

Cost of Living Dashboard															
	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	12 month Trend	Notes
LIFT context measures															
Number of Camden households on a low income	24,475	24,415	24,479	24,480	24,524		24,398	24,338	24,396	24,146	24,093	23,994	24,065		LIFT Data. Peaked in Dec 2020 when there were 25,537 low income households
Number of Camden households below the poverty line	7,313	6,634	6,138	5,980	6,875		6,861	6,780	6,802	6,640	6,600	6,506	6,529		LIFT Data. Peaked in May 2020 when there were 11,710 households below the poverty line
Number of children living in Camden households below the poverty line	6,344	6,634	5,231	5,040	5,883		5,829		5,685	5,554	5,527	5,425	5,434		LIFT Data. Peaked in May 2020 when there were 8,593 children living below the poverty line
Number of Camden households with a cash shortfall - those households either at risk or are already in financial crisis where their income is not likely to meet their essential expenditure each month	3,769	3,170	2,787	2,701	3,090		2,532	2,444	2,449	2,427	2,419	2,329	2,369		A LIFT measure
Number of children living in those Camden households with a cash shortfall	1,516	1,085	752	693	1,251		924		890	942	919	876	898		A LIFT measure
Financial Support and Benefits															
Camden residents claiming out of work benefits (all)	6,585	6,700	6,650	6,655	6,680	6,635	6,725	6,735	6,690	6,640	6,670	6,940	6,880		At the peak of the pandemic in March 2021 the number of all people claiming out of work benefits in Camden was 11,690 (pre-pandemic in February 2020 it had been 4,265) For young people aged 18-24, it got as high as 1,940 in Feb 21 and was 655 pre pandemic (Feb 2020)
Camden residents claiming out of work benefits (aged 18-24)	975	960	940	940	980	980	970	985	980	980	980	1,010	1,020		
Number of tenants claiming Universal Credit	6,076	6,362	6,362	6,399	6,574	6,517	6,594	6,727	6,779	6,867	6,973	7,048	7,099		April 2024 - Total arrears of tenants on UC £9.37m (52% of total arrears)
Number of Camden residents on Universal credit	19,458	19,661	19,795	19,808	19,911	20,074	20,248	20,476	20,697	20,993	21,139	21,449	21,671		Prior to the first lockdown in February 2020 the number of people on UC in Camden was 7,750, now peaking at 21,116 in Dec 2023.
% of Camden residents on Universal credit who are working	32.5%	32.2%	32.0%	31.8%	31.7%	31.1%	31.0%	31.7%	32.2%	32.1%	31.2%	31.3%	31.0%		In March 2022 working people claiming UC was 35.6%
Total number of Housing Benefit (HB) claimants	16,105	15,983	15,882	15,732	15,681	15,589	15,516	15,444	15,302	15,167	15,062	14,959	14,922		Number of people claiming housing benefit continues to fall
Total number of Council Tax Support (CTS) claimants	22,407	22,363	22,446	22,467	22,513	22,532	22,413	22,337	22,308	22,232	22,163	22,071	22,155		Numbers claiming council tax support remains relatively steady
Cost of Living Crisis Fund applications received this financial year (cumulative)	6,634	973	1,694	1,944		2,413	2,706	3,320	4,316	5,018	5,987	6,645	7,606		Average payment 2023/24: £374.56
Cost of Living Crisis Fund applications received this month	1,112	973	721	250		469	293	614	996	702	969	658	961		
Cost of Living Crisis Fund applications approved this financial year (cumulative)	5,026	477	808	922		1,241	1,432	1,963	2,765	3,316	3,971	4,730	5,244		85% of applications been approved
Cost of Living Crisis Fund total amount approved/awarded this financial year (cumulative)	£1,956,273	£162,450	£297,975	£303,725		£387,675	£445,425	£647,025	£954,425	£1,300,000	£1,500,000	£1,744,625	£2,042,825		Approx £4m awarded since fund began in Sept 2022

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Welfare Support Line															
Total Welfare Support Line calls handled in month	3,491	3,281	2,447	2,302	2,155	1,836	1,504	2,336	2,027	1,808	1,962	2,088	2,045		
Number of Welfare Support Line calls with data captured in month	1,915	1,701	746	1,534	1,533	1,360	1,350	2,003	1,639	1,590	1,781	1,696	1,700		
Calls requiring financial support	1,345	1,072	459	822	698	650	717	1,191	1,163	1,049	1,129	945	1,068		
% of all calls requiring financial support	70.2%	63.0%	61.5%	53.6%	45.5%	47.8%	53.1%	59.5%	71.0%	66.0%	63.4%	55.7%	62.8%		
Calls requiring food/ food vouchers	169	229	50	226	253	233	176	334	170	216	220	243	253		
% of all calls requiring food/ food vouchers	8.8%	13.5%	6.7%	14.7%	16.5%	17.1%	13.0%	16.7%	10.4%	13.6%	12.4%	14.3%	14.9%		
Calls about fuel	49	55	17	13	9	9	9	18	28	20	26	17	11		
% of all calls requiring fuel	2.6%	3.2%	2.3%	0.8%	0.6%	0.7%	0.7%	0.9%	1.7%	1.3%	1.5%	1.0%	0.6%		
Calls about homelessness	352	345	220	473	576	468	488	480	278	305	405	476	366		
% of all calls requiring homelessness	18.4%	20.3%	29.5%	30.8%	37.6%	34.4%	36.1%	24.0%	17.0%	19.2%	22.7%	28.1%	21.5%		
Cost of Living impacts - arrears, homelessness															
Camden Households in Council Tax arrears (LIFT)	2,560	6,997	6,972	7,021	7,028		6,822	6,763	6,638	6,246	5,390	5,159	7,127		
Camden Households in Rent arrears (LIFT)	5,064	5,099	5,030	5,390	5,709		5,385	5,353	5,226	5,038	5,088	4,931	4,835		
Total rent arrears from Camden tenants (£m)	15.293	16.171	16.365	17.104	17.019	17.490	17.935	17.696	17.596	17.859	17.861	17.556	17.408		Prior to the first lockdown in February 2020 the total amount of arrears from Camden tenants was £7.537m
% of Camden tenants in 7 weeks+ rent arrears	15.22%	14.67%	14.84%	15.44%	15.29%	15.72%	16.12%	15.49%	15.50%	15.60%	15.58%	15.36%	15.13%		Showing signs of slowing down/ decreasing since October 2023
Households in Temporary Accommodation	613			670			659			707			808		March 2021: 494 March 2022: 540
Number of Rough Sleepers - Bi-monthly snapshot of those observed on a single night	58		64		97		90			121			112		The November figure is used as the annual street count figure for 2023, which is disappointing as it was the highest count all year (average 80)
Number of people observed rough sleeping by RTS during the month	117	75	103	111	133	121	98	125	164	130					These figures demonstrate the increase in rough sleeping from the previous quarter and an increase on this time last year.
Number of rough sleepers moved off the street into accommodation or reconnected per qtr	44			59			57			128			173		The Severe Weather Emergency Protocol (SWEP) provides accommodation options for people sleeping rough during winter.

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/24				Notes	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Corporate Services													
People and Inclusion													
Full time staff employed by the Council	3,506	3,547	3,503	3,569	3,846	N/A		3,618	3,669	3,729	3,846		In addition to figures listed for full time/part time staff there are 58 employees on permanent/fixed term contracts with no hours in the system
Part time staff employed by the Council	846	856	835	726	741	N/A		738	683	684	741		
% of total workforce employed as an agency worker	9.8%	9.56%	8.99%	10.12%	10.86%	N/A		9.45%	9.65%	10.68%	10.86%		
Number of apprentices working at Camden Council	62	69	75	61	73	N/A		71	75	77	73		
Overall turnover headcount	11.2%	7.23%	9.49%	11.81%	9.15%	N/A		11.14%	10.43%	9.97%	9.15%		Children & Learning had the highest overall turnover at 12.09% followed by Corporate Services (9.50%), Supporting Communities (8.37%) and Adults & Health (6.79%)
Voluntary turnover headcount	7.8%	4.80%	6.04%	7.78%	6.47%	N/A		7.69%	6.96%	6.70%	6.47%		Children & Learning had the highest voluntary turnover at 8.733% followed by Corporate Services (6.02%), Supporting Communities (5.92%) and Adults & Health (5.63%)
Critical turnover headcount	16.7%	8.51%	10.23%	9.14%	20.59%	N/A		12.84%	16.81%	16.61%	20.59%		Corporate Services had the highest critical turnover at 25.0% followed by Supporting Communities (22.68%), Children & Learning (16.92%) and Adults & Health (14.29%). This metric focusses on permanent members of staff who voluntary leave the organisation within 1 Year of joining the Council as a percentage of all permanent leavers during the rolling year period. The headcount figures for critical leavers are as follows: Adults and Health = 4, Children and Learning = 11, Corporate Services = 12, Supporting Communities = 22
All Black, Asian and other ethnic staff	40.6%	39.88%	40.77%	41.74%	43.38%	Higher		42.30%	42.89%	43.10%	43.38%		Work is on-going to encourage all our workforce to complete their equality data on our HR system Oracle so we have the best understanding of the make-up of our workforce.
All disabled staff	3.2%	3.94%	5.96%	7.87%	7.23%	Higher		6.92%	6.94%	7.08%	7.23%		
Top 5% of earners - Black, Asian and other Ethnicity		16.82%	20.47%	18.81%	21.81%	Higher		18.72%	20.59%	20.51%	21.81%		
Top 5% of earners - disabled		2.73%	5.58%	8.27%	6.17%	Higher		7.23%	6.72%	6.41%	6.17%		
Top 5% of earners - female		51.36%	50.23%	50.92%	48.97%	Higher		50.21%	49.58%	49.15%	48.97%		
Staff above grade L4Z2 from a Black, Asian or other ethnic background	27.6%	27.48%	30.01%	31.62%	32.86%	Higher		31.73%	32.76%	32.70%	32.86%		
Staff above grade L4Z2 with a disability	2.9%	3.16%	5.74%	6.68%	6.24%	Higher		6.27%	6.01%	6.19%	6.24%		

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/24				Notes	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Corporate Services													
People and Inclusion continued													
Number of employees not performing well		N/A	39	73	59	Lower		58	51	52	59		59 employees with Not Performing Well Rating as of 31st March 2024
Number of disciplinaries in the rolling year	34	19	15	22	5	N/A		20	20	16	5		Figure is as per records currently entered into HR Oracle System.
Number of grievance cases in the rolling year	12	11	9	8	11	N/A		5	6	8	11		Figure is as per records currently entered into HR Oracle System.
Average number of sick days taken	10.0	8.3	10.7	10.5	9.5	N/A		9.9	9.9	9.8	9.5		Adults and Health has the lowest average number of working day sickness absence taken per employee at 7.71. Supporting Communities has the highest average number of working days sickness absence taken per employee at 10.61. The average number of working days sickness absence taken within Children and Learning and Corporate Services is 9.99 and 7.75 days respectively.

Corporate Data Dashboard Q4 2023/24																		
Measure	Annual trend						2023/24					Notes						
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend					
Corporate Services																		
Finance																		
General Fund Services Forecast Variance to budget (£m)	-0.027	0.198	-0.125	-0.14		N/A		6.9	5.9	0.4			The forecast overspend includes the impact of the 2023/24 pay award that has now been agreed. Inflation is higher than forecast when the 2023/24 budgets were set and as a result the pay award will cost the General Fund 1.5m above budget. Other significant pressures relate inflationary and demographic pressures across a number of services including homelessness and social care.					
HRA Forecast Variance (£m)	5.9	2.66	1.7	13.1		N/A		6.4	4.00	1.20			Forecast overspend includes the impact of the pay award and pressure on repairs and maintenance budgets					
Capital Spend In Year (£m)	179.6	154	173.3	224	231	N/A		33.1	83.4	143.5			The amount of capital invested in the councils priorities each year such as housing, highways infrastructure, education facilities, ICT, etc. Lower spend could indicate slippage, delays or underinvestment					
Capital Receipts generated in year (£m)	60.4	38	82	65.6	39.04	N/A		11.4	23.2	35	39.04		Shows the amount of capital receipts raised to fund capital priorities and avoid the need to borrow thus placing additional pressures on revenue.					
Total core spending power per dwelling	2,223	2,364	2,361	2,572	2,784	N/A		Oflog metrics. Annual only					This can be useful to compare different authorities core spending power, however there are a number of limitations to this metric e.g. a lot of council spending is not driven by the number of dwellings.					
Total debt as percentage of core spending power	238%	237%	205%			N/A												The calculation takes the Capital Financing Requirement (debt) for both the Housing Revenue Account and the General Fund and compares it with GF only core budgets.
Debt servicing as percentage of core spending power	2.3%	1.9%	0.6%			N/A												A useful ratio as it is indicative of the affordability and sustainability of borrowing and capital plans.
Social care spend as percentage of core spending power	56.2%	51.8%	54.9%			N/A												Useful metric to show how much local authorities are spending on social care.
Non-ringfenced reserves as percentage of net revenue expenditure	41.4%	69.5%	63.8%			N/A												Camden have in the past run a deliberate strategy of maintaining un-ringfenced reserves at the low end of the scale to avoid passing on unnecessary pressures to residents.
Non-ringfenced reserves as percentage of service spend	36.3%	56.9%	58.6%			N/A												
Internal Audit reports followed up within 12 months of issue of final report	89%	82%	97%	83%	68%	Lower							75%	60%	75%	63%		Eight follow ups were scheduled for Q4. Five were completed and three are in progress hence 63% KPI achievement. Overall the trend for 23/24 indicates a decline from previous years. While Internal Audit had initiated follow up audits within 12 months, there were auditee delays in providing information to evidence the implementation of recommendations. This resulted in a decline in performance from previous years. Internal Audit has flagged auditee delays with the relevant Directors as appropriate.













Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/24				Notes	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Corporate Services													
Finance continued													
Level of band D council tax rates (£) (Oflog metric)	1,242	1,291	1,356	1,396	1,466	N/A		Oflog metric. Annual only					
Council Tax Base Numbers - Band D Equivalents	90,500	92,700	88,125	90,219	92,555	N/A		Annual only				This figure is published as part of Camden's annual taxbase estimate which is used in the Council budget and estimating how much Council Tax was needed to assist ensuring a balanced budget for 23/24	
Total amount Council Tax billed			159.37	166.78	177.24	Higher		178.06	180.47	178.48	177.24		The collection rate for the 23/24 financial year was 0.92% down on 95% target set. The cash shortfall equates to £1.63m (compared to £5.17m seen at the end of Q3). This means the Council need to collect that £1.63m shortfall along with the other £3.55 (2% expected) of 23/24 charge within the 24/25 year onwards to meet the overall 97% expected collection rate across the lifetime collection of the debt meaning we still have to collect £5.18m of the 23/24 charge in future years to meet the original budgeted amount. The c£166.75m collected during 23/24 represents a c£9.98m increase in cash collected against the previous financial year (because of the 4.99% increase in Council Tax charged between the 2 financial years).
% of council tax collected (Oflog metric)	95.35%	91.0%	94.15%	94.00%	94.08%	Higher		28.41%	51.19%	74.14%	94.08%		
Council tax revenue per dwelling (£) (Oflog metric)	1,350	1,419	1,419	1,511	1,649	N/A		Oflog metric. Annual only					
% of business rates collected (Oflog metric)	99.0%	92.46%	96.29%	96.47%	95.65%	Higher		34.05%	57.74%	82.93%	95.65%		The collection rate for 2023/24 was 0.35% down on the target set - some of the shortfall is down to the team are offering longer term repayment plans where requested to support businesses which will mean the income is not realised until 2024/25. In additon £2.44m of debt was added for the 23/24 financial year in March which would have had little or no time for businesses to ensure payment before 31 March 24 and will be collected as 'arrears' debt in 2024/25 alongside the new years instalments. In cash terms 0.35% shortfall meant we fell short of target by c£2.6m (reducing from £8.623mm short at the end of Q3) - this figure is less than the new debt added to the NCD in March 24 alone which shows the impact of the last minute movement in the rating list on year end collection.









Corporate Data Dashboard Q4 2023/24

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	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Corporate Services													
Law & Governance													
Number of complaints received (whole council)	969	951	1,216	2,580	3,586	Lower		677	818	899	1192		The number of stage 1 complaints has increased by 39% from 2022/23. The increase is driven by an increase in complaints for Property Management and Housing Management. The complaints team assigned 95% of stage 1 complaints within 2 working days. In Q4 there were an additional 446 cases dealt with as Business As Usual (BAU = not a formal complaint) requests.
Percentage of complaints responded to within the deadline	53%	51%	44%	47%	42%	Higher		41%	26%	38%	57%		
Number of upheld Ombudsmans complaints (per 100,000 population) (Oflog metric)	4.8	6.4	8.1	6.7		Lower		Oflog metric. Annual only				This metric shows the proportion of investigations in which the Local Government and Social Care Ombudsman found some evidence of fault or that the organisation accept fault at an early stage.	
Number of Freedom of Information (FOI) requests received	1,523	1,316	1,388	1,283	1,581	Lower		387	397	393	422		For the year there were 1581 cases of which 1580 were done on time, and only one was late being sent the next working day. This is an excellent performance and puts us in the very top of all councils. In Qtr 4 director sign off of all FOI responses was introduced and has not impacted on response times. There were 334 cases treated as BAU and the year total for BAU is 1198.
Percentage of FOIs responded to within 20 days	99%	98%	99%	100%	100%	Higher		100%	100%	100%	100%		
Number of Judicial Reviews issued		8	22	12	4	Higher		1	1	1	1		The numbers remain low which is a reflection of the difficulties in obtaining legal aid and the fact that officers are improving in their decision-making
Number of Pre-action protocol letters		88	180	90	74	Higher		25	17	15	17		
Participation, Partnerships & Communications													
Number of Members' Enquiries (MEs)			3,544	3,800	4,494	Higher		1,115	1,144	1,040	1,195		At the end of 2023/24 there has been there was a 18% increase in MEs received since the previous year. Supporting Communities receive the bulk of MEs received by the council. Matters relating to Housing making up over 50% of all MEs received.
Percentage of MEs responded to within 10 days			69%	68%	65%	Higher		59%	65%	67%	66%		

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					2023/24							Notes
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Corporate Services													
Digital and Data Service (DDS) - Contact Camden													
Total Number of calls to Contact Camden			New Indicator	565,888	507,723	N/A		137,301	124,515	120,460	128,132		Calls increased in Q4 as a result of main billing. Most of this increase was concentrated in March and centred around our Council Tax and Housing services - various correspondence was sent out including council tax bills, rent statements, benefits letters and leaseholder charges. Overall, a 10% reduction on last year.
Average wait time to answer (minutes)			New Indicator	7.26	11.33	Lower		13.48	10.48	10.53	10.00		Average wait time decreased throughout the year despite the increase in calls received due to recruitment. New CSOs joining Housing services and Council Tax had a positive impact and helped us to manage the increased demand of the annual billing period.
First contact resolution in Contact Camden			New Indicator	53%	50%	Higher		N/A	54%	49%	46%		For context around this measure, 17% of incoming calls were repeat contacts regarding the same issue. 22% were not resolvable within the Contact Camden scope of practice and were rerouted to back office teams. 11% required further information or activity from a resident. This is a good positive picture, however efforts to target the 17% which appears to be failure demand still offer good opportunity to improve performance and the customer journey. We are also working with back office teams to help streamline customer journeys where a high degree of contact needs to be passed on, including making improvements to the website.
Digital and Data Service (DDS)													
Volume of telephone calls to the IT Service Desk		48,158	52,418	30,629	30,904	Lower		7,608	7,362	6,602	9,332		Call volumes have increased in Q4 primarily due to a three significant incidents, one impacting approximately 500 laptops which required coordinated manual intervention.
%age of tel calls abandoned		33%	11%	8%	11%	Lower		9%	8%	6%	17%		Our target is not to exceed 5% abandoned calls to the IT Service Centre, which was seriously impacted due to the challenges caused by a major incident impacting 500 laptops, which needed manual intervention. Abandoned telephone calls was increased because of IVR messages giving staff instructions. Resourcing challenges and service-impacting major incidents have resulted in exceeding the target throughout the year. The service model is not designed to handle excess peaks of contact, and DDS is working to introduce a dashboard to communicate service status and an automated notifications system to manage and communicate outages.
Average wait time to answer		00:21:52	00:05:18	00:02:38	00:03:11	Lower		0:03:30	0:02:54	0:02:31	0:03:48		Our target is not to exceed 5 minutes.

Corporate Data Dashboard Q4 2023/24

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Corporate Services													
DDS continued													
Tickets created for DDS Teams by Service Desk via Telephone			New Indicator	14,580	18,960	Lower		5,302	5,369	4,007	4,282		The total number of tickets created in our ticket system by Service Desk staff, either in response to phone calls or face-to-face visits to our IT Hub. This figure has continued to reduce throughout the year as staff have transitioned channel to the online portal. Note that the number of telephone calls continued to exceed the number of tickets, but this accounts for staff calling to chase tickets.
Total number of tickets created for DDS Teams			New Indicator	21,464	53,086	Lower		12,126	12,977	12,993	14,990		The total number of tickets created in our ticket system (Jira Service Management). The number of tickets has increased significantly compared to the last quarter driven by increased workload and coaching of frontline staff to ensure every request is logged within the ITSM.
Number of tickets raised for DDS Teams in the portal (self-service)			New Indicator	21,464	26,176	Higher		5,025	5,657	6,043	9,451		DDS is working to increase the proportion of tickets raised as self-service, allowing us to deploy resources more efficiently by spending more time working on issues and less time on the telephone. Analysis is continuing into why colleagues continue to call the service desk rather than using the portal.
First Response Time SLA: Service Desk Incidents (within 2 hours)			New Indicator	88%	91%	Higher		89%	92%	93%	89%		Informally, our Service Desk is targeted at 90% to respond to incident tickets (where something is broken) in 2 working hours. A response is measured as either assigning the ticket to an engineer or posting an update. We are pleased to see this indicator increase, with the improvement attributed to shifting resources to earlier in the day to meet peak demand.
Number of face to face appointments delivered at the IT Hub			New Indicator	1,568	2,002	Lower		499	498	499	506		We continue to see demand for face-to-face IT support appointments at the IT Hub. The IT Hub has remained an appointments-only service (booked via the Service Desk) since the beginning of the pandemic to allow DDS to manage demand and to ensure that face-to-face appointments are only provided where there is a genuine need. Approximately 80 people visit each week without an appointment.

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Corporate Services													
Corporate Services Organisational Health													
Total Headcount - excluding Casual/Sessional Workers				993	977			1,025	1,021	958	977		
Agency workers Headcount				104	130			107	109	111	130		
Number of apprentice new entrant starts				3	21			11	18	21	21		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community. 15% of annual target (20) achieved.
Number of new entrants apprentices on programme				11	24			22	21	24	24		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships				7	5			0	0	5	5		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme				25	22			21	17	23	22		
Critical turnover headcount				3.95%	25.0%			4.92%	13.04%	18.87%	25.0%		
Average working days sickness absence per employee				8.9	7.8			8.3	8.6	8.1	7.8		
Number of complaints received					302			87	67	57	91		
Percentage of complaints responded to within the deadline					64%			66%	59%	53%	79%		
Number of Members' Enquiries (MEs) to division					192			76	54	33	29		Corporate Services achieved 74.1% of cases responded to within the 10-day window. The Finance and Procurement division has the largest number of MEs 21, (70%). Key service areas in this division include Council Tax and Business Rates (10) and Benefits (8).
Percentage of MEs responded to within 10 days					76%			67.1%	83%	79%	75.8%		

Corporate Data Dashboard Q4 2023/24

Corporate Services

Organisational Health

	Corporate Strategy & Policy Design	Digital & Data	Equality & Community Strength	Finance	Human Resources	Law & Governance	Participation, Partnerships & Communication	Corporate Services	London Borough of Camden
Total Headcount - excluding Casual/Sessional Workers	43	338	34	197	105	184	74	977	4610
Agency workers Headcount	0	55	7	23	6	39	0	130	639
Critical Turnover (12 months)	0.0%	40.0%	0.0%	16.7%	0.0%	0.0%	0.0%	25.0%	20.6%
Critical Leavers (12 months)	0	10	0	2	0	0	0	12	49
Average working days sickness absence per employee	1.1	12.0	1.1	5.1	6.1	8.2	6.7	8.1	9.8
Number of complaints received	0	4	0	7	0	3	2	91	1192
Percentage of complaints responded to within the 10 day deadline	N/A	50%	N/A	29%	N/A	33%	0%	79%	57%
Number of Members' Enquiries (MEs) to division	0	7	0	20	0	2	4	33	1195
Percentage of MEs responded to within 10 days	N/A	50%	N/A	83%	N/A	100%	100%	79%	66%

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/23				Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Children and Learning													
Education													
	Academic Year					Good Performance	Annual Trendline	Academic Year 2023/24				In year Trend	Academic Year reporting
	2019/20	2020/21	2021/22	2022/23	2023/24			Autumn 23	Spring 24	Summer 24			
% of pupils attending good/outstanding schools in Camden	100%	100%	97%	97%		Higher		97%	97%				At present, 97% of schools are good or outstanding - UCL Academy + William Ellis, both inspected in 2021/22 and judged as 'Requires Improvement' are due re-inspection in the next 12 months. All schools inspected in 2022-23 were found to be good or better
Secondary Schools - number of permanent exclusions	10	17	17	16		N/A		11					Secondary school - provisional autumn term figures are higher than previous autumn terms with around 100 extra suspensions.
Secondary Schools - number of suspensions (fixed-term exclusions)	514	627	782	844		N/A		352					
Primary Schools - number of permanent exclusions	1	0	0	1		N/A		0					Primary schools - are relatively low though higher when compared to previous autumn terms.
Primary Schools - number of suspensions (fixed term exclusions)	49	39	42	37		N/A		31					
Primary Schools attendance		94.6%	93.4%	93.3%		Lower		94.3%					Autumn 2023 data shows an improvement on previous years. There remains a strong focus on the attendance of pupils with a social worker.
Secondary Schools attendance		92.0%	91.4%	91.1%		Lower		92.3%					
Special Schools attendance		83.6%	80.6%	80.6%		Lower		84.3%					
Numbers of children missing education (CME)	233	424	303	282		N/A		161	222				At the end of Spring 2024, 115 cases were closed (YTD), 10 cases remained open and 97 referrals to other boroughs.
Numbers of children being educated at home (EHE)	241	338	316	354		N/A		267	301				There were 27 new EHE notifications between January and March 2024 alongside existing open cases.



Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/23				Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Children and Learning													
Children's Family Help and Safeguarding													
Number of front door contacts	6,265	6,265	6,619	6,953	8,206	N/A		2,129	3,913	6,031	8,206		The volume of contacts through the front door continues to rise year on year high. We have put some additional capacity in the front door to make sure it continues to be safely managed.
Number of children subject to a Child Protection Plan	270	329	145	176	166	N/A		180	191	187	166		Numbers of children with a child protection plan has slightly decreased this year. We will continue to audit both those children who have had plans over 14 months to ensure there is no drift or delay and those children who are taken to conference and a child protection plan is not made.
Number of Children Looked After	190	187	191	197	214	N/A		222	217	207	214		The numbers of Children Looked After has slightly increased in 2023/24 and are higher than the prior 5 year trend. The total number of UASC CLA remains high (38 children, 18% of all Camden CLA at end of Quarter 4 2023/24).
Number of Children in Need		1,382	1,327	1,457	1,382	N/A		1,466	1,370	1,325	1,382		CIN numbers have decreased since last year. Our re-referral rates remain below statistical neighbours but we will continue to monitor this closely to make sure we do not have a revolving door.

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/23				Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Children and Learning													
Children's Prevention, Family Help and Safeguarding													
% of non-returning families following an early help intervention	84%	79%	83%	75%	76%	Lower		81%	77%	85%	76%		This indicator relates to the % of families who remain free from further early help or social work intervention 12 months after closing to early help casework.
% of 16/17 year olds who are in education, employment or training	93.4%	96.8%	95.1%	97.4%	97.2%	Higher		96.5%	Not Reported this Qtr	96.6%	96.9%		At the end of Q4 (Oct-Dec) Camden had the second highest proportion of EET in Central London at 96.9% with NEETs at 2.1% (or 66 young people) and Unknowns 1% or 31 young people.
First time entrants to the Youth Justice System	63	56	35	24	25	Lower		5	4	6	10		FTE continue to remain low in 2023/24.
% young offenders in court who received a custodial sentence	3.5%	3.2%	3.6%	0.0%	0.0%	Lower		0.0%	0.0%	0.0%	0.0%		No children received a custodial outcome in 2023/24.
Knife crime with injury (victims 1-24 not domestic abuse)	56	27	48	44	41	Lower		14	15	8	4		There were 41 youth victims of knife crime with injury overall in 2023-24. This is compared to 44 in the previous year.
<i>Placeholder for a measure(s) around Domestic Violence (DVA)</i>													
<i>Placeholder for a measure(s) around Special Education Needs (SEN)</i>													

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend					Good Performance	5 Year Trend	2023/23				Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		In year Trend
Children and Learning													
Children's Prevention, Family Help and Safeguarding													
Academic Year reporting	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	Trendline	Autumn 23	Spring 24	Summer 24		Academic Year reporting	
Early years take up at 2 years old	76%	67%	68%	77%	74%	Higher		84%	75%			—	The Free Entitlement Team and Information Engagement Workers continue to contact parents on the DWP list to encourage and support them to apply. Some disadvantaged parents may be eligible for the new entitlement for 2YOs of working as well as the disadvantaged funding, which will be monitored over the next academic year.
Early years take up at 3 and 4 years old (Camden enhanced offer)	413	382	585	498	394	Higher		280	404			—	22% of parents took up the Camden Offer at our maintained day nurseries; 18% with our childminders and private & voluntary providers and 60% in our school nurseries.

Corporate Data Dashboard Q4 2023/24

Measure	Annual trend							2023/23					Notes/Comments
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Children and Learning													
Children & Learning Organisational Health													
Total Headcount - excluding Casual/Sessional Workers					891				881	877	891		
Agency workers Headcount					119				N/A	93	119		
Number of apprentice new entrant starts				4	5				0	1	5		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community. 20% of annual target (20) achieved.
Number of new entrants apprentices on programme				6	7				2	3	7		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships				6	2				0	2	2		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme				16	6				3	5	6		
Critical Turnover					16.92%				19.05%	14.10%	16.92%		
Average working days sickness absence per employee					9.9				9.6	9.9	9.9		
Number of complaints received					84				30	28	26		
Percentage of complaints responded to within the deadline					15%				13%	10%	22%		
Number of Members' Enquiries (MEs) to division					33				12	9	12		
Percentage of MEs responded to within 10 days					40.0%				46%	33%	41.7%		

Corporate Data Dashboard Q4 2023/24

Children & Learning

Organisational Health

	Camden Learning	Children's Safeguarding and Early Help	Education Commissioning and Inclusion	Children and Learning	London Borough of Camden
Total Headcount - excluding Casual/Sessional Workers	43	700	147	891	4,610
Agency workers Headcount	2	106	11	119	639
Critical Turnover	0.0%	18.6%	0.0%	16.9%	20.6%
Critical Leavers	0	11	0	11	49
Average working days sickness absence per employee	1.1	11.3	5.4	10.0	9.5
Number of complaints received	0	20	6	26	1,192
Percentage of complaints responded to within 10 days	N/A	25%	17%	22%	57%
Number of Members' Enquiries (MEs) to division	0	11	1	12	1,195
Percentage of MEs responded to within 10 days	N/A	45%	0%	42%	66%

Corporate Data Dashboard Q4 2023/24													
Measure								2023/24				Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Adults and Health													
Health & Wellbeing - Children													
% of births that receive a face to face New Birth Visit within 14 days by a Health Visitor				94.2%	90.5%	Higher		93.4%	93.2%	93.3%	90.5%		Q4 continues strong performance; additional 6.5% received face-to-face NBVs after 14 days, by a Health Visitor (total 97%)
Children who received a 2-2½ year review from the Health Visiting Service	85%	80.2%	68.0%	78.5%	81.8%	Higher		79.5%	82.0%	82.2%	81.8%		Q4 data shows continuation of a steady and sustained rise, with minor fluctuations, following the introduction of several improvement actions.
<i>Placeholder for a measure around Mental Health</i>													
Health & Wellbeing - Adults (Qtrly data lag)													
% of eligible people who have been called to receive an NHS Health Check	2.3%		4.9%	5.2%		Higher		5.9%	5.9%	3.8%			In Q3, invites to receive an NHS Health Check were sent to 1,326 residents out of 58,953 residents who are eligible, and 2,264 (3.8%) residents received an NHS Health Check. This take-up rate exceeds the quarterly target of 3.5% of the eligible population receiving a health check. The drop in activity from Q2, can be attributed to H&W's decision (and communications to practices) to return to paying for activity based on the practice targets which reflect the available budget. Previous decision to pay for additional activity beyond practice maximum threshold was to aid pandemic recovery which has now been achieved.

Corporate Data Dashboard Q4 2023/24													
Measure							2023/24					Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Adults and Health													
Health & Wellbeing - Adults (Qtrly data lag) continued													
Percentage of smokers who stop smoking			59%	64%		Higher		53.0%	58.0%	60%			In Q3, 60% of smokers across the service achieved the four-week quit, which is above the target of 55% .
Number of primary drug users in treatment	1,148	1,208	1,209	1,171		Higher		865	966	1,051			In Q1, Camden's integrated drug and alcohol service started as a brand new service. To that end, a number of factors will impact on performance measures. There was a need for a significant data cleansing exercise to be undertaken by previous providers prior to April 1. Since Q1 there has been an increase in both drug and alcohol users starting treatment. The data source for numbers in treatment calculates the metric as a 12 month rolling period, however, as the service only began in April, we don't yet have 12 months rolling data. In Q3 there was a decrease in unplanned exits for drug users (this is positive - the lower the percentage the better) and a small increase in unplanned exits for alcohol users. Commissioners will be reviewing this performance with the service as part of standard contract/performance review processes.
% of unplanned exits of primary drug users	10.5%	10.5%	10.9%	5.5%		Lower		16.0%	18.4%	17.6%			
Number of primary alcohol users in treatment	652	630	697	655		Higher		323	406	482			
% of unplanned exits of primary alcohol users	8.8%	5.0%	4.4%	3.3%		Lower		3.7%	1.9%	4.0%			
Numbers accessing mental health awareness training			636	330		Higher		158	111	210			In Q3, 210 people were trained in Camden representing an 89% increase since the previous quarter. It is important to note 124 of those who attended were from organisations working across both Camden and Islington as well as those who did not specify a borough.
Numbers trained on the Making Every Contact Count (MECC) programme			198	134		Higher		43	76	37			In Q3, 37 staff and volunteers from Camden completed MECC training. This is below the Camden target and a 51% decrease from the previous quarter. This is not unexpected, as the winter period tends to see reduced attendance numbers due to annual leave.
Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services	937		1463	1449		Higher		384	508	795			During Q3, there were 795 LARC fittings by LARC delivery partners which is an increase on the previous quarter. This increase in activity has been a result of more LARC fittings undertaken by GPs.

Corporate Data Dashboard Q4 2023/24													
Measure							2023/24					Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Adults and Health													
Adult Social Care													
Total number of initial records completed in quarter		3269	3364	3422	3187			763	691	830	903		This demonstrates how many new people are contacting adult social care for support. The last 3 years have seen increasing numbers of people contacting adult social care. Despite a significant increase in the last two quarters of the year the total number of initial records is 3187 - 226 fewer initial records than 22/23 - a 7% reduction.
Total number of social care hospital discharges completed per quarter		1433	1784	1742	1611			395	397	387	432		Social Care related hospital discharges - Q4 23/24 had 45 more dischargers than Q3, but was more in line with the levels seen in Q4 the previous year. Overall there were 132 fewer discharges than the previous year, an 8% reduction.
Requests resulting in a service (per 100,000 pop) (Oflog metric)	590	1027	1423					Oflog metric. Annual only					
% of people who have approached the council for help with adult care who go on to receive a full social care assessment (Conversation 3). This does not include people referred via hospital discharge.		24%	22%	25%	18%			15%	21%	19%	16%		This refers to people who approached ASC (excluding hospital discharge) who then went on to receive a full social care assessment. The lower the proportion of people that go onto a full assessment, the more likely that the front door of ASC is working in an early help, prevention focussed, strength based way. Overall for this year it appears that more people were supported at an earlier stage before a Care Act assessment was required. However - There is a degree of variability in this data due to work to reduce the number of people waiting for adult social care so a degree of caution is required with these results whilst waiting list work continues.
		770	743	845	645			135	157	169	184		
People drawing on support at home on snapshot date (end of period), as proportion of total receiving long term care and support. The figure below is the total number of people receiving long term care and support at home	79%	81%	80%	80%	81%			80%	80%	81%	81%		Support at home is all non-residential long term care and support so is a greater number than just homecare + direct payments. Other areas included are day centres, transport, community support and more. This consistently makes up around 80% of the total long term care and support packages. The trend of increasing numbers of support at home ended in Q1 and into Q2, but has since increased in the latter half of the year, with 20 more people drawing on care and support at home in Q4 23/24 than in Q4 22/23.
		2225	2185	2184	2300	2320			2288	2273	2308	2320	

Corporate Data Dashboard Q4 2023/24													
Measure							2023/24					Notes/Comments	
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Adults and Health													
Adult Social Care continued													
Snapshot of people drawing on homecare (from end of each quarter)	—	960	1016	1133	1154			1132	1128	1143	1154		Homecare provision in in the latter half of the year has shown a small increase, with 21 more people drawing on homecare than in Q4 22/23
Proportion of older people drawing on support at home who are in receipt of a Direct Payment (total numbers included below)		23%	20%	19%	18%			19%	18%	18%	18%		Direct Payment numbers are still lower than pre-covid levels, and work is ongoing to improve these figures, as we know that a direct payment is one of the best ways to ensure people can access flexible support and focus on what matters to them. Q4 has seen a small rise from Q3 with 5 fewer direct payments than the start of the year.
		268	241	235	230			232	227	225	230		
Proportion of younger adults drawing on long-term services who are living in registered residential care		11%	11%	11%	8%			9%	9%	8%	8%		This measure looks at younger people living in registered residential care - this is predominately looking at adults with a learning disability. The suggested range for this measure is under 10%; it is currently tracking at 8% - 3% lower than the annual trend for 22/23
		141	134	133	103			119	112	104	103		
People living in Nursing Care on snapshot date (end of period); as proportion of total people drawing on ASC	7%	6%	6%	7%	7%			7%	7%	7%	7%		The proportion of people drawing on Nursing care (in terms of all ASC support) remains stable, but the total number of people in nursing care has slowly increased through 22/23 and into 23/24. Note: Some delays in packages being set up will result in slight amendments to figures as the year progresses.
	200	168	165	186	211			203	209	201	211		
People living in Residential Care on snapshot date (end of period), as proportion of total people drawing on ASC	14%	15%	16%	15%	14%			14%	14%	14%	14%		Overall there are 32 fewer people living in residential care than Q4 22/23, although this has stayed relatively stable at 14% of total people drawing on ASC. Note: Some delays in packages being set up will result in slight amendments to figures as the year progresses.
	407	402	424	425	393			399	394	386	393		
Carers of people in adult social care quality of life	Not in Survey	Not in Survey	6.80%	Not in Survey				Oflog metrics. Annual only					The quality of life (QoL) scores for adults and carers are derived from a weighted total of responses to specific questions within the annual Adult Social Care Survey (ASCS) and the biennial Survey of Adult Carers in England (SACE). They are important measures given they are calculated using responses directly from people who draw on care and carers. An analysis of the individual questions that make up the overall QoL scores reveals 88% of Camden respondents report that social care improves their lives.
People in adult social care quality of life	0.350	0.317	0.367	0.344									
People who use services who found it easy to find information	66.3%	Not in Survey	63.5%	66.9%									
Carers who found it easy to find information about services	Not in Survey	Not in Survey	56.3%	Not in Survey									
Short term service provision and do not then require long-term support	53.4%	66.0%	74.1%	57.6%									

Corporate Data Dashboard Q4 2023/24

Measure								2023/24					Notes/Comments
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4	In year Trend	
Adults and Health													
Total Headcount - excluding Casual/Sessional Workers					551				500	533	551		
Agency workers Headcount					99				N/A	86	99		
Number of apprentice new entrant starts					2				0	1	2		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community. 20% of annual target (20) achieved.
Number of new entrants apprentices on programme					4				2	3	4		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships					4				0	2	4		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme					10				6	8	10		
Critical Turnover					14.29%				6.45%	15.15%	14.29%		
Average working days sickness absence per employee					7.7				8.4	7.8	7.7		Adults and Health has the lowest average number of working day sickness absence taken per employee at the end of 2023/24
Number of complaints received					75				26	24	25		
Percentage of complaints responded to within the deadline					8%				7%	13%	4%		
Number of Members' Enquiries (MEs) to division					77				40	24	13		
Percentage of MEs responded to within 10 days					52%				45%	67%	40%		Adults and Health have a relatively small but challenging caseload often requiring a multi-agency approach. They are in the process of implementing a new triage process to improve response rates.

Corporate Data Dashboard Q4 2023/24

Adults & Health













Organisational Health

	Adult Social Care Operations	Adult Social Care Strategy and Commissioning	Health and Wellbeing	North London Councils Programme Team	Supporting People Strategy Team	Adults and Health	London Borough of Camden
Total Headcount - excluding Casual/Sessional Workers	253	183	56	15	43	551	4,610
Agency workers Headcount	53	45	1	0	0	99	639
Critical Turnover (12 months)	0.00%	0.00%	75.00%	0.00%	25.00%	14.29%	20.59%
Critical Leavers (12 months)	0	0	3	0	1	4	49
Average working days sickness absence per employee	6.7	12.5	1.2	1.1	3.3	7.7	9.5
Number of complaints received		25				25	1192
Percentage of complaints responded to within 10 days		4%				4%	57%
Number of Members' Enquiries (MEs) to division		13				13	1,040
Percentage of MEs responded to within 10 days		30%				30%	66%

Corporate Data Dashboard Q4 2023/43													
Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Supporting Communities													
Housing													
Overall number of empty properties let		647	963	910	704	Higher		160	183	190	171		There has been a reduction in the number of voids in the letting process and well behind our target of 240 per quarter.
Average relet times for empty local authority dwellings (days)	52	105	102	82	65	Lower		63	63	76	65		This measure currently shows letting times. From Q1 2024/25 we will be revising our measure to look at key-to-key void times (Average of number of days for routine/minor void properties (key to key), number of days for Major voids from point of works completion (HBEM), TA voids should be excluded and days for which void properties have been unavailable for re-letting purposes (such as held by Legal) to be excluded. This will give us a broader but more accurate view of the voids process and bring us in line with common definitions.
% of rent collected for all council tenants	99.4%	98.1%	97.9%	97.4%	97.7%	Higher		94.7%	96.0%	97.1%	97.7%		Rising rent arrears remains a key challenge for the Council. Although rent arrears continued to increase during the first half of the year, reductions were seen in the amount owed during Q3 in October and November 2023. A rent arrears improvement plan has been created and includes a thorough approach to reviewing how the Council can implement a proactive but supportive approach to rent collection.
% of tenants in 7 weeks+ rent arrears	10.7%	12.3%	13.8%	15.2%	15.1%	Lower		15.4%	16.1%	15.6%	15.1%		
Leaseholders - Day to day collection as % of debit raised in year	106.59%	88.81%	98.86%	96.52%	87.92%	Higher		26.53%	42.32%	62.94%	87.92%		% income against debit raised – day to day service charge billing has increased considerably this year due to increased energy costs. Despite this we remain on target. Major works billing has also increased (c.70%) but also remains on target at this stage.
Leaseholders -Major works as % of debit raised in year	44.07%	85.18%	222.83%	101.52%	86.46%	Higher		25.95%	52.45%	70.70%	86.46%		
Leaseholders -Day to day collection % of total outstanding (arrears + debit)	101.84%	85.51%	94.63%	1196.27%	835.03%	Higher		49.18%	136.8%	300.74%	835.03%		% income against total outstanding – We are on target for both day to day and major works charges and have collected £600k more in day to day charges than qtr1 in 22/23
Leaseholders -Major works as % of total outstanding balance (arrears + debit)	62.79%	61.42%	56.98%	69.51%	62.60%	Higher		10.35%	34.35%	45.62%	62.60%		
Number of HMO properties licenced	939	435	650	535	764	Higher		378	95	215	76		Whilst the number of licenses issued remains above target, there is an increasing backlog. This is due to several factors including an increase in number of 1-year licenses issued, resulting in increase in renewals each year; The service is working on reviewing processes and policy around renewals and an ongoing recruitment campaign.
Number of households living in temporary accommodation	503	494	540	569	808	Lower		670	681	707	808		As at the end of March 2024, the Council was providing temporary accommodation to 808 households of which xxx were families. Numbers in temporary accommodation has increased by 42% since the end of year 2022/23.
Number of Rough Sleepers - snapshot of those observed on a single night	65	42	97	90	121	Lower		64 (May 23)	97 (July 23)	121 (Nov 23)	112 (Feb 24)		The November figure is used as the annual street count figure for 2023, which is disappointing as it was the highest count all year (average 80)
Number of rough sleepers moved off the street into accommodation or reconnected to home area	413	458	399	443	417	Higher		59	57	128	173		The Severe Weather Emergency Protocol (SWEP) provides accommodation options for people sleeping rough during winter.

Corporate Data Dashboard Q4 2023/43													
Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Supporting Communities													
Property Management													
Customer satisfaction with Right First Time (RFT) repairs	91%	91%	85%	85%	86%	Higher		86%	83%	83%	86%		Satisfaction is being sustained above 80% but this measure was consistently above 90% pre-Covid so it is possible for improvements to be made. The main impact on scores post-Covid is the waiting time for appointments as the Council has sought to address additional service demands (disrepair, FRA, damp and mould) largely within its existing resources.
Customer satisfaction with Mechanical & Electrical (M&E) repairs	85%	87%	77%	80%	80%	Higher		86%	85%	80%	80%		
The % of properties with a valid gas safety certificate	99.9%	99%	99%	99%	99.3%	Higher		99%	99.2%	99.3%	99.3%		Performance on gas safety certification remains above 99% and the number of outstanding certificates is ranging between 85 and 100 at present. It still takes longer to get no access cases into court and this remains an area of focus for the team. Please note that the figure reported against the new Regulatory "TSM" indicator will be slightly different due to the way it is calculated.
Volume of calls to repairs line	224,051	333,376	290,927	177,579	136,401	N/A		31,113	27,083	41,547	36,658		In 2023/24, the volume of repair line calls saw a 21% reduction in incoming calls compared to the previous year, but still at 10k+ a month. However, our online engagements now bring in 86% of our repairs orders - our main communication avenues now include WhatsApp, Webchat, SMS, and the Camden resident account.
Repairs line response times	90%	89%	98%	96%	96%	Higher		96%	94%	95%	96%		
% of repair orders raised online				71%	86%	N/A		77%	79%	86%	86%		
Volume of Case management		838	1,345	1,747	2,452	N/A		532	272	652	996		Case management constitutes 1% of total orders completed by the Housing repairs department. However, this year has seen a 29% increase in cases handled by the case management team. A focus is also being placed on Member Enquiries and making sure the team works closely with Member Support to make sure all enquiries are closed within the target timescale where possible.
% of Case management within response times		60%	84%	73%	84%	Higher		71%	66%	52%	84%		
Number of day to day repairs awaiting completion		New indicator	4,330	6,527	5334	Lower		6,823	7,166	6,226	5,334		The number of repairs outstanding has reduced this year as the new Head of Repairs focusses on productivity and works management. The percentages of repairs attended in target time did however fall and this is an area of focus for the team. As with gas, the figure for repairs completion for the new Regulatory TSM will differ due to the way it is calculated.
% of Emergency day to day repairs attend on target		New indicator	98%	97%	91%	Higher		96%	95%	91%	91%		
% of all day to day jobs repairs attend on target		New indicator	98%	91%	79%	Higher		86%	82%	80%	79%		
Disrepair cases – new	New indicator	83	163	134	96	Lower		109	80	100	96		The total number of disrepair cases being managed fell as a result of a data cleanse of historic cases that had been addressed but not removed from the tracker.
Disrepair cases – live	New indicator	406	565	494	Lower		651	727	500	494			
Development													
Community Investment Programme (CIP) homes completed (cumulative)	18	72	39	51	36	Higher		0	0	36	36		Highgate Newtown – 36 new homes.
CIP private home sales			29	68	36	Higher		16	9	7	4		There is a sense of caution amongst buyers with higher mortgage costs and this is likely to continue into 2024.

Corporate Data Dashboard Q4 2023/43													
Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Supporting Communities													
Economy, Regeneration & Investment													
Percentage of all planning applications approved	New Indicator	90%	89%	94%	92%	Higher		92%	94%	96%	93%		For year ending Dec 2023 (last period for which national data available), Camden at 92% was second in London behind City of London. New Govet monitoring regime starts October will require 60% of minor applications to be determined in 8 weeks and 50% of major applications in 13 weeks.
Percentage of major planning applications decided on time (Oflog metric)	90.2%	87.3%	94.0%	95.5%	85.7%	Higher		Oflog metrics. Annual only.				Although a number of decisions went over the statutory time period (eight weeks for non-major, 13 for major), an agreement was made with the agent to extend the duration for decisions to be made. One limitation of these measures is that they don't consider the outcome, i.e. whether the application is approved or refused. An approval, even if late, is a better outcome than a refusal for an applicant. This is why we include percentage of applications approved as a corporate measure (above).	
Percentage of major planning applications overturned on appeal (Oflog metric)	0.0%	0.0%	0.0%	1.6%	3.6%	Lower							
Percentage of non-major planning applications decided on time (Oflog metric)	90.2%	86.5%	81.9%	80.2%	66.3%	Higher							
Percentage of non-major planning applications overturned on appeal (Oflog metric)	1.1%	1.2%	0.9%	0.9%	0.7%	Lower							
Apprenticeship Starts	241	90	165	169	204	Higher		44	57	48	55		The increase in apprenticeship delivery in 23/24 compared to 22/23 is the result of a concerted effort by the team to work with employers internally and externally to create new opportunities, as well as to maximise our levers in procurement and planning. We have also been working on creating pathways to apprenticeships for key cohorts identified through youth mission work which includes a range of paid work placement opportunities not reflected in these apprenticeship numbers. The team ran a particularly successful campaign on behalf of Anglo American in which 10 Camden residents secured apprenticeships in January 2024. Quarter 4 saw the opening of the new Euston Skills Centre, which represents a real opportunity. Plans for the year ahead include an employer-delivered challenge day for schools, a programme for unaccompanied asylum seekers who are looked after by Camden and training around energy efficiency for residents working with community groups, Think and Do, and Power Up North London course scheduled for July.
Kings Cross Construction Skills centre (KXCSC) Job Starts	New Indicator	102	137	123	143	Higher		36	37	30	40		
People supported through neighbourhood job hubs (creating an action plan)	New Indicator	188	347	418	Higher		72	86	142	118		A busy quarter for Good Work Camden, particularly in terms of working with asylum seekers and refugees and with Health & Social Care employers. We have also been preparing for our Annual Jobs Fair which takes place at the Crowndale on 23rd May. We have received a draft final evaluation report from our learning partner which confirms the value of our approach for residents and highlights some areas for development, iteration and improvement.	
Number of job hub participants accessing work, self-employment or training	New Indicator	340	363	Higher		83	75	119	86				

Corporate Data Dashboard Q4 2023/43													
Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Supporting Communities													
Recreation													
Leisure centre concession memberships as a percentage of all leisure centre memberships	46.9%	40.0%	53.0%	50.9%	43.2%	Higher		48.7%	48.1%	45.3%	43.2%		Camden currently has 10,989 concession members out of a total of 22,838. In real terms there was a reduction of 303 concessions since Q1 and a reduction in total leisure centre memberships of 343.
Library visits (per 1,000 population)	4,781	173	1,208	2,066	3,347	Higher		823	772	821	931		Library visits continue to increase with highest number since before Covid. Especially good to note that one library, Highgate, has been closed since 21 December 2023 for decarbonisation works which will have impacted the visitor figures for quarter 4.
Library digital use as a % of available PC time			30.0%	33.0%	32.0%	Higher		31%	32%	33%	32%		People bringing their own devices is increasing across the borough, and it would be good to be able to measure this at all sites when the WiFi upgrade has been completed. Libraries will be reviewing the number of PCs based on usage data when planning the PC refresh due in 2024/25.
Public Safety													
Percentage of Food Safety Inspections carried out			75%	94%	78%	Higher		70%	70%	86%	78%		The data indicates a continued increase in the level of demand for Food Safety service. The percentage of Food Safety inspections completed during Q2 was again adversely impacted by the range and complex nature of the emergency issues which the service had to prioritise during Q2. However, the available data suggests that overall level of Food Safety standards across the borough remains relatively high.
Number of Out of Hours noise complaints responded to within 1 hour				New Indicator	79%	Higher		95%	94%	79%	79%		The data indicates a decrease in the level of demand for Noise Nuisance service over the year. Noise nuisance related complaints remained at a high level throughout Q2, however the noise nuisance response service has met its response target with over 90% of requests for response being responded within within the one-hour performance timeframe.
Notifiable offences indicator (this is not performance related indicator)				New Indicator				11,084	10,646	10,210			Awaiting Q4 data to be published by the Police

Corporate Data Dashboard Q4 2023/43													
Measure	Annual trend					Good Performance	5 Year Trend	2023/24				In year Trend	Notes
	2019/20	2020/21	2021/22	2022/23	2023/24			Q1	Q2	Q3	Q4		
Supporting Communities													
Environment													
Percentage of household waste sent for reuse, recycling or composting (Oflog metric)	25.9%	28.6%	28.1%	27.9%		Higher		31.1%	29.4%	29.7% (est)	Qtrly data lag		Over 50% of the council's housing stock is flats, which create issues for the storage and collection of recycling from communal recycling areas, and can lead to higher contamination rates
Recycling contamination rate (Oflog metric)	16.0%	14.5%	12.3%	14.2%				Oflog metrics. Annual only					The contamination rate is affected by the recycling collection method used, with contamination higher from co-mingled collections. Camden's recycling is mixed with other 7 North London boroughs when sent to the sorting facility / processor and then apportioned between the North London boroughs, so does not provide a true reflection of Camden's actual rate.
Residual household waste per household (kg/household) (Oflog metric)	396	334	406	358									
% of land and roads having deposits of litter	5.28%	4.03%	4.49%	7.31%	5.65%	Lower		6.25%	4.72%	N/A	5.97%		There are 3 tranches of this Keep Britain Tidy survey. Annual figure for litter for 2023.24 was 5.65%, a decent improvement on the previous year at 7.31% and below the 6% target.
Improved street and environmental cleanliness – fly tipping				New Indicator	4.49%			2.6%	4.00%	N/A	6.81%		Another KBT survey. No target, it is worth noting that 99.5% of fly tips were cleared by Veolia in the agreed timeframe (24hrs)
Average missed bin collection (per 100,000 collections)			49	44	45	Lower		48	54	36	44		Annual figure of 45 remains well below target of 60 missed bins per 1,000 collections

Corporate Data Dashboard Q4 2023/24													
Measure	Annual trend							2023/24				Notes	
	2019/20	2020/21	2021/22	2022/23	2023/24	Good Performance	5 Year Trend	Q1	Q2	Q3	Q4		In year Trend
Supporting Communities													
Organisational Health													
Total Headcount - excluding Casual/Sessional Workers				2010	2191			1998	2,035	2,126	2,191		
Agency workers Headcount				232	291			308	326	305	291		
Number of apprentice new entrant starts				20	16			4	7	11	16		New entrants are mostly level 2 and 3 apprenticeships filled by people recruited by Camden Apprenticeship Team from the local community. 100% of annual target (20) achieved.
Number of new entrants apprentices on programme				32	42			36	34	38	42		On programme means anyone who is currently undertaking an apprenticeship
Number of existing staff starting apprenticeships				7	12			1	1	12	12		Existing staff means people who are already working for Camden before they start their apprenticeship, and tend to be higher level apprenticeships ranging from level 4 to level 7.
Number of existing staff apprentices on programme				19	25			21	14	25	25		Existing staff currently undertaking an apprenticeship
Critical Turnover				9.15%	22.68%			15.00%	20.41%	17.56%	22.68%		This metric focusses on permanent members of staff who voluntary leave the organisation within 1 Year of joining the Council as a percentage of all permanent leavers during the rolling year period.
Average working days sickness absence per employee				11.6	10.6			11.4	11.2	10.9	10.6		Supporting Communities has the highest average number of working days sickness absence taken per employee at the end of 2023/24
Number of complaints received				697	1,050			545	688	790	1,050		The Division which received the most number of complaints was Property Management who received 483 complaints in Q3, 44% of which were responded to within 10 days.
Percentage of complaints responded to within the deadline				43%	57%			39%	24%	39%	57%		
Number of Members' Enquiries (MEs) to division				1,018	1,092			999	1,034	952	1,092		Supporting Communities continue to receive the bulk of MEs received by the council. Matters relating to housing continue to lead with Property Management and Housing Support Services cumulatively receiving nearly 50 per cent of all MEs raised. Both divisions have increased their response rates despite these increases. This may not be reflected in the reported figures as the method of calculation has changed. Previously responses on time were measured against all responses yielding 71.2% but the new calculations measures all responses against all cases raised per division and therefore includes those still in progress at this time.
Percentage of MEs responded to within 10 days				62.9%	66.3%			60%	65%	66%	66.3%		

Corporate Data Dashboard Q4 2023/24

Supporting Communities

Organisational Health

	Development	Economy, Regeneration and Investment	Environment and Sustainability	Housing Management	Housing Support Services	Property Management	Public Safety	Recreation Services	Repairs & Operations	Resident Safety	Supporting Communities Strategy Team	Supporting Communities	London Borough of Camden
Total Headcount - excluding Casual/Sessional Workers	120	187	275	508	242	507	107	185	42	1	16	2191	4610
Agency workers Headcount	4	9	42	37	37	122	22	17	1	0	0	291	639
Critical Turnover (12 months)	0.0%	10.0%	0.0%	11.1%	25.0%	32.4%	36.4%	25.0%	0.0%	0.0%	50.0%	22.68%	20.6%
Critical Leavers (12 months)	0	1	0	1	2	11	4	2	0	0	1	22	49
Average working days sickness absence per employee	2.8	5.4	8.3	11.2	9.0	15.4	14.7	12.9	2.2	2.5	2.9	10.6	9.5
Number of complaints received	9	53	82	104	125	607	37	0		15	0	1050	1192
Percentage of complaints responded to within 10 days	33%	25%	46%	45%	42%	70%	32%	N/A		20%	N/A	57%	57%
Number of Members' Enquiries (MEs) to division	15	132	136	109	255	283	118	0		16	0	1092	1,195
Percentage of MEs responded to within 10 days	73%	67%	68%	67%	69%	75%	72%	N/A		75%	N/A	66%	67%