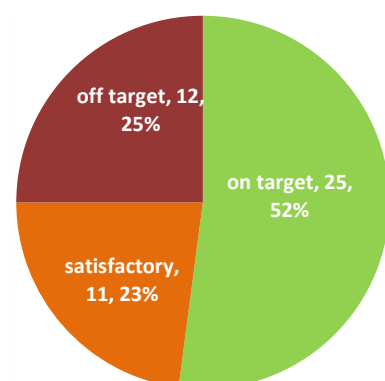


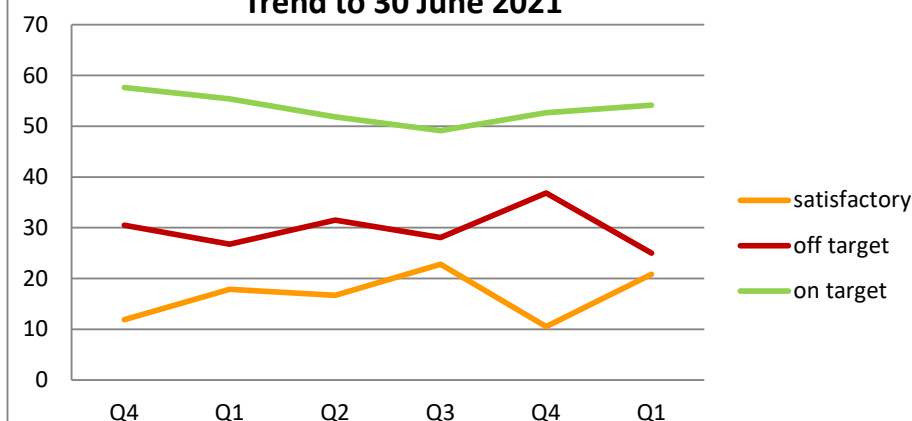
Council Plan 2021/22 Performance Report

Dashboard at June 2021 (Quarter 1)

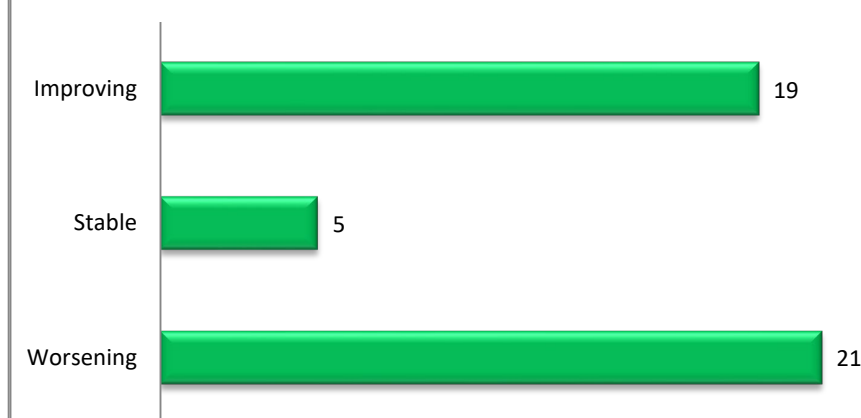
Performance to 30 June 2021



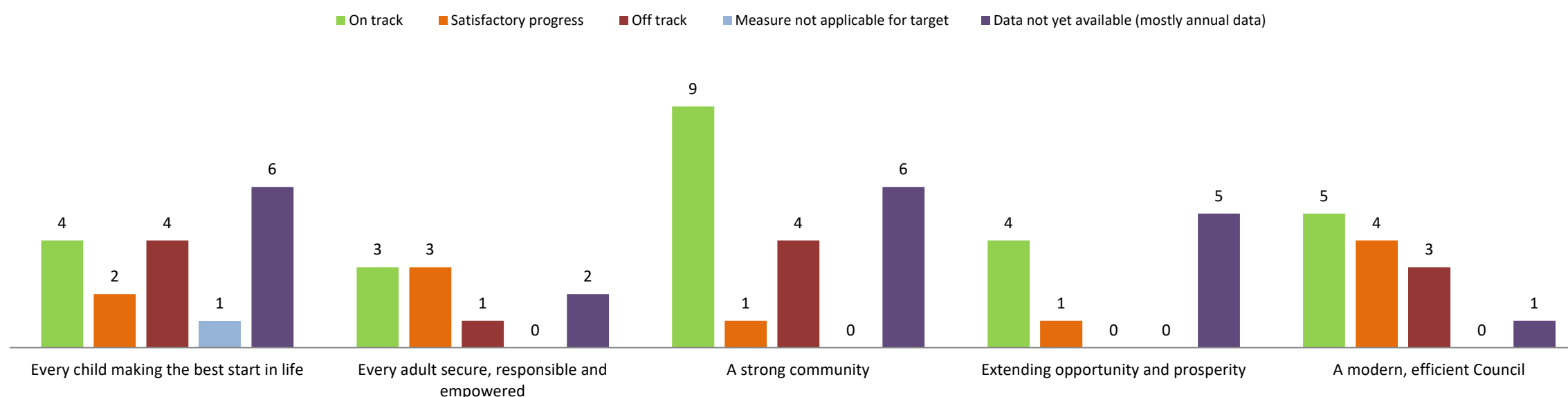
Percent Overall Status
Trend to 30 June 2021



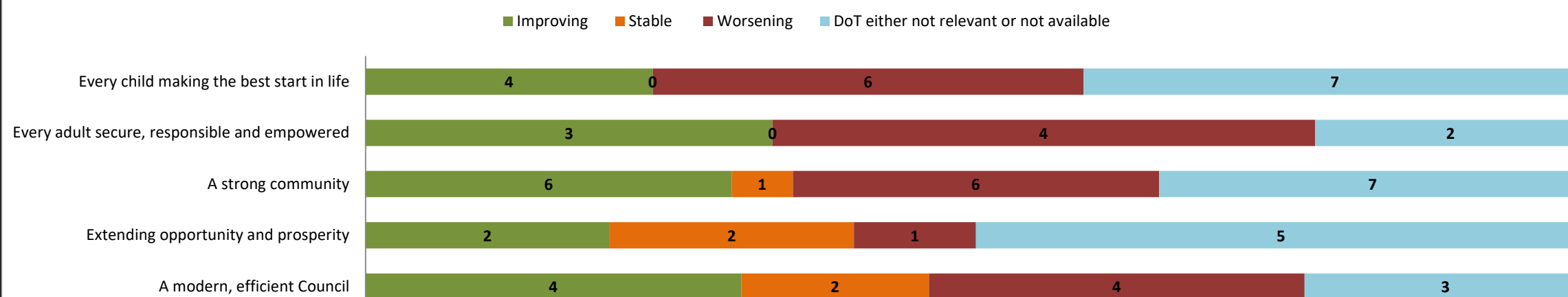
Direction of Travel at 30 June 2021



Performance
by Priority
Area



Direction of
Travel



Council Plan 2021/22 Performance Report

Quarter 1 Performance Scorecard (data to 30 June 2021)

Please note: Although care is taken to ensure data is as accurate as possible, delays in data input can result in changes in figures when reports are re-run retrospectively.

Document Details

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Summary

✓	Measure progressing above or in line with target set	25	36.2%
●	Measure progress has been satisfactory but is not fully reaching target set	11	15.9%
✗	Measure has not progressed in accordance with target set	12	17.4%
⚙	Measure under development (e.g. awaiting data collection or target-setting)	0	0.0%
□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)	1	1.4%
■	Measure information not available (e.g. due to infrequency or timing of information/data)	20	29.0%

↑	Numbers have improved	19
→	Numbers are stable	5
↓	Numbers have got worse	21
	Direction of Travel is not applicable	24

Note - the percentages are different to those on the dashboard as these include measures under development, measures not applicable for a target and those where data was not available.

Corporate Priority 1 – Every child making the best start in life

Key		Overall status (relevant to target)																					
		✔	Measure progressing above or in line with target set					✖	Measure under development (e.g. awaiting data collection or target-setting)														
		●	Measure progress has been satisfactory but is not fully reaching target set					□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)														
		✘	Measure has not progressed in accordance with target set					■	Measure information not available (e.g. due to infrequency or timing of information/data)														
Outcome	Lead Accountability (Strategic Director)	Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target			Annual						Quarterly					Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding	
									Overall status	DOT	Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22		
A. Children, young people and families are protected and safeguarded from all forms of abuse, violence and neglect	Suzanne Joyner, Strategic Director Children and Young People's Services	1.A1	Early Help – Supporting Children, young people and families at the right time with the right care	Children in Need rate (rate per 10K population under 18)	Ailsa Barr - Assistant Director Safeguarding CYPS	low	Monthly	375.5	✘	🔄	426.4	481.1	563.3	495.0	459.6	410.3	428.0	459.7	442.1	410.3	410.1		
		1.A2		The number of children subject to a CP plan (rate per 10K population under 18)	Ailsa Barr - Assistant Director Safeguarding CYPS	low	Monthly	85	✔	🔄	65.4	65.6	114.5	89.0	78.8	75.3	84.7	80.3	80.7	75.3	80.9	Target revised and updated, however the CYPS approval process is still underway.	
		1.A3		The number of Looked After Children (rate per 10k population under 18)	Ailsa Barr - Assistant Director Safeguarding CYPS	low	Monthly	98.7	✔	🔄	76.6	86.6	110.8	112.7	104.5	103.8	104.8	106.4	106.0	103.8	97.8	Target revised and updated, however the CYPS approval process is still underway.	
		1.A4		The proportion of families who rate the Early Help service as Good or Excellent.	David McWilliams - Assistant Direct Early Help & Family Engagement - CYPS	high	Monthly	95%	■		Not Available	Not Available	Not Available	97.2%	94.3%	95.6%	100.0%	100.0%	100.0%	100.0%	Not available, see data notes.	This measure is no longer monitored.	
		1.A5	Children's Social Care Improvement – Ensure that all Child Protection Plan work is managed robustly and that appropriate decisions and actions are agreed with partner agencies	Ailsa Barr - Assistant Director Safeguarding CYPS	low	Monthly	9%	✘	🔄	7.9%	9.2%	9.5%	6.5%	8.6%	7.9%	6.0%	5.9%	6.3%	7.9%	10.7%			
		1.A6	Child Sexual Exploitation - an increased awareness of CSE and an increase in the number of police prosecutions as a result of joint working	Ailsa Barr - Assistant Director Safeguarding CYPS	Not applicable	Monthly	No target - not applicable	□		Not Available	64	85	63	50	47	53	49	49	47	51			
		1.A7	Placements - Improve Quality of Care for looked after children	The proportion of LAC experiencing disrupted placements (Definition: % of LAC who have had 3 or more placements - rolling 12 months)	Ailsa Barr - Assistant Director Safeguarding CYPS	Low	Monthly	10.0%	✔	🔄	13.0%	11.9%	13.4%	13.3%	11.1%	8.9%	10.3%	7.8%	9.3%	8.9%	9.8%		
		1.A8		The proportion of LAC placed within a Family Based setting	Ailsa Barr - Assistant Director Safeguarding CYPS	high	Monthly	85.0%	✘	🔄	Not Available	81.1%	81.0%	81.9%	81.5%	81.1%	81.8%	81.2%	80.7%	81.1%	80.8%		
		1.B1		The proportion of pupils reaching the expected standard In reading, writing and mathematics combined at the end of Key Stage 2	Nathan Heath Assistant Director Education and Inclusion - CYPS	high	Academic Year	65%	■		53.9%	60.8%	62.0%	61.0% (Final)	No tests due to Covid-19	No tests due to Covid-19						The Education Secretary announced that all key stage attainment testing would not be taking place as a result of the coronavirus pandemic, school closures and pupils absences. Therefore there is no published performance data around these measures for 2019/2020 & 2020/2021.	

Outcome	Lead Accountability (Strategic Director)	Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target													Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding	
											Annual						Quarterly					
									Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22			
B. Children and Young people are supported to reach their potential	Suzanne Joyner, Strategic Director Children and Young People's Services	1.B2	Sustainable Education and Skills	The average attainment 8 score at the end of Key Stage 4 .	Nathan Heath Assistant Director Education and Inclusion - CYPS	High	Academic Year	46			48.8	45.0	43.3	44.4 (Final)	No tests due to Covid-19	No tests due to Covid-19						The Education Secretary announced that all key stage attainment testing would not be taking place as a result of the coronavirus pandemic, school closures and pupils absences. Therefore there is no published performance data around these measures for 2019/2020 & 2020/2021.
		1.B3		The progress 8 measure from the end of primary school (KS2) to the end of secondary school (KS4)	Nathan Heath Assistant Director Education and Inclusion - CYPS	high	Academic Year	Above National Average			0.04	0.06	-0.11	-0.14 (Final)	No tests due to Covid-19	No tests due to Covid-19						The Education Secretary announced that all key stage attainment testing would not be taking place as a result of the coronavirus pandemic, school closures and pupils absences. Therefore there is no published performance data around these measures for 2019/2020 & 2020/2021.
		1.B4 (a)		The number of permanent exclusions in secondary schools	Nathan Heath Assistant Director Education and Inclusion - CYPS	low	Monthly	38			43	30	41	38	53	Academic year end figure available July 21	0	4	12	5	13	The overall status and direction of travel are based on quarter on quarter performance. Due to these being academic year measures, year end performance will not be available until the end of the academic year in July 21.
		1.B4 (b)	Sustainable Education and Skills – Reduce the number of school days lost to exclusion	The number of permanent exclusions in primary schools				8			9	8	3	14	11	Academic year end figure available July 21	0	0	2	2	5	
		1.B5	Sustainable Education and Skills – Enable hard to reach young people to achieve their full potential through education employment or training	The proportion of 16-17 year olds Not in Education, Employment or Training (NEET) or whose activity is Not Known (NK) i) % 16-17 year old NEET ii) % 16-17 year olds whose activity is Not Known	David McWilliams - Assistant Direct Early Help & Family Engagement - CYPS	low	Monthly	5.7% combined i) 3.5% (NEET) ii) 2.2% (Not Known)			Not Available	5.7% combined i) 3.1% (NEET) ii) 2.6% (Not Known)	5.9% combined i) 3.3% (NEET) ii) 2.6% (Not Known)	5.8% combined i) 3.3% (NEET) ii) 2.5% (Not Known)	5.7% combined i) 3.7% (NEET) ii) 2.0% (Not Known)	5.6% combined i) 4.0% (NEET) ii) 1.6% (Not Known)	6.6% combined i) 4.1% (NEET) ii) 2.5% (Not Known)	20.1% combined i) 1.8% (NEET) ii) 18.3% (Not Known)	6.2% combined i) 4.1% (NEET) ii) 2.1% (Not Known)	6.4% combined i) 4.1% (NEET) ii) 2.3% (Not Known)	6.2% combined i) 4.6% (NEET) ii) 1.6% (Not Known)	These targets are revised and updated each year. Performance is measured annually using a 3 month average between December and February.
		1.B6	Special Educational Needs and Disabilities (SEND) – Improve personal outcomes for our young people with SEND to enable them to make choices that lead to successful adult lives	The proportion of Education and Health Care Plans (EHCPs) that are completed in statutory timescales	Nathan Heath Assistant Director Education and Inclusion - CYPS	high	Monthly	Qtr 1 - 55% Qtr 2 - 70% Qtr 3 - 85% Qtr 4 - 90% (cumulative)			58.30%	52%	57.0%	57.1%	69.5%	66.4%	64.1%	62.5% (cumulative - 63.3%)	67.7% (cumulative - 64.4%)	80.6% (cumulative - 66.4%)	72.6%	
C. Children, young people and families are enabled to live healthier lives	Ben Anderson, Director Public Health	1.C1	Deliver services for the 0-19 year olds – to support children and families to achieve and maintain healthier lifestyles	Smoking status at time of delivery (women smoking during pregnancy)	Gilly Brenner, Consultant in Public Health	Low	Quarterly	18%			18.1%	17.1%	19.9%	17.9%	16.20%	14.00%	15.00%	13.10%	13.80%	14.40%	Data to be published 21 Sep 2021	No new target was set for 20/21 due to the ongoing impact of the pandemic. However, despite the changes to delivery of the service, good progress has been made in reducing smoking prevalence at time of delivery. The validation of smoking status and quits have not been subject to previous carbon monoxide monitoring requirements due to changes in guidance as a result of the pandemic. When this returns, there may be an impact on performance.
		1.C2		Childhood immunisation - % of eligible children who received 3 doses of DTaP / IPV / Hib vaccine at any time by their 2nd birthday (diphtheria, tetanus and pertussis/polio/Haemophilus influenza type b)	Gilly Brenner, Consultant in Public Health	High	Quarterly	95%			96.7%	96.7%	97.2%	96.6%	97.30%	96.70%	96.50%	96.80%	97.40%	96.00%	Data to be published 28 September 2021	Despite significant impact on primary care of the pandemic, and reduction in face-to-face care through lockdown periods, childhood vaccination uptake has remained stable and above target.

Corporate Priority 2 – Every adult secure, responsible and empowered

Key		Overall status (relevant to target)																						
		✔	Measure progressing above or in line with target set						✘	Measure under development (e.g. awaiting data collection or target-setting)														
		●	Measure progress has been satisfactory but is not fully reaching target set						□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)														
		✘	Measure has not progressed in accordance with target set						■	Measure information not available (e.g. due to infrequency or timing of information/data)														
		Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target													Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding			
Outcome	Lead Accountability (Strategic Director)																							
									Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22					
A. Adults are enabled to live healthier lives		Ben Anderson, Director of Public Health	2.A1	Implement Health and Wellbeing Strategy to improve the health of people in the borough	Successful completion of drug treatment – a) opiate users (aged 18-75)	Gilly Brenner, Consultant in Public Health	High	Quarterly	1.5% absolute increase on the value at new provider starting point in April 2018 (Target = 5.8%)	✘	🔄	6.3% (2015)	3.9% (2016)	4.2% (2017)	4.1% (2018)	n/a Expected end-September 2020	3.90%	4.90%	4.30%	3.00%	2.60%	2.33%	The target was very close to being met just as we entered the pandemic, with the provider having worked hard to safely prepare services users for discharge. However the pandemic has had a significant impact on service users and their treatment. National guidance changed treatment protocols over lockdown periods to reduce face-to-face monitoring, with risk assessments for most service users favouring maintaining safely in treatment rather than discharge. Recovery from the impact of the pandemic is likely to be complex and medium-term.	
B. Individuals and carers are supported to be safe, independent and resilient within a personalised model of care and support		Anne Marie Lubanski, Strategic Director Adult Social Care and Housing	2.B1	Make safeguarding personal	The proportion of Safeguarding Adults at risk who felt their outcomes were met.	Ian Spicer - Assistant Director of Independent Living and Support	High	Monthly	(Cumulative) 97%	✔	🔄	72%	85%	98.3%	97.13%	97.90% (Cumulative)	97.3%	100% (Cumulative)	96.5%	95.5%	97.7%	100%		
			2.B2	Ensure that information, advice and guidance is readily available (e.g. b increasing self assessment) and there are a wide range of community assets which are accessible	The proportion of people contacting adult social care who are provided with information and advice at first point of contact, (to prevent service need).	Ian Spicer - Assistant Director of Independent Living and Support	High	Monthly	Measure deleted from the suite. Data no longer collected or relevant.	■		N/A	N/A	N/A	38.8%	36.4%	27.8%	32.6%	27.60%	28.30%	18.40%	26.1%	This measure has been deleted from the suite. Data no longer collected or relevant.	
			2.B3	Improved approach to personalised services – always putting users and carers at the centre of everything we do	The proportion of Adults receiving long term community support who received a direct payment (excludes managed accounts)	Ian Spicer - Assistant Director of Independent Living and Support	High	Monthly	25%	●	🔄	17.5%	19.2%	20.30%	23.28%	24.3% Final published % 25.5%	22.8%	24.30%	23.5%	22.9%	22.9%	23.2%	Direction of Travel for this measure since last year end remains upwards whilst broadly stable. The exploratory analysis with Service has commenced and the PBI Team will look to make available further detail regarding the Direct payment cohort, to show current numbers by service user group and where available by team. This will support the HOS overall project plan actions which are underway but also recognises, that this will form part of a longer project delivery timeline over the next 12-18 months.	
			2.B4		Number of carers assessments	Ian Spicer - Assistant Director of Independent Living and Support	High	Quarterly	567	●	🔄	2,420	771	2,051	556	583	426	583	124	105	86	114	Service has identified various actions that will positively impact during the year to support total number of carer assessments through remaining quarters. This will switch 'practice' reporting from currently mainly joint assessments to individual Carer assessments, that will then be eligible to be counted in this area of activity support. The latest data report, showing contributing teams is shared monthly with the service. The target is believed to be achievable by year end.	
			2.B5	Modernise Enablement Services to maximise independence, including: • Intermediate care • Enabling • Prevention agenda • Developing community assets	The proportion of people (65+) offered the reablement service after discharge from hospital	Ian Spicer - Assistant Director of Independent Living and Support	High	Annual	2.6%	■		1.7%	1.8%	2.24%	1.70%	2.24%	Not known							This measure requires data to be submitted by Health partners via their reporting systems. The measure's performance is not known by all Council's until published in the Autumn (October/November) by NHS Digital.
			2.B6		Proportion of new clients who receive short term (enablement) service in year with an outcome of no further requests made for support	Ian Spicer - Assistant Director of Independent Living and Support	High	Monthly	79% (Cumulative)	✔	🔄	86.1%	81.9%	88.50%	93.50%	87.80%	93.10%	87.96% (Cumulative)	95.24%	85.00%	100.00%	89.0%	Reablement continue to operate taking on customers with a wider range of challenges and people who look likely to be optimised but also continue to need ongoing care and support. This ensures people are as independent as possible for them. Working with this wider cohort of people will lower performance levels from the high baseline of 93.1% to be more in line with national performance average figures of circa 80%, which is positive as the service supports those more complex customers to optimise. The Service also acknowledge that monthly fluctuations will reflect agreed actions for Reablement to flex support (up/down) with hospital discharges or assessment processing.	
			2.B7	Commission services effectively, working in partnership and co-producing with users and carers; use resources effectively .	All age numbers of New permanent admissions to residential nursing care for adults	Ian Spicer - Assistant Director of Independent Living and Support	Low	Monthly	280 (Cumulative)	●	🔄	432	356	334	303	327	225	327 (Cumulative)	36	47	61	79	Qtr 1 data shows a steady return to higher rates of people requesting and being assessed as requiring permanent care to meet their needs across all groups. Service with the Performance BI Team or undertaking further analysis to identify the pathways and reasons for the increase in new admissions. This will help inform further actions and projections as to if this increase is likely to continue through to year end or stabilise in order to remain within target.	
2.B8	All age total number of people supported in residential/nursing care for adults	Ian Spicer - Assistant Director of Independent Living and Support	Low		Monthly	860	✔	🔄	1,288	1,111	1,023	933	885	771	885	774	759	749	815	The analysis of new admission rises in rates will inform the service as to the probability of the target being at risk of being surpassed or stabilised to be able to be achieved by year end.				

Corporate Priority 3 – A strong community in a clean safe environment

Key		Overall status (relevant to target)																				
		✔	Measure progressing above or in line with target set							✘	Measure under development (e.g. awaiting data collection or target-setting)											
		●	Measure progress has been satisfactory but is not fully reaching target set							□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)											
		✘	Measure has not progressed in accordance with target set							■	Measure information not available (e.g. due to infrequency or timing of information/data)											
		Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target	Overall status	DOT											Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding	
Outcome	Lead Accountability (Strategic Director)										Annual					Quarterly						
											Year end 2016/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21		Q1 Apr - June 2021/22
A. Communities are strong and help people to feel safe	Paul Woodcock, Strategic Director Regeneration and Environment	3.A1(a)	Ensure that the Safer Rotherham Partnership is robust and fit for purpose. Develop an effective Community Safety Strategy and Performance Management Framework	Public perception of ASB (via the "Your Voice Counts" quarterly survey)	Tom Smith - Regeneration and Environment	Low	Quarterly	43% or lower	✔	↻	30%	32%	34%	44%	39% (based on average of the 3 quarters where data is available)	39% (average for the year)	39%	39%	38%	39%	39%	Rotherham residents perception of ASB remains unchanged and is also a better outturn than for both Barnsley and Doncaster residents. (46% & 51% respectively).
		3.A1(b)		Reduce the number of repeat victims of ASB	Tom Smith - Regeneration and Environment	Low	Quarterly	50 or fewer repeat callers per quarter	✔	⬇			309 (total for year)	138 (total for year)	125 (total for year)	199	73	53	31	42	44	Repeat victims of ASB in Quarter 1 were 29 cases lower than in Q1 2020-21.
		3.A2		The proportion of positive outcomes over the year, for reported Hate Crime cases	Tom Smith - Regeneration and Environment	High	Quarterly	20%	✘	⬇	38%	22%	Currently not available, see data notes	15%	18.95%	16.83% (average for the year)	23.40%	17.90%	21.80%	4.2%	9.5%	Improved performance achieved from quarter 4, but still the outturn is of concern. These issues have been raised with the Community Protection Unit and South Yorkshire Police, initial feedback is that they could not identify any patterns in the increase in Hate Crime i.e. no real hot-spots or hot-times. In regard to obtaining positive outcomes to Hate-Crime investigations, SYP have identified opportunities that will minimise the delay in the crime being reported and an officer contacting the victim [currently delays of over 7-days due to a SYP process].
		3.A3(a)		Total number of referrals to Domestic Abuse support services	Tom Smith - Regeneration and Environment	High	Quarterly	700 per quarter	✔	⬇				2,855	3,046	4,692	1202	1210	1172	1108	1226	There were 118 more incidents recorded in Quarter 1 than in Quarter 4, and 24 more than Quarter 1 , 2020-21.
		3.A3(b)		The proportion of people receiving Domestic Abuse support who are satisfied with the service	Tom Smith - Regeneration and Environment	High	Annual	80%	■				71%, (further 20% partly satisfied)	80% (Further 16% agreed)	95%							Due to low levels of available data the service measure for 2021-22 is to be the engagement rate of commissioned services, i.e. the % of referrals that lead to the take-up of support from that service.
		3.A4(a)	Ensure an robust, effective and efficient licensing service	The number of on the spot inspections of taxis	Tom Smith - Regeneration and Environment	High	Quarterly	10% of licensed vehicles and drivers annually (110 and 80 respectively)	■				127	121 cumulative	N/a	N/a	N/a	N/a	N/a	N/a	N/a	Inspections are still to recommence. Inspections started again in Q2 and initial feedback from Service is that 15 inspections have been carried out so far, 100% of Drivers were found to be compliant and 73% of vehicles.
		3.A4(b)		The proportion of a) licensed vehicles b) drivers found to be compliant with licensing requirements during in the spot inspections	Tom Smith - Regeneration and Environment	High	Quarterly	85% (Vehicles and drivers)	■				75%	Rolling Average Vehicles = 70% Drivers = 83%	N/a	N/a	N/a	N/a	N/a	N/a		
		3.A5 a)	Rotherham residents are satisfied with their local area and borough as a place to live	a) How satisfied or dissatisfied are you with your local area as a place to live	Christopher Burton, Assistant Chief Executive's office	High - very or fairly satisfied	6 monthly	Equal to or >79%	✔	⬇	79% June 2015 82% December 2015 satisfied or fairly satisfied	80% June 2016 81% December 2016 satisfied or fairly satisfied	79% June 2017 75% February 2018 Very or fairly satisfied	79% (Wave 8 December 2018)Very or fairly satisfied	79% (Wave 9 June 2019)Very or fairly satisfied	84% (Wave 10 June 2020) very or fairly satisfied	80% (Wave 11 June 2021) very or fairly satisfied					The first Resident Satisfaction Survey was conducted in June 2015 The most recent survey was conducted in June 2021 Satisfaction with the local area within Rotherham as a place to live has reduced slightly but remains high and fairly stable. 80% of respondents in Wave 11 reported feeling 'very satisfied' or 'fairly satisfied' which is the average recorded level across all waves. The national average is 82%. Young adults (aged 16-24 years) were the least likely to report being 'satisfied' (72%) although a large percentage (16%) expressed a neutral view. People aged 55-64 years and aged 65+ are the most likely to be satisfied with their local area (84%).
	3.A5 b)	b) Overall, all things considered, how satisfied or dissatisfied are you with Rotherham Borough as a place to live		Christopher Burton, Assistant Chief Executive's office	High - very or fairly satisfied	6 monthly	>69%	✘	⬇	69% June 2015 61% December 2015 very or fairly satisfied	62% June 2016 66% December 2016 very or fairly satisfied	56% February 2018 Very or Fairly Satisfied	61% (Wave 8 December 2018) Very or Fairly Satisfied	58% (Wave 9 June 2019) Very or Fairly Satisfied	64% (Wave 10 June 2020) Very or Fairly Satisfied.	62% (Wave 11 June 2021) very or fairly satisfied.					Satisfaction with the Borough as a place to live reduced slightly to 62%. This was the same as the average of the previous surveys, although there has been considerable fluctuation between waves. Respondents aged 65+ were most likely to feel satisfied with Rotherham as a place to live, with 68% satisfied. Respondents aged 45-54 had the lowest level of satisfaction with Rotherham as a place to live, with only 55% satisfied. Dissatisfaction with Rotherham as a place to live was highest amongst people aged 45 and above. Residents are significantly more satisfied with their own local area (average 80%) than the borough as a whole (average 62%) The next survey will be conducted in June 2022.	
	Paul Woodcock, Strategic Director Regeneration and Environment	3.A6	Create a rich and diverse cultural offer and thriving Town Centre	Number of engagements with the Council's Culture and Leisure facilities which help adults and children learn , develop their skills or get a job.	Polly Hamilton - Regeneration and Environment	High	Quarterly	>350,000 cumulative annual target.	✘	⬇			400,228	465,734	483,267	220,921	95,889	125,032	N/a	N/a	39,157	As CST services start to re-open the Engagement figure should steadily improve.
		3.A7		Customer satisfaction with culture, sport and tourism services	Polly Hamilton - Regeneration and Environment	High	Quarterly	>90% across all Culture, Sport and Leisure Services	✔				a- Libraries & CSC) 99.9% b- Heritage Sites) 91% c- Parks and Open Spaces) 84% d- Sport & Leisure Facilities) 90.65%	92.32%		N/a	N/a	N/a	N/a	N/a	92.31%	Individual Service Figures are; Libraries 99.67% Heritage N/a Open Spaces 87.77% PFI Sport & Leisure Facilities 90% DOT n/a as data not available for previous quarters in 2020-21.
		3.A8		Number of visits to the Councils, Culture and Leisure facilities a - Libraries b - Clifton Park Museum, archives and other heritage sites c - Civic Theatre d - Country Parks (Rother Valley, Thyrbergh and Clifton Park) e - Visitor Information Centre f - Events g - Engagement and Outreach Activities h - Leisure Centres i - Other activities delivered by Third Parties	Polly Hamilton - Regeneration and Environment	High	Quarterly	3,500,000 cumulative annual target	✔	⬇	a: 538,851 b: 110,217 c: 86,981 d: 1,034,416 e: 47,326 f: 69,660 g: 31,205 h: 1,296,570 i: 1,320 Total no. of visits = 3,216,546	a: 616,179 b: 111,154 c: 80,578 d: 1,838,798 e: 0 f: 68,460 g: 6,996 h: 1,307,965 i: 0 Total no. of visits = 4,030,130	a: 146,679 b: 13,065 c: 16,521 d: 281,779 e: 0 f: 0 g: 108 h: 329,000 i: 0 Total no. of visits = 787,152 cumulative = 4,249,130	1,443,180	d: 389,694 g: 682 Total No. of Visits = 590,376 Cumulative= 390,376	a: 5,198 b: 3,010 c: 0 d: 360,866 e: 0 f: 3,000 g: 225 h: 27,219 i: 0 Total no. of visits = 399,518 cumulative = 789,894	a: 6,707 b: 7,959 c: 0 d: 175,808 e: 3,383 f: 150 g: 395 h: 82,774 i: 0 Total no. of visits = 277,176 cumulative = 1,067,070	a: 2,776 b: 10,801 c: 0 d: 359,299 e: 0 f: 87 g: 15 h: 3,132 i: 0 Total no. of visits = 376,110 cumulative = 1,443,180	a: 12,948 b: 10,328 c: 0 d: 525,002 e: 5,539 f: 0 g: 0 h: 161,432 i: 0 Total visits= 715,249 Cumulative visits= 715,249	The easing of restrictions has seen an increase of 83% in visitors when compared to Q1 in 2020-21. DOT based on comparison to this.		
		3.B1 (a)		The proportion of the principal road network classified as being in: a) Amber condition b) Red condition	Tom Smith - Regeneration and Environment	Low	Annual	a) 17% b) 3%	■		3%	3%	2%	2%	a) 15% b) 2%	a) 17% b) 2%					The steady improvement of the regions unclassified road network has continued into the 1st quarter of 21-22.	

		Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target													Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding	
Outcome	Lead Accountability (Strategic Director)								Overall status	DOT	Annual					Quarterly						
											Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21		Q1 Apr - June 2021/22
B. Streets, public realm and green spaces are clean and well maintained	Paul Woodcock, Strategic Director Regeneration and Environment	3.B1 (b)	Deliver a cleaner, greener Rotherham to ensure that it is a safe Rotherham to ensure that it is a safe and attractive place to live, work and visit	The proportion of the non-principal road network classified as being in: a) Amber condition b) Red condition	Tom Smith - Regeneration and Environment	Low	Annual	a) 22% b) 6%			6%	7%	5%	4%	a) 19% b) 3%	a) 19% b) 2.5%						
		3.B1 (c)		The proportion of unclassified roads classified as being in: a) Amber condition b) Red condition	Tom Smith - Regeneration and Environment	Low	Annual	a) 34% b) 24%			24%	23%	23%	23%	a) 32% b) 22.5%	a) 27% b) 20% (average for year)	a) 29% b) 21%	a) 28% b) 20%	a) 27% b) 19%	a) 26% b) 19%	a) 25.21% b) 18.23%	Q1 return demonstrates again the continued improvements made to the unclassified road network.
	Paul Woodcock, Strategic Director Regeneration and Environment	3.B2(a)		Effective enforcement action taken where evidence is found a) Fly Tipping (fixed penalty notices and prosecutions)	Tom Smith - Regeneration and Environment	High	Monthly	37+ (50% increase in prosecutions for the year)			Not available - baseline year	25	42	23	94 (cumulative)	65 (Cumulative)	26	21 (Cumulative+ 47)	4 (Cumulative + 51)	14 (Cumulative = 65)	12	As the service continues to be impacted by the pandemic, performance in Quarter 1 was slightly down on Quarter 4.
		3.B2(b)		Effective enforcement action taken where evidence is found b) Other enviro-crime (fixed penalty notices and prosecutions)	Tom Smith - Regeneration and Environment	High	Monthly	2000 (cumulative for the year)			Not available - baseline year	185	6,673	1,796	3, 036 (cumulative)	569 (cumulative)	107	N/a	N/a	N/a	N/a	Data provided by Kingdom indicates the service continues to be impacted by the pandemic.
		3.B3	Deliver a cleaner, greener Rotherham to ensure that it is a safe Rotherham to ensure that it is a safe and attractive place to live, work and visit	Total number of customer contacts by service area and overall total. Service areas measured are a) Street Cleansing, b) Grounds Maintenance, c) Litter, d) Waste Management. Contacts measured are: i) Official complaints ii) Compliments received iii) Service Requests	Tom Smith - Regeneration and Environment	Low	Monthly	10% reduction (target around 190 cumulative for year) in the number of official complaints received.			No of customer contacts for A) 1,301 B) 8,115 C) 452 D) 716 Complaints 79	Grounds Maintenance i) Complaints 19 ii) Complaints 11 iii) Service Requests 761 Street Cleansing i) Complaints 7 ii) Complaints 0 iii) Service Requests 8315 Litter i) Complaints 4 ii) Complaints 1 iii)Service Requests 1227 Waste Management i) Complaints 64 ii) Complaints 29 iii)Service Requests 35,358 Total cumulative complaints figure= 84	Grounds Maintenance i) Complaints 6 ii) Complaints 23 iii) Service Requests 39 Street Cleansing i) Complaints 9 ii) Complaints 0 iii)Service Requests 2409 Litter i) Complaints 3 ii) Complaints 0 iii)Service Requests 766 Waste Management i) Complaints 138 ii) Complaints 190 iii)Service Requests 47736 Total cumulative complaints figure= 208	Grounds Maintenance i) Complaints 3 ii) Complaints 3 iii) Service Requests 759 Street Cleansing i) Complaints 1 ii) Complaints 3 iii)Service Requests 9,110 Litter i) Complaints 1 ii) Complaints 0 iii)Service Requests 1,047 Waste Management i) Complaints 23 ii) Complaints 19 iii)Service Requests 84,424 Total cumulative complaints figure= 146	Grounds Maintenance i) Complaints 0 ii) Complaints 3 iii) Service Requests 187 Street Cleansing i) Complaints 0 ii) Complaints 2 iii) Service Requests 2,217 Litter i) Complaints 0 ii) Complaints 0 iii)Service Requests 137 Waste Management i) Complaints 23 ii) Complaints 9 iii)Service Requests 20,087 Total cumulative complaints figure= 23	Grounds Maintenance i) Complaints 5 ii) Complaints 2 iii) Service Requests 425 Street Cleansing i) Complaints 0 ii) Complaints 1 iii) Service Requests 2,192 Litter i) Complaints 0 ii) Complaints 0 iii)Service Requests 205 Waste Management i) Complaints 46 ii) Complaints 5 iii)Service Requests 12,171 Total cumulative complaints figure= 74	Grounds Maintenance i) Complaints 1 ii) Complaints 1 iii) Service Requests 74 Street Cleansing i) Complaints 1 ii) Complaints 2 iii) Service Requests 2,141 Litter i) Complaints 1 ii) Complaints 0 iii)Service Requests 195 Waste Management i) Complaints 28 ii) Complaints 5 iii)Service Requests 8,443 Total cumulative complaints figure= 105	Grounds Maintenance i) Complaints 0 ii) Complaints 0 iii) Service Requests 73 Street Cleansing i) Complaints 0 ii) Complaints 0 iii) Service Requests 2,560 Litter i) Complaints 0 ii) Complaints 0 iii)Service Requests 510 Waste Management i) Complaints 41 ii) Complaints 1 iii)Service Requests 53,723 Total cumulative complaints figure= 146	Grounds Maintenance i) Complaints 3 ii) Complaints 3 iii) Service Requests 417 Street Cleansing i) Complaints 0 ii) Complaints 4 iii) Service Requests 2,088 Litter i) Complaints 0 ii) Complaints 0 iii)Service Requests 298 Waste Management i) Complaints 28 ii) Complaints 5 iii)Service Requests 15,202 Overall number of complaints = 33 Overall number of compliments = 12	8 fewer complaints were received in Q1 when compared to Q4 of 20-21 but when seasonal trends are taken into account, Q1 had 10 more complaints than Q1 20-21 therefore Direction of travel recorded accordingly..		
		3.B4	Ensure an efficient and effective waste and recycling service	Number of missed bins per 100,000 collections	Tom Smith - Regeneration and Environment	Low	Quarterly	50			62.7	46.92	42.21	69.51	84.16	84.25 (average for the year)	93	88	76	80	46	Quarter 1 saw a substantial improvement in performance, up 42% on the previous quarter. When the improvement in March 21'S performance is also noted, (56 per 100,000) the improvement can be shown to be a trend over the last 4 months. The introduction of a Team Operational Plan in Feb 21 has seen immediate benefits in this 4 month period.
		3.B5		The proportion of waste sent for reuse (recycling and composting)	Tom Smith - Regeneration and Environment	High	Quarterly	45%			43.11%	45.30%	46.11%	45.60%	45% (Average for year)	38 24% (average for the year)	39.41%	43.04%	35.79%	34.70%	43.26%	Performance in recycling has improved, up by almost 9% on Q4 and by 4% on the same quarter 20-21. The recommencement of Garden Waste Collections has helped drive the % upwards.

Corporate Priority 4 – Extending opportunity. Prosperity and planning for the future

Key		Overall status (relevant to target)																							
		✔	Measure progressing above or in line with target set	✖	Measure under development (e.g. awaiting data collection or target-setting)																				
		●	Measure progress has been satisfactory but is not fully reaching target set	□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)																				
		✘	Measure has not progressed in accordance with target set	■	Measure information not available (e.g. due to infrequency or timing of information/data)																				
		Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target													Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding				
Outcome	Lead Accountability (Strategic Director)							Overall status	DOT	Annual						Quarterly									
										Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22					
A. Businesses supported to grow and employment opportunities expanded across the borough		Paul Woodcock, Strategic Director Regeneration and Environment	4.A1	Deliver economic growth (via the Economic Growth Plan, Business Growth Board and Sheffield City Region)	Number of new businesses started with help from the Council	Simon Moss - Regeneration and Environment	High	Quarterly	15	✔	🕒			13.75	14.5 (average for the year)	14.25 (average for the year)	10 (Average for year)	6	10	15	9	20	Impact of Covid in 2021 where an average of the year - 10 which is below target of 15 - first quarter of 2021-22 shows a strong performance of 20. In Quarter 1, 12 Businesses were assisted to start up in the Councils Business Centres and 8 by the Launchpad project.		
			4.A2		Survival rate of new businesses (3 years)	Simon Moss - Regeneration and Environment	High	Annual	60%	■		60%	60.5%	62.9%	57.70%	55.30%	Data not yet available						There are no scheduled publication dates as of yet by the ONS on the publication of this data. 2019-20 data was published in November 2020.		
			4.A3		The proportion of vacant floor space in the Town Centre area	Simon Moss - Regeneration and Environment	Low	Quarterly	18%	■				22.0%	24.5% Yearly average	17.3% Yearly average based on 3 quarters.	Not conducted due to pandemic.	N/a	N/a	N/a	N/a	N/a	collated. The Rotherham Town Centre Quarterly Survey was carried out in July 2021 which detailed 15,353m2 of vacant floorspace which is made up of 85 units. In addition to this there is 736m2 of derelict floorspace on Corporation Street which consists of 5 derelict units (caught fire and been derelict ever since) and 2242m2 of floorspace where vacant units are being redeveloped (Riverside development including units on Corporation street, Domine Lane and Main Street).		
			4.A4		Number of jobs in the Borough	Simon Moss - Regeneration and Environment	High	Annual	1,000 new jobs p.a. (10,000 over 10 years).	■		101,000	105,000	98,000 (Annual Data to Dec 17)	99,000 (Annual data to Dec 18)	98,000 (Annual data to Dec 19)	Not yet available						The number of employee jobs in Rotherham had decreased to 98,000, at the end of Dec 2019. The status and DOT are based on this, as this is the latest available data. Data is contained in the Business Registry & Employment Survey last released by the ONS in November 2020 up to the end of Dec19. The ONS notes that due to Covid some statistics have been suspended to enable them to develop Covid related information.		
			4.A5		Narrow the gap to the UK average on the rate of the working age population economically active in the borough	Simon Moss - Regeneration and Environment	Low	Quarterly	0% - achieve the National Average	■		1% gap	4.3%	3.23%	-0.40%	4.20%	-1.20%	4.50%	3.30%	-1.20%	Data not yet released.	Data not yet released.	Latest data released gives return up to the end of Dec 20 at which point local performance was better than the national average suggesting a greater resilience locally compared with the national average.		
			4.A6		Number of Planning Applications determined within specified Period: a) Major 13 weeks b) Minor 8 weeks c) Other 8 weeks	Simon Moss - Regeneration and Environment	High	Quarterly	All at 95%	✔	🔄	89.9%	99.9%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	a) 100% b) 100% c) 100%	A continuation of the Planning Services good performance highlighted by another 100% return in each category of Planning application.			
B. People live in high quality accommodation which meets their need, whether in the social rented, private rented or home ownership sector		Anne Marie Lubanski, Strategic Director Adult Social Care and Housing.	4.B1(a)	Implement the Housing Strategy 2019-2022 to provide high quality accommodation	Number of new homes delivered during the year via direct Council intervention	Paul Walsh - Acting Assistant Director of Housing	High	Quarterly	225	●	🕒				112	177	177	54	80	27	16	48	All schemes are progressing as expected and we are confident that 225 will be delivered by the end of the year. DOT based on comparison to Q1 2020/21.		
			4.B1(b)		Number of new homes delivered during the year	Paul Walsh - Acting Assistant Director of Housing	High	Quarterly	550	✔	🕒	663	593	479	427	551	540	78	N/A	N/A	477	183	DOT based on comparison to Q1 2020/21.		
			4.B2		The proportion of council housing stock that is classed as "decent"	Paul Walsh - Acting Assistant Director of Housing	High	Quarterly	99.5%	✔	🔄	100%	100%	100%	100%	100%	99.95%	99.92%	N/A	N/A	99.95%	99.95%			
			4.B3	Private rented housing – improving standards through selective licensing	The proportion of privately rented properties compliant with Selective Licensing conditions within designated areas	Tom Smith - Regeneration and Environment	High	Monthly	95%	■			85%	94.2%	95.7%	97.10%						N/a	In April 21 the Selective Licensing scheme came into operation in the following areas: . Dinnington . Eastwood & Town Centre . Maltby SE . Masborough . Parkgate . Thurncroft To date Inspections to provide data for this measure have yet to recommence.		

Corporate Priority 5 – A modern, efficient Council

Key		Overall status (relevant to target)																						
		✔	Measure progressing above or in line with target set							✖	Measure under development (e.g. awaiting data collection or target-setting)													
		●	Measure progress has been satisfactory but is not fully reaching target set							□	Measure not applicable for target (e.g. baseline year, or not appropriate to set a specific target)													
		✖	Measure has not progressed in accordance with target set							■	Measure information not available (e.g. due to infrequency or timing of information/data)													
		Ref No.	Action	Measure	Lead officer	Good performance	Frequency of reporting	Target			Annual						Quarterly					Data notes – please explain any relevant information about the data presented. This might reference the end of year position (status and DOT), improvements and benchmarking where necessary to aid understanding		
Outcome	Lead Accountability (Strategic Director)										Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q1 Apr - June 2020/21	Q2 Jul - Sep 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22			
									Overall status	DOT														
A. Maximised use of assets and resources and services demonstrate value for money		5.A1	Maximising the local revenues available to fund council services	The proportion of Council Tax collected in the current financial year	Graham Saxton - Finance and Customer Services	High	Monthly	97% (Top Quartile Met Authorities)	●	🔄	97.3%	97.3%	97.0%	96.8%	96.4%	96.6%	26.43%	52.6%	78.7%	96.55%	27.63%	The Council Tax in-year collection rate has two targets of 97% collected and to be Top Quartile for Metropolitan Councils. For 2020/21 the total Council Tax charged was £133.8 million meaning a 0.1% change in collection rates equates to £134k. The Covid pandemic impacted the collection of council tax during 2020/21 in a number of ways. However, although the first target of 97% was not quite achieved the performance actually increased from 96.41% in 19/20 to 96.55%. The Council Tax collection rate was the 5th highest Met (out of 36) meaning it achieved the second target of top quartile Mets. The Metropolitan Council average for 2020/21 fell by 1.2% to 93.8%, demonstrating the general Covid impact. Had Rotherham performed at the Met average it would have collected £3.7 million less from last year's Council tax. The Council also collected over £3m of previous years' council tax arrears. The DoT rating is based on the fact that the 97% target was not achieved.		
		5.A2		The proportion of non-domestic (business) rates collected in the current financial year	Graham Saxton - Finance and Customer Services	High	Monthly	98% (Top Quartile Metropolitan Authorities)	●	🔄	98.1%	98.3%	98.5%	98.5%	97.9%	97.0%	22.31%	46.5%	79.0%	96.95%	21.05%	The Business Rates in-year collection rate has two targets of 98% collected and to be Top Quartile for Metropolitan Councils. For 2020/21 the total Business Rates charged was £47.8 million meaning a 0.1% change in collection rates equates to £48k. The Covid pandemic impacted the collection of business rates in 2020/21 in a number of ways. The first target of 98% was not achieved with performance decreasing from 97.89% in 2019/20 to 96.95%. The Business Rates collection rate was however 2nd highest Met (out of 36) meaning it achieved the second target of top quartile Mets. The Metropolitan Council average for 2020/21 fell by 5.8% to 91.6%, demonstrating the Covid impact generally. Had Rotherham performed at the Met average it would have collected £2.6 million less from last year's Business Rates. The DoT rating is based on the fact that the 98% target was not achieved.		
B. Effective Governance Arrangements and decision making processes are in place		Jo Brown, Assistant Chief Executive	5.B1	The Scrutiny function is effective; engages members and improve outcomes for Rotherham residents and communities	Number of pre-scrutiny recommendations adopted	Emma Hill, Assistant Chief Executive's Directorate	High	Quarterly	90%	✔	🔄	Not available - not previously been required	100%	96%	95%	99%	100%	100%	100%	100%	100%			
C. Staff listen and are responsive to customers to understand and relate to their needs		Jo Brown, Assistant Chief Executive	5.C1	Treating customer complaints with respect and dealing with them in an efficient and outcome-focussed way	The proportion of complaints closed and within timescale	Simon Dennis - Assistant Chief Executive's Directorate	High	Monthly	85% (Cumulative)	✔	🔄	80%	89%	79%	87%	89%	87%	90%	87%	87%	84%	87%	Currently above target (five year average 85%). Best performing directorate is CYPs at 100% in time. Worst performing is R&E at 81%. Complaints Team will work with the identified service areas to understand why complaints are being responded to out of time with a view to improving performance in Q2.	
			5.C2	Resident satisfaction - Assessing overall public opinion on the way the council is working and responding to customers	The proportion of residents who feel that the Council keeps them informed	Christopher Burton, Assistant Chief Executive's Directorate	High - very or fairly satisfied	6 monthly	Equal to or >50%	✔	🔄	44% June 2015 49% December 2015	43% June 2016 48% December 2016	49% June 2017 53% February 2018 very or fairly well informed	53% (Wave 8 December 2018) very or fairly well informed	51% (Wave 9 June 2019) very or fairly well informed	58% (Wave 10 June 2020) very or fairly well informed	50% (Wave 11 June 2021) very or fairly well informed					50% of Rotherham respondents in Wave 11 said that RMBC keeps residents 'very well' or 'fairly well' informed about the services and benefits it provides. This is below the most recent national result (67%) but above the average for Rotherham surveys and 7% higher than in June 2016. The next survey will be conducted in June 2022.	
		Judith Badger, Strategic Director Finance and Customer Services	5.C3	Enable customers to be active and interact with the Council in an efficient way, accessing more services online	The number of transactions online	Luke Sayers - Finance and Customer Services	High	Quarterly	3% increase year on year (2021/22 185,400 for the year (46,350 per quarter))	●		36%	21%	25% (average total for the year)	37% (average total for the year)	29% (average total for the year)	31% (average for the year)	33%	30%	23%	37%	43,600	The measure for 2021/22 has been amended to the number of transactions online to provide a better reflection of progress and a target has been set of 3% increase year on year. 2021/22 has a target of 185,400 for the year (46,350 per quarter). Q1 is below target by 2,750 transactions. This period is generally a quiet quarter for digital transactions. Seasonal activities in quarters 3 & 4 are expected to balance this out.	
D. Effective members, workforce and organisational culture		Jo Brown, Assistant Chief Executive	5.D1	Staff and managers have an opportunity to reflect on performance, agree future objectives and are aware of how they contribute to the overall vision	The proportion of PDR completion	Lee Mann, Assistant Director HR and OD	High	Quarterly	95%	●	🔄	96%	96%	93%	96% (cumulative)	96% (cumulative)	87% (cumulative)	n/a	29.7%	54.5%	86.7%	2.3%	From 1 June until 30 November staff are able to complete PDRs using the new PDR template. The DOT is based on a comparison to Quarter 1 2020/21.	
			5.D2	Sickness is managed and staff wellbeing supported	The number of days lost per FTE	Lee Mann, Assistant Director HR and OD	Low	Monthly	10.3	✖	🔄	10.43 Days (excluding schools)	10.97 Days (excluding schools)	10.26	11.40 days (excluding schools)	10.55 days	11.34	10.95	10.77	10.96	11.34	11.44	Absence in frontline services still remains high and is related to the continuing pandemic. Additional management support from HR help managers in front line services manage the absence continues.	
			5.D3	Reduced use of interims, temporary and agency staff through effective and efficient recruitment	Reduction in Agency cost	Lee Mann, Assistant Director HR and OD	Low	Monthly	10% reduction	✖	🔄	£5.8m	£10.2m	£8.33m	£6.831m	£3.63m	£3.86m	£2.23m	£3.35m	£3.67m	£3.86m	£3.87m	Agency expenditure is expected to be around £4m each in year in line with other Councils in the regional.	
			5.D4		The proportion of the children's social care establishment (social workers and team managers) who are agency staff.	Suzanne Joyner, Strategic Director CYPs	Low	Monthly	10%	✖	🔄		22.8% (67.5)	18.6% (60)	4.93% (14)	1.60% (4)	12.53% (30)	4.29% (11)	7.30% (19)	7.84% (19)	12.53% (30)	10.14% (26.6)		
			5.D5	Members are able to fulfil their roles as effective community leaders	The proportion of members receive a personal development interview leading to a structured learning and development plan	Emma Hill, Assistant Chief Executive's Directorate	High	Annual	95%	■		80%	87%	100%	Not available - see data notes	Not available - see data notes	Not available - see data notes							Whilst a significant number of measures are in place to help Members fulfil their roles as community leaders, specific development plans haven't been produced due to limited resources. There is an ambition to re-introduce this process in 2021/22 with support from the LGA.
			5.D6	The Council complies with good practice in equalities	The proportion of Cabinet reports where an Equality Analysis Screening Assessment has been completed	Simon Dennis - Assistant Chief Executive's Directorate	High	Quarterly	100%	✔	🔄					84%	99%	100.0%	95.0%	100%	100%	100%		
			5.D7		The proportion of Council Staff who have completed the mandatory Equality Training	Simon Dennis - Assistant Chief Executive's Directorate	High	Quarterly	Q1 - 75% Q2 - 85% Q3 & Q4 - 95%	✔						94.3%	94%			95%	94%	92%		