

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

Council or Partnership working	Frequency	Ref	KPI Name
Council	Monthly	M01	Variance against net budget requirement
Council	Monthly	M03	Council Tax 'In-year' Collection rate
Council	Monthly	M05	Non-Domestic Rates (Business Rates) Collection rate
Council	Monthly	M06	Rent collection on General needs stock
Council	Quarterly	M07	Satisfaction that the landlord listens to tenant views and acts upon them
Council	Quarterly	M08	% who are very or fairly satisfied with the way Croydon Council deals with repairs and maintenance
Council	Monthly	M10	Average council contact centre wait time
Council	Monthly	M11a	Staff Turnover rate (FTE who have left in the past 12 months divided by the total permanent staff)
Council	Monthly	M11b	Staff Turnover rate - enforced turnover (redundancy or other forms of dismissal)
Council	Monthly	M11c	Staff Turnover rate - natural turnover (staff leaving from resignation)
Council	Monthly	M12	Sickness - number of sick days per FTE
Council	Monthly	M13	% of residents that ended the call before we spoke to them
Council	Monthly	M14	FOI responded to on time
Council	Monthly	M15	SARs responded to on time
Council	Monthly	M16	Complaints responded to on time
Council	Quarterly	M17	Member Enquiries responded to on time
Council	Quarterly	M18	MP enquiries responded to on time

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

Council or Partnership working	Frequency	Ref	KPI Name	DRAFT
Partnership	Monthly	M19	% of people claiming universal credit who are in employment	
Council	Monthly	M20	Proportion of 16 and 17 year olds who were not in education, employment or training (NEET)	
Council	Monthly	M21	Number of apprenticeship schemes started across the council	
Partnership	Monthly	M22	Croydon unemployment rate	
Council	Monthly	M23	% of care leavers in employment, education or training (EET) now aged 19 to 21	
Council	Monthly	M24	Major Planning applications determined in time over a rolling 2 year period	
Council	Monthly	M25	Non- Major Planning applications determined in time over a rolling 2 year period	

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

Council or Partnership working	Frequency	Ref	KPI Name
Partnership	Monthly	M26	Percentage of schools rated 'good' or 'outstanding'
Both	Annual	M27	Permanent exclusions from schools as a percentage of the school population
Partnership	Annual	M28	EYFS (Early Years Foundation Stage) - Percentage of children achieving a good level of development
Partnership	Annual	M29	KS2 - Percentage of pupils achieving expected standard at KS2 in Reading, Writing and Mathematics
Partnership	Annual	M30	KS4 - Average Progress 8 score per pupil
Partnership	Annual	M31	KS4 - Percentage of pupils achieving grades 9-5 in English and Maths
Partnership	Annual	M32	KS5 - % of students achieving at least 2 substantial level 3 qualifications
Council	Monthly	M33	Percentage of Education Health & Care Plans issued within 20 weeks (excluding exceptions)
Council	Monthly	M34	Percentage of referrals to children services actioned within 2 working days
Council	Monthly	M35	Rate of children in need per 10,000 of under 18 population
Council	Monthly	M36	Number of current child protection plans lasting 2 years or more
Council	Monthly	M37	% of children subject to a Child Protection Plan for a second or subsequent time (ever)
Council	Monthly	M38	Rate of local Children Looked After (CLA) per 10,000 under 18 years population
Council	Annual	M39	Number of children & young people on special educational needs & disability supported travel moving to independent travel plans (students per trainer)
Council	Monthly	M40	Percentage of the under 18 years population who are UASC
Council	Monthly	M41	Percentage of Care Experienced young people who were formerly UASC

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

Council or Partnership working	Frequency	Ref	KPI Name
Partnership	Monthly	M48	Violence with injury offences rate per 1,000 population
Partnership	Monthly	M49	Juvenile first time entrants to the criminal justice system per 100,000 of 10-17 year olds
Partnership	Monthly	M50	Knife crime with injury rolling 12 months (rate per 1,000 population)
Partnership	Monthly	M51	Knife crime with injury (victims 1-24 years old) rolling 12 months (rate per 1,000 1-24 population)
Partnership	Monthly	M52	Hate crime offences (includes Homophobic, transphobic, religious, race and disability hate crimes) rate per 1,000 population
Partnership	Monthly	M53	Domestic violence offences rate per 1,000 population
Partnership	Quarterly	M55	% of the eligible population offered an NHS Health Check who received one (% uptake)
Council	Quarterly	M57	% of children receiving 6-8 week review by health visitor
Council	Quarterly	M58	% of children who received a 2 - 2.5 year review
Partnership	Annual	M59	% of children aged 10-11 years (children in year 6) classified as obese or overweight
Partnership	Annual	M60	% of children aged 4-5 years (children in reception) classified as obese or overweight
Council	Monthly	M63	Number of residents on the housing register
Council	Monthly	M64	Total households in Temporary accommodation
Council	Monthly	M65	Number of temporary accommodation households that are in nightly let
Council	Monthly	M66	Number of temporary accommodation households that are in shared accommodation >6 weeks
Council	Monthly	M67	Number of homelessness cases prevented
Council	Monthly	M68	Number of cases where Homelessness was Relieved
Council	Monthly	M69	Number of Homeless Applications Made

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

Council or Partnership working	Frequency	Ref	KPI Name	DRAFT
Council	Monthly	M43	% of reported flytips removed within one working day	
Council	Monthly	M44	Recycling contamination rate	
Council	Monthly	M45a	Household waste recycling rate	
Council	Monthly	M45b	Non-recycled household waste (KG per household)	
Council	Monthly	M46	% of streets swept to good standard	
Council	Monthly	M47	% of household waste collected on time	
Partnership	Annual	M54	% opiates and/or crack cocaine users not in treatment	
Council	Annual	M61	Carbon dioxide (CO2) emissions estimates within the scope of influence of Local Authorities (Emissions per km2 (kt CO2))	
Partnership	Annual	M62	Affordable homes completed (measured as a % of total build)	

## 5. People can lead healthier and independent lives for longer

Council or Partnership working	Frequency	Ref	KPI Name
Council	Monthly	M70	% of safeguarding intervention leading to reduction / removal of risk (closed episodes)
Council	Monthly	M71	% of people who approach the council for help with adult care and that is resolved at the point of initial contact.
Council	Quarterly	M72	% of people still at home after 91 days after returning home from using reablement service
Council	Monthly	M73	Rate of clients (per 100,000) (18-64) in Long Term Care
Council	Monthly	M74	Rate of clients (per 100,000) (65+) in Long Term Care
Council	Monthly	M75	Rate of clients (per 100,000) supported to live independently (18-64) (SALT)
Council	Monthly	M76	Rate of clients (per 100,000) supported to live independently (65+) (SALT)
Council	Monthly	M77	Rate of people per 100,000 in Residential and Nursing Care (18-64)
Council	Monthly	M78	Rate of people per 100,000 in Residential and Nursing Care (65+)
Council	Monthly	M79	% of eligible adults managing their care via direct payment
Council	Monthly	M80	% of long term clients in care for more than 12+ months who have had a review in the last 12 months

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## Potential additional KPIs

Council or Partnership working	Frequency	Ref	KPI Name	DRAFT
Council	TBC	TBC	Average contact centre wait time (Housing call centre only)	
Council	TBC	TBC	% of residents that ended the call before we spoke to them (Housing call centre only)	
Council	TBC	TBC	% of Responsive Repairs completed within target times	
Council	TBC	TBC	% of offensive graffiti removed within 24 hours	
Council	TBC	TBC	% of non-offensive graffiti removed within 10 working days	
Partnership	TBC	TBC	Footfall in Town Centre	
Partnership	Monthly	TBC	Employment rate (% of 16-64 year olds in employment)	
Partnership	Annual	TBC	Annual percentage change in weekly earnings (£) for employed Croydon residents.	
Partnership	Annual	TBC	Percentage of 16-18 year olds completing study who go on to Sustained education, apprenticeship or employment	