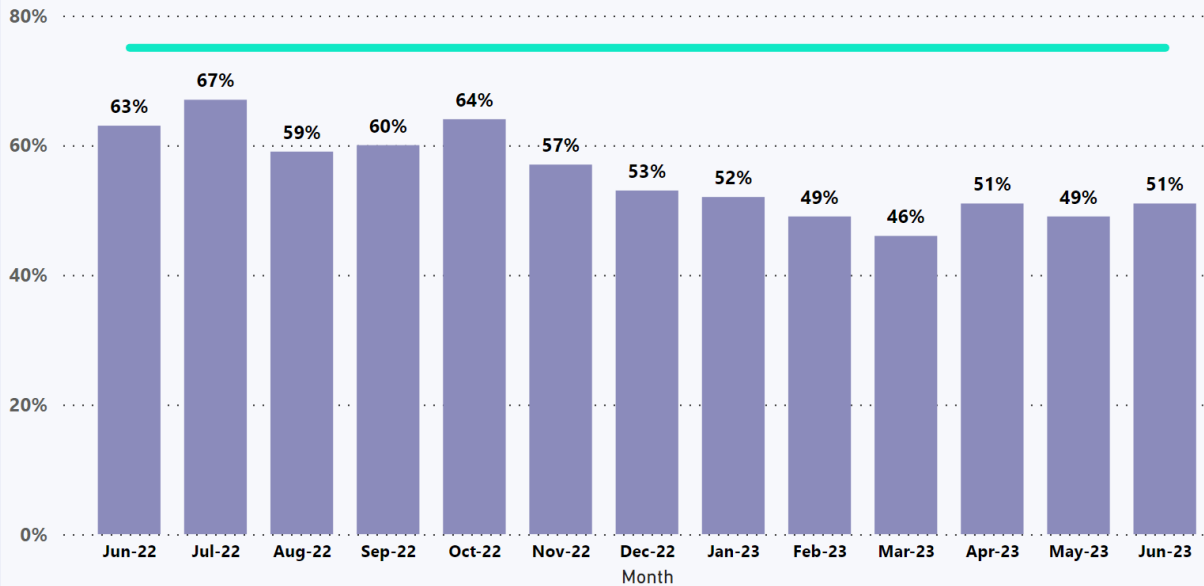
Benchmarking timeframe
No comparable data available

Comment

This KPI's data and the way it has been calculated has been changed effective from April '23 to align with the requirements of the Information Commissioner's Office standards. The format these stats are being published in is being amended to ensure that the Council measures its performance against the ICO set template and maintains consistency in the manner its performance is reported. This template is shared with the ICO on a monthly basis to enable them to monitor our improvements. Croydon council received correspondence from the ICO 25 July 2023 that they are satisfied with the progress LBC is making to its performance and have closed their investigation with no further action. They will continue to monitor and work with Croydon to improve their performance and if any issues arise they may review this decision at a later date.

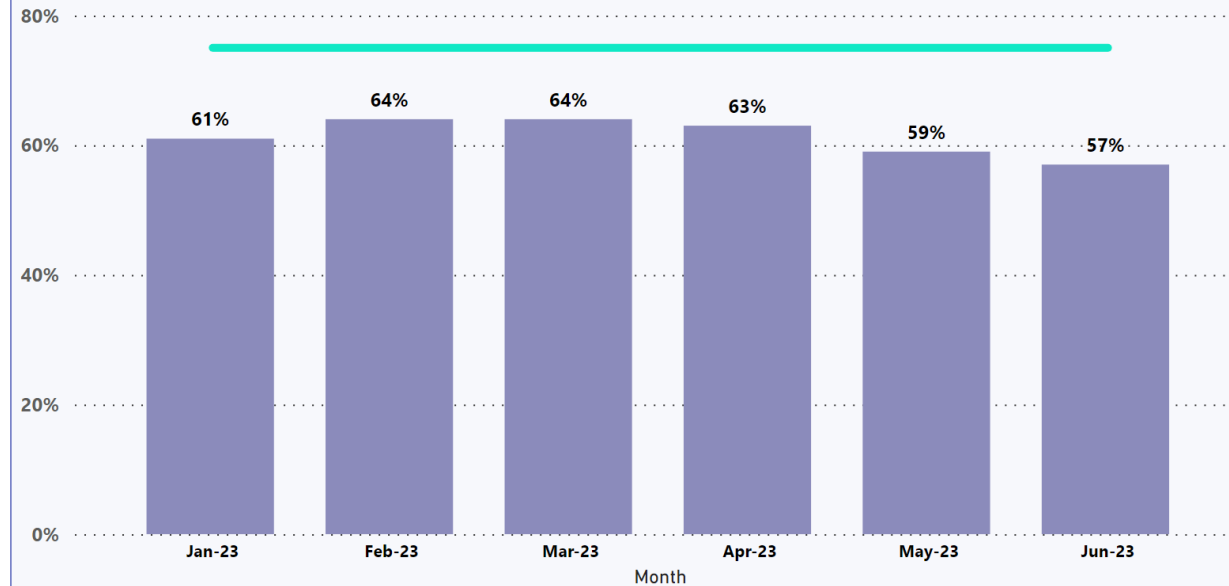
Complaints responded to on time

● Indicator value — Target — Benchmark



Member Enquiries responded to on time

● Indicator value — Target — Benchmark



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

Weekly reports are sent to all services on open and overdue cases, the complaints team meet with services and discuss performance, reports are generated for DMTs quarterly and monthly bulletins are sent to all DCO's. SLA's are relatively static at present, however this is largely dependent on what is happening within individual services - issues include resource (sickness and vacancies in key posts) and challenges that are consistently changing within the services. The information management team work across the organisation to provide support where possible. Response management difficulties is contained within a few services and not organisational wide. Includes currently open cases within timescales. Data taken from live database, previous data has been updated retrospectively

Indicator Ref.
M17

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

Directorate
All directorates

RAG status - Red
█

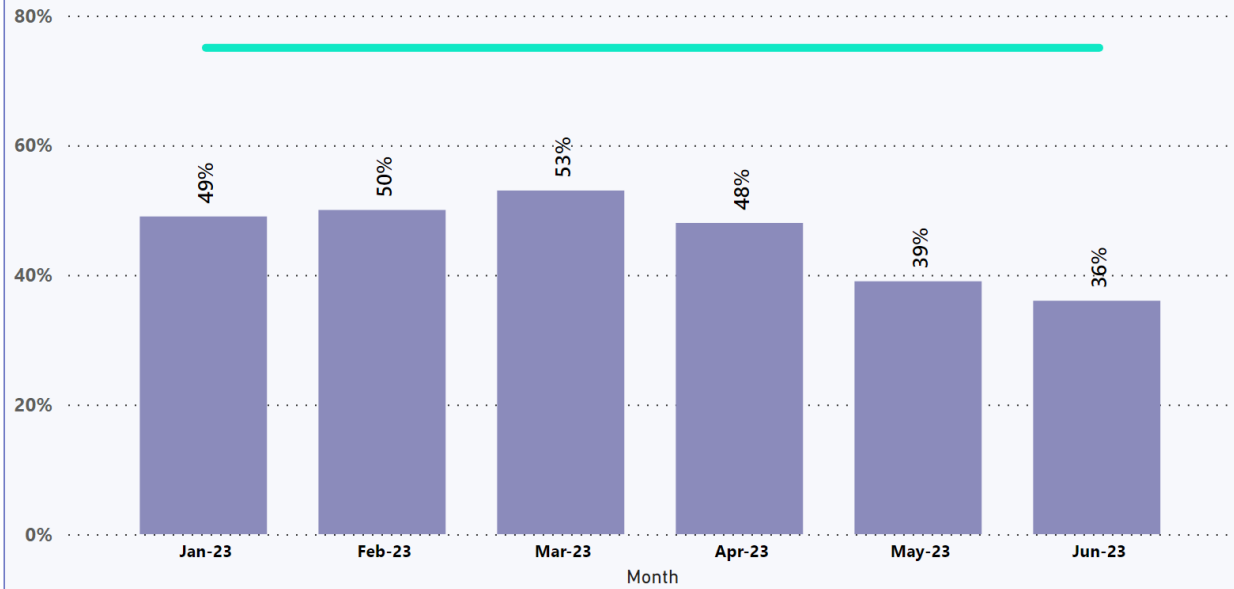
Benchmarking timeframe
No comparable data available

Comment

Weekly reports are sent to all services on open and overdue cases, the complaints team meet with services and discuss performance, reports are generated for DMTs quarterly and monthly bulletins are sent to all DCO's. SLA's are relatively static at present, however this is largely dependent on what is happening within individual services - issues include resource (sickness and vacancies in key posts) and challenges that are consistently changing within the services. The information management team work across the organisation to provide support where possible. Response management difficulties is contained within a few services and not organisational wide. Excludes Mayoral enquiries which are recorded as a separate request type.

MP enquiries responded to on time

● Indicator value — Target — Benchmark



Indicator Ref.

M18

Outcome 1

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

Directorate

All directorates

RAG status - Red



Benchmarking timeframe

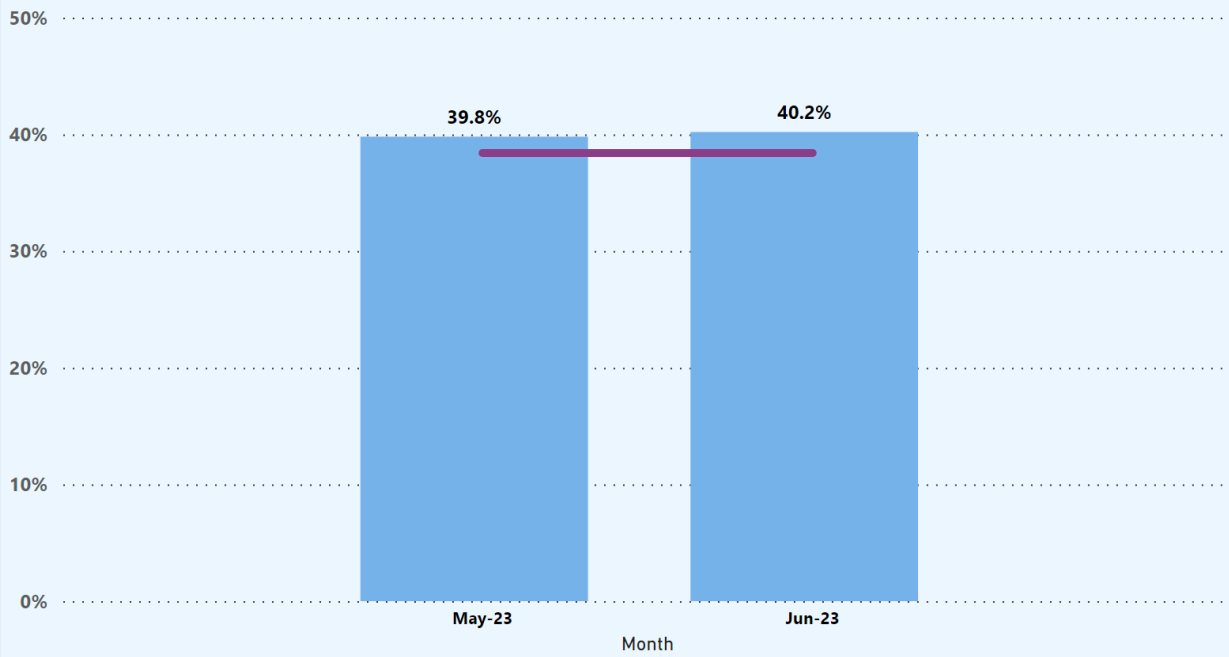
No comparable data available

Comment

Weekly reports are sent to all services on open and overdue cases, the complaints team meet with services and discuss performance, reports are generated for DMTs quarterly and monthly bulletins are sent to all DCO's. SLA's are relatively static at present, however this is largely dependent on what is happening within individual services - issues include resource (sickness and vacancies in key posts) and challenges that are consistently changing within the services. The information management team work across the organisation to provide support where possible. Response management difficulties is contained within a few services and not organisational wide.

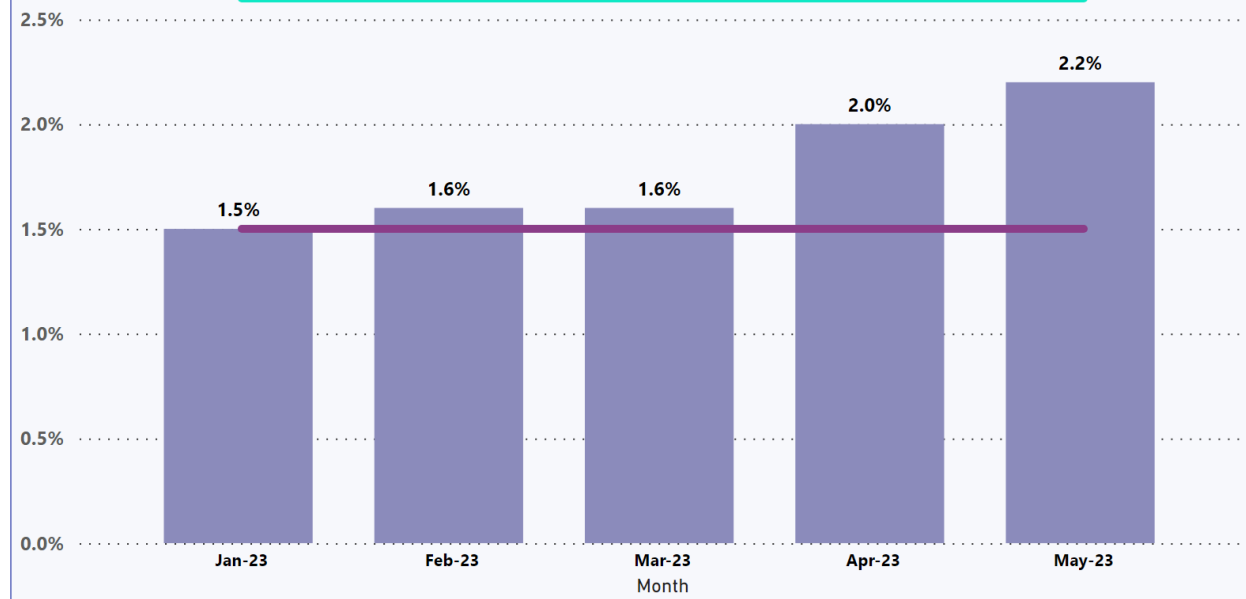
% of people claiming universal credit who are in employment

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



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
June 2023 (London average)

Comment
Croydon Council are working to address in work poverty through a number of initiatives that include Croydon Works (who have placed 132 residents into London living wage work since April 2023), Work & Health Programme (who work closely with residents with disabilities and support them into work and have new targets for higher earnings threshold) and the Croydon Employment & Skills Network who are shaping the UKSPF funding to ensure maximum impact to increase skills and employability for Croydon residents to access London living wage jobs.

Indicator Ref.
M20

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

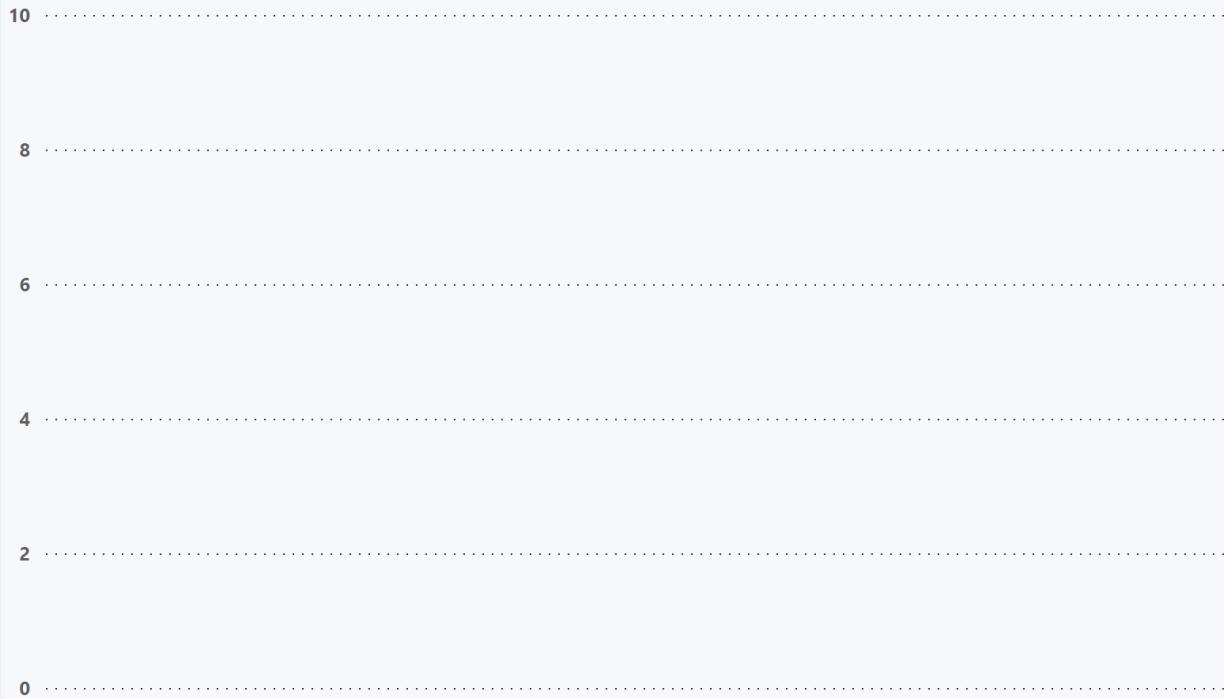
Directorate
Children, Young People and Education

RAG status - Green

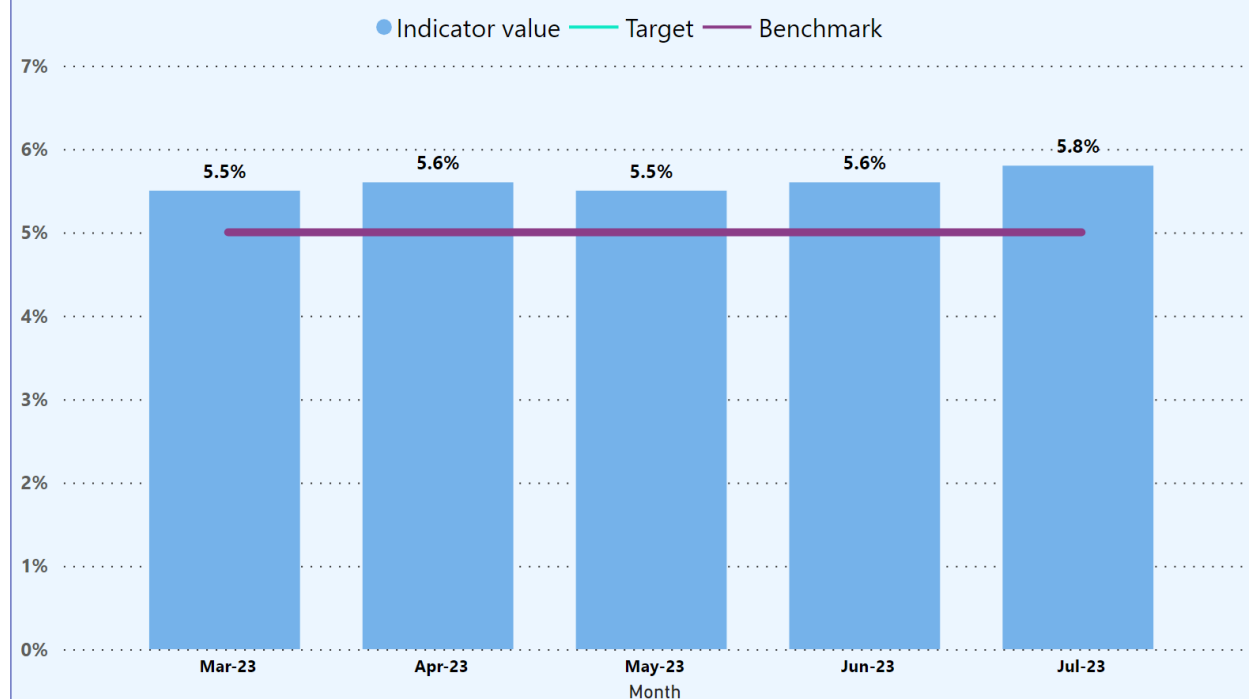
Benchmarking timeframe
Average of Dec 21, Jan 22 and Feb 22 (London position)

Comment

Number of apprenticeship schemes started across the council



Croydon unemployment rate



Indicator Ref.
M21

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

Directorate
Sustainable Communities, Regen & Economic Recovery

RAG status - N/A

Benchmarking timeframe
No comparable data available

Comment
 The Croydon target is to have 72 apprenticeships between September 2023 and March 2024. This will comprise of 2 main cohorts (42 in September 2023 and 30 in January 2024). The employment, skills and economic development team will have the first set of data in October.
 Of the 72 apprenticeships, 30 will be continuous professional development and 42 will be new entry apprenticeships

Indicator Ref.
M22

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

Directorate
Partnership working

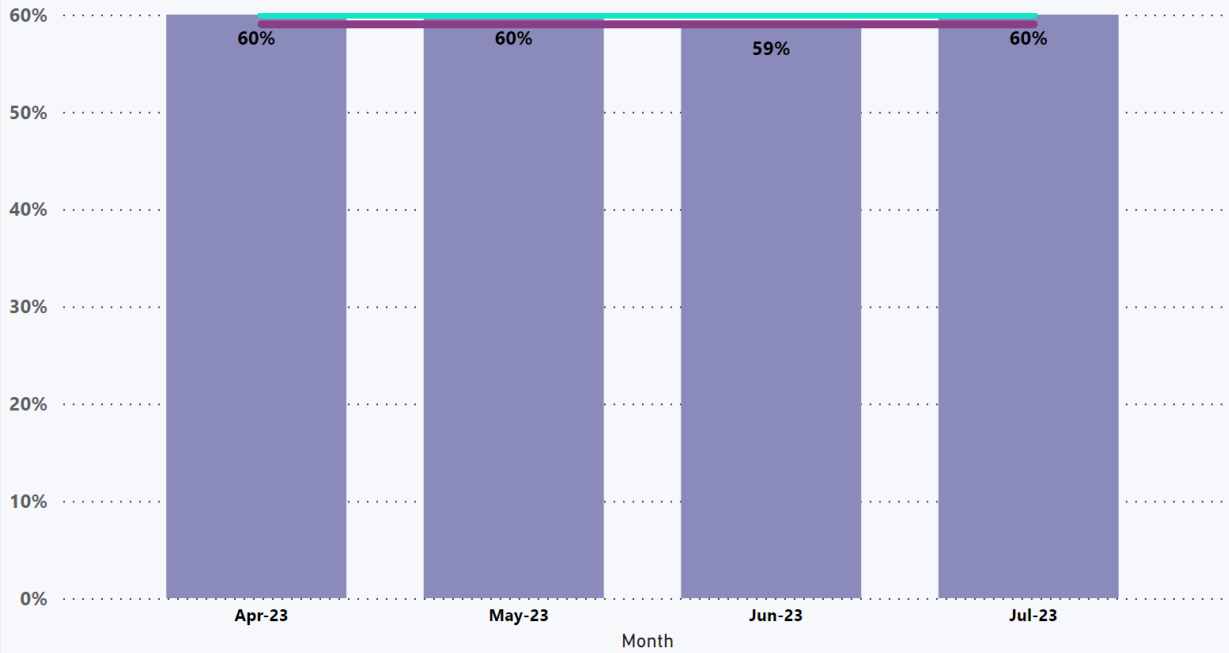
RAG status - N/A

Benchmarking timeframe
July 2023 (London position)

Comment
 Croydon Council are working to address unemployment through a number of initiatives that include Croydon Works (who have placed 132 residents into London living wage work since April 2023), Work & Health Programme (who work closely with residents with disabilities and support them into work and have new targets for higher earnings threshold) and the Croydon Employment & Skills Network who are shaping the UKSPF funding to ensure maximum impact to increase skills and employability for Croydon residents to access London living wage jobs.

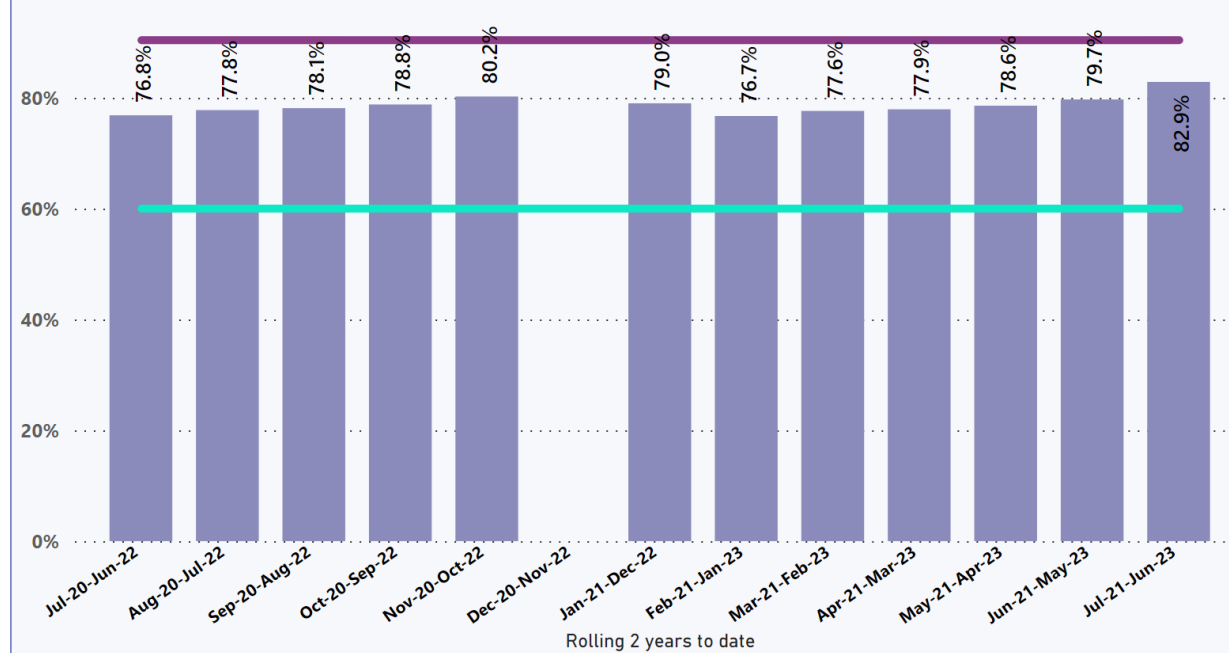
% of care leavers in employment, education or training (EET) now aged 19 to 21

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



Indicator Ref.
M23

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

Directorate
Children, Young People and Education

RAG status - Green

Benchmarking timeframe
2021/22 (London position)

Comment

Indicator Ref.
M24

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

Directorate
Sustainable Communities, Regen & Economic Recovery

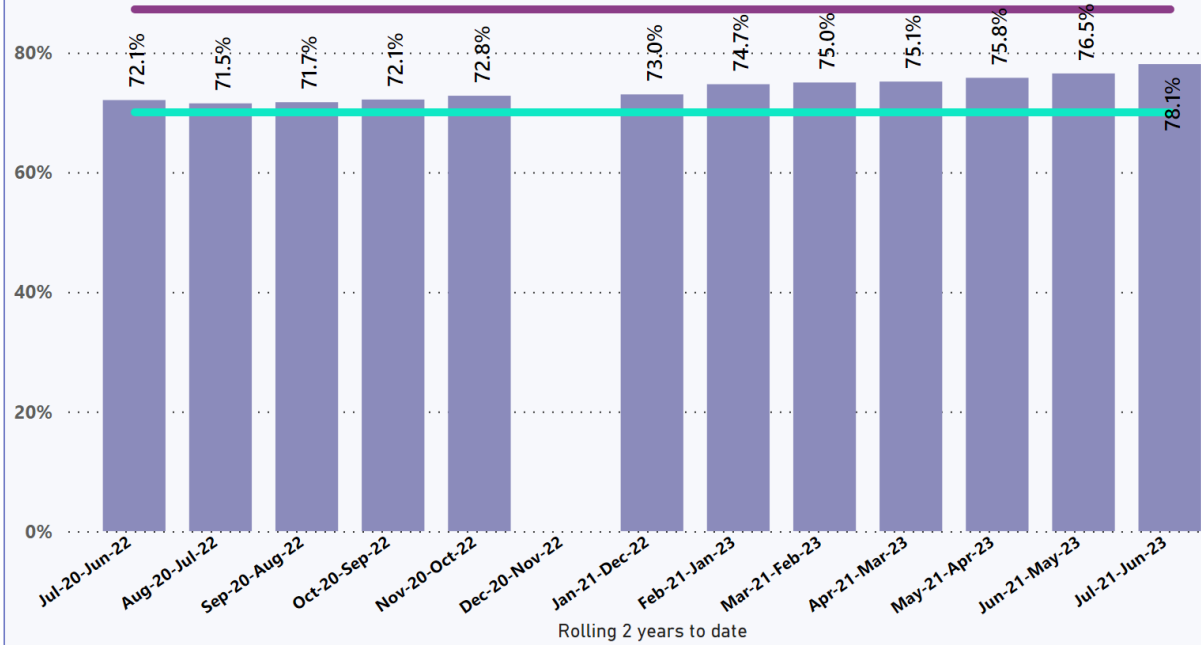
RAG status - Green

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

Comment
Current performance on Major applications remains above the government target which is positive. July saw a small increase of 3% in the level of performance reported in June. This is a very small movement in the position and demonstrates that the Team is continuing to perform at a consistent level.

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

● 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

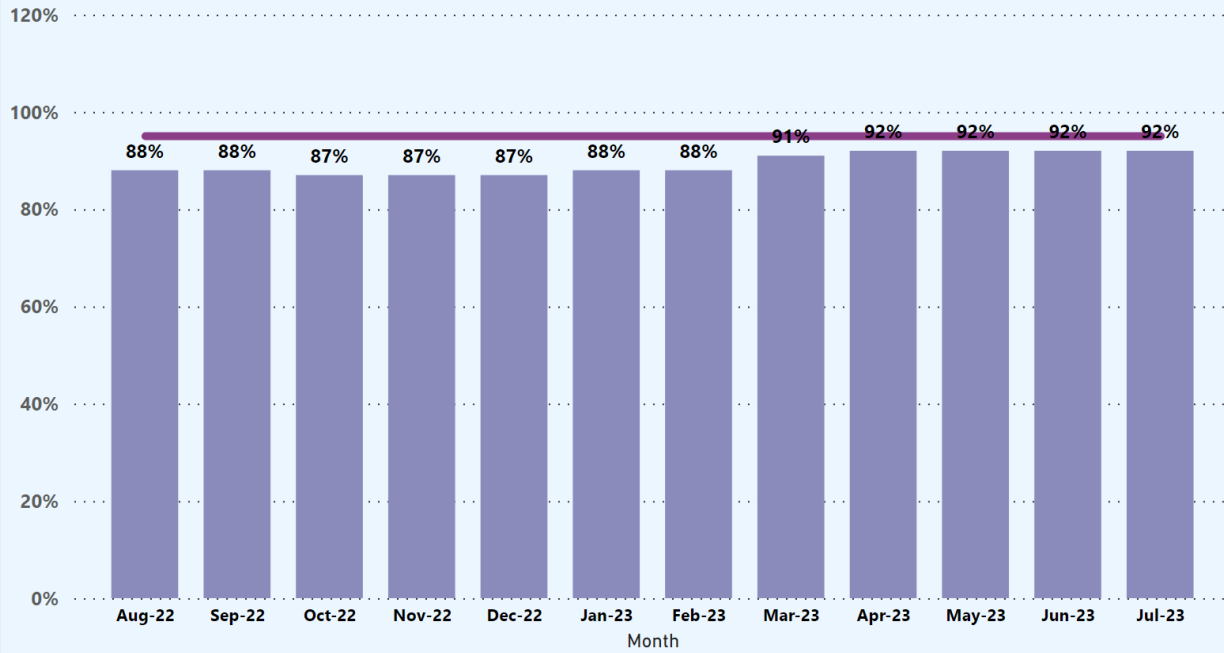
RAG status - Green

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

Comment
Performance July has seen a small increase in performance to that reported in June. It should be noted that this target relates to a large number of applications and therefore it takes a significant number of decisions determined in time to increase the performance over the 2 year rolling period. But it should be noted that performance continues to increase. As previously reported the Planning Advisory Service undertook a Development Management review and Peer Challenge in the Summer of 2022. Their findings have now been received and the Team are in the process of reviewing and starting to formulate a Transformation Plan for Development Management

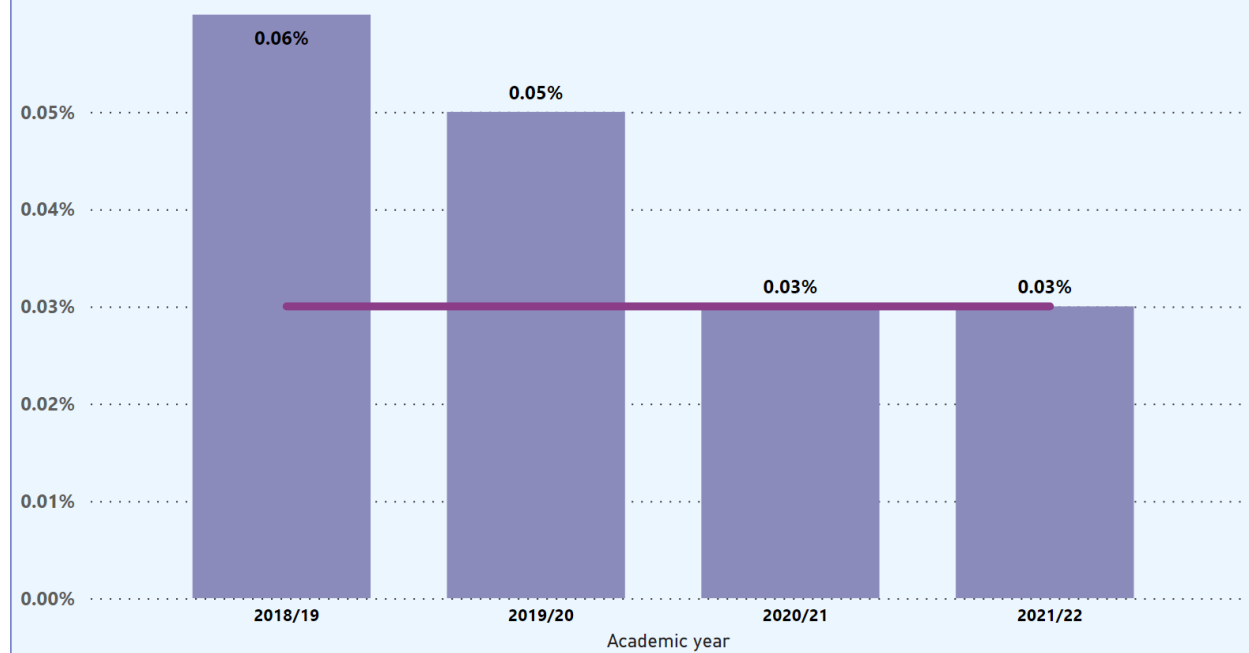
Percentage of schools rated 'good' or 'outstanding'

● 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
June 23 (London position)

Comment

In July 92% of Croydon schools are rated 'good' or 'outstanding'. This is an improvement of 4% compared to the data as end August 2022.

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
2020/21 Academic Year (London position)

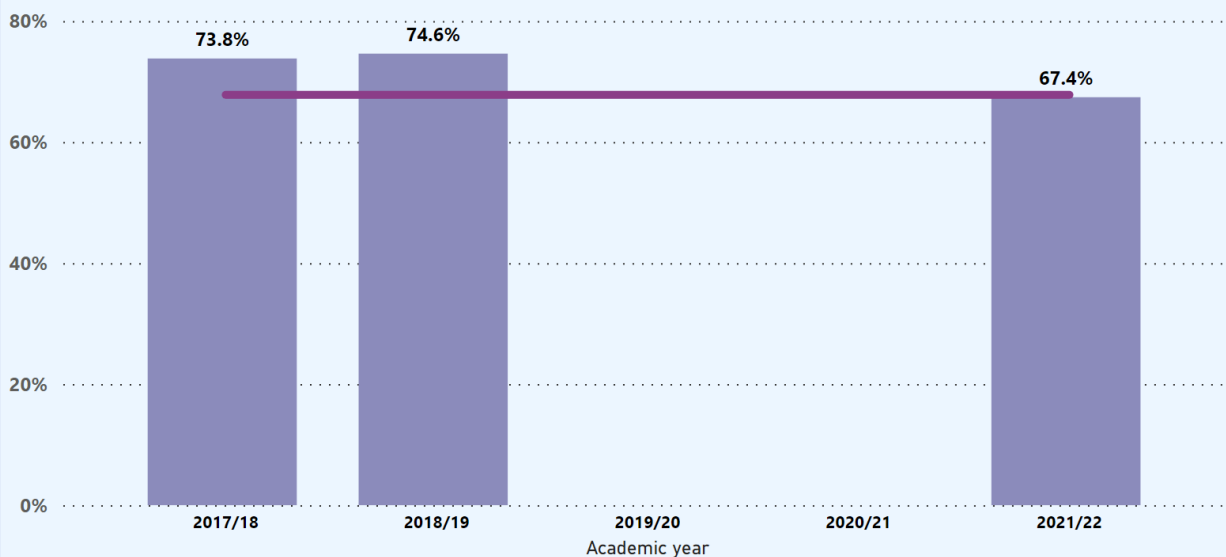
Comment

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.

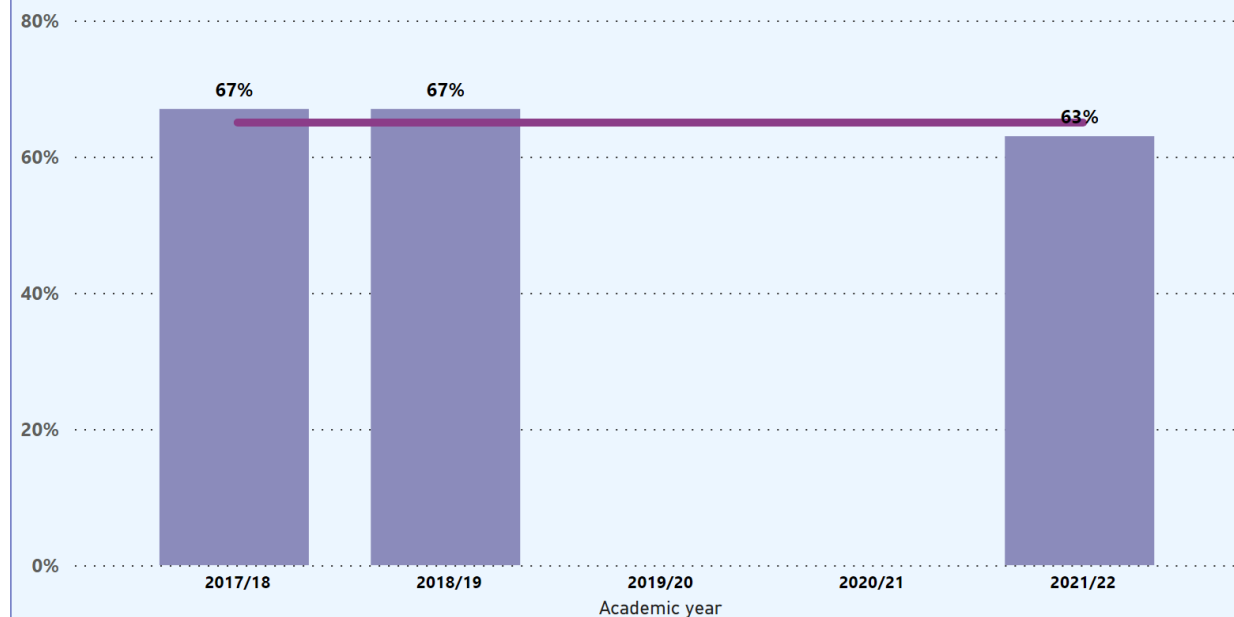
EYFS (Early Years Foundation Stage) - Percentage of children achieving a good level of development

● 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
2021/22 Academic Year (London position)

Comment

In 2021/22, the percentage of pupils achieving a good level of development in Croydon was 67.4% which is above the national average (65.2%) but slightly below London (67.8%) and our statistical neighbours (68.0%).

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

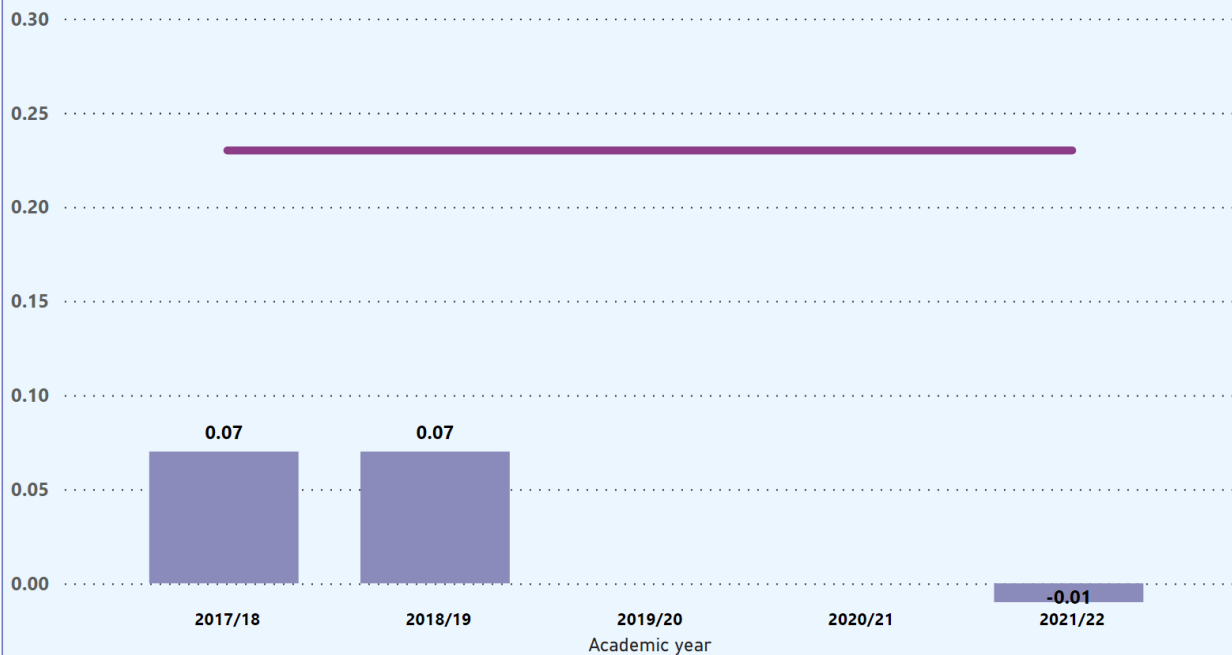
Benchmarking timeframe
2021/22 Academic Year (London position)

Comment

Due to the COVID-19 pandemic, the KS2 external assessments had not taken place in 2019-20 or in 2020-21. The assessments in 2021-22 were set at the same standard as 2018-19 and previous years in order to measure the effects of the pandemic on pupil achievement. The drop of 4%, as a result of the effects of the COVID-19 pandemic was in line with that of other local authorities and national figures.

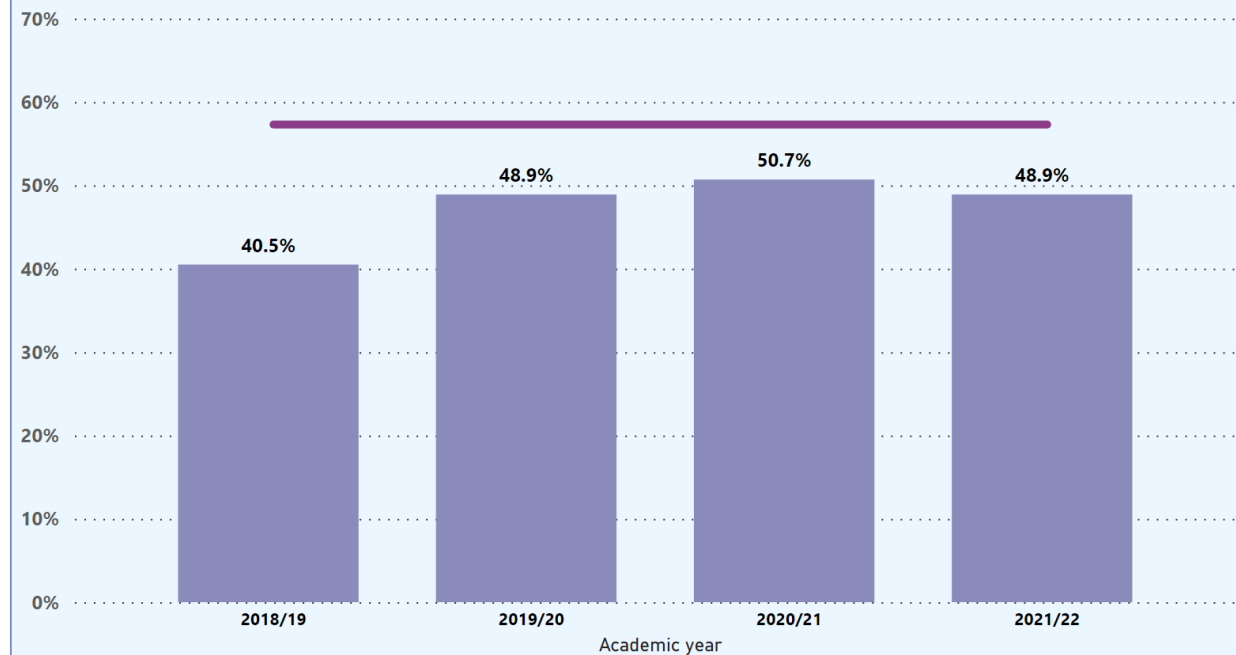
KS4 - Average Progress 8 score per pupil

● 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
2021/22 Academic Year (London position)

Comment
▼
In 2021/22 The average Progress 8 score in Croydon was -0.01, slightly better than the national average of -0.03. The Progress 8 score ranged from 0.8 to -0.89 across Croydon schools, this has undoubtedly been affected by the uneven impact of Covid-19.

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

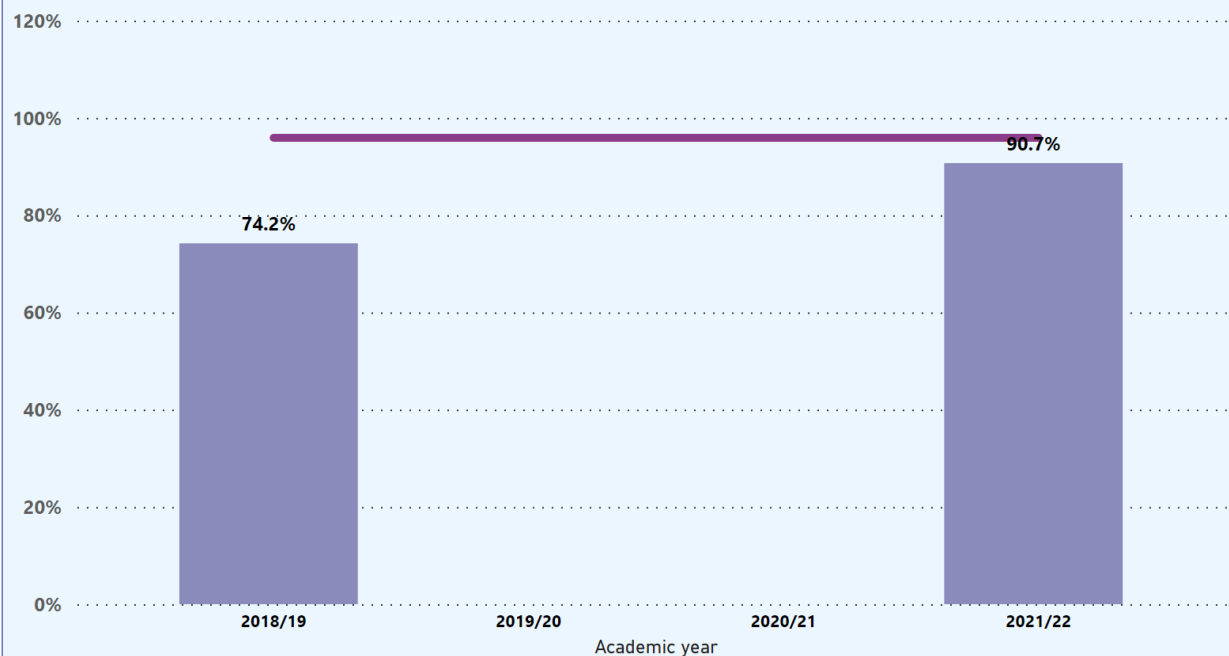
RAG status - N/A

Benchmarking timeframe
2021/22 Academic Year (London position)

Comment
▲
In 2021/22, the percentage of pupils achieving grades 9-5 in English and Maths in Croydon was 48.9%. This is the 3rd lowest compared to our statistical neighbours, and slightly below the national average. 67.9% of pupils gained at least a grade 4 in English and Maths in Croydon. There are wide variances in both measures across Croydon schools.

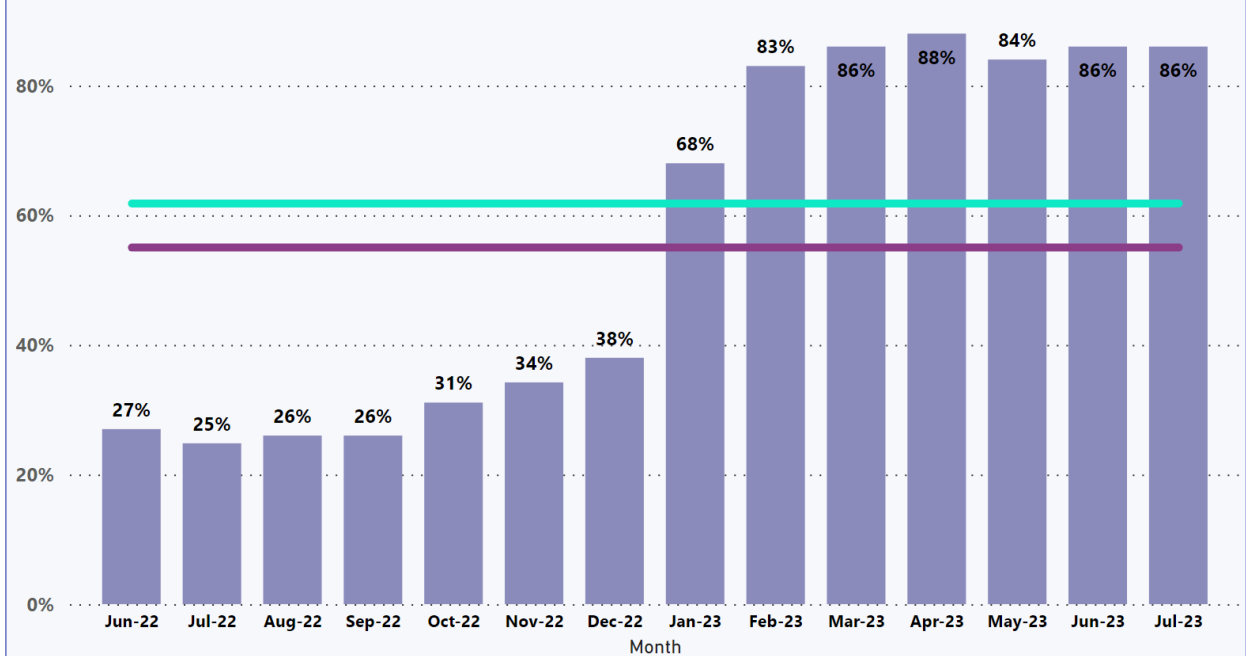
KS5 - % of students achieving at least 2 substantial level 3 qualifications

● Indicator value — Target — Benchmark



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

● 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
2021/22 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. Year on Year improvements are being made, which is closing the gap. 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.
M33

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

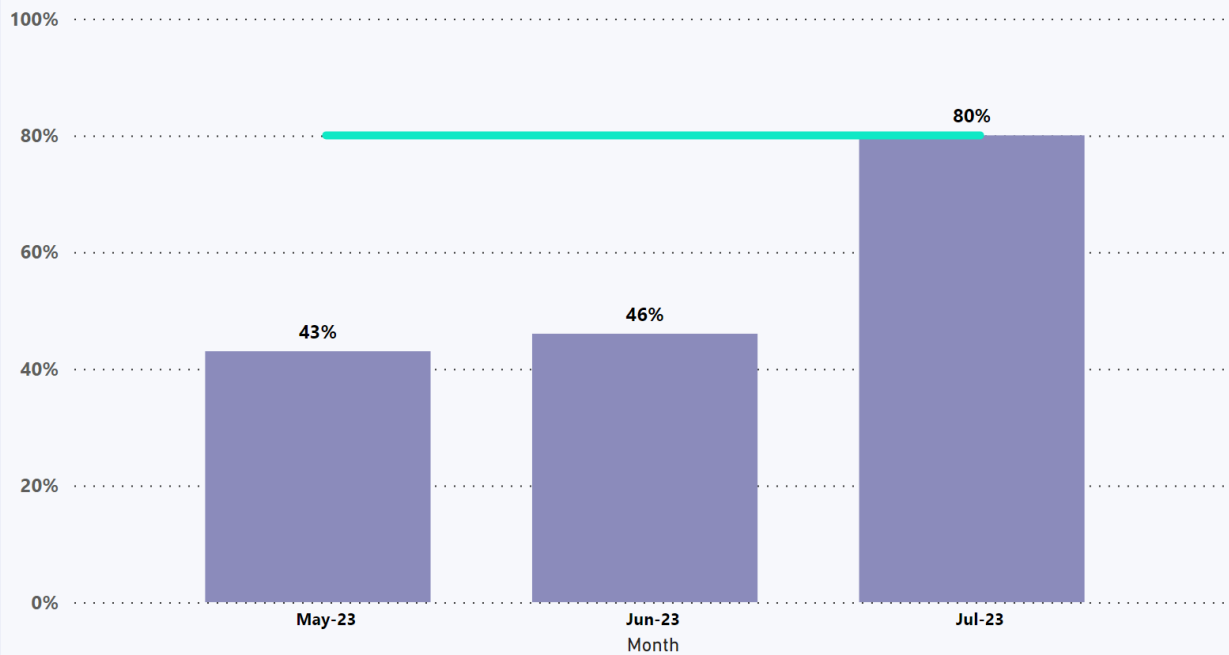
RAG status - Green

Benchmarking timeframe
2022 (London position)

Comment

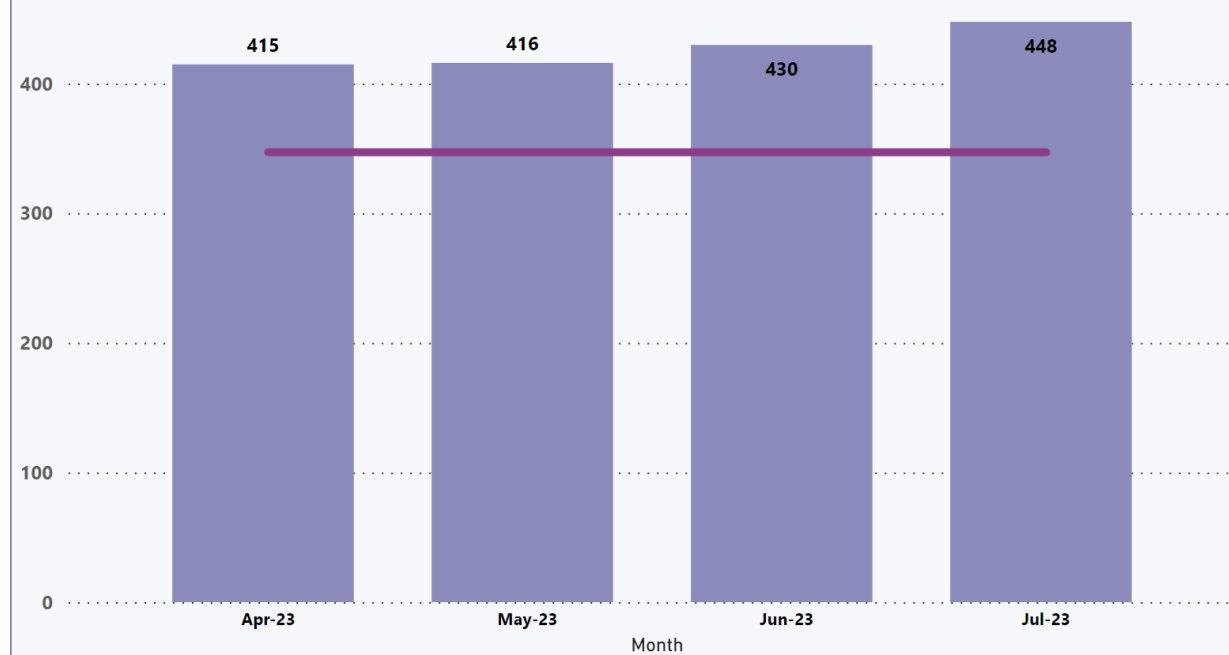
Percentage of referrals to children services actioned within 2 working days

● Indicator value ● Target ● Benchmark



Rate of children in need per 10,000 of under 18 population

● Indicator value ● Target ● Benchmark



Indicator Ref.
M34

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

Comment

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

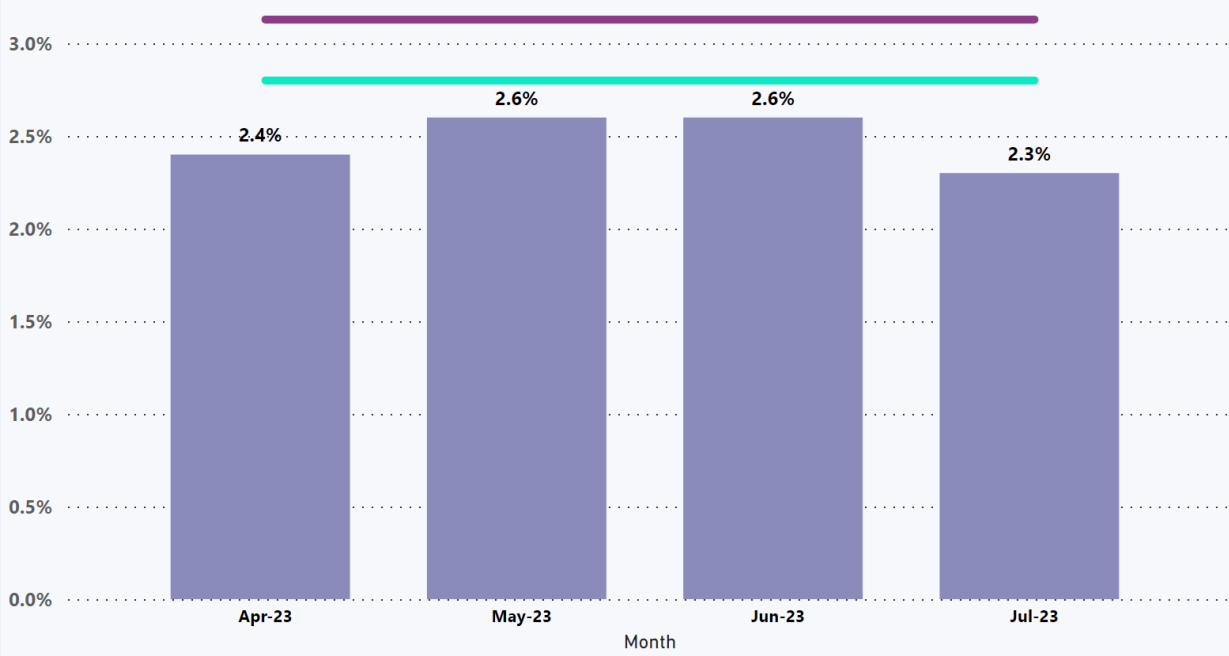
RAG status - N/A

Benchmarking timeframe
2021/22 (London position)

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

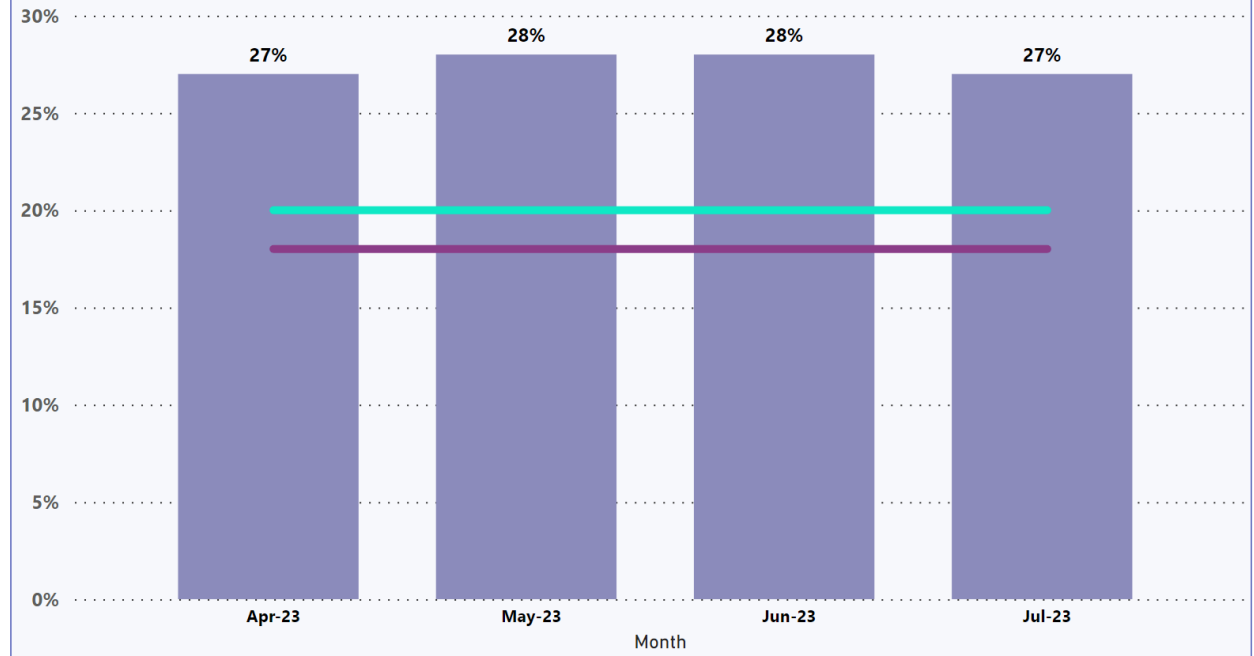
Number of current child protection plans lasting 2 years of more

● 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

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
2021/22 (London position)

Comment

Indicator Ref.
M37

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

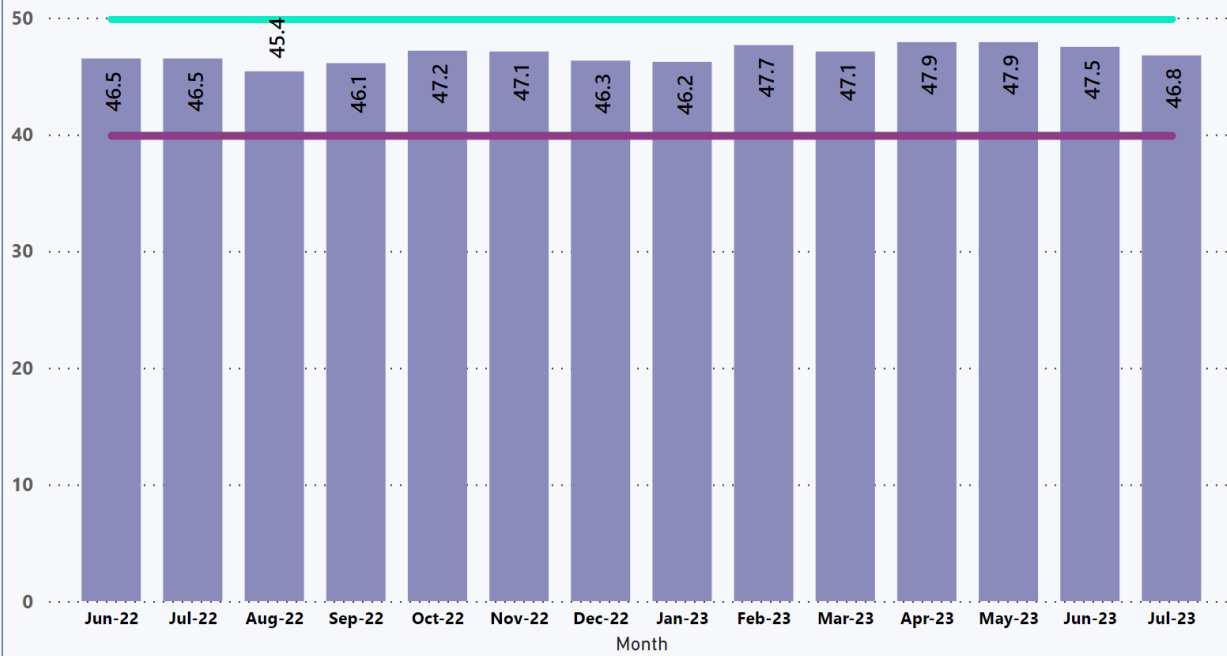
RAG status - Red

Benchmarking timeframe
2021/22 (London position)

Comment
A comprehensive improvement plan is being implemented across the service to bring this measure down to the level of statistical neighbours and within target. As the duration of a Child Protection Plan is 12-18 months it is important to note that sustained improvement is expected to be evidenced over the next 6-9 months.

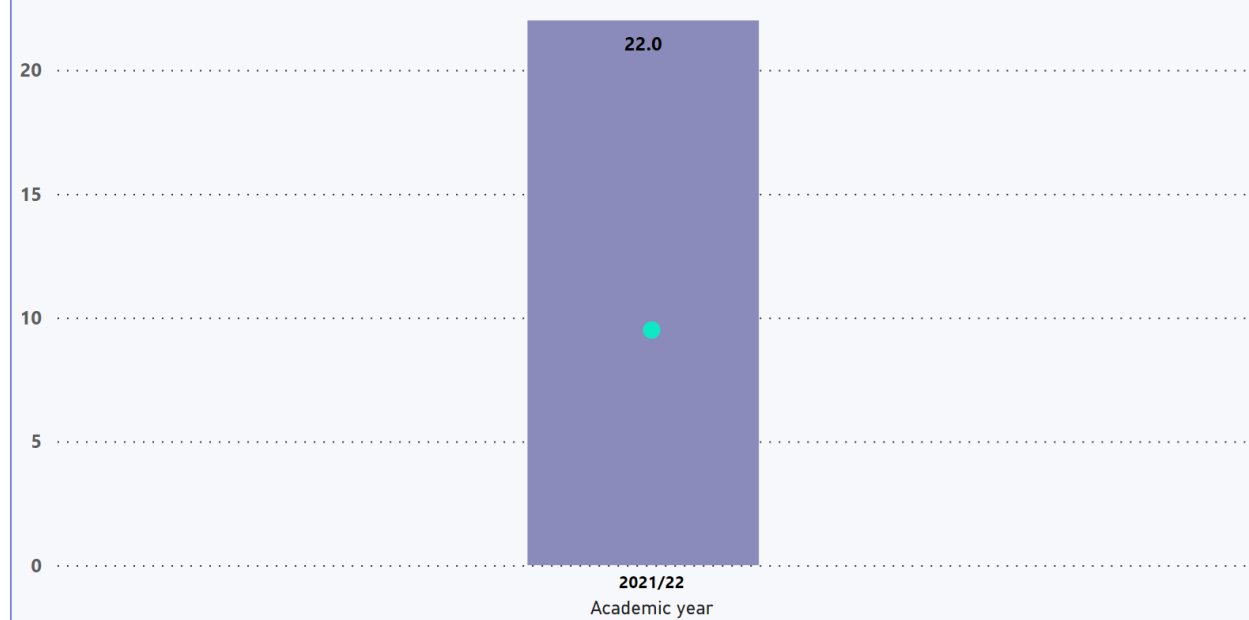
Rate of local Children Looked After (CLA) per 10,000 under 18 years population

● Indicator value — Target — Benchmark



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

● Indicator value — Target — Benchmark



Indicator Ref.
M38

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
2021/22 (London position)

Comment

Indicator Ref.
M39

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

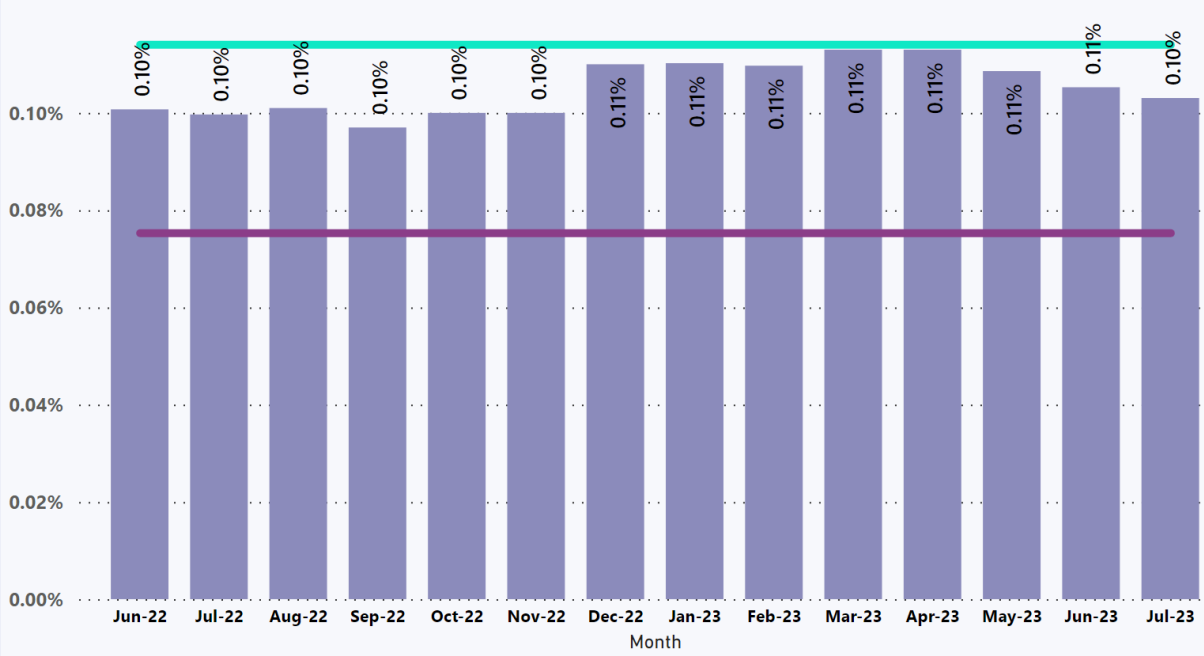
RAG status - Green

Benchmarking timeframe
No comparable data available

Comment

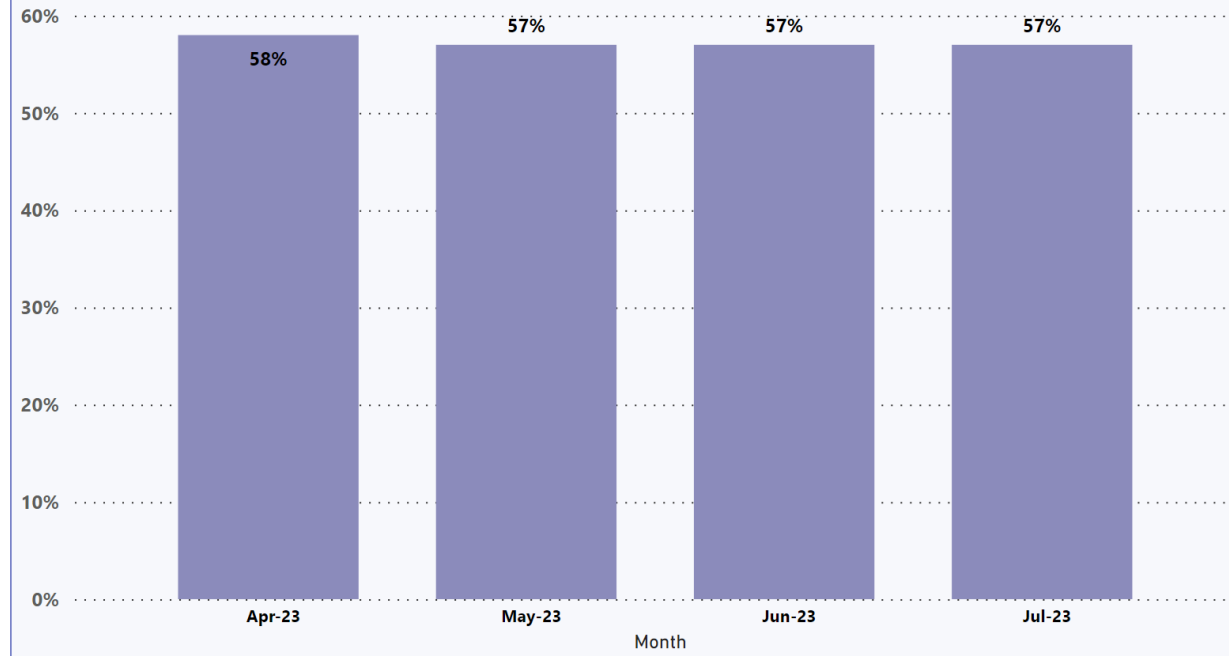
Percentage of the under 18 years population who are UASC

● Indicator value ● Target ● Benchmark



Percentage of Care Experienced young people who were formerly UASC

● Indicator value ● Target ● Benchmark



Indicator Ref.
M40

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
2021/22 (London position)

Comment

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

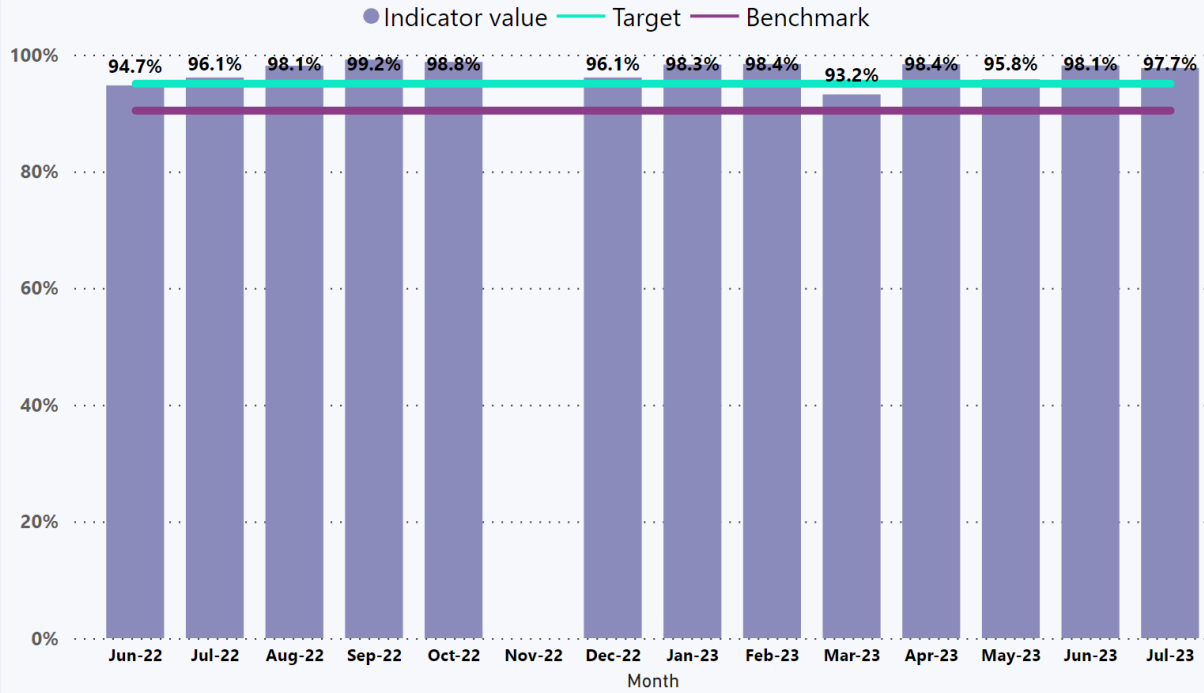
RAG status - N/A

Benchmarking timeframe
No comparable data available

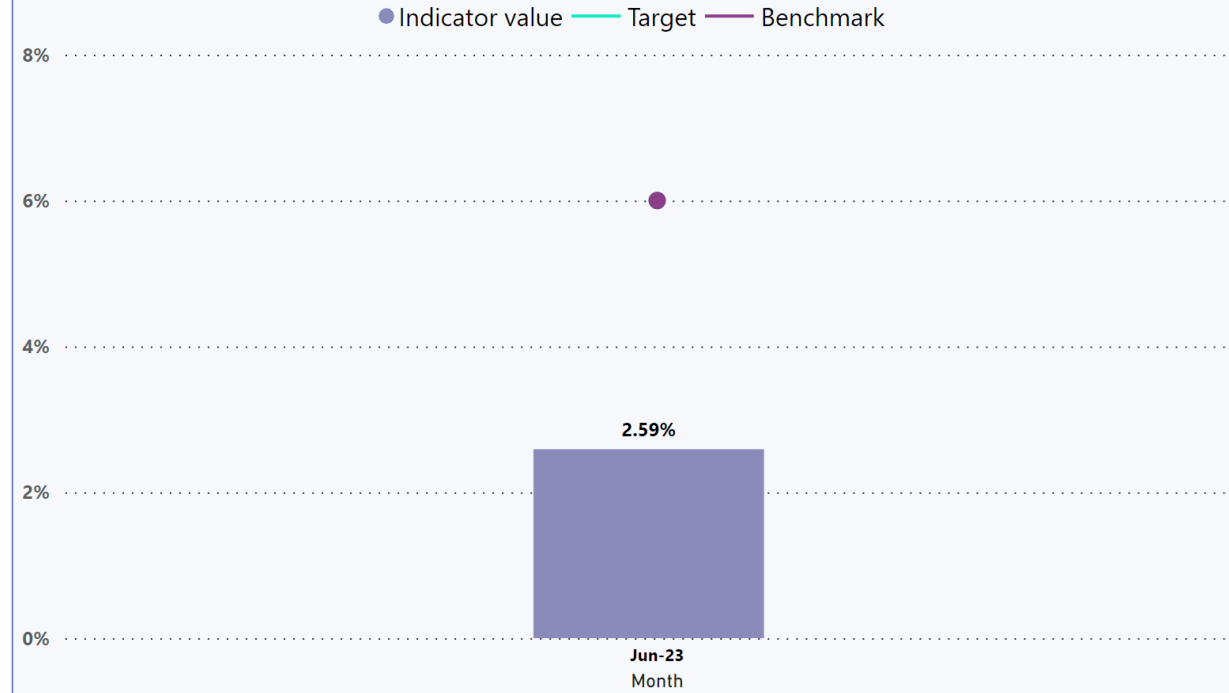
Comment

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

% of reported flytips removed within one working day



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



Indicator Ref.
M43

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)

Comment
3327 Reported, 3251 Within SLA.

Indicator Ref.
M44

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

Directorate
Sustainable Communities, Regen & Economic Recovery

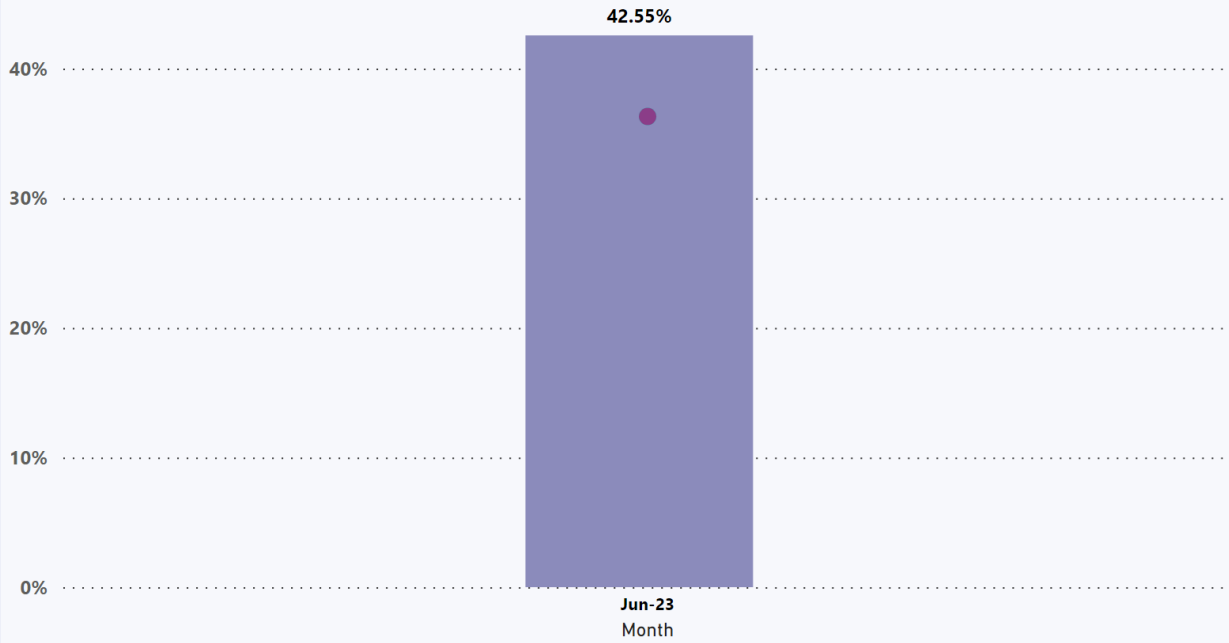
RAG status - Green

Benchmarking timeframe
2021-22 Stat neighbour median

Comment
Latest data available is Jun 23

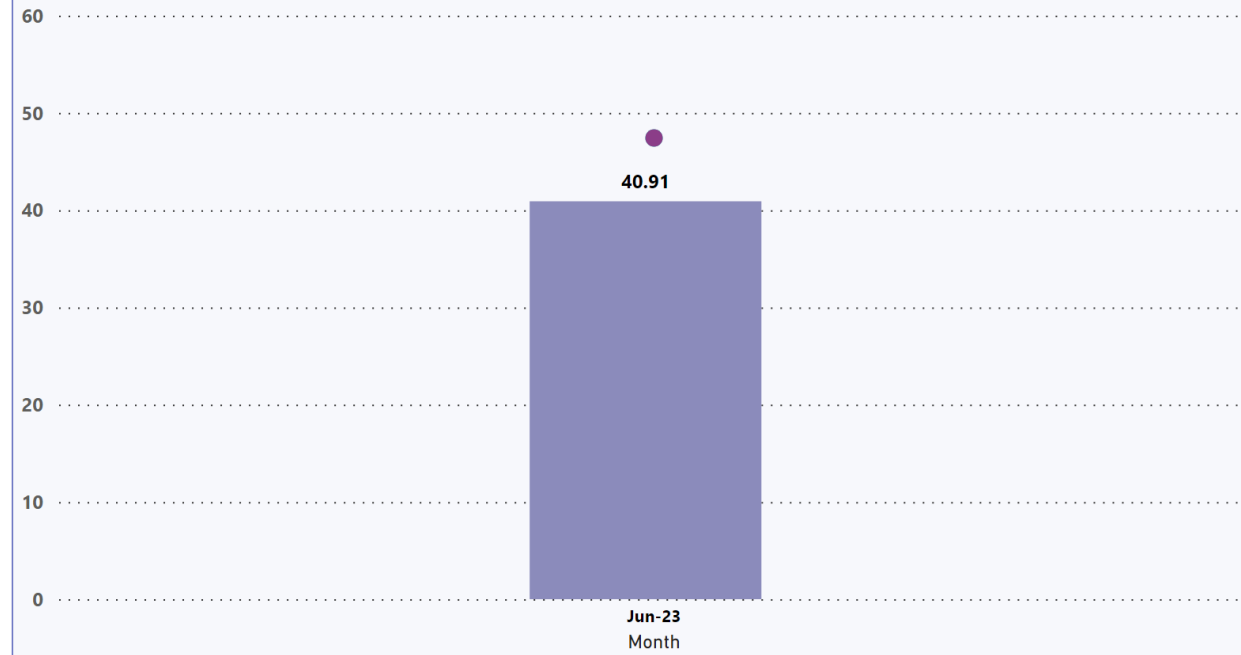
Household waste recycling rate

● Indicator value — Target — Benchmark



Non-recycled Household Waste (kg per household)

● Indicator value — Target — Benchmark



Indicator Ref.
M45a

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

Comment
Latest data available is Jun 23

Indicator Ref.
M45b

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

Directorate
Sustainable Communities, Regen & Economic Recovery

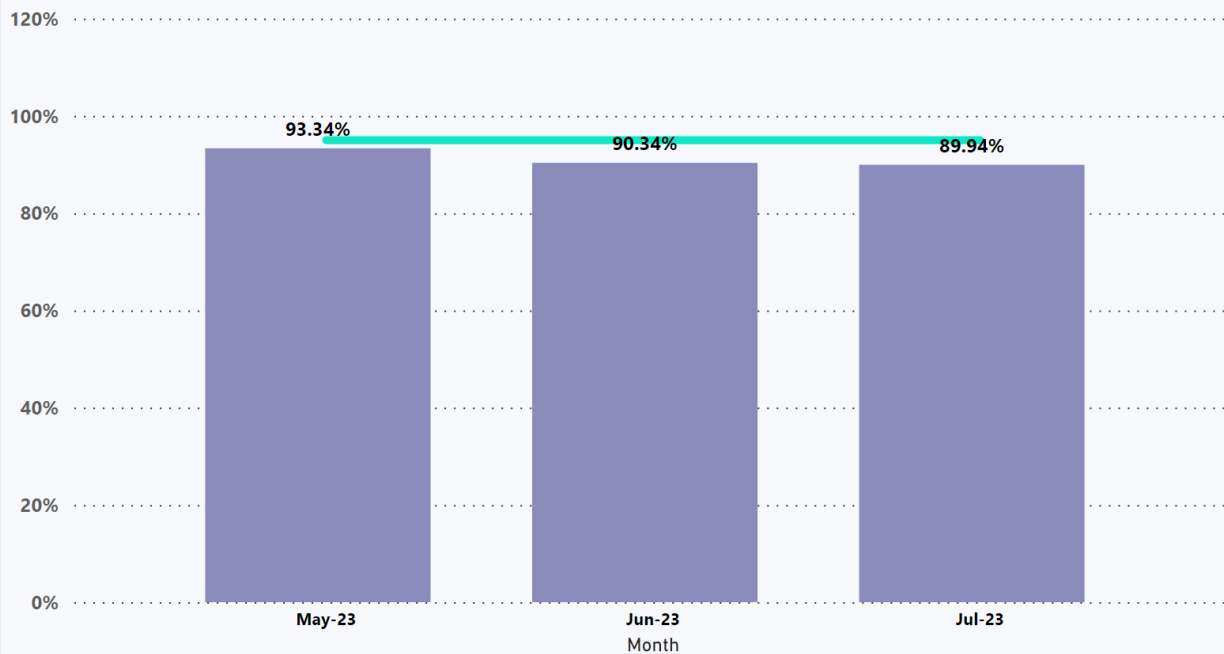
RAG status - Green

Benchmarking timeframe
2021-22 Stat neighbour median monthly average

Comment
Latest data available is Jun 23

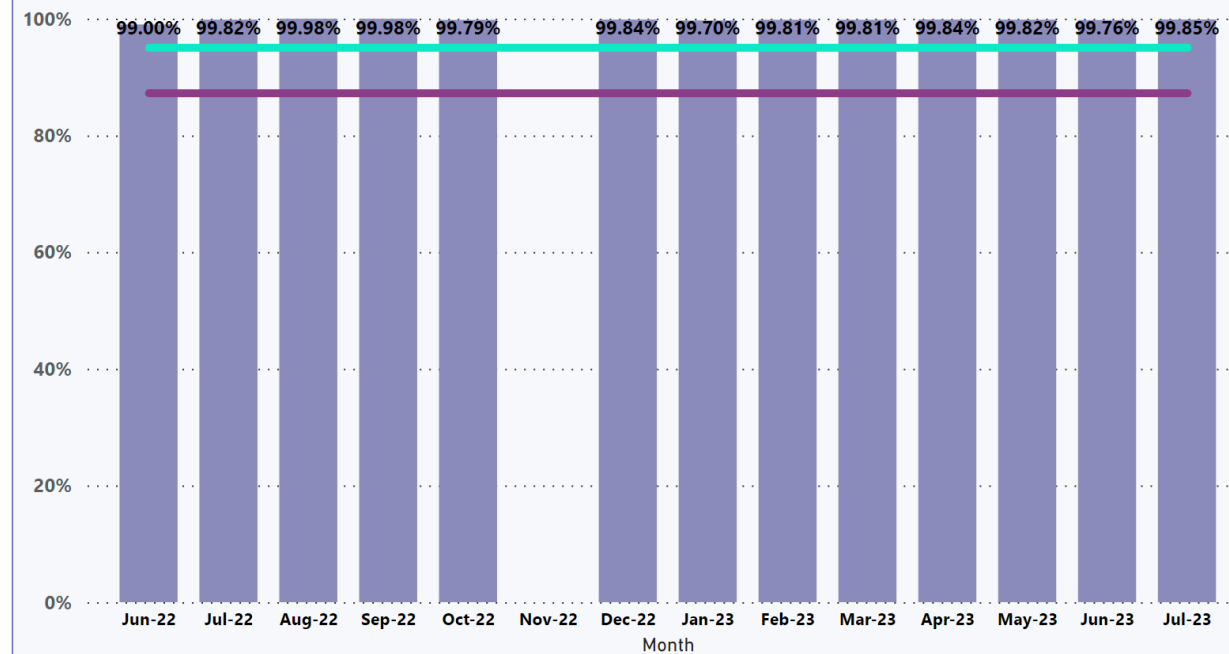
% of street below grade rectified within 24hrs

● Indicator value — Target — Benchmark



% of household waste collected on time

● Indicator value — Target — Benchmark



Indicator Ref.
M46

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
No comparable data available

Comment
225 Roads reported below grade, total of 379 reports. Total Roads in borough is 2237

Indicator Ref.
M47

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

Directorate
Sustainable Communities, Regen & Economic Recovery

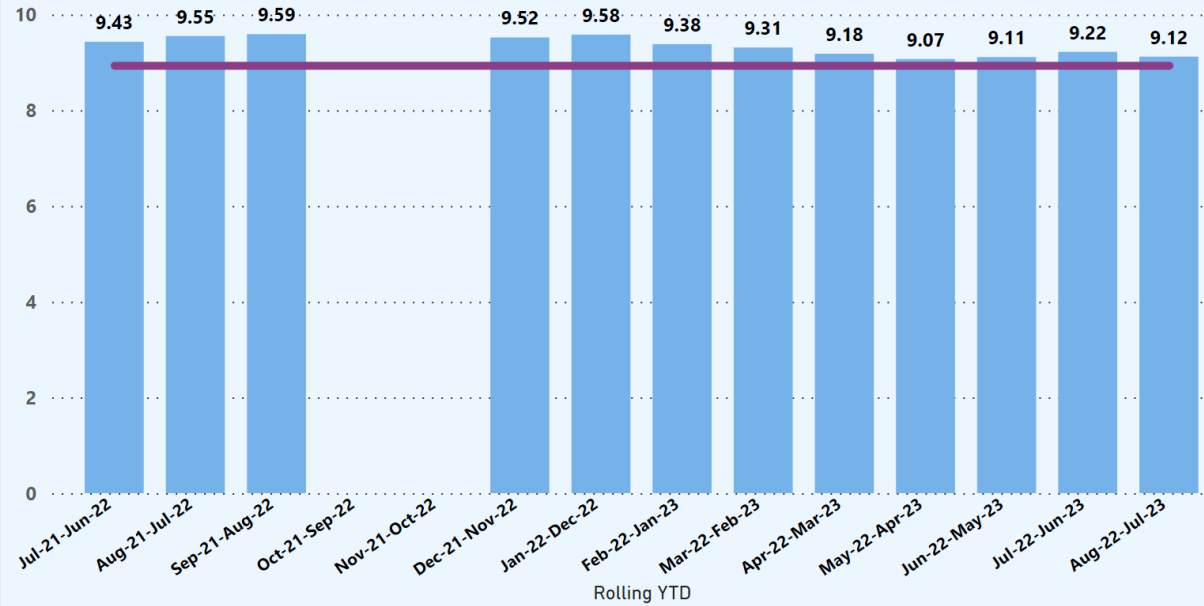
RAG status - Green

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

Comment

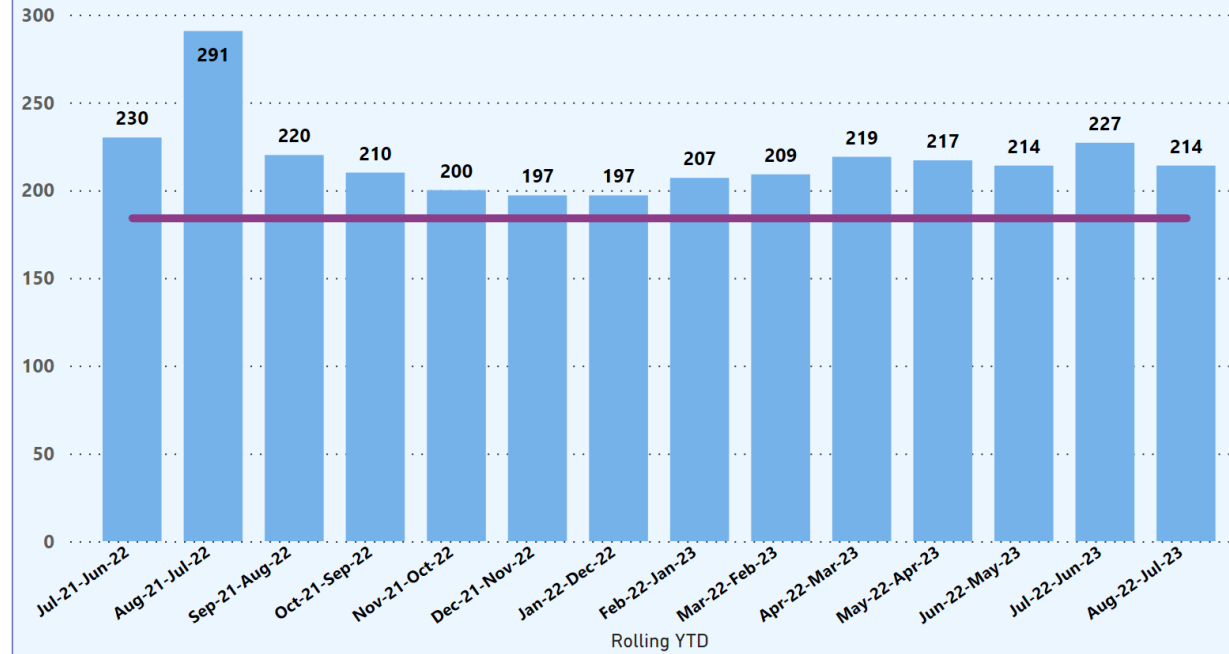
Violence with injury offences rate per 1,000 population

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



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 July 23 (London position)

Comment
In the short term, In our priority areas, Croydon Council have recently commissioned VCS partners to deliver outreach services in the Town Centre, New Addington and Shrublands. During the summer, Holiday Activity Fund (HAF) will be delivering services for young people across the borough.
In the long term a Youth Safety Plan is being developed by partners highlighting what is being done to address the issues facing the borough.

Indicator Ref.
M49

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

Directorate
Partnership working

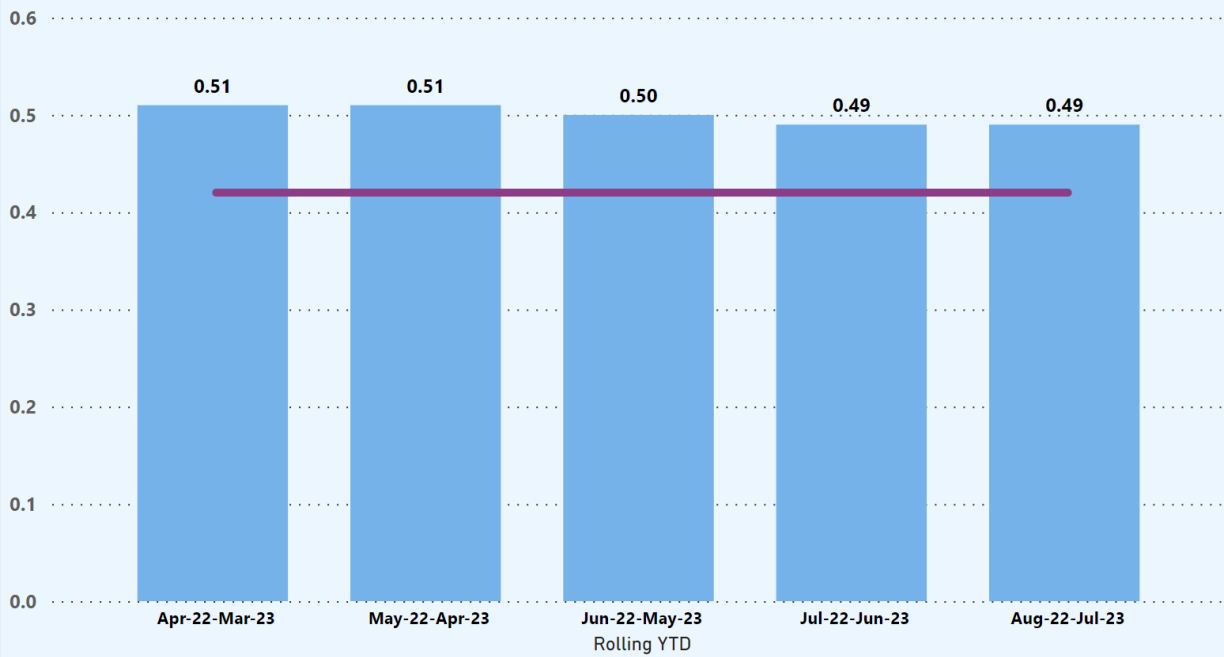
RAG status - N/A

Benchmarking timeframe
2021 (London position)

Comment

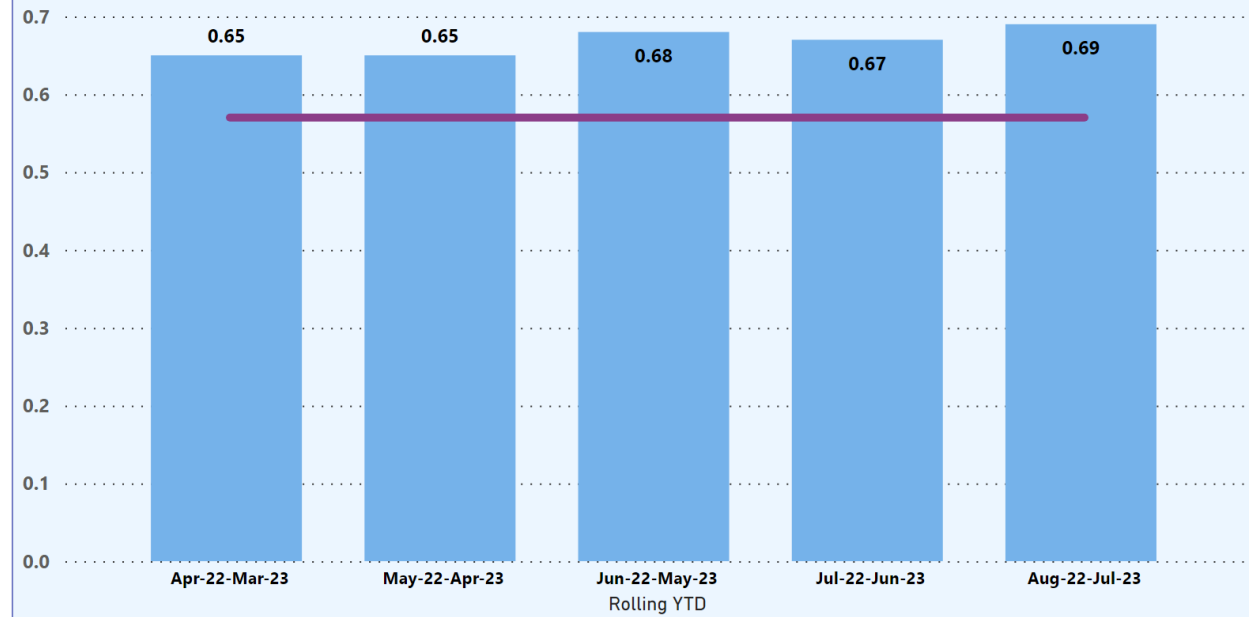
Knife crime with injury rolling 12 months (rate per 1,000 population)

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



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 July 23 (London position)

Comment
In the short term, In our priority areas, Croydon Council has recently commissioned VCS partners to deliver outreach services in the Town Centre, New Addington and Shrublands. During the summer, Holiday Activity Fund (HAF) will be delivering services for young people across the borough.
In the long term a Youth Safety Plan is being developed by partners highlighting what is being done to address the issues facing the borough.

Indicator Ref.
M51

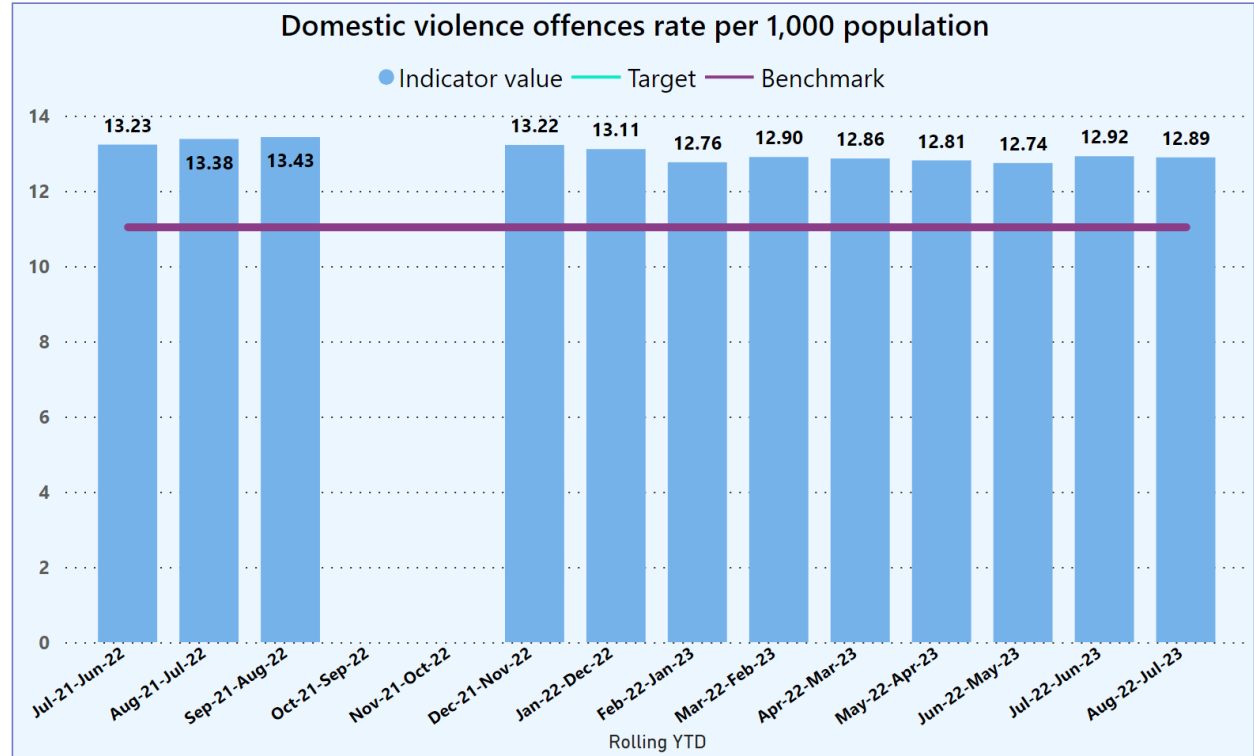
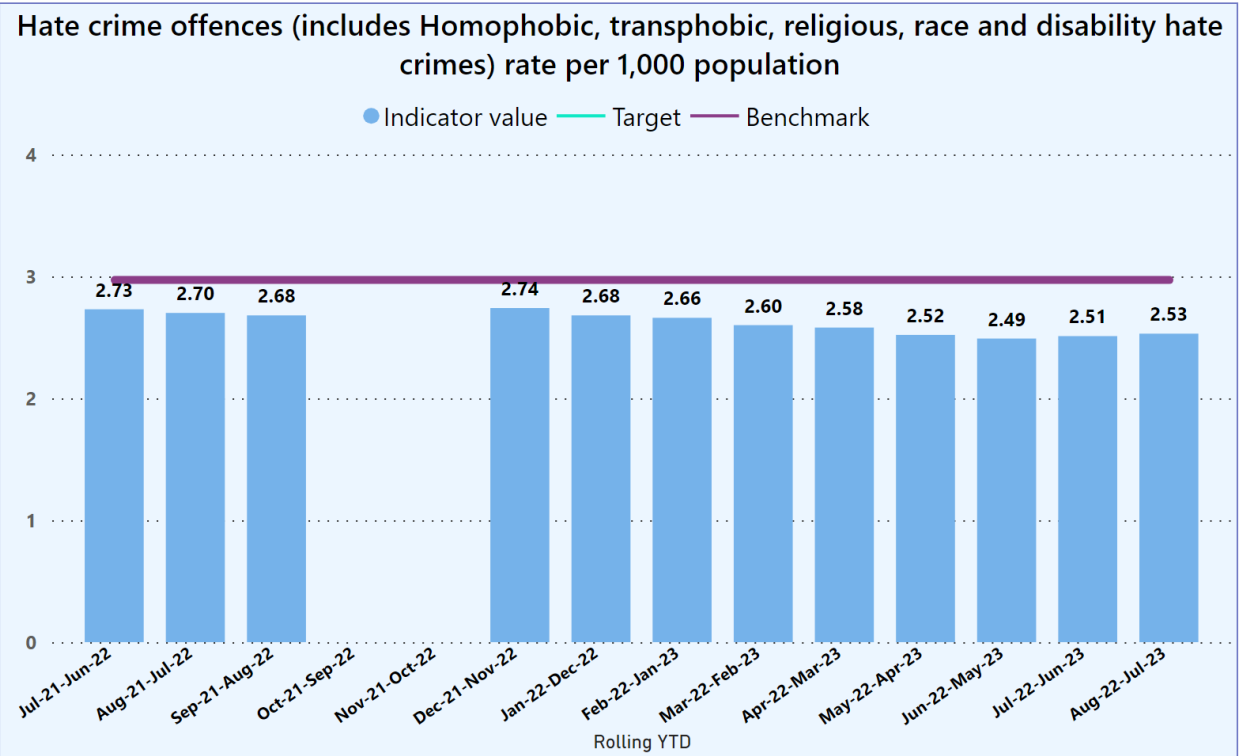
Outcome 4
Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate
Partnership working

RAG status - N/A

Benchmarking timeframe
12 months rolling to July 23 (London position)

Comment
In the short term, In our priority areas, Croydon Council has recently commissioned VCS partners to deliver outreach services in the Town Centre, New Addington and Shrublands. During the summer, Holiday Activity Fund (HAF) will be delivering services for young people across the borough.
In the long term a Youth Safety Plan is being developed by partners highlighting what is being done to address the issues facing the borough.



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 July 23 (London position)

Comment

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

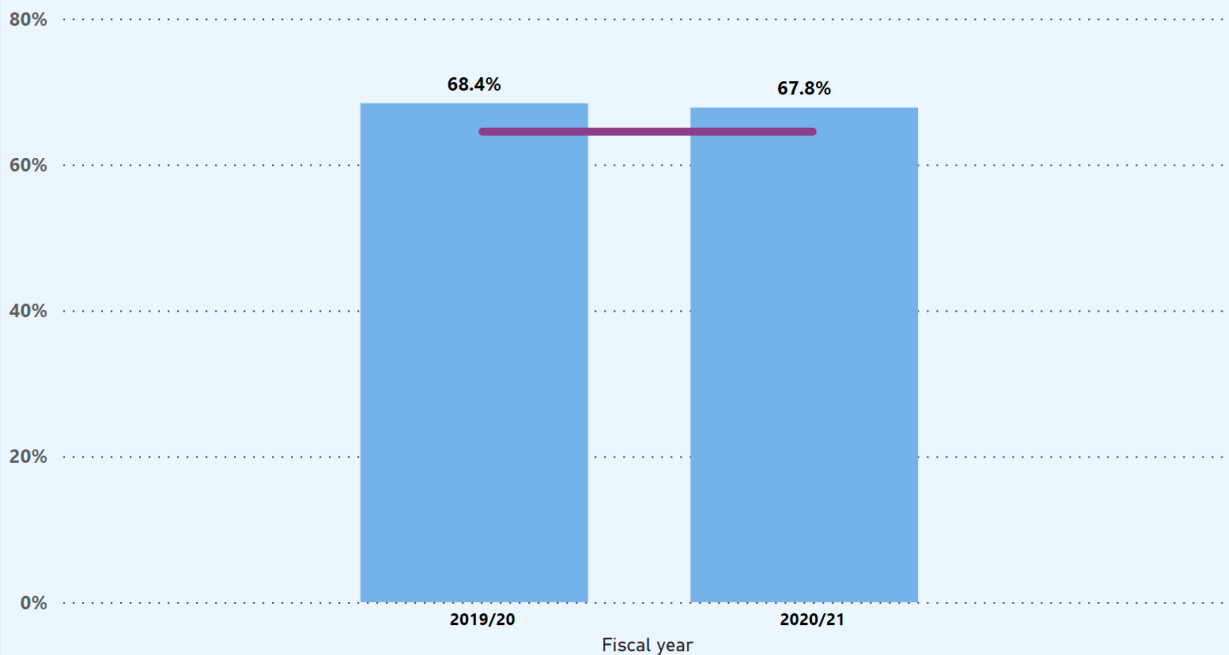
Benchmarking timeframe
12 months rolling to July 23 (London position)

Comment
In the short term, the VRN are liaising closely with our key partners and the community in relation to recent events and ensuring individuals know how to access services and assistance.

In the long term Violence Against Women and Girls (VAWG) Strategy is currently being developed by partners highlighting what is being done to address the issues facing the borough.

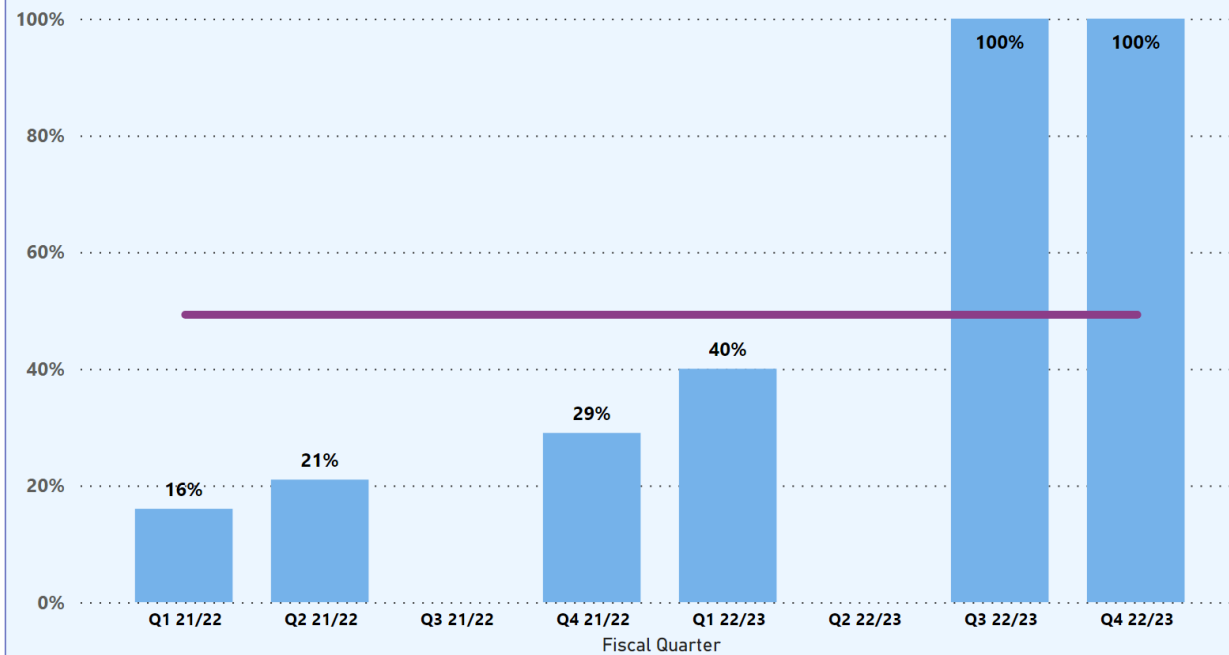
% opiates and/or crack cocaine users not in treatment

● Indicator value ● Target — Benchmark



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

● Indicator value ● Target — Benchmark



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

Our new provider is now embedded with a recent Good CQC rating (Dec 2022) and have additional funding coming through from central government with a focus on increasing numbers in treatment. A new multi-agency Substance misuse Board has been established which should also allow a more specific targetting across a range of stakeholders including service users (and those who would benefit from using the service)

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

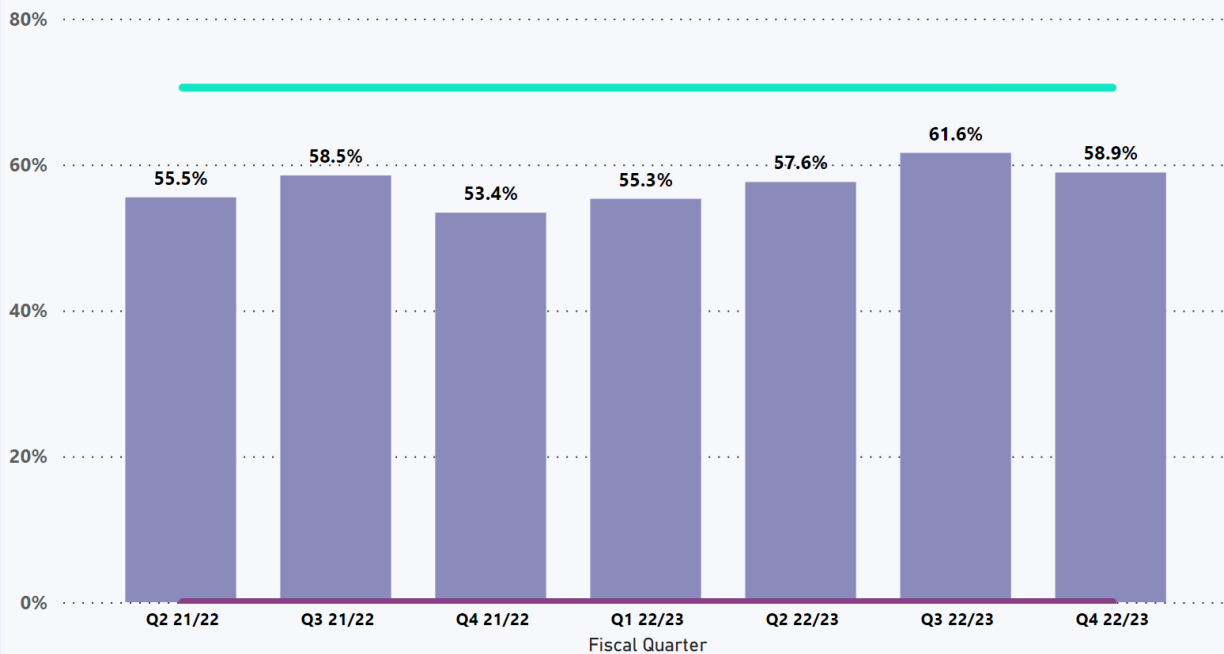
Benchmarking timeframe
2022/23 Q4 (London position)

Comment

Croydon has a targeted approach to NHS Healthchecks provision that focuses on those most at risk of poor health outcomes rather than the entire eligible population. The focus is on improving uptake of healthchecks by those who have been offered rather than increasing the population invited. Public Health have been working with our new invitation provider to use behavioural insights to improve the invitation letter and to implement a recall process. There is a caveat with Q2 22/23 data as the proportion is over 100% not sure why this is and could change in the next quarter.as there could be a correction notice Currently invitations are on hold until the DPIA is in place, and the last provider ended with us May 2022. Currently it is only opportunistic health checks that are being offered so maybe it is because more are being delivered than offered at the moment. This still stands for Q3 22/23

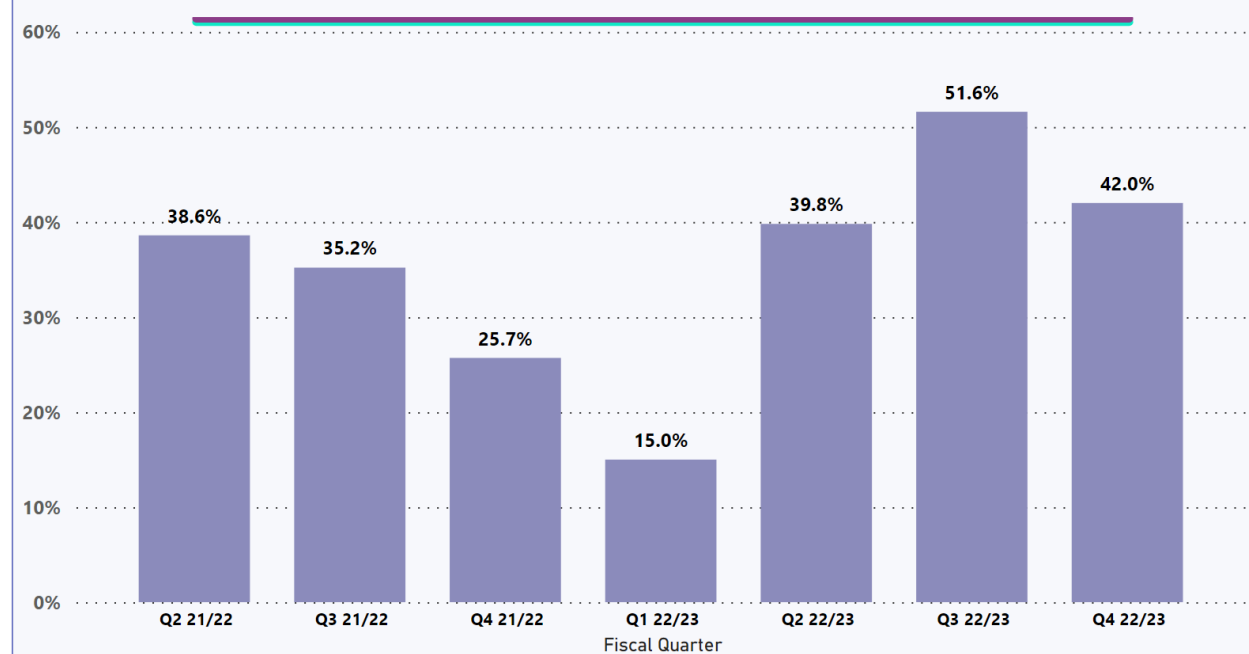
% of children receiving 6-8 week review by health visitor

● Indicator value — Target — Benchmark



% of children who received a 2 - 2.5 year review

● Indicator value — Target — Benchmark



Indicator Ref.
M57

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
2022/23 Q4 (London position)

Comment
Target is 2021/22 statistical neighbour average for this check. History of poor performance, related to chronic staffing issues (reflecting national recruitment problems). New Recruitment and Retention Plan produced by CHS. Significant involvement of Public Health, including the Director of Public Health and Commissioners. Monthly monitoring and improvement plan in place. This has been reviewed by Children's Overview and Scrutiny.

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

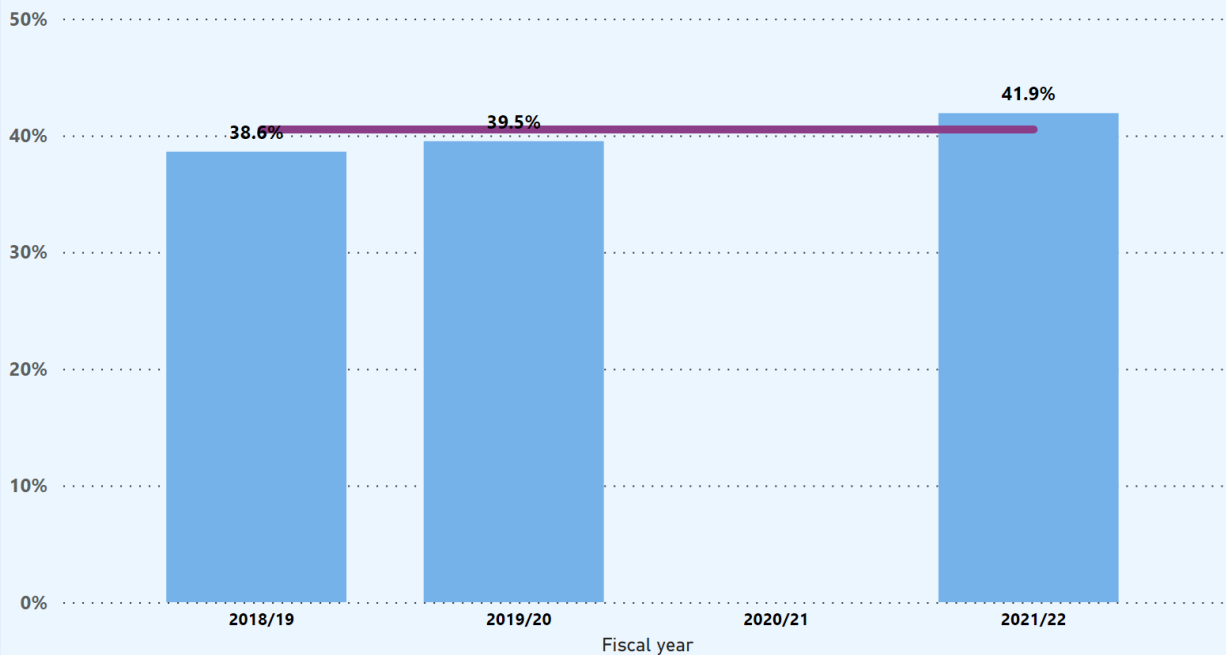
RAG status - Red

Benchmarking timeframe
2022/23 Q4 (London position)

Comment
Target is 2021/22 statistical neighbour average for this check. History of poor performance, related to chronic staffing issues (reflecting national recruitment problems). New Recruitment and Retention Plan produced by CHS. Significant involvement of Public Health, including the Director of Public Health and Commissioners. Monthly monitoring and improvement plan in place. This has been reviewed by Children's Overview and Scrutiny.

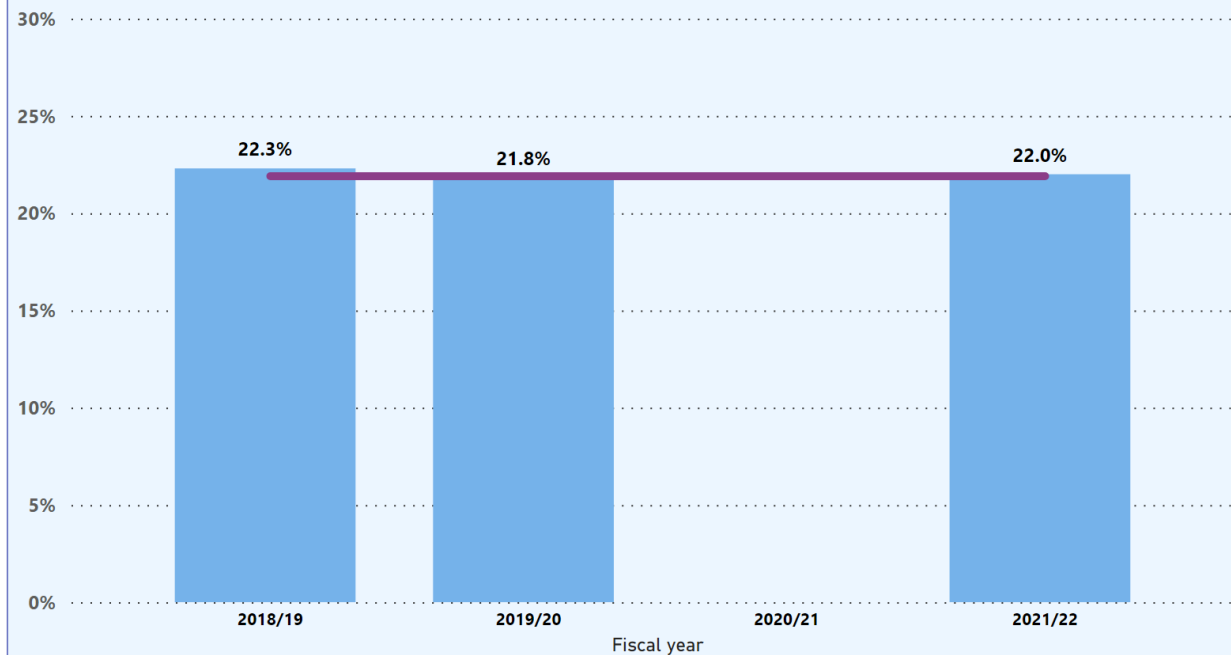
% of children aged 10-11 years (children in year 6) classified as obese or overweight

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



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
2021/22 (London average)

Comment

Owing to the suspension of the National Childhood Measurement Programme during the pandemic there is no updated information for 2020/21. The Healthy Schools programme includes a focus on healthy food in schools. Public Health are working with the NHS to develop a Tier 3/4 healthy weight service. The Food and Healthy Weight Partnership has a range of actions across the wider determinants of health, and is working to utilise grant funding available within this area.

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

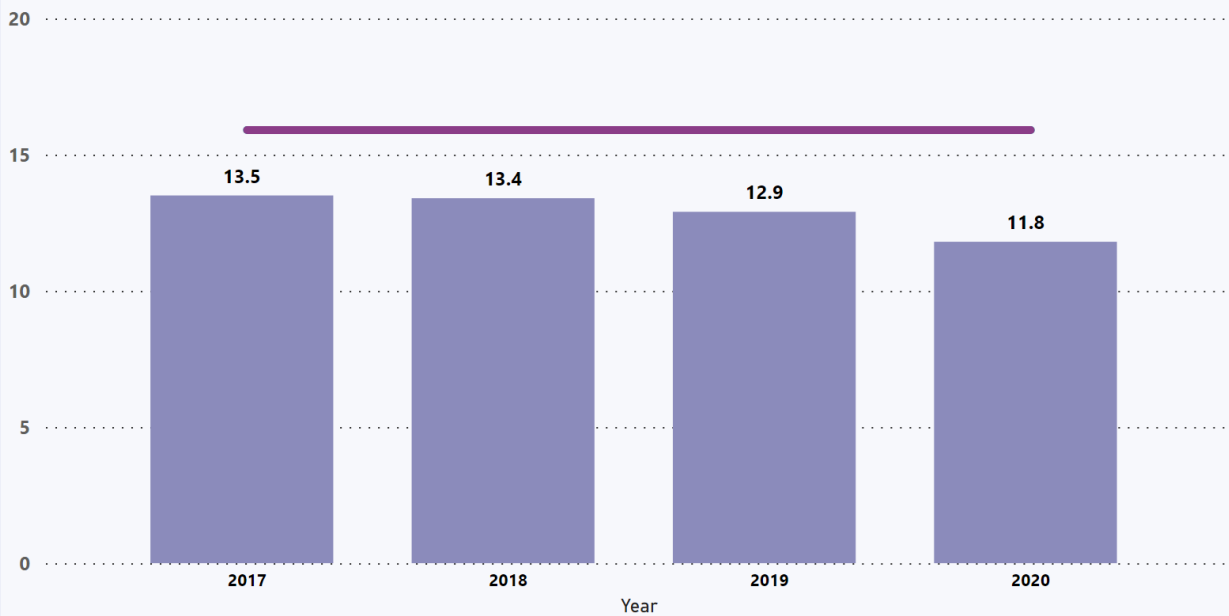
Benchmarking timeframe
2021/22 (London average)

Comment

Owing to the suspension of the National Childhood Measurement Programme during the pandemic there is no updated information for 2020/21. Public Health are launching an early years healthy weight programme in the autumn that will provide support to children and families to achieve a healthy weight. Public health are also working with the NHS to develop a Tier 3/4 healthy weight service. The Food and Healthy Weight Partnership has a range of actions across the wider determinants of health, and is working to utilise grant funding available within this area.

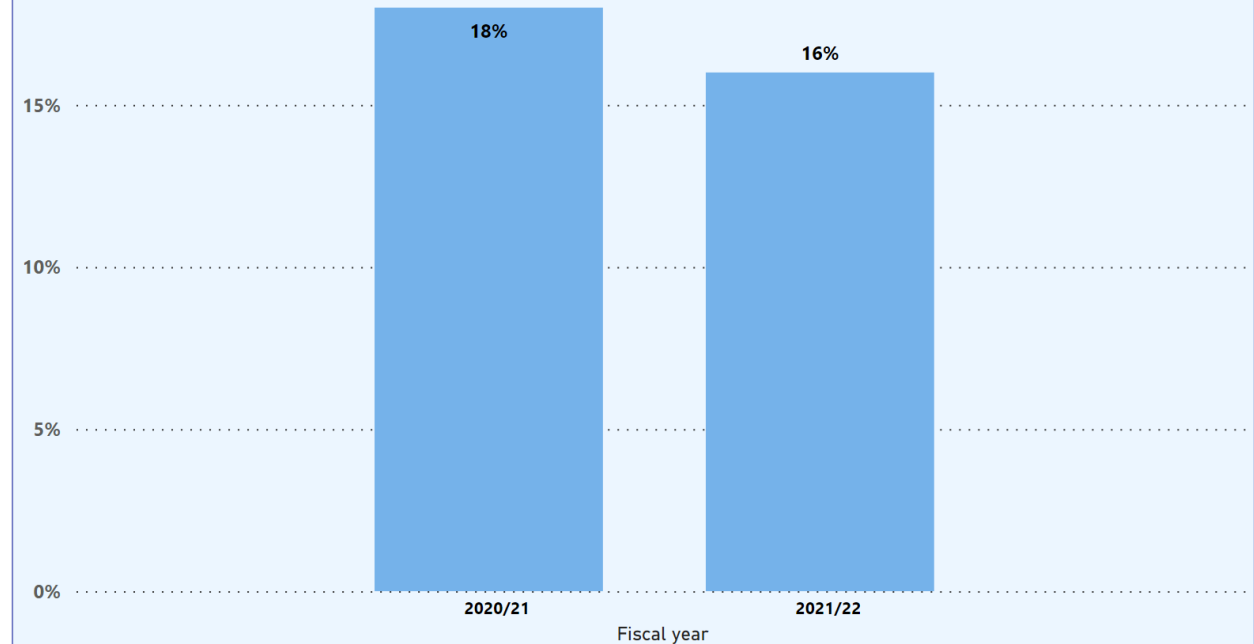
Carbon dioxide (CO2) emissions estimates within the scope of influence of Local Authorities (Emissions per km2 (kt CO2))

● Indicator value — Target — Benchmark



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

● Indicator value — Target — Benchmark



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

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

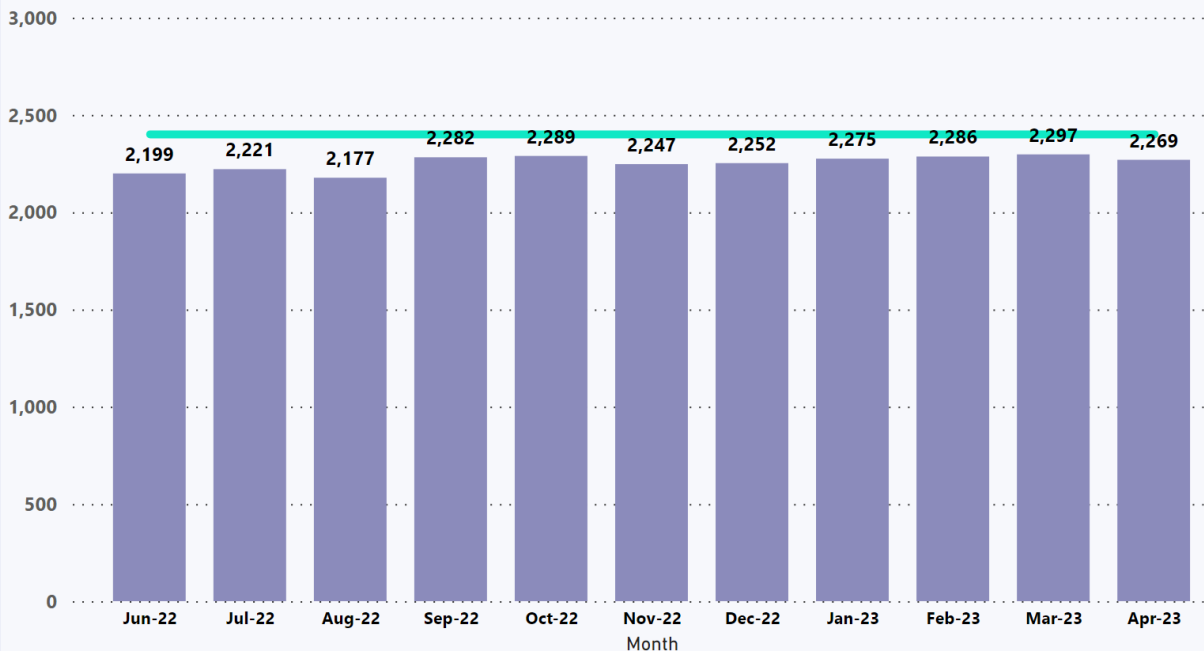
Benchmarking timeframe
No comparable data available

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.

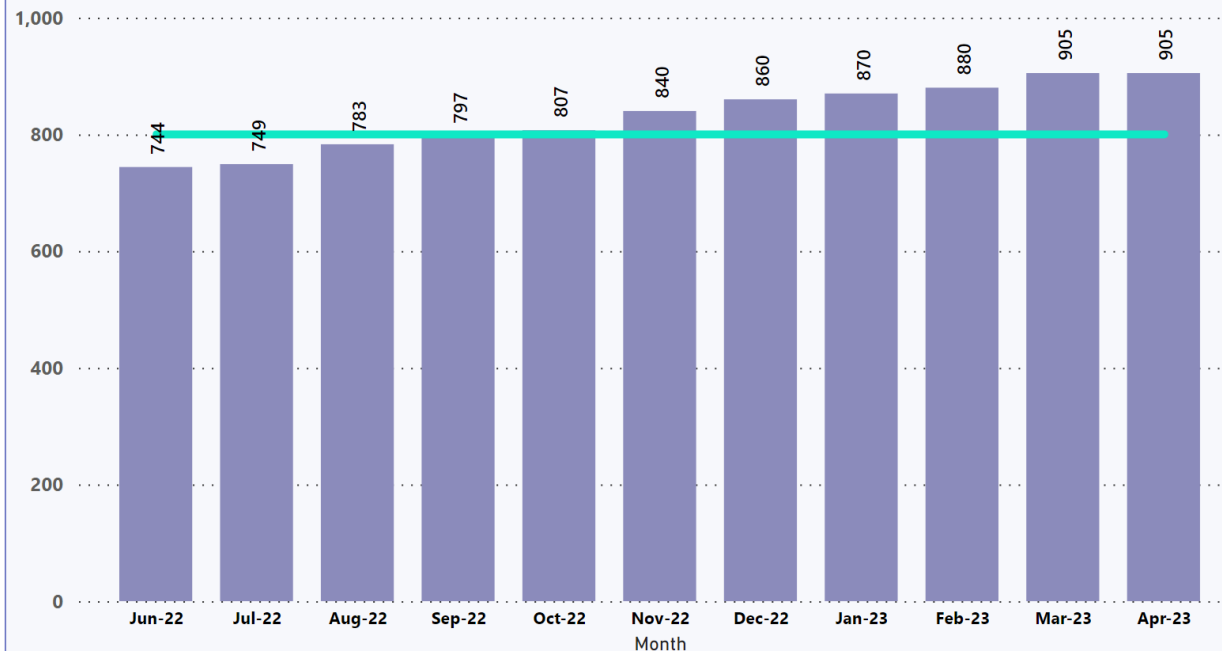
Total households in Temporary accommodation

● 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 - Green

Benchmarking timeframe
No comparable data available

Comment
No update this month due to shutdown of OHMS system to implement the new NEC system. Latest data released by DLUHC up to December 31 2022 shows that for the first time in nearly 20 years, the number of households living in temporary accommodation in England has exceeded 100,000. There were 16.2 households living in temporary accommodation per 1,000 households in London, compared with 2.1 households per 1,000 in the rest of England. For the same or the same period up to December 31 2022, Croydon had 12.46 households per 1,000 households and the London average rate was 16.22 households. Redbridge had the highest rate of households in temporary accommodation in London with 26.2 households per 1,000 households, while Manchester had the highest rate outside London with 14.6 households per 1,000 households. At 31 March 2023, Croydon had 12.80 households per 1,000. Although this is lower than the London average, Croydon is seeing a gradual increase in line with national trend as there are a number of economic factors driving more people into homelessness while giving us fewer good options to help them. It should also be noted that Croydon figure only relates to legally homeless households reported to DLUHC but in practice there are more households accommodated in temporary accommodation under discretionary powers including current and former care leavers, secure tenants and households to whom homeless duty was ended but were left in the accommodation. A review of these legacy cases is being carried out as part of the transformation programme.

Indicator Ref.
M65

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

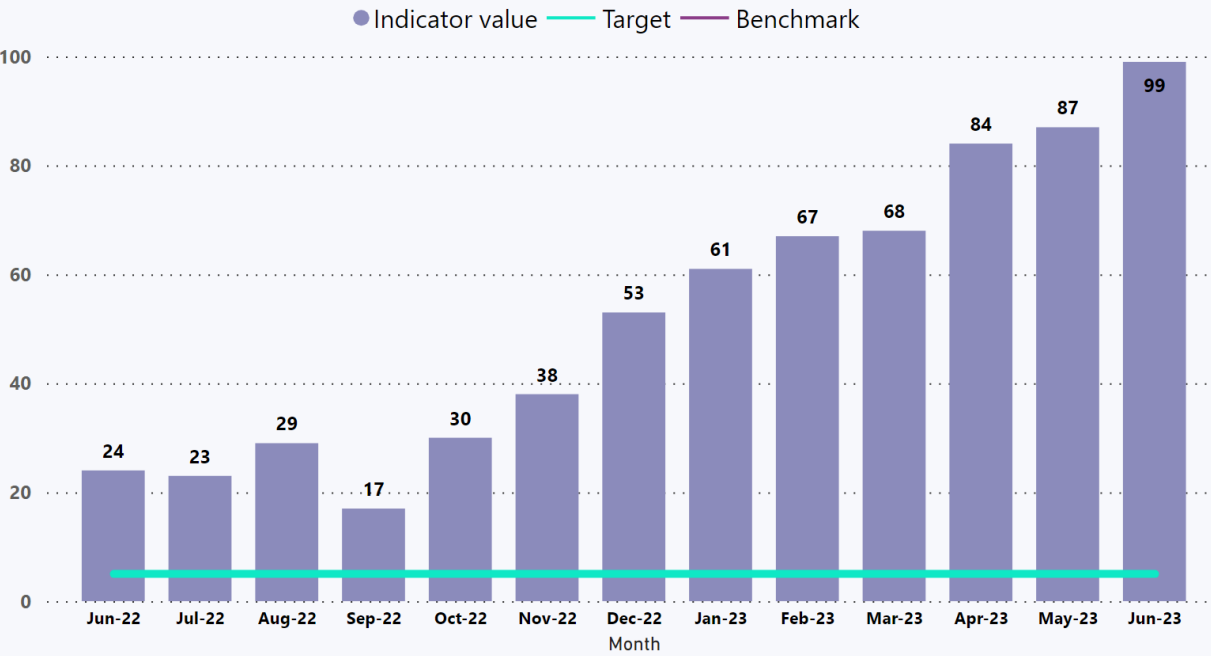
Directorate
Housing

RAG status - Red

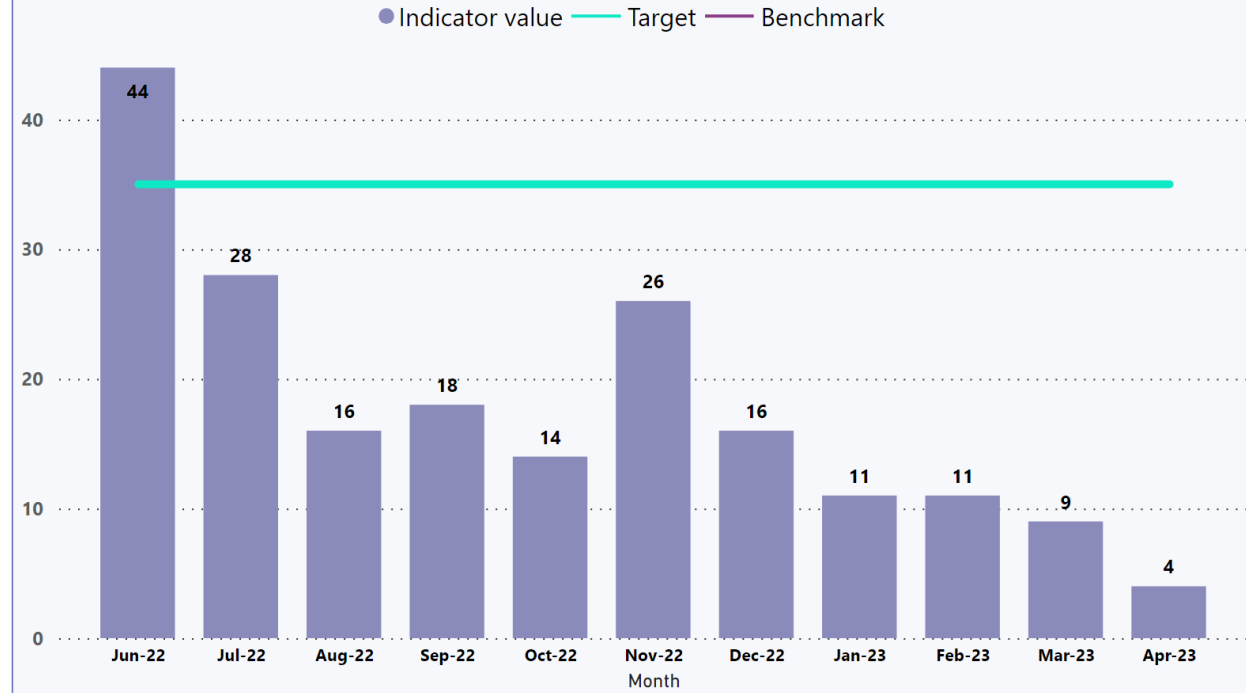
Benchmarking timeframe
No comparable data available

Comment
No update this month due to shutdown of OHMS system to implement the new NEC system. Based on latest data released by DLUHC up to December 31 2022, of the households in temporary accommodation, 12,220 were living in bed and breakfast (B&B) accommodation, up 31.8% from the same time last year. In line with national trend, the number of households occupying emergency accommodation is above the target. The increase in usage of emergency nightly purchased accommodation is disproportionate to the overall increase in temporary accommodation because Croydon Council is unable to secure suitable temporary accommodation for families due to shrinkage of affordable private sector accommodation.

Number of temporary accommodation households that are in shared accommodation >6 weeks



Number of homelessness cases prevented



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
Unable to provide July data due to implementation of the new NEC system. Based on latest data released by DLUCH up to December 31 2022, the number of families living in bed and breakfast (B&B) accommodation with shared facilities for more than the statutory limit of 6 weeks is up 196.4% from 550 on 31st December 2021, and up 34.7% from 1,210 in the previous quarter. Although Croydon Council is continuing to support families to move out of shared B&B, meeting the target remains challenging in line with national trend and the current service structure which is ineffective in managing demand. Croydon Council places 60% of new applicants seeking help in emergency accommodation every month and good prevention performance would result in about 30% placement rate. The new structure to be implemented later this year is intended to address this.

Indicator Ref.
M67

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

Directorate
Housing

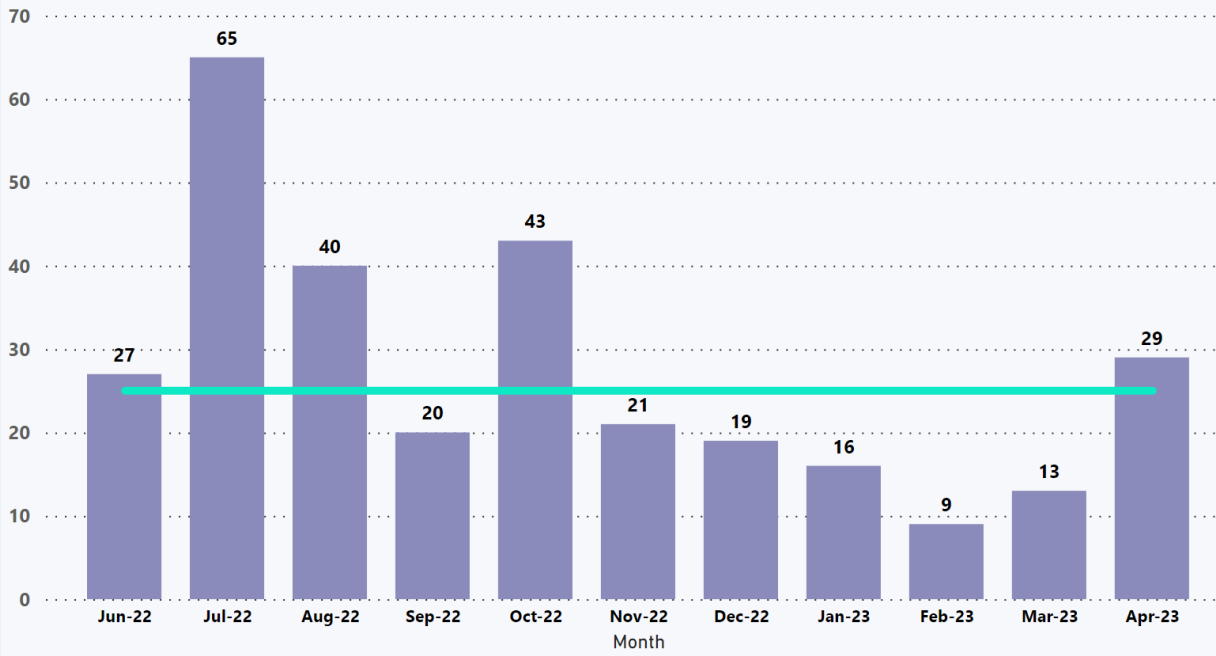
RAG status - Red

Benchmarking timeframe
No comparable data available

Comment
No update this month due to shutdown of OHMS system to implement the new NEC system. There is a backlog of prevention cases not on Ohms due to staff shortage and the team prioritising rent account cases. However, it must be stated that overall prevent activity is low to the structure of the service. This will be partly resolved by the restructure. However, it is important to state that continual rising prices, including rents are pushing more and more to the brink of homelessness. Another demand stress factor is Ukrainian households, Afghan households and now Sudanese households.

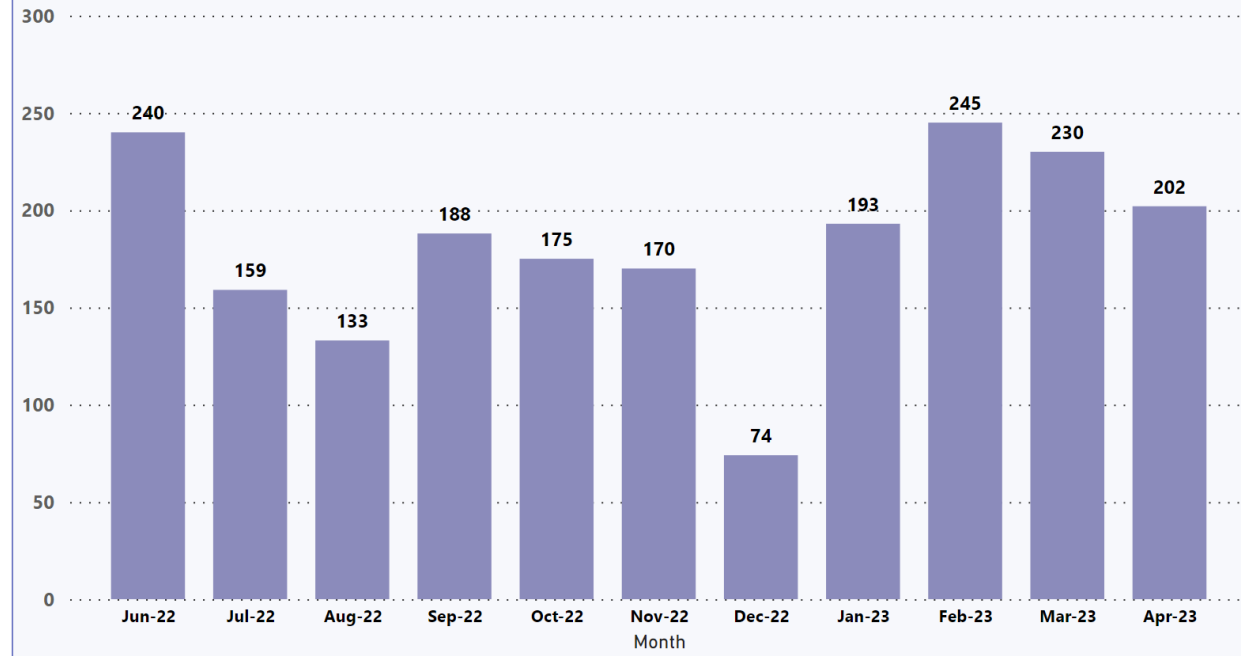
Number of cases where Homelessness was Relieved

● Indicator value — Target — Benchmark



Number of Homeless Applications Made

● 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 - Green
Green

Benchmarking timeframe
No comparable data available

Comment
No update this month due to shutdown of OHMS system to implement the new NEC system. This figure will keep on fluctuating and there are pressures in housing supply. 39% of PRS landlords have left the markets. The average rent in London has increased 27% in the last 12 months. This is making it extremely difficult to source accommodation to relieve homelessness. This is evidenced that the numbers in TA have now exceeded 100,000 household for the first time since 2005.

Indicator Ref.
M69

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

Directorate
Housing

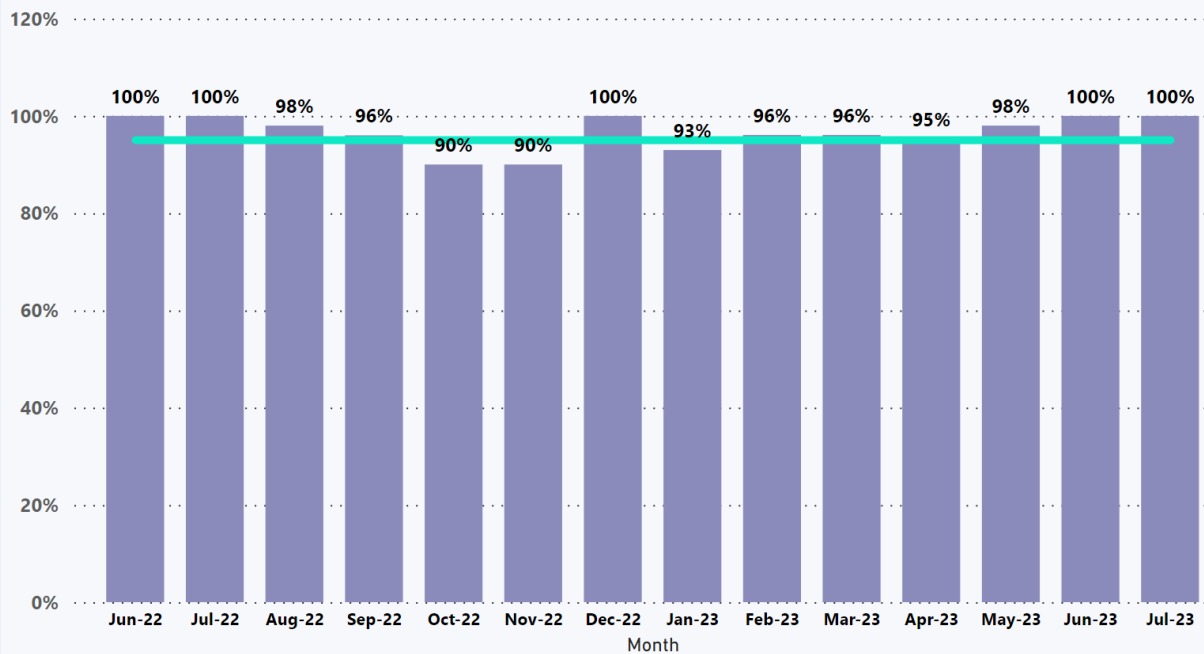
RAG status - N/A
N/A

Benchmarking timeframe
No comparable data available

Comment
No update this month due to shutdown of OHMS system to implement the new NEC system. This figure will reflect the influence of external factors driving the level of homelessness, including the rising cost of living, that can lead to households becoming homeless. A falling number may indicate that prevention measures actioned by the Housing service are proving effective.

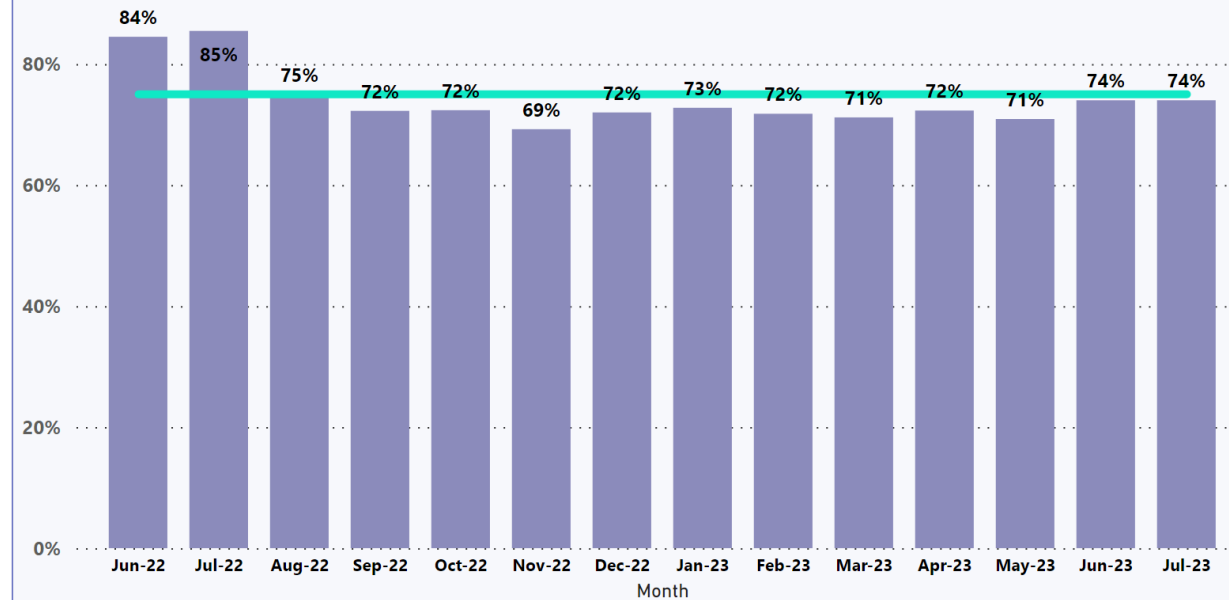
% of safeguarding intervention leading to reduction / removal of risk (closed episodes)

● Indicator value — Target — Benchmark



% of people who approach the council for help with adult care and that is resolved at the point of initial contact.

● Indicator value — Target — Benchmark



Indicator Ref.
M70

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

Comment

Explanatory note: The benchmark is the target – 95%. It is a Croydon set target.

The size of the cohort is quite small, often less than 50. This means just one case without risk reduction has quite a significant impact on the overall percentage.

Key narrative: People who have capacity and are a part of a safeguarding process can make decisions which are not always wise and do not alleviate the risk. This can be a particular issue in respect of mental health enquiries, but not exclusive to mental health.

Sometimes cases are finished and followed up through another route, so risk may not have been evaluated. There are situations where risk cannot be fully removed. For example, people placed in a care home.

Indicator Ref.
M71

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Amber

Benchmarking timeframe
No comparable data available

Comment

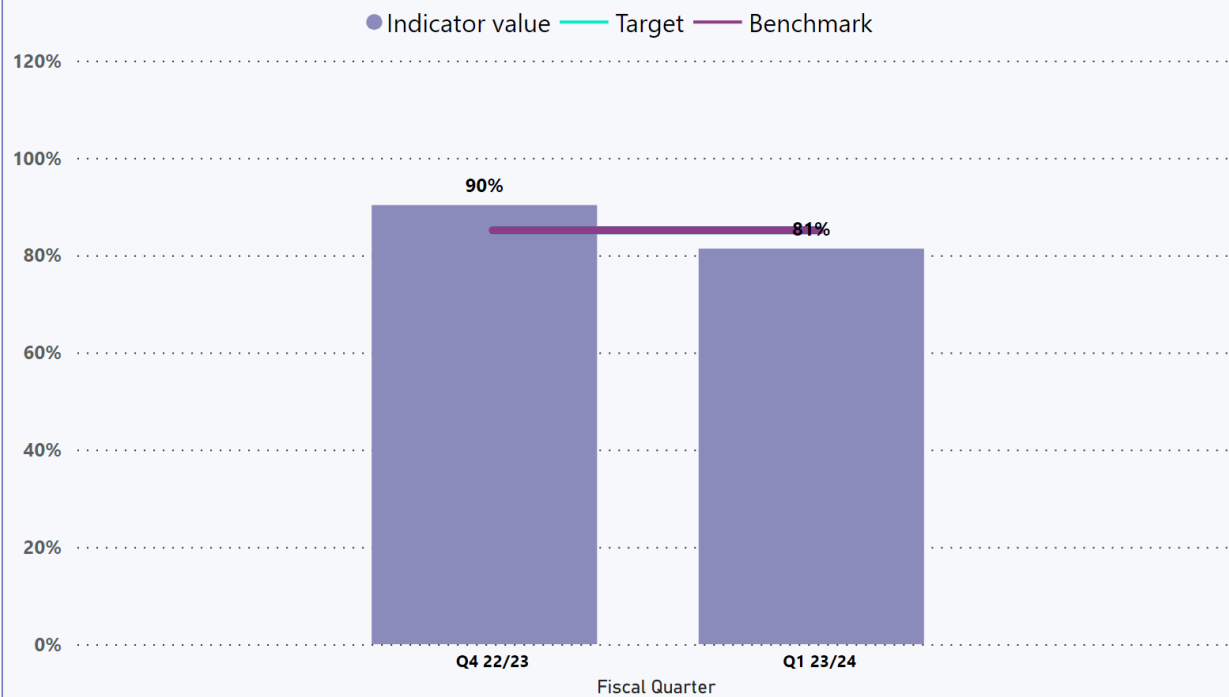
Explanatory note: The benchmark is the target - 75%. This is from the nationally recognised Institute of Personal Care report – Six Steps to Managing Demand.

It means the council should meet or exceed the target when resolving contacts through our Adult Early Intervention and Support Service. Through provision of proportionate information, advice and guidance preventing residents from unnecessary referrals related to reablement or a Care Act assessment.

Key narrative: The Directorate is investigating the significant change between May 23 and Jul 23, which has meant dropping below the target. It is believed to be a change to report queries.

Positively, the managing demand programme has introduced a new online portal referral service for residents and professionals. This is seen nationally as best practice from a digital perspective. This supported by the Department for Health and Social Care in terms of access to self referral. The programme is also in phase one of updating website content in relation to information, advice and guidance.

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



Indicator Ref.
M72

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Amber

Benchmarking timeframe
FY 21-22 (London position)

Comment

2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available

Explanatory note: The benchmark is the target – 85.1%. The target describes people discharged from hospital who through reablement, have not re-entered hospital or been placed in residential and nursing.

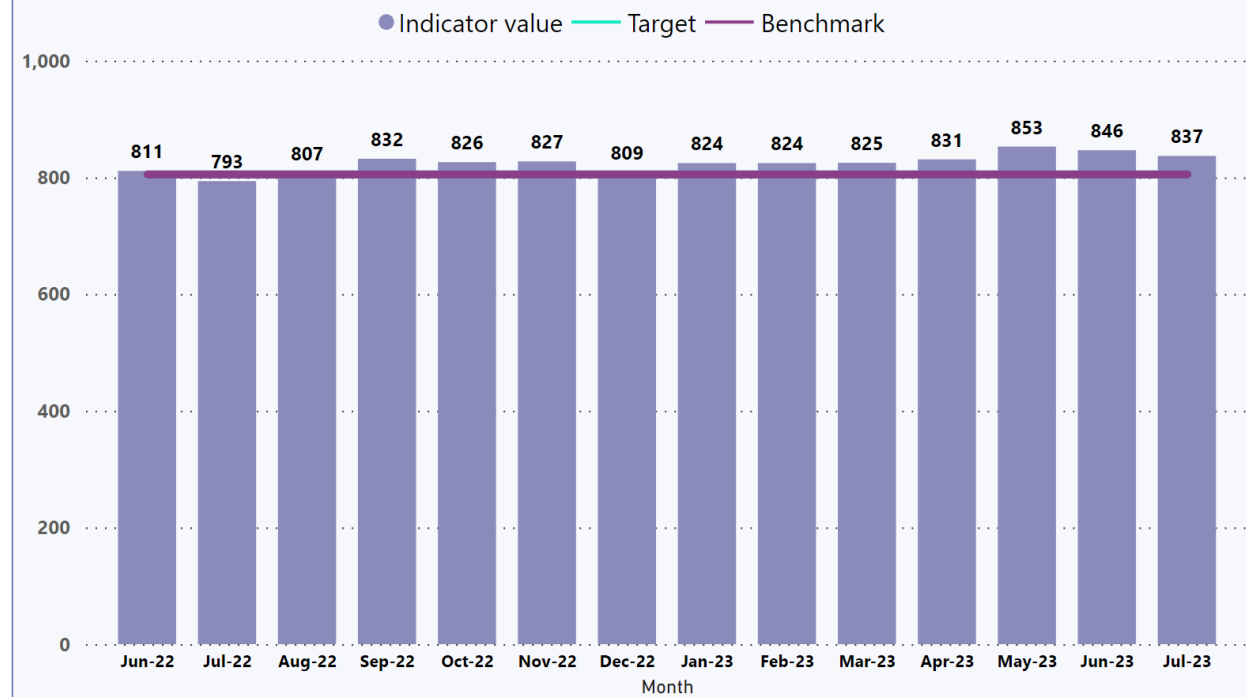
Key narrative: A higher proportion of Individuals are being discharged with complex needs, due to complexity of chronic health conditions, deterioration in health is greater resulting in readmission to hospital. There is an increase in individuals discharged, identified not to have reablement potential.

There is also an increase in discharge to assess community referrals from GPs and Rapid Response to prevent hospital admission initially, with a high proportion requiring hospital admission due to deterioration of health.

Increasingly the elderly population is seeing readmission after discharge from reablement for different reasons to the original hospital admission.

One Croydon Alliance partners have commissioned a deep dive of this key performance indicator.

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



Indicator Ref.
M73

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Amber

Benchmarking timeframe
FY 21-22 (London position)

Comment

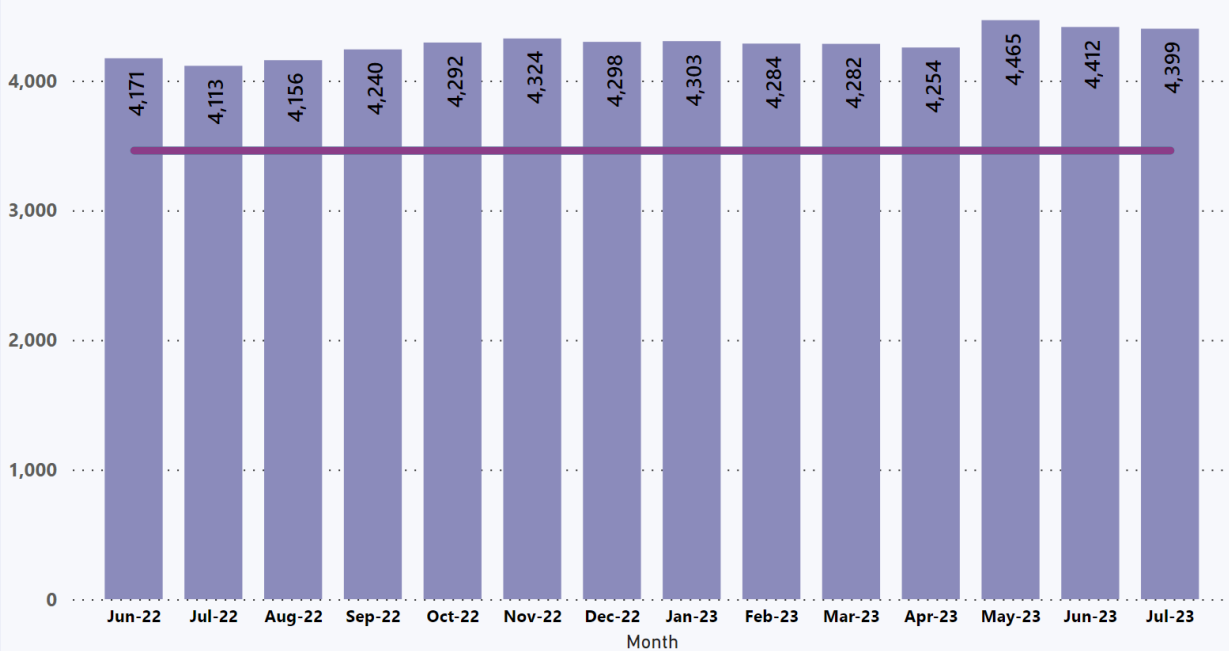
2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available

Explanatory note: The benchmark is the target - 805. The metric describes all residents receiving funded long term care. This includes direct payments, home care and residential and nursing care.

Key narrative: A resident receiving funded services could sit within this metric for up to 46 years. Early intervention and enabling services are crucial. 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.

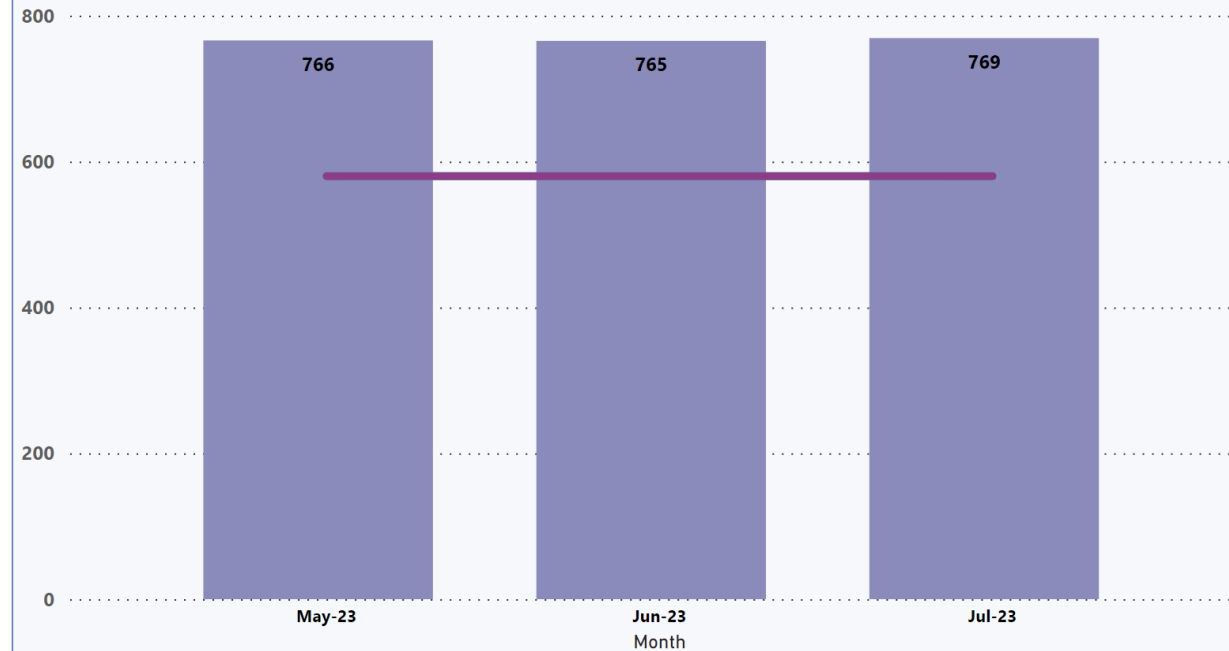
Rate of 65+ clients in Long term care (per 100,000)

● Indicator value — Target — Benchmark



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

● Indicator value — Target — Benchmark



Indicator Ref.
M74

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 21-22 (England position)

Comment
 2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available
 Explanatory note: The benchmark is the target – 3,459. The metric describes all residents receiving funded long term care. This includes direct payments, home care and residential and nursing care.
 Key narrative: From October 2023, the benchmark will move to the London average, for which the 21/22 value is 4,914 and the council would be within the target.
 A substantial element of the focus for this metric is aligned within the One Croydon Alliance (integrated health and care approach). It includes six community based multi-disciplinary teams aligned to GP practices, called huddles. The huddles enable review of residents not yet funded by social care to be proactively reviewed and with redirection to voluntary and community organisations.

Indicator Ref.
M75

Outcome 5
People can lead healthier and independent lives for longer

Directorate
Adult Social Care and Health

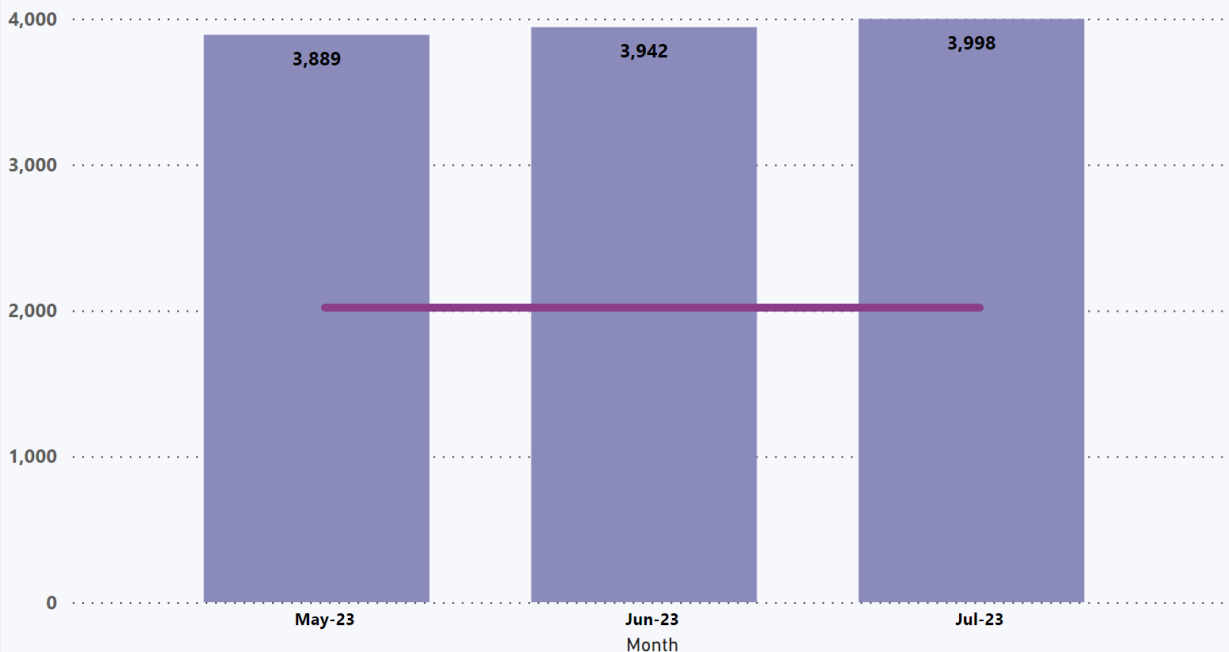
RAG status - Red

Benchmarking timeframe
FY 21-22 (London position)

Comment
 2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available
 Explanatory note: The benchmark is the target - 580. 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.

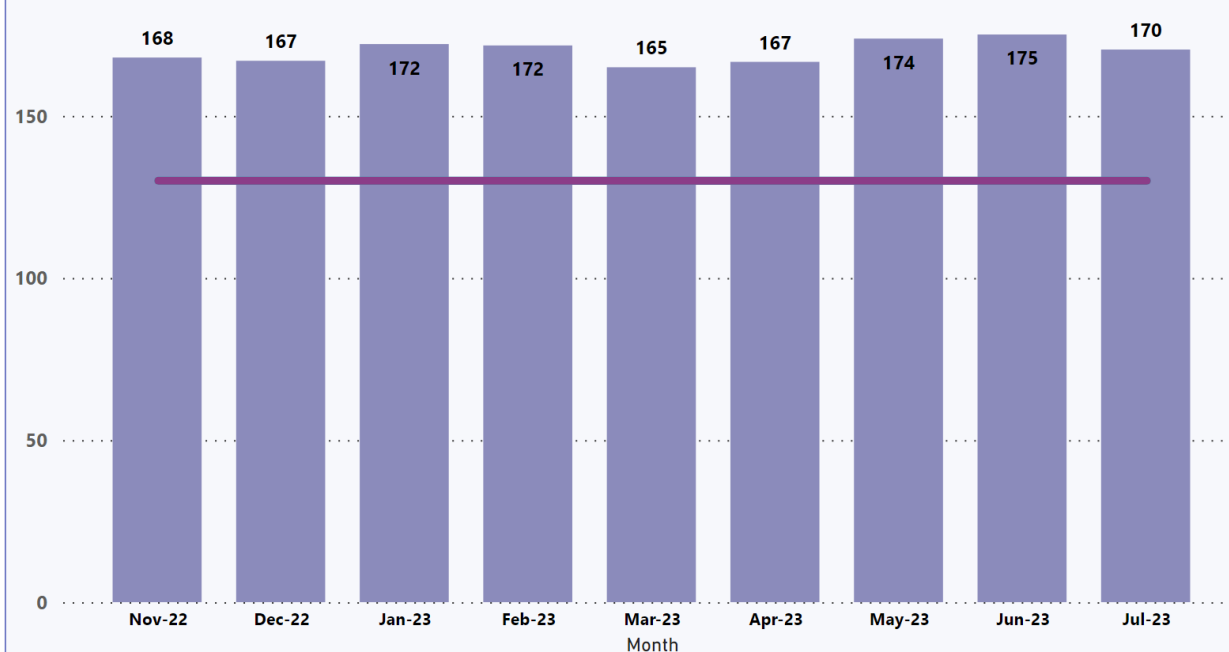
Rate of 65+ clients supported to live independently (per 100,000)

● Indicator value ● Target ● Benchmark



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

● Indicator value ● Target ● Benchmark



Indicator Ref.
M76

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Red

Benchmarking timeframe

FY 21-22 (England position)

Comment

2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available

Explanatory note: The benchmark is the target - 2019. The metric describes all residents receiving funded long term care exclusive of residential and nursing care.

Key narrative: From October 2023, the benchmark will move to the London average, for which the 21/22 value is 3,245; which the council would still be exceeding. 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. Croydon has a higher than average level of chronic illness compared to other South West London boroughs (Core20Plus Public Health).

A substantial element of the focus for this metric is aligned within the One Croydon Alliance (integrated health and care approach). It includes integrated care network (ICN+) model, and the six community based multi-disciplinary teams aligned to GP practices, called huddles. The huddles enable review of residents not yet funded by social care to be proactively reviewed and with redirection to voluntary and community organisations.

Increasing use of extra care housing (significant void reduction in 2023/24) is enabling residents to stay in the community in their own tenancy.

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 21-22 (London position)

Comment

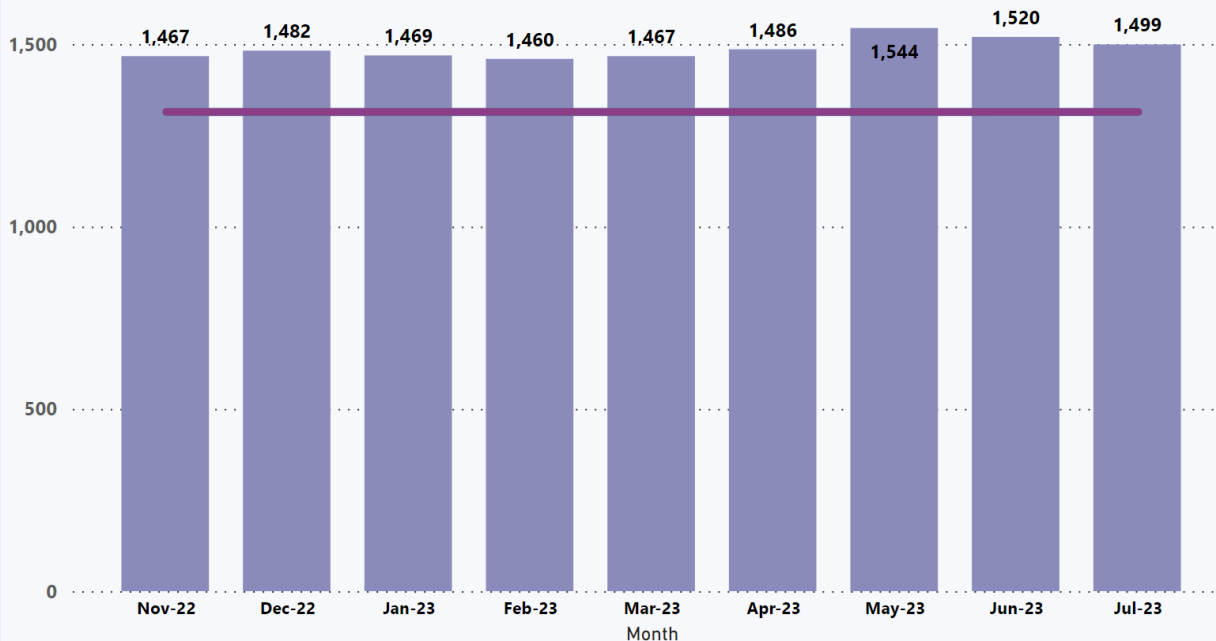
2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available

Explanatory note: The benchmark is the target - 130. 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.

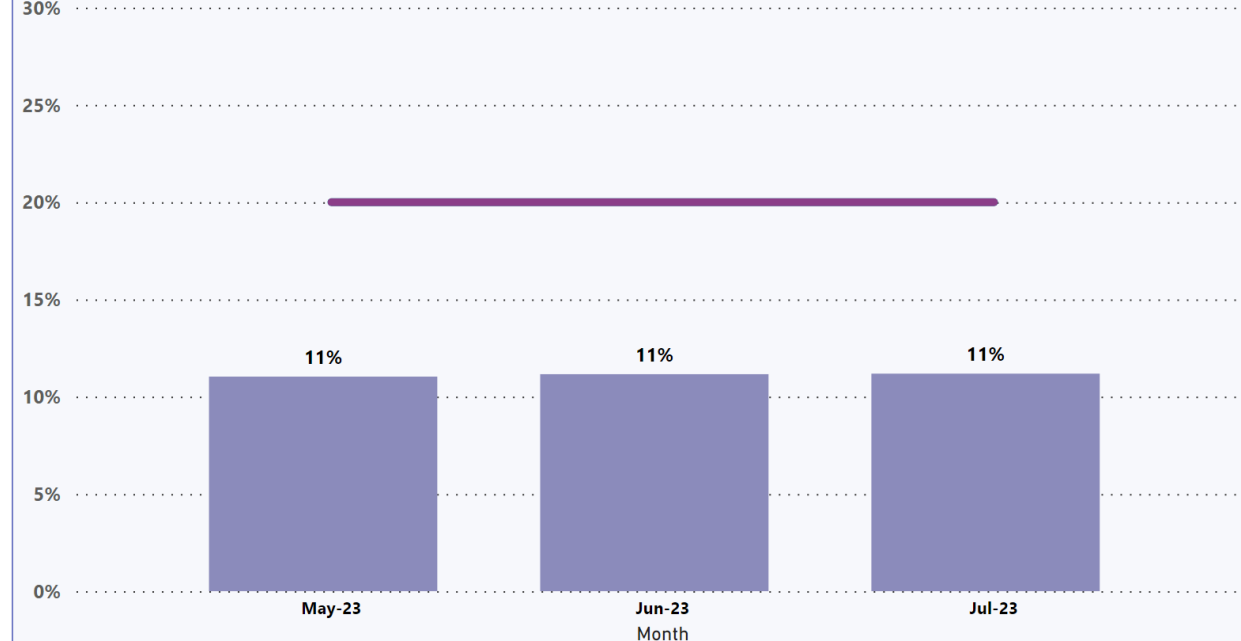
Rate of 65+ people in residential and nursing care (per 100,000)

● 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 21-22 (England position)

Comment
 2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available
 Explanatory note: The benchmark is the target 1,314. This metric describes all residents receiving funded care only placed in residential or nursing care.
 Key narrative: From October 2023, the benchmark will move to the London average, for which the 21/22 value is 1,482; which the council would be slightly exceeding.
 Discharge from hospital issues relating to the metric are now being explored within the Frontrunner programme for which Croydon is one of 6 national pilots. Including developing a transfer of care hub and increased intermediate care beds.
 Further, there remains a gatekeeping process between health and care regarding scrutiny of proposed placements to residential care.
 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.

Indicator Ref.
M79

Outcome 5
People can lead healthier and independent lives for longer

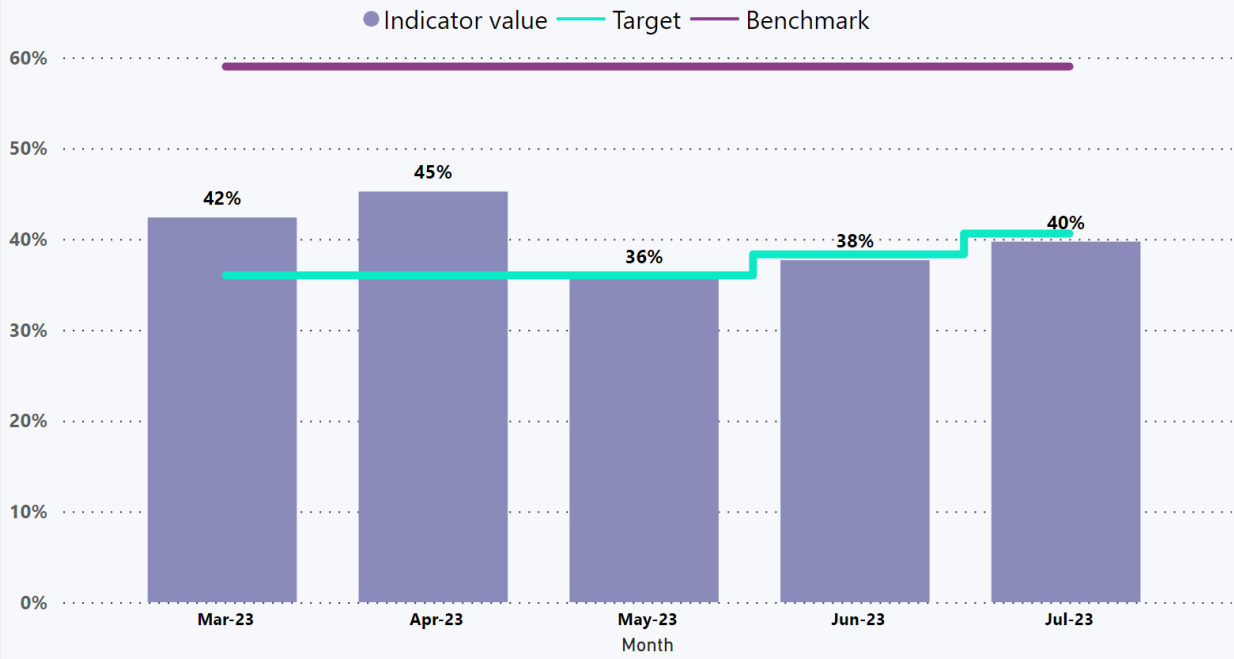
Directorate
Adult Social Care and Health

RAG status - Red

Benchmarking timeframe
FY 21-22 (London position)

Comment
 2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available
 Explanatory note: The benchmark is the target 20%, although the England average is higher at 27%. Direct payments enable residents receiving funded social care services to have control of the services they chose to purchase to meet their needs.
 Key narrative: The Kings Fund social care 360 report, notes between 2016/17 and 2021/22 nationally Direct Payments take up fell from 130,000 to 117,000. Overall 27% of people used a direct payment (38% working-age adults and 15% older people).
 In Croydon, 21% of Younger Adults and 5% of Older Adults are in receipt of Direct Payments. Croydon has a significantly lower percentage of younger adults in receipt of direct payments and this is depressing the overall outturn.
 Post covid impacts on the provider market, challenges in developing and recruiting personal assistants (PAs), and confidence in using direct payments are all variables impacting the low take up in Croydon. In February 2022, the national vacancy rate for PAs stood at 13.1 per cent, even higher than that for care workers. A project to improve take up is in place within our managing demand programme.

% 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 - Amber

Benchmarking timeframe
FY 21-22 (London position)

Comment

2021/22 benchmarking to be revised following publication of the national 2022/23 Use of Resources report, expected Oct/Nov 2023. Adult social care benchmarks will also change to London averages where available

Explanatory note: The benchmark is the target – 59%. 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, with 500 fewer overdue reviews compared to January 2023. Early indications from the SALT return have the 22/23 full year outturn at 48% reviews completed, increased from 19% in 21/22.