

Quarter 1 2021-22 Corporate Performance Indicators Report

Corporate policy

Adult Social Services, Health and Housing Cttee

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Comment
Adult Social Services and Public Health Directorate							
DASSR-OP-002	% of Adults with a learning disability aged 18-64 in paid employment	15.1%	13.7%	12.6%	13%	↓	49 out of 390 Service Users. Performance slightly below Q1 target. 2 more service users in paid employment to achieve target. There are 12 services users furloughed, which is due to end September.
DASSR-OP-003	% of People receiving rehabilitative support who have a reduced level of service or no service required at the end of their rehabilitative support	83.1%	81%	95.1%	85%	↑	78 out of 82 service users.
DASSR-OP-004	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	312.2	44.6	78.2	84.4	↓	
DASSR-OP-010	Number of admissions into residential and nursing care aged 65+ (Minimise)	98	14	25	27	↓	
DASSR-OP-005	% of Carers who received an assessment during the year	56.3%	13.9%	22.8%	15%	↑	
DASSR-OP-006	% of Clients (receiving long-term community services) on a Direct payment	40.5%	40.6%	39.3%	40.5%	↓	430 out of 1094 Service Users. 3 more service users on a DP to achieve Q1 target. Analysing why Service Users have stopped receiving a DP, over the last year, to understand reasons for reduced performance
DASSR-OP-007	% of Adults with learning disabilities who live in their own home or with their family	74.8%	74.4%	75.6%	75%	↑	
DASSR-OP-009	% of People whose personal outcomes of an adult safeguarding intervention were met	98.1%	100%	98.4%	95%	↓	
DASSR-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A	N/A	127 (Q4 2020/21)	N/A	N/A	Monitored a quarter in arrears, latest data is Q4 2020/21. Smoking cessation services continued to be offered with some modifications made to delivery to support social distancing. Remote consultations delivered by the in-house team of

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							sessional advisors, helped to mitigate some of the reduction in GP surgery and pharmacy activity. (No data reported from Q4 19/20 to Q3 20/21, no targets applicable in 20/21).
DASSR-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	N/A	N/A	0.7% (Q4 2020/21)	N/A	N/A	Monitored a quarter in arrears, latest data is Q4 2020/21. NHS Health Checks continued to be offered with some modifications made to delivery to support social distancing. (No data reported from Q4 2019/20 to Q3 2020/21, no targets applicable in 2020/21).
Environment and Community Services Directorate (RSP)							
ECSR-ENS-005	% of HMOs inspected within 20 days of application	10%	N/A	0%	80%	N/A	There have only been 2 HMO applications received in April to June period and these have not yet been inspected. This was due to the officer's risk assessment deeming the risk of Covid-19 being excessive to both the officers and residents due to the inherent nature of HMOs. As the infection rate falls, figures for the second quarter are anticipated to reflect improvement in formal inspection rates.
ECSR-ENS-006	Number of formal hazard assessments carried out	10	N/A	2	20	N/A	The number of formal hazard assessments undertaken remains low for Q1 due mainly to Covid-19 impact. Dwellings (especially those with multiple occupancy) are high risk settings and as such risk assessments have had an impact on officer ability to inspect. We are starting to observe this having a reduced impact and anticipate this to be reflected in the results produced for Quarter 2.

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Comment
ECSR-ENS-013	Number of private sector dwellings improved	0	N/A	4	15	N/A	As with ECSR-ENS-006 above, the service is still recovering from Covid-19 impacts. It should be noted there is a typical lag in data due to compliance timescales stipulated by officers being around 2-3 months. Results for Quarter 2 are expected to reflect this.
ECSR-ENS-014	Number of private sector long term vacant dwellings returned to occupation due to council action	0	N/A	0	0	N/A	A total of 70 inspections have been carried out from the list of 581 empty dwellings provided by Council Tax and general complaints. Ongoing investigations and enforcement work are continuing to bring back into use those properties that have been vacant for several years. Working in partnership with Council Tax has brought about two properties being put forward for "forced sale" which should bring these back into occupation.
Housing and Regeneration Directorate							
HRR-HS-001	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	0	▬	
HRR-HS-002	Number of households living in Temporary Accommodation (Minimise)	282	316	311	298	⬆	By the end of Q1 the use of temporary accommodation had increased by 29 placements, which is 13 placements more than expected. This is due to the increased number of homeless applications received, particularly after the easing of lockdown measures since April 2021 and with a notably increased incidence of domestic abuse being the driving factor behind the homelessness, which also limits the ability to prevent homelessness. In addition, the challenges of the coronavirus pandemic have made it difficult to rehouse

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							applicants who are in temporary accommodation due to difficulties in attending viewing appointments within the private sector. With the further easing of lockdown measures, lettings activity will increase which will help to reduce the numbers in temporary accommodation.
HRR-HS-003	Number of homeless cases prevented	86	28	32	20	↑	
HRR-HS-004	Number of properties where major disability adaptations have been completed	97	15	34	28	↑	

Education & Children's Services Cttee

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-AFC-CIN-001	% of Assessments completed within 45 working days	95.4%	94.7%	97.1%	95%	↑	
CEGR-AFC-CIN-002	% of Allocation decisions made within 24 hours	86.1%	85.6%	93.2%	100%	↑	
CEGR-AFC-CIN-003	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	98%	100%	100%	88%	-	
CEGR-AFC-CIN-004	% of Children subject to Child Protection Plan for 4 weeks or more, who have been visited within last 20 working days	95.2%	91.8%	95.9%	100%	↑	
CEGR-AFC-CIN-006	% of Social work open cases with a supervision discussion recorded within 8 weeks	73.4%	87.2%	81.8%	95%	↓	82% (719/879) - children's cases had been discussed in case supervision within the last eight weeks as at the end of June - an improved performance since the end of Q4 (73%).

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							Supervision meetings are being regularly held; however, the recording of supervision has been delayed due to the increased workloads for social workers and supervising managers during the pandemic.
CEGR-AFC-CL-001	% of Care Leavers aged 19-21 years in Employment, Education or Training	66%	75%	69%	60%	↓	
CEGR-AFC-CL-002	% of Care Leavers aged 19-21 years in suitable accommodation	91.5%	93.0%	93.4%	90%	↑	
CEGR-AFC-CL-003	% of Eligible young people with an up to date pathway plan (16-18-year olds)	100%	98.2%	91.1%	90%	↓	
CEGR-AFC-CLA-011	% of Children Looked After (CLA) who have gone missing that are offered a return home interview within 72hrs (1QA)	N/A	N/A	89.1% (Q4 20/21)	N/A	↑	This KPI is reported a quarter in arrears (1QA). No targets were applicable in 20/21; this was an amended KPI introduced in that year (hence no 19/20 result for comparison).
CEGR-AFC-CLA-002	% of CLA missing from care receiving return interviews (1QA)	58% (Q4 19/20)	58% (Q4 19/20)	53% (Q4 20/21)	N/A	↓	This KPI is reported a quarter in arrears (1QA). No targets were applicable in 20/21
CEGR-AFC-CLA-003	% of CLA visited within statutory timescale	89.1%	87.7%	95.2%	100%	↑	
CEGR-AFC-CLA-004	% of CLA placed 20+ miles from home (Minimise)	23.1%	23.6%	22.8%	20%	↑	
CEGR-AFC-CLA-005	% of CLA with 3+ placements (within 12 months) (Minimise)	9.0%	7.8%	10.2%	10%	↓	

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-AFC-CLA-007	% of CLA placed with in-house foster carer	68.0%	60.2%	68.1%	50%	↑	
CEGR-AFC-CLA-009	Average number of days between entering care and moving in with adoptive family (Minimise)	365	362	526	426	↓	This is a national adoption scorecard measure (ALB1) highlighting the number of days between entering care and an adoption order being granted. It is a rolling average of children adopted in the last three years. The cohort size is very small (5 children) therefore exceptions are suppressed as identifiable. Timeliness has been impacted by legal complexity and assessment of foster carers as adopters. Adoption by foster carers means that the children experience a stable placement and is a positive outcome. An alternate measure (ALB10) is available that excludes children who are adopted by their foster carers and brings the days between entering care and adoption order to just 247 days.
CEGR-AFC-CLA-010	% of CLA at 31 March who have been CLA 12+ months with a final warning/reprimand or conviction during the year. (Minimise)	3.2%	0%	4.4%	5%	↓	
CEGR-AFC-EA-008	% of 16-17 year olds in apprenticeships	1.0%	1.8%	1.2%	Data Only	↓	
CEGR-AFC-EA-011	% of Young people leaving emotional health service as a planned exit	72%	56%	75%	65%	↑	
CEGR-AFC-EA-012	% of 16-17 year olds who are confirmed as not in Education, Employment, or training status (including those whose status is not currently known) (Minimise)	3.0%	N/A	2.4%	3.5%	N/A	

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
CEGR-AFC-EA-016	% of Young people who were reported missing from home who are offered a return home interview within 72 hrs (1QA)	88%	91%	80%	100%	↓	The red line for this KPI is 20 percentage points below the 100% target which reflects good practice standards. Hence green rated against target.
CEGR-AFC-SEN-001	Number of ECHPs (No Polarity)	1,549	1,530	1,582	N/A	No polarity	
CEGR-AFC-SEN-002	% of Education, Health and Care Plans (EHCPs) completed within statutory timescale of 20 weeks	83.4%	98%	80.4%	80%	↓	41/51 EHCP assessments were completed within the statutory timescale of 20 weeks. No exceptions were applied.
CEGR-AFC-SEN-003	% of Children and young people with EHCPs who are educated within the borough	66.7%	65%	67.5%	65%	↑	
CEGR-AFC-SEN-004	% of Requests where an Education, Health, & Care (EHC) needs assessment was declined (No Polarity)	38.9%	N/A	15.9%	Data only	N/A	
CEGR-AFC-SEN-005	% of Needs assessments where it was decided to issue an EHCP (No Polarity)	75%	81%	97%	Data only	N/A	
CEGR-AFC-SEN-006	% of New EHCPs assessed to be good or better	82%	N/A	100%	60%	N/A	This relates to 4 New EHCPs.
CEGR-AFC-SEN-007	% of Amended EHCPs judged to be good or better	82%	N/A	81%	Data only	N/A	A target for these KPIs will be set around Q2 / Q3 of the 2021/22 financial year.
CEGR-AFC-SEN-008	% of Parents and carers who are satisfied with their involvement in agreeing their child's EHCP and with the end result	81%	N/A	90%	Data only	N/A	As above comment re target for 2021/22.
CEGR-AFC-SEN-009	% of Annual reviews of EHCPs held within the statutory timescale (12 months)	N/A NEW	N/A	38%	Data only	N/A	

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		Value	Value	Value	Target	DoT	Note
CEGR-AFC-SEN-010	% of Annual review decisions made within 4 weeks	58.2%	56.9%	54.7%	Data only	↓	
CEGR-AFC-SEN-011	% of Drafted amended EHCPs issued within 8 weeks of the annual review decision	44.2%	31.7%	39.0%	Data only	↑	
CEGR-AFC-SEN-012	% of Final amended EHCPs issued within 8 weeks of the draft amended EHCP	44.2%	N/A	69.0%	Data only	N/A	
CEGR-AFC-SEN-013	% of Parents and carers who are satisfied with their engagement in the annual review of their child's EHCP	100%	N/A	75%	Data only	N/A	
CEGR-AFC-SEN-014	% of Children and Young people who are satisfied with their engagement in the annual review of their EHCP	81.3%	N/A	92.3%	Data only	N/A	
CEGR-AFC-SEN-015	% of Next Steps interviews delivered to SEND learners by the end of Year 11	N/A NEW	47.4%	27.1%	Data only	↓	
CEGR-AFC-SEN-016	% of Parental appeals to the SEND Tribunal that are agreed in favour of the local authority	25%	N/A	11%	Data only	N/A	
CEGR-AFC-SF-002	% of Under 5's in reach area (each locality named) registered with their children centre	48%	58%	45%	67%	↓	
CEGR-AFC-SF-003	% of Families identified within the Strengthening Families initiative who are deemed to be 'turned around' at time payment claims are submitted	100%	N/A	59%	30%	N/A	


Environment, Sustainability, Culture and Sports Services Cttee

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-CLLS-001	Physical visits to library sites rate (per 1,000 population)	296	0	204	189	↑	
ECSR-CLLS-003	% of All library reservation requests supplied within 7 calendar days	88%	N/A	78%	75%	N/A	
ECSR-CLLS-004	Electronic / virtual visits to libraries (rate per 1,000 population)	1,830	N/A	547	472	N/A	
ECSR-CLLS-005	Number of new eLibrary members	5,551	2,570	825	750	↓	
ECSR-CLLS-008	Number of library issues (hard copy) (per 1,000 population)	N/A NEW	N/A	861	405	N/A	
ECSR-CLLS-009	Number of electronic library issues (per 1,000 population)	N/A NEW	N/A	262	106	N/A	
ECSR-CLLS-011	Total Social Media reach (including Facebook reach, Twitter impressions, Blog views and more) per 1,000 population	N/A NEW	N/A	977	1,586	N/A	Events and activities are not running when Covid restrictions are in place and these are usually a significant source of engagement. Covid restrictions were in place for a month longer than expected leading to deferral of events and reduction in engagement than would have been assumed. The Q1 figure does not include statistics for Instagram, which was not possible to be collated for Q1 but that will be available for Q2.
ECSR-CPL-008	Total number of participants in Arts Programmes	8,966	2,231	762	1,875	↓	The target set for the numbers of participants within Arts programmes for the 2021/22 year is an ambitious one which reflects the Service desire to encourage residents and visitors back to Arts programmes. Whilst government restrictions may have ceased, there is still a reluctance among a substantial number of residents and visitors to

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		Value	Value	Value	Target	DoT	Note
							attend indoor classes and events. The Arts Service is still maintaining a mixture of social distancing measures to meet visitors' expectations. The uncertainty associated with the Government Roadmap meant the scaling back of the Q1 participation programmes. This effected our family programme. The Service had also hoped to commence education programmes from the Easter term, but this was not possible. The 2020/21 figure included a significant commitment to digital engagement, which was the only way the service could reach our visitors/ audience/ community. In comparison, during first month of Q1 of 2021/22 the service was gearing up to reopen venues and the focus was on visits in person, with an impact upon digital engagement.
ECSR-CPL-009	Number of visitors to Orleans House Gallery	9,123	0	4,259	4,375	↑	
ECSR-CWR-001	% of Household waste sent for reuse, recycling, and composting (cumulative) (1QA)	43.6% (2019/20)	43.6% (Q4 19/20)	40.4% (Q4 20/21)	N/A	↓	This indicator is reported a quarter in arrears (1QA), so is the full year 2020/21 result and represents a drop in performance of 2.4% compared to 2019/20. This is a largely the impact of Covid-19, in particular the temporary cancellation of garden waste collections. The lowest performance (38.9%) was recorded in Q1 2020/21 when Covid-19 impacts were greatest, since when performance has improved significantly (to 41.6% in October to December 2020 period and 40.9% in January to March 2021 period).

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-CWR-002	Domestic food waste recycled as % of total household waste (cumulative) (1QA)	4.4% (2019/20)	4.4% (Q4 19/20)	3.7% (Q4 20/21)	N/A	↓	This indicator is reported a quarter in arrears (1QA), so is the full year 2020/21 and represents a drop from 4.4% in 2019/20. In tonnage terms two thirds of this drop occurred in Q3. Within this period an issue was identified with food waste collections that was addressed with Serco and the service are monitoring tonnages for each vehicle round to identify areas of low participation.
ECSR-CWR-007	% of Local Authority Collected Waste (LACW) recycled (cumulative) (1QA)	40.7%	38.9%	40.9%	Data Only	↑	
ECSR-CWR-008	KG household waste per household (cumulative) (Minimise) (1QA)	N/A	N/A	934.5 (Q4 2020/21)	N/A	N/A	Result shown is for previous quarter (Q4) as indicator reported 1QA. No targets were applicable in 20/21; targets for 21/22 have been set.
ECSR-CWR-009	Net carbon impact of waste collection service (Minimise) (1QA)	N/A NEW	N/A	-0.134 (Q4 2020/21)	N/A	N/A	No targets were applicable in 20/21; targets for 21/22 have been set.
ECSR-CWR-003	% of Public streets with acceptably low levels of litter after cleansing	99%	100%	97%	98%	↓	
ECSR-CWR-013	% of Public streets with acceptably low levels of detritus accumulations after cleansing	99%	100%	96%	97.5%	↓	
ECSR-CWR-012	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	905	315	277	222	↑	There is an increased level of on-street litter clearance requests within the period attributable to the lifting of restrictions linked to increasing number of groups meeting outdoors and increased footfall as retail and hospitality venues re-open.

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-CWR-004	Average time (days) taken to clear a reported fly-tip (1QA) (Minimise)	4 (2019/20)	4 (Q4 2019/20)	4.14 (Q4 2020/21)	5	↓	Result shown is for previous quarter (Q4) as this indicator reported 1QA. Although no targets were applicable in 20/21, the target here represents the contractual standard.
ECSR-CWR-005	Reports about non collection of waste per 100,000 bins collected (cumulative) (Minimise)	N/A NEW	N/A	115	25	N/A	Within this period the collection services suffered a detrimental impact from significant resource absence within the Serco contract, through a combination of Covid 19 isolation requirements, driver shortage affecting service deployment. In addition, contractual performance issues are addressed through contract management framework. Figure provided is reflective of average for the period.
ECSR-CWR-011	% of reported missed waste collections cleared within contractual timescales (cumulative)	48.2%	N/A	65.9%	95%	N/A	Within this period the collection services suffered a detrimental impact from significant resource absence within the Serco contract, through a combination of Covid 19 isolation requirements, driver shortage affecting service deployment. In addition, contractual performance issues are being addressed through contract management framework.
ECSR-HOS-005	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses) (No Polarity)	1,336	262	345	Data only	N/A	
ECSR-HOS-006	Total number of fly-tipping incidents identified by or reported to the Council (cumulative) (No Polarity)	2,216	432	Data not yet available	Data only	N/A	This result is not yet available, requires reconciliation of data reports to remove duplicate or erroneous data entries.
ECSR-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	91.7%	100%	100%	90%	▬	
ECSR-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	96%	97%	91%	80%	↓	

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-P-0021A	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	0.96%	0.30%	0.90%	2%		Note: following ESCS Cttee meeting in September 2021, the 2020/21 results have been updated and now show correct comparative values.
ECSR-ENS-010	% of Regulatory Services Partnership service requests with an initial response within the 'defined timescale'	91.2%	N/A	80%	90%	N/A	The level of service requests received by officers is consistently very high which has caused delays in updating case records. This means that the performance figure reported is likely not to be reflective of the true level of performance. Officers are working to resolve this recording issue in time for Q2 reporting.
ECSR-ENS-011	Safeguarding older people – number of physical interventions in cases of residents being targeted by financial scams and abuse	100	N/A	28	25	N/A	
ECSR-ENS-012	Safeguarding young people – number of physical interventions for restricted sales such as knives, alcohol, fireworks, tobacco, and e-cigarettes	92	N/A	27	25	N/A	
ECSR-ENS-015	% of Alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28-day consultation period, excluding those that are subject to a licensing hearing	47%	N/A	79%	95%	N/A	The issue of licences following the 28-day consultation period has slowed due to other work pressures within the licensing and administrative teams. The reopening of hospitality and beauty premises in Quarter 1 generated additional work demands due to a significant increase in volume of requests, including Temporary Event Notices, licence renewals and complaints relating to licensed premises, which were deemed to be a priority.
ECSR-ENS-016	% of New high-risk massage & special treatment premises inspections carried out within 20	N/A NEW	N/A	100%	95%	N/A	

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
	working days of the premises being ready to trade						
ECSR-ENS-024	% of Successful contacts for positive Covid-19 cases referred to the Local Contact Tracing Service by the National Test & Trace service	N/A NEW	N/A	63.4%	50%	N/A	

Finance, Policy and Resources Cttee

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
Chief Executive's Group							
CEGR-COM-002	Total number of offers available in a period - Business Offers Scheme	194	N/A	196	200	N/A	
CEGR-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	58.70	13.67	14.66	15.15	↓	Richmond was the second safest borough in London during Q1.
CEGR-CS-002	% Reduction in the number of callouts from the police to high risk victims as identified by the Multi-Agency Risk Assessment Conference (MARAC)	40.3%	31.4%	44.8%	30%	↑	
CEGR-CS-005	Total number of reported domestic abuse incidents and crimes	2,379	611	524	Data only	N/A	
CEGR-CS-007	Number of referrals into commissioned VAWG services (Independent Domestic Violence Advisors)	N/A NEW	N/A	147	100	N/A	
CEGR-EDO-002	Number of residents engaged/supported to find work through the Council's employment service	N/A NEW	N/A	124	50	N/A	
CEGR-EDO-003	Number of residents provided with a training outcome through the Council's employment service	N/A NEW	N/A	75	37	N/A	
CEGR-EDO-004	Number of Richmond Work Match Secured Jobs	N/A NEW	N/A	9	18	N/A	Whilst lower than the KPI target for Q1, the recent restructuring of the Work Match Service (with a

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							dedicated team now in Richmond) will address this underperformance going forward. Additionally, following recent staff training on the engagement process, engagement has increased from 26% from October to March to 76% from April to June. This will have an impact on the number of job starts going forward. Also, worth noting is the recruitment of a Business Engagement and Employment team. This is continuing to take place with two new officers appointed and joining in September 2021. The third post is currently advertised, and we hope to fill for the beginning of Q3. As the borough moves out of lockdown, there is the expectation that more job vacancies will become available for local residents to access via Richmond Work Match.
CEGR-RES-003	% of FOI requests completed within 20-day limit	59.1%	50%	71.3%	90%	↑	Following a sharp dip in performance levels during March to July 2020, as the Council concentrated resources toward its pandemic response, recovery measures have led to a steady improvement in FOI performance. This dip in performance inevitably led to a backlog of requests, which is being addressed alongside efforts to continue to increase day to day performance. It is expected that, once the backlog is cleared in all areas, performance levels will return to pre-Covid rates, on track to meeting target.
CEGR-RES-004	% of Stage 2 Corporate Complaints responded to within 15 working days	53.3%	N/A	66.7%	50%	N/A	There were a total of 9 stage 2 complaints in the period of which 6 were responded to within 15 working days.

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		Value	Value	Value	Target	DoT	Note
Resources Directorate							
RESR-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	84.1%	N/A	80.9%	90%	N/A	Whilst there has been an improvement in performance since the review of automated system messages there is still some work needed to identify blockages in the processing of invoices and payments.
RESR-RS-001	Council Tax Collection rate	97.7%	29.1%	29.7%	30%	↑	
RESR-RS-002	Non-Domestic Rates (Business Rates) Collection rate	85.4%	28.7%	30.5%	20%	↑	

Transport and Air Quality Cttee

PI Code	PI Description	2020/21	Q1 2020/21	Q1 2021/22			Q1 2021/22
		Value	Value	Value	Target	DoT	Note
ECSR-ENS-017	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	36%	N/A	100%	100%	N/A	
ECSR-ENS-018	% of Monitoring stations achieving the Particulate air quality objectives	100%	N/A	100%	100%	N/A	
ECSR-ENS-019	% of Schools achieving air quality objectives	97.3%	N/A	92%	100%	N/A	Data available on for April and May and represents 12 out of 13 tested achieving the target levels.
ECSR-ENS-021	Number of interventions by Compliance Officers for engine idling (No Polarity)	8,104	N/A	3,165	N/A	N/A	