

Quarter 2 2020-21 Corporate Performance Indicators Report

Corporate policy

Adult Social Services, Health and Housing

PI Code	PI Description	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21 Note
		Value	Value	Value	DoT	
DASSR-OP-001	Delayed Transfers: Number of days' delay attributable to Social Services or Social services & NHS jointly rate (per 100,000 population) (Minimise)	79.9	49.5	N/A	N/A	Data is no longer available nationally to monitor delayed transfers of care. Propose this measure is removed from the framework until reporting in this area is clearer.
DASSR-OP-002	% of Adults with a learning disability aged 18-64 in paid employment	13.7%	14.6%	13.5%	↓	53 of 393 service users in employment. Small net increase in the number of people with a learning disability receiving services has slightly reduced performance. The impact of Covid-19 on our economy will make it harder for service users with a learning disability to secure paid employment but we will continue to prioritise and focus on supporting people into paid employment wherever possible.
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	86.7%	87.8%	83.3%	↓	
DASSR-OP-010	Number of admissions into residential and nursing care aged 65+ (Minimise)	103	42	32	↑	See comment below.
DASSR-OP-004	Rate of admissions into residential and nursing care per 100,000 population 65+ (Minimise)	335	156.1	104.1	↑	Only includes council funded admissions. There were also 27 CCG funded admissions during the period April to August not included in these figures. These were admissions following hospital discharges. Some of these may be Council responsibility once reviewed.
DASSR-OP-005	% of Carers who received an assessment during the year	56.5%	31.9%	28.2%	↓	169 from 600 carers assessed so far this year. Achieved a fairly similar performance at the same time a year ago which is good given the impact of Covid-19 on assessments. Carer assessments are a key priority for the department especially during this difficult period when we know carers are under more pressure in supporting their loved ones.

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Description	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21 Note
		Value	Value	Value	DoT	
DASSR-OP-006	% of Clients (receiving long-term community services) on a Direct payment	41.5%	42%	40.6%	↓	451 people with a DP. The number of people with a direct payment has increased when compared to Q1 and year end performance but the % of service users with a DP has reduced due to an increase in the number of people supported
DASSR-OP-007	% of Adults with learning disability 18-64 in settled accommodation or living with family	74.3%	73.2%	74%	↑	291 of 393 service users are living in settled accommodation.
DASSR-OP-009	% of People whose personal outcomes of an adult safeguarding intervention were met	96.8%	95.5%	96.6%	↑	84 of 87 people achieved their personal outcomes. Performance for achieving personal outcomes can fluctuate depending on the persons views relating to the type of abuse. 90% or above is seen as good performance.
DASSR-PH-003	Number of people quitting smoking through smoking cessation service (1QA)	N/A NEW	152	N/A	N/A	No figures have been reported due to the service being suspended due to the Covid-19 pandemic. This occurred in March 2020 in line with NHS England (NHSE) guidance. Following the publication of the third phase of NHS response to COVID-19 which called for the restoration of primary care and community health care services to near-normal levels, the Primary Care Team have been supporting providers to reinstate the NHS smoking cessation service. This includes guidance on modifications to ensure services comply with social distancing measures. Quarter one activity was minimal and significantly less than the same period last year. This equates to a reduction greater than 33%. The degree to which providers have been able to reinstate services varies across providers depending on a number of operational factors including access to PE, staff capacity and service prioritisation. The direction of travel is currently unclear and dependent on government advice, the impact of COVID cases locally and the additional pressures of the 2020-21 flu vaccination season. The Primary Care Team is continuing to support providers to reinstate services including offering guidance on service modifications. Multiple communications to providers regarding service reinstatement and supplier relief

Appendix A – Q2 2020/21 Key Performance Indicators

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						measures have been disseminated over the summer months. The smoking cessation programme continued throughout quarter one, although activity is lower relative to the same period last year. Service modifications which include telephone consultations have enabled the smoking cessation team including sessional advisors to continue operating the programme.
DASSR-PH-004	% of Eligible people who have received an NHS Health Check (1QA)	N/A NEW	4.4%			See above commentary – the same applies to this KPI.
ECSR-ENS-005	% of HMOs inspected within 20 days of application	80.4%	80%	0%	↓	All HMO licences were issued within 12 weeks of receiving a valid application however physical inspections to HMOs were curtailed in Q2 due to the risks to residents and officers. The backlog is being recovered but is dependent on Covid-19.
ECSR-ENS-006	Number of formal hazard assessments carried out	121	36	2	↓	Due to the Covid-19 pandemic there was a lack of physical inspections being carried out in quarter 2. Backlog of inspections are now being carried out.
ECSR-ENS-013	Number of private sector dwellings improved	N/A NEW	N/A NEW	0	N/A	Work was interrupted due to the Covid-19 pandemic.
ECSR-ENS-014	Number of private sector long term vacant dwellings returned to occupation due to council action	N/A NEW	N/A NEW	Data not available	TBC	The Empty Property Officer was appointed towards the end of Q2 therefore no performance data is available yet.
HRR-HS-001	Number of family households with dependent children in B&B accommodation for 6 weeks+ (Minimise)	0	0	0	–	
HRR-HS-002	Number of households living in Temporary Accommodation (Minimise)	316	285	338	↓	There has been an increase of 22 placements since last quarter. This increase was expected due to the coronavirus pandemic. It has also been difficult to reduce the number of placements due to the slow-down in housing association lettings activity, with difficulty in residents attending viewings and sign-ups. Another factor in play has been delayed cancellations from temporary accommodation where duty was refused, taking into account public health issues.

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Description	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21 Note
		Value	Value	Value	DoT	
HRR-HS-003	Number of homeless cases prevented	94	54	57	↑	
HRR-HS-004	Number of properties where major disability adaptations have been completed	132	66	38	↓	Number of completed major disability adaptations were affected by the pandemic, as contractors slowed down or where adaptations could not be undertaken due to the national lockdown and social distancing requirements.

Education & Children's Services

PI Code	PI Short Name	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21 Note
		Value	Value	Value	DoT	
CEGR-AFC-CIN-001	% of Assessments completed within 45 working days	95%	92%	95%	↑	
CEGR-AFC-CIN-002	% of Referral decisions made within 24 hours	97%	98%	89%	↓	Timeliness during the period March to current was impacted by some unforeseen IT issues which were beyond our control. These issues have now been resolved and performance is increasing although annual leave during August presented further challenges. We are currently waiting installation of a Robotic Process to support putting on referrals to the SPA (single point of access) which will help with capacity.
CEGR-AFC-CIN-003	% of Initial Child Protection Conferences (ICPC) held within 15 Working Days of S47 Enquiry	91.3%	86.2%	95.5%	↑	
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	89%	99%	98%	↓	
CEGR-AFC-CIN-006	% of Social work open cases with a supervision discussion recorded within 8 weeks	85%	89%	85%	↓	611 out of 719 children had been reviewed in a case supervision during the past eight weeks. There are always challenges during August in particular with annual leave. What we do know is supervision meetings are regularly being held however recording of these is not always timely. We are

Appendix A – Q2 2020/21 Key Performance Indicators

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						currently in the process of establishing 'Reflecting teams' - this consists of action learning set sessions which will offer practical and emotional support to managers and team leaders in key roles who support practitioners. There will be 3 Reflective Teams consisting of a mixture of Heads of Services/Managers and Team Leaders from each service.
CEGR-AFC-CL-001	% of Care Leavers aged 19-21 years in Employment, Education or Training	69%	59%	75%	↑	
CEGR-AFC-CL-002	% of Care Leavers aged 19-21 years in suitable accommodation	87%	93%	95%	↑	
CEGR-AFC-CL-003	% of Eligible young people with an up to date pathway plan (16-18-year olds)	86%	91%	98%	↑	
CEGR-AFC-CLA-002	% of CLA missing from care receiving return interviews (1QA)	58%	58%	41%	↓	45 RHIs completed out of the 109 offered following children's return after going missing from care. Performance impacted by a number of children who once found, went missing again making completing an RHI challenging. These children accounted for a total of 20 of these episodes.
CEGR-AFC-CLA-003	% of CLA visited within statutory timescale	89.7%	90.0%	89.8%	↓	106 out of 118 children visited within timescale 12 children had not been visited on time as at the end of September 2020. Performance improved slightly on the previous 3 months April- June (88%).
CEGR-AFC-CLA-004	% of CLA placed 20+ miles from home (Minimise)	27%	18%	23%	↓	The target we have set ourselves to have only 20% of our children in care living >20 miles from home continues to be a challenging target. Recognising the complex needs of our children in care can impact on our ability to reach this target.
CEGR-AFC-CLA-005	% of CLA with 3+ placements (within 12 months) (Minimise)	8%	4%	9%	↓	Performance remains above the redline of 12%. Q2 2019/20 value was an outlier, with performance for previous two quarters at 8%. Result relates to 11 of 124 Children Looked After.

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Short Name	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21
		Value	Value	Value	DoT	Note
CEGR-AFC-CLA-007	% of CLA placed with in-house foster carer	30%	32%	64%	↑	
CEGR-AFC-CLA-009	Average number of days between entering care and moving in with adoptive family (Minimise)	293	368	362	↑	
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)	3.5%	3.5%	1.6%	↑	
CEGR-AFC-CLA-011	% of Children Looked After (CLA) who have gone missing that are offered a return home interview (RHI) within 72hrs	N/A NEW	N/A NEW	68.1%	N/A	We were unable to contact 43 children and young people (cyp) within 72 hours to offer an RHI. 36 could not be offered as the child had gone missing again and so could not be contacted. Attempts were made to the remaining 7 however these were unsuccessful (5 of these were cyp aged 16/17). COVID has not impacted negatively on the service being able to offer or complete return interviews and we have maximised using technology with young people during this time.
CEGR-AFC-EA-008	% of 16-17 year olds in apprenticeships	1.8%	2.3%	1.9%	↓	
CEGR-AFC-EA-011	% of Young people leaving emotional health service as a planned exit	63%	82%	81%	↓	
CEGR-AFC-EA-016	% of Young people who were reported missing from home who are offered a return home interview within 72 hrs (1QA)	N/A NEW	N/A NEW	63.3%	N/A	We were unable to contact 22 cyp within 72 hours to offer an RHI. Of the 22 exceptions - an RHI was offered to one young person in relation to a further 11 episodes. 2 others were offered within 4-6 days. Attempts were made to the other 10 however were unsuccessful. COVID has not impacted negatively on the service being able to offer or complete return interviews and we have maximised using technology with young people during this time.
CEGR-AFC-SEN-001	Number of Education, Health and Care Plans (Minimise)	1,503	1,464	1,515	↓	

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Short Name	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21 Note
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CEGR-AFC-SEN-002	% of Statutory Education, Health and Care Plans completed within 20 weeks (excluding exceptions)	96%	97.3%	84.8%	↓	50/59 new plans issued within 20 weeks. The dip in performance has been affected by delayed advice as a result of redeployed staff and impact of Covid and service areas prioritising other demands. We were unable to use the exceptions if services were available but prioritised other activities. A small number of cases also relate to delays in identifying placements and discussions with parents.
CEGR-AFC-SEN-003	% of Children and young people with EHCP (Education, Health and Care Plans) who are educated within the borough	65%	67%	62%	↓	
CEGR-AFC-SEN-004	% of Requests where an Education, Health, & Care (EHC) needs assessment was declined (Minimise)	N/A NEW	N/A NEW	32.7%	N/A	
CEGR-AFC-SEN-005	% of Needs assessments where an EHC Plan was issued	N/A NEW	N/A NEW	74%	N/A	
CEGR-AFC-SEN-006	% of New EHCPs judged to good or better by internal Quality Assurance (QA) process	N/A NEW	N/A NEW	22%	N/A	Please note this relates only to the auditing of existing plans completed through multi agency audit work. We have agreed a number of SMART improvement recommendations (which are being tracked within our Learning and Improvement tracker) to address identified issues including around encouraging different means to recording cyp views as part of Section A, finding a sustained way of gathering parental feedback as part of QA process and also revisiting the Annual Review (AR) good practice with the SEND service in terms of ensuring all areas of the plan are checked and challenged at AR point.
CEGR-AFC-SEN-007	% of Amended EHCPs judged to good or better by internal Quality Assurance (QA) process	N/A NEW	N/A NEW	83%	N/A	
CEGR-AFC-SEN-008	% of Parents and carers who are satisfied with their child's EHCP	N/A NEW	N/A NEW	100%	N/A	Two parents responded.

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Short Name	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21
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CEGR-AFC-SEN-009	% of Annual reviews of EHC Plans held within the statutory timescale (12 months)	N/A NEW	N/A NEW	Data not available	N/A	We are currently working with our SEND database providers to make improvements to the annual review workflow which will make our data more meaningful. It is anticipated that data reporting will be available for Q3.
CEGR-AFC-SEN-010	% of Annual review decisions made within 4 weeks	N/A NEW	N/A NEW	Data not available	N/A	
CEGR-AFC-SEN-011	% of Drafted amended EHC Plans issued within 8 weeks of the annual review decision	N/A NEW	N/A NEW	Data not available	N/A	
CEGR-AFC-SEN-012	% of Final amended EHC Plans issued within 8 weeks of the draft amended EHC Plan	N/A NEW	N/A NEW	Data not available	N/A	
CEGR-AFC-SEN-013	% of Parents and carers who are satisfied with their engagement in the annual review of their child's EHC Plan	N/A NEW	N/A NEW	100%	N/A	3 parents responded in the period.
CEGR-AFC-SEN-014	% of Young people who are satisfied with their engagement in the annual review of their child's EHC Plan	N/A NEW	N/A NEW	100%	N/A	2 responses received
CEGR-AFC-SEN-015	% of Young people with SEND in NC Year 10 and 11 who have had a "Next Steps" interview by the end of the school year target	N/A NEW	N/A NEW	18.1%	N/A	
CEGR-AFC-SEN-016	% of Parental appeals to the SEND Tribunal that are agreed in favour of the local authority	N/A NEW	N/A NEW	0%	N/A NEW	8 appeals had outcomes during quarter 2 of which none were agreed in favour of the LA. 1 was conceded, 4 negotiated agreement, 1 withdrawn and 1 decision in favour of parent(s).
CEGR-AFC-SF-002	% of Under 5's in reach area (each locality named) registered with their children centre	61%	64%	54%		6,772 children registered out of 12,624. The decrease in registrations in Q1 2020-21 is a reflection of the fact that the Children's Centres premises have been closed for most of the quarter due to the Covid19 pandemic and are still not operating at anywhere near previous capacity. The registration process has been moved online during this quarter, but to date the numbers registering in this way are small.

Appendix A – Q2 2020/21 Key Performance Indicators

PI Code	PI Description	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21
		Value	Value	Value	DoT	Note
ECSR-CLLS-001	Physical visits to library sites rate (per 1,000 population)	5,379	2,885	132	↓	The Lockdown and related Government guidance to mitigate the spread of COVID has had a very significant impact upon attendances at council culture, leisure and sporting facilities. In compliance with government guidance council facilities were closed the first 3 months of the year (April – June) with phased and limited reopening during the next few months (July to September). Certain facilities are not able to re-open in a COVID compliant manner and remain closed.
ECSR-CLLS-002	Number of e-book issues (per 1,000 population)	421	201	254	↑	
ECSR-CLLS-003	Electronic / virtual visits to libraries (rate per 1,000 population)	1,622	728	754	↑	
ECSR-CLLS-004	Total number of eMagazine and eNewspaper issues	N/A NEW	N/A NEW	45,063	N/A	
ECSR-CLLS-005	Number of new eLibrary members	N/A NEW	N/A NEW	3,587	N/A	
ECSR-CLLS-006	Total Library Facebook reach	N/A NEW	N/A NEW	112,038	N/A	
ECSR-CLLS-007	Total Library Twitter impressions	N/A NEW	N/A NEW	472,806	N/A	
ECSR-CPL-008	Total number of participants in Arts Programmes	23,000	15,281	5,911	↓	
ECSR-CPL-009	Number of visitors to Orleans House Gallery	38,127	15,398	5,243	↓	
ECSR-CWR-001	% of Household waste sent for reuse, recycling and composting (1QA)	43.6%	42.5% (Q1)	44.1% (Q1)	↑	Provisional Results. See comment below relating to waste and recycling service.
ECSR-CWR-002	Domestic food waste recycled as % of total household waste (1QA)	4%	3.6% (Q1)	4.0% (Q1)	↑	

Appendix A – Q2 2020/21 Key Performance Indicators

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ECSR-CWR-007	% of Local Authority Collected Waste (LACW) recycled (1QA)	41.3%	41.2% (Q1)	42.3% (Q1)	↑	Provisional Results. The start of the new recycling and waste collection contract coincided with the COVID lockdown and circumstances resulting in additional tonnages of household recycling and waste to be collected. This, together with initial start-up teething problems, has resulted in a higher number of missed collections being reported. To assist with the measure of missed collections, it is necessary to fully utilise the on-board mobile technology which is to be provided with the new vehicular fleet. In advance of such technology being available, a manual system of closing off reports of missed collections has taken place and given the time control restrictions within the system i.e. no back dating permitted, the reliability of this reporting is compromised if the report is not closed off when required. Delivery of the new vehicular fleet is expected during quarter 3 and subsequent implementation and use of this technology will enable accurate reporting thereafter.
ECSR-CWR-008	KG household waste per household (Minimise)	N/A NEW	225 (Q1)	209.3 (Q1)	↑	
ECSR-CWR-010	Reports about non collection of waste (Minimise)	N/A NEW	N/A NEW	7,763	N/A	
ECSR-CWR-011	% of reported missed waste collections cleared within contractual timescales	N/A NEW	N/A NEW	24%	N/A	
ECSR-CWR-012	Number of Street Cleansing reports / requests for service (cumulative) (Minimise)	N/A NEW	N/A NEW	439	N/A	
ECSR-CWR-003	% of Public streets with acceptably low levels of litter after cleansing	98%	97%	99%	↑	
ECSR-CWR-013	% of public streets with acceptably low levels of detritus accumulations after cleansing	N/A NEW	N/A NEW	98%	N/A	
ECSR-CWR-004	Average time taken to clear a reported fly-tip (Minimise) (1QA)	3.5	3	4	↓	
ECSR-HOS-005	Total number of fly-tipping enforcements (Number of penalty notices and warning letters issued to addresses)	1,291	626	358	N/A (neither)	

Appendix A – Q2 2020/21 Key Performance Indicators

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		Value	Value	Value	DoT	Note
					high nor low)	
ECSR-HOS-006	Total number of fly-tipping incidents identified by or reported to the Council	N/A NEW	N/A NEW	N/A	N/A (neither high nor low)	Result not available due to issues with the reporting system (now rectified). Data cleansing now needed to remove fly tips that were reported due to missed waste collections. This should be resolved for Q3 reporting.
ECSR-ENS-010	% of RSP Service requests with an initial response within the 'defined timescale'	N/A NEW	N/A NEW	81%	N/A	The volume of complaints received by the service was overwhelming in Q2. Due to the warm weather and people staying at home the level of domestic noise complaints escalated.
ECSR-ENS-011	Safeguarding older people – % successful physical interventions in cases of residents being targeted by financial scams and abuse	N/A NEW	N/A NEW	40%	N/A	Contact with older and vulnerable people has been challenging during the Covid-19 pandemic due to increased risks, safeguarding considerations and restrictions on household mixing.
ECSR-ENS-012	Safeguarding young people – % of successful physical interventions for restricted sales such as knives, alcohol, fireworks, tobacco and e-cigarettes	N/A NEW	N/A NEW	42%	N/A	Test purchasing is dependent on securing suitable volunteers which has proved particularly challenging during the Covid-19 pandemic due to increased risks, safeguarding considerations and restrictions on household mixing.
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	N/A NEW	N/A NEW	100%	N/A	
ECSR-ENS-016	% of New high-risk massage & special treatment premises inspections carried out within 20 working days of the premises being ready to trade	N/A NEW	N/A NEW	N/A	N/A	No new high-risk massage and special treatment premise inspections were carried out by Richmond during the quarter.
ECSR-P-001	% of Major planning applications processed within 13 weeks or statutory timeframe	80%	100%	100%	▬	The Council continues to secure Planning Performance Agreements for the majority of its major planning applications enabling a timetable to be agreed with the applicant.
ECSR-P-002	% of Non-Major planning applications processed within 8 weeks or statutory timeframe	97%	94%	96%	⬆	The Council seeks to agree a timetable for decision making with applicants to ensure that policy requirements can be met, and applications can be

Appendix A – Q2 2020/21 Key Performance Indicators

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						approved, where appropriate, on the first attempt rather than a resubmission required.
ECSR-P-0021A	% of Council's decisions on major and non-major applications which are overturned at appeal (Minimise)	N/A NEW	N/A NEW	0%	N/A	This is national indicator is set to consider the quality of decisions made with an expectation that it is less than 10% overall (calculated as % of total applications processed).

Finance, Policy and Resources

PI Code	PI Description	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21
		Value	Value	Value	DoT	Note
CEGR-COM-002	Total number of offers available in a period - Business Offers Scheme	N/A NEW	N/A NEW	246	N/A	
CEGR-CS-001	Overall Crime rate (per 1,000 residents) (Minimise)	65.48	31.97	30.97	↑	
CEGR-CS-002	Reduction in total police callouts for domestic violence victims in the MARAC cohort	57.6%	61.5%	38%	↓	An analysis of the data shows that in the most recent data, there were 6 cases that accounted for 28 crime reports. If these crimes had not taken place, the reduction would have been around 53%. There are some repeat victims that feature in MARAC year after year (the nature of Domestic Abuse) but beyond that there's no relationship between the two cohorts/groups of victims and it is therefore problematic to make a direct comparison. 62% reduction this time last year was exceptional and a 38% reduction this year is still good and exceeds target.
CEGR-CS-005	Total number of reported incidents and crimes of Domestic Abuse	N/A NEW	N/A NEW	1,189	N/A	
CEGR-CS-006	Number of Neighbourhood Watch co-ordinators	N/A NEW	N/A NEW	Data not available	N/A	This data was requested from Police colleagues but has not been obtainable. However, from April 2021 the Neighbourhood Watch co-ordinator data should be recorded on the internal council system (OWL).

Appendix A – Q2 2020/21 Key Performance Indicators

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CEGR-RES 002	% of Stage 2 Corporate Complaints responded to within 25 working days	51%	40%	38%	↓	Richmond has not been able to meet the target timescale for 10 of the 16 Stage 2s closed in Q2. There were delays in drafting the Stage 2 responses as officers' time was spent on work related to the Covid-19 pandemic. Throughout this period, the Complaints team ensured the complainants were advised of extensions to deadlines and kept informed about the progress of their complaint.
CEGR-RES 003	% of FOI requests completed within 20-day limit	82.5%	87.1%	61.6%	↓	A range of performance improvements have been consolidated in terms of changes made to the processes, procedures and systems for FOI administration throughout the previous year. The changes made led to a quarter on quarter improvement in FOI compliance, which prompted the ICO to notify the Council of its satisfaction with compliance improvements and remove the requirement to report monthly statistics to it. The previous year ended with the purchase of a new case management system, which is currently being tailored to the Council's requirements and is expected to lead to further improvements. This year, unfortunately, began with a national lockdown and, following a meeting of the Council's GOLD group, appropriate refocus of corporate priorities to respond the COVID-19 pandemic. This led to a significant downturn in FOI performance, particularly in the months through to June. As the Council moved away from its initial emergency response, a return to more normal FOI administration was agreed by the Council's Information Governance and Security Board at the end of August.
RESR-FM-001	% of Invoices paid on time (within 30 days or agreed terms)	77.5%	76.3%	82.8%	↑	Performance has increased in comparison to the same quarter last year, even though the Covid 19 lockdown and homeworking might have impacted negatively. The numbers of invoices received this quarter is slightly down on the same period last year. The implementation of the 'No PO No Pay' policy last year did impact on performance whilst suppliers complied with the new rules and officers worked to clear aged invoices and deal with ongoing disputes. The training program delivered at the end of the last financial year was positively received, and training delivery methods are currently under review.

Appendix A – Q2 2020/21 Key Performance Indicators

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RESR-RS-001	Council Tax Collection rate	98.6%	56.8%	56.1%	↓	Collection is only marginally behind last year. Recovery has only recently resumed.
RESR-RS-002	Non-Domestic Rates (Business Rates) Collection rate	97.4%	56.0%	49.7%	↓	Collection greatly affected by Covid19 but as the Net Collectable Debit (NCD) has been halved by Government reliefs, impact has been diluted. Recovery has only recently resumed.

Transport and Air Quality

PI Code	PI Short Name	2019/20	Q2 2019/20	Q2 2020/21		Q2 2020/21
		Value	Value	Value	DoT	Note
ECSR-ENS-017	% of Monitoring stations achieving the Nitrogen Dioxide air quality objectives	N/A NEW	N/A NEW	100%	N/A	Please note all data is provisional and cannot be ratified until 2021.
ECSR-ENS-018	% of Monitoring stations achieving the Particulate air quality objectives	N/A NEW	N/A NEW	100%	N/A	Please note all data is provisional and cannot be ratified until 2021.
ECSR-ENS-019	% of Schools achieving air quality objectives	N/A NEW	N/A NEW	100%	N/A	Please note all data is provisional and cannot be ratified until 2021.
ECSR-ENS-021	Number of interventions by Compliance Officers for engine idling	N/A NEW	N/A NEW	Data not available	N/A	All engine idling interventions/actions were stopped during the Covid-19 pandemic as these related to schools and other sensitive areas.