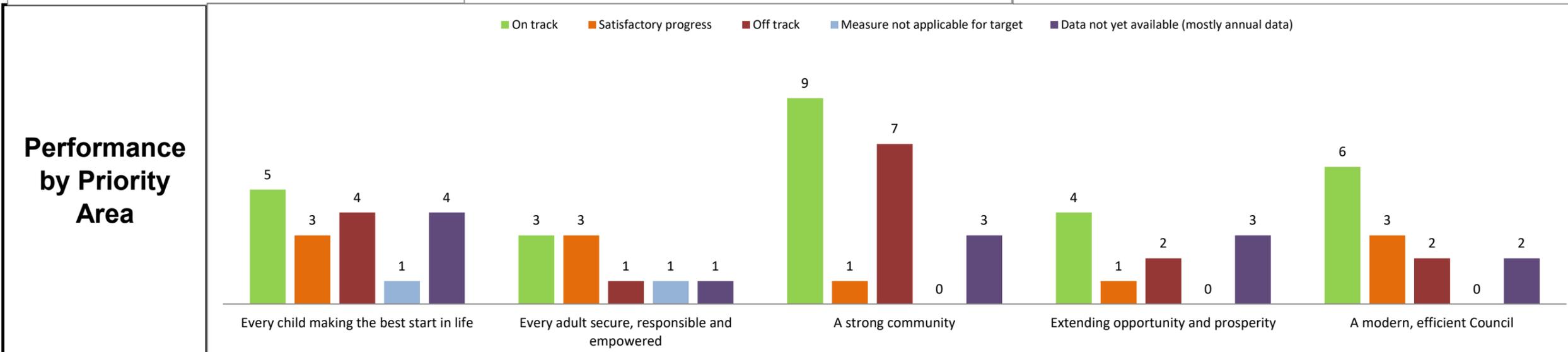
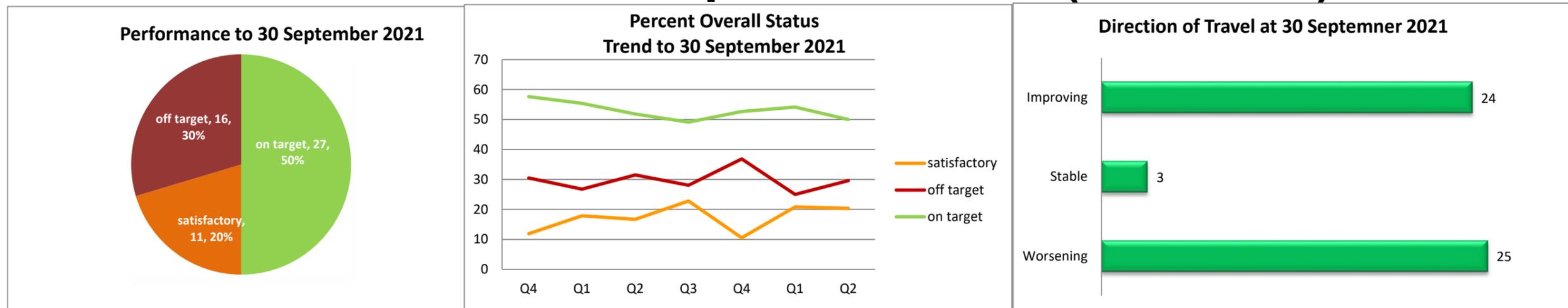


Council Plan 2021/22 Performance Report Dashboard at September 2021 (Quarter 2)



Council Plan 2021/22 Performance Report

Quarter 2 Performance Scorecard (data to 30 September 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

Status and date created: 7th December 2021

Contact: Simon Dennis simon.dennis@rotherham.gov.uk or Tanya Lound tanya.lound@rotherham.gov.uk

Created by: Tanya Lound, Sue Wilson, Deborah Johnson, Scott Clayton, Charna Manterfield, Jonathan Priestly, Anne Hawke, Rebecca Harrison, Sharon Stafford, Amanda Platts, Gilly Brenner, Ian Henderson, Luke Sayers, Robert Cutts and Stuart Purcell

Summary

| | | | |
|---|---|----|-------|
|  | Measure progressing above or in line with target set | 27 | 39.1% |
|  | Measure progress has been satisfactory but is not fully reaching target set | 11 | 15.9% |
|  | Measure has not progressed in accordance with target set | 16 | 23.2% |
|  | 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) | 2 | 2.9% |
|  | Measure information not available (e.g. due to infrequency or timing of information/data) | 13 | 18.8% |

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.

| | | |
|---|---------------------------------------|----|
|  | Numbers have improved | 24 |
|  | Numbers are stable | 3 |
|  | Numbers have got worse | 25 |
|  | Direction of Travel is not applicable | 17 |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | 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 |
|--|---|----------|---|---|---|------------------|------------------------|--|----------------|-----|------------------|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | Q2 Jul - Sep 2021/22 | |
| | | | | | | | | | | | | | | | | | | | | | | |
| B. Children and Young people are supported to reach their potential | Suzanne Joyner, Strategic Director Children and Young People's Services | 1.B1 | Sustainable Education and Skills | 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. |
| | | 1.B2 | | 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) | Sustainable Education and Skills – Reduce the number of school days lost to exclusion | The number of permanent exclusions in secondary schools | Nathan Heath - Assistant Director Education and Inclusion - CYPS | low | Monthly | 38 | ✓ | 🔄 | 43 | 30 | 41 | 38 | 53 | 38 | 4 | 12 | 5 | 13 | 11 (8 - 2021/22 Academic Year) | The Q2 figures are not verified and are subject to a return extension of the end of October and are therefore subject to change. These targets are revised and updated each year. Performance is measured annually using a 3 month average between December and February. |
| | | 1.B4 (b) | | The number of permanent exclusions in primary schools | | | | 8 | ✓ | 🔄 | 9 | 8 | 3 | 14 | 11 | 9 | 0 | 2 | 2 | 4 | 1 (0 - 2021/22 Academic Year) | |
| | | 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 Director 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) | 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) | 16.8% combined i) 2.6% (NEET) ii) 14.2% (Not Known) | |
| | | 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% | 62.5% (cumulative - 63.3%) | 67.7% (cumulative - 64.4%) | 80.6% (cumulative - 66.4%) | 72.6% | 50.5% (cumulative 59.4%) | |
| 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% | 13.10% | 13.80% | 14.40% | 11.5% | Data to be published 14 December 2021 | Despite the changes to delivery of the service, good progress has been made in reducing smoking prevalence at time of delivery; a reduction of 20.7% compared to the average of the previous four quarters. |
| | | 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% | 96.80% | 97.40% | 96.00% | 96.3% | Data to be published December 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) |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | 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 | |
|---|---|---|---|--|---|------------------|------------------------|--|----------------|-------|------------------|------------------|------------------|------------------|---------------------------------|------------------|----------------------|----------------------|---|-----------------------|--|---|---|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | Q2 Jul - Sep 2021/22 | | |
| | | | | | | | | | | | | | | | | | | | | | | | 2020/21 |
| 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% | 4.30% | 3.00% | 2.60% | 2.33% | 2.24% | 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 safety in treatment rather than discharge. Recovery from the impact of the pandemic is likely to be complex and medium-term. | |
| | | 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) | 97.4% | 96.0% | 96.7% | 97.4% | 100.0% | 97.9% (cumulative) | In quarter performance for quarter 2 was 94.4%, which has brought the year-to-date position down to 97.9%. However retaining 100% for this measure would be unrealistic and performance remains high and consistently above target. | |
| 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.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 | No longer applicable for target, see data notes. | □ | 🔄 | N/A | N/A | N/A | 38.8% | 36.4% | 27.8% | 29.39% | 21.66% | 26.53% | 26.2% | 25.1% | Although this measure is no longer classed as a priority key measure performance is broadly in line with previous quarters. The overall demand for the First Point of Access within adult case is continues to be high in the current year and it is anticipated that by the 2021/22 year-end they will have received approx 22,000 contacts in total, (over 1500 increase on 2020/21). Additionally the service are reporting an increase in the complexity of needs within the cases. | |
| | | 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% | 23.5% | 22.9% | 22.9% | 23.2% | 23.8% | Direction of Travel for this measure since last year end remains upwards whilst broadly stable. The outcome and action plan from the Direct Payments service review may impact on this measure in the future. This will be monitored and mitigating actions taken if concerns arise. | |
| | | 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 | 124 | 105 | 86 | 120 | 116 | 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 target was set prior to the pandemic remains a challenge. It is a measure of volume rather than performance. A monthly data report demonstrates that, on average, more carers assessments are being completed each month compared to last year therefore the year-end position should be above last year's position but lower than the number completed in 2019/20 (pre-pandemic). | |
| | | 2.B5 | Modemise 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% | 95.24% | 85.00% | 100.00% | 89.0% | 91.5% | 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 over time 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 | <314 (Cumulative) | ● | 🔄 | 432 | 356 | 334 | 303 | 327 | 227 | 36 | 47 | 81 | 88 | 83 | Last year's admissions to care were impacted by the Covid-19 pandemic with numbers being significantly lower than previous years, therefore this should be considered when making any comparisons. In 2021 these figures have once again increased as confidence returns and Covid prevention and management procedures have been normalised. Quarter 2 numbers are slightly lower, but broadly in line with the previous quarter. This continues to be monitored regularly by senior management teams. Target amended in Q2 to align to Better Care Fund. | |
| 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 | 774 | 759 | 749 | 815 | 828 | During 2020 during the heights of the pandemic, the number of adults within Residential or Nursing care fell significantly. During 2021 these numbers have slowly risen and as at the end of October they were at 828, however this is still well below pre-Covid levels (2019/20) of 885 and new admission numbers are not as high as those seen in the early summer. Our people (all age) living in residential care homes remains less than the comparable period in 2019/20 and this is reflective of the increased focus within adults' services to prevent, reduce and delay adult's need for care and support and that residential / nursing care must be always be last resort with all lesser restrictive options exhausted first. | | | | |

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) |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | 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 |
|--|--|---|---|--|--|--|---|--|---|--|---|---|---|--|--|---|---|---|----------------------|--|--|---|---|--|---|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | Q2 Jul - Sep 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 | ✔ | U | 30% | 32% | 34% | 44% | 39% (based on average of the 3 quarters where data is available) | 39% (average for the year) | 39% | 38% | 39% | 39% | 43% | Rotherham residents perception of ASB has increased for Q2 but is still a better outcome 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 | ✔ | U | | | 309 (total for year) | 138 (total for year) | 125 (total for year) | 199 | 53 | 31 | 42 | 44 | 32 | Repeat victims of ASB in Quarter 2 were 21 cases lower than in Q2 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% | ✘ | U | 38% | 22% | Currently not available, see data notes | 15% | 18.95% | 16.83% (average for the year) | 17.90% | 21.80% | 4.2% | 9.5% | 8.4% | Improved performance achieved from quarter 4, but still the outcome 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 | ✔ | U | | | | 2,855 | 3,046 | 4,692 | 1210 | 1172 | 1108 | 1226 | 1660 | There were 199 more incidents recorded in Quarter 2 than in Quarter 1, and 450 more than Quarter 2, 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 | 36 | Inspections started again in Q2. Licensed vehicles fall just behind the target of 85% with 81%. | |
| | | 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 | a) 81% b) 86% | | |
| | | 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% | ✔ | U | 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 18-24 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%). 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. |
| 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% | ✘ | U | 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. | | | | |
| 3.A6 | Paul Woodcock, Strategic Director Regeneration and Environment | 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. | ✘ | U | | | | 400,228 | 465,734 | 483,267 | 220,921 | 125,032 | N/a | N/a | 39,157 | 69,387 | As CST services start to re-open the Engagement figure should steadily improve. Downward DOT due to seasonal comparison | | | |
| 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 | ✔ | U | | | | | | 92.32% | N/a | N/a | N/a | N/a | 92.31% | 91.20% | Individual Service Figures for Q2 are: Libraries 99.74% Heritage 87.30% Open Spaces 87.77% PFI Sport & Leisure Facilities 90% | | | |
| 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 | ✔ | U | | | | | | 1,443,180 | 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 | 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: 10,801 c: 0 d: 175,808 e: 3,383 f: 87 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 | a) 37,239 b) 25,222 c) 0 d) 574,311 e) 0 f) 90,000 g) 672 h) 222,110 i) 0 Total Visits = 957,663 Cumulative Visits = 1,672,717 | The easing of restrictions has seen an increase of 43% in visitors from Q1 to Q2. We expect these figures to continue to rise to pre-pandemic. |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | 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 |
|---|--|----------|---|--|--|------------------|------------------------|--|----------------|--------|--|--|---|---|--|---|---|--|---|---|------------------------|--|---|---|--|---|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | Q2 Jul - Sep 2021/22 | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| B. Streets, public realm and green spaces are clean and well maintained | Paul Woodcock, Strategic Director Regeneration and Environment | 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% | | | | | | | | | | |
| | | 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) 28% b) 20% | a) 27% b) 19% | a) 26% b) 19% | a) 25.21% b) 18.23% | a) 24.39% b) 17.55% | | | Q2 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) | 21 (Cumulative+ 47) | 4 (Cumulative + 51) | 14 (Cumulative = 65) | 12 | 16 (Cumulative = 28) | | | As the service continues to be impacted by the pandemic, performance in Q2 is starting to slightly increase. | | |
| | | 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) | N/a | N/a | N/a | 110 | 367 (Cumulative 477) | | | Data provided by Kingdom indicates the service is now resuming since 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) 6,115 C) 452 D) 716 Complaints 79 | Street Cleansing i) Compliments 11 ii) Service Requests 1292 Street Cleansing i) Compliments 7 ii) Service Requests 8315 Litter i) Compliments 4 ii) Service Requests 1227 Waste Management i) Compliments 64 ii) Service Requests 35,358 Total cumulative complaints figure= 84 | Grounds Maintenance i) Compliments 19 ii) Compliments 23 iii) Service Requests 761 Street Cleansing i) Compliments 7 ii) Service Requests 8315 Litter i) Compliments 4 ii) Service Requests 1227 Waste Management i) Compliments 64 ii) Service Requests 35,358 Total cumulative complaints figure= 84 | Grounds Maintenance i) Compliments 19 ii) Compliments 23 iii) Service Requests 761 Street Cleansing i) Compliments 7 ii) Service Requests 8315 Litter i) Compliments 4 ii) Service Requests 1227 Waste Management i) Compliments 64 ii) Service Requests 35,358 Total cumulative complaints figure= 84 | Grounds Maintenance i) Compliments 6 ii) Compliments 3 iii) Service Requests 759 Street Cleansing i) Compliments 9 ii) Compliments 0 iii) Service Requests 2409 Litter i) Compliments 3 ii) Compliments 0 iii) Service Requests 766 Waste Management i) Compliments 176 ii) Compliments 46 iii) Service Requests 47736 Total cumulative complaints figure= 208 Overall number of compliments = 58 | Grounds Maintenance i) Compliments 6 ii) Compliments 3 iii) Service Requests 759 Street Cleansing i) Compliments 1 ii) Compliments 3 iii) Service Requests 9,110 Litter i) Compliments 1 ii) Compliments 0 iii) Service Requests 1,047 Waste Management i) Compliments 138 ii) Compliments 19 iii) Service Requests 94,424 Total cumulative complaints figure= 146 Overall number of compliments = 146 | Grounds Maintenance i) Compliments 5 ii) Compliments 2 iii) Service Requests 425 Street Cleansing i) Compliments 0 ii) Compliments 1 iii) Service Requests 2,192 Litter i) Compliments 1 ii) Compliments 0 iii) Service Requests 205 Waste Management i) Compliments 46 ii) Compliments 4 iii) Service Requests 12,171 Total cumulative complaints figure= 74 Overall number of compliments = 74 | Grounds Maintenance i) Compliments 1 ii) Compliments 1 iii) Service Requests 74 Street Cleansing i) Compliments 0 ii) Compliments 2 iii) Service Requests 2,141 Litter i) Compliments 1 ii) Compliments 0 iii) Service Requests 195 Waste Management i) Compliments 28 ii) Compliments 5 iii) Service Requests 53,723 Total cumulative complaints figure= 105 Overall number of compliments = 105 | Grounds Maintenance i) Compliments 5 ii) Compliments 3 iii) Service Requests 417 Street Cleansing i) Compliments 0 ii) Compliments 4 iii) Service Requests 2,088 Litter i) Compliments 0 ii) Compliments 0 iii) Service Requests 298 Waste Management i) Compliments 28 ii) Compliments 5 iii) Service Requests 15,202 Overall number of compliments = 33 Overall number of compliments = 12 | Grounds Maintenance i) Compliments 5 ii) Compliments 2 iii) Service Requests 746 Street Cleansing i) Compliments 0 ii) Compliments 1 iii) Service Requests 1917 Litter i) Compliments 0 ii) Compliments 0 iii) Service Requests 237 Waste Management i) Compliments 46 ii) Compliments 4 iii) Service Requests 11,746 Overall number of compliments = 51 Overall number of compliments = 7 | | | 18 more complaints were received in Q2 when compared to Q1 of 20-21 but when seasonal trends are taken into account, Q2 had 23 fewer complaints than Q2 20-21 therefore Direction of travel recorded accordingly. DOT based on comparison to Q2 2020/21. | | | |
| | | 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) | 88 | 76 | 80 | 46 | 101 | | | The number of Missed Bins per 100,000 collections increased by 120% in Q2, that is 101 per 100,000 in Q2 against 46 in Q1. However these figures are subject to verification as they may include bins that weren't missed, but were collected late due to driver shortages. They may also be negatively impacted by the suspension of the Garden Waste Service. | | |
| | 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) | 43.04% | 35.79% | 34.70% | 43.26% | 42.29% | | | Performance in recycling has reduced slightly for Q2. | | | |

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) |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | Annual | | | | | | | | | | 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 | | | |
|--|--|---------|---|--|---|------------------|------------------------|---|----------------|-----|------------------|------------------|--------------------------------|--------------------------------|--------------------------------|---|--------------------------------|-------------------------------|-------------------------------|-------------------------------|---|--|--|---|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | | Q2 Jul - Sep 2021/22 | | |
| | | | | | | | | | | | | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 |
| 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) | 10 | 15 | 9 | 20 | 14 | Although Q2 figures are down from Q1 it still shows a strong performance of 14 in terms of annual targets. In Quarter 2, 6 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 | 26% | 25% | Information is now available for this measure. | |
| | | 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. 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% | 3.30% | -1.20% | Data not yet released. | 0.01% | Not yet available | Latest data released gives return up to the end of June 21 at which point local performance was very slightly below the national average figure of 79.4%, (Rotherham 78.3%) suggesting resilience locally continues to compare favourably when 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 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 | 80 | 27 | 16 | 48 | 26 | Some of the homes that had been projected to complete in the current financial year will now complete in early 2022/23, largely due to industry-wide labour and materials shortages. Progress is being monitored closely and all possible actions are being taken to accelerate completions. | | |
| | | 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 | N/A | N/A | 477 | 239 | 125 | All NHBC returns for Q2 completions 125 units to 30th September 2021 | | |
| | | 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% | N/A | N/A | 99.95% | 99.95% | 99.97% | As at 31st September a total of 6 non decent properties have been made decent through the 2021/22 Internal Refurbishment Capital programme. With 7 properties still as yet to receive their planned capital works, the percentage of housing stock that meet the decent homes standard is 99.97%, an increase from 99.94% at 1st April 2021. It is anticipated that the remaining 7 properties will be completed by 31st March 2022. | | |
| | | 4.B3 | | Private rented housing – improving standards through selective licensing | Tom Smith - Regeneration and Environment | High | Monthly | 95% | ■ | | 85% | 94.2% | 95.7% | 97.10% | N/a | N/a | N/a | N/a | N/a | N/a | N/a | In April 21 the Selective Licensing scheme came into operation in the following areas: . Dinnington . Eastwood & Town Centre . Maltby SE . Masborough . Parkgate . Thurgroft 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) |

| Outcome | Lead Accountability (Strategic Director) | Ref No. | Action | Measure | Lead officer | Good performance | Frequency of reporting | Target | Overall status | DOT | 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 | | |
|---|---|---|--|--|---|---------------------------------|------------------------|---|----------------|-----|--|------------------------------------|--|--|--|---|----------------------|----------------------|----------------------|---|----------------------|--|---------------|--|
| | | | | | | | | | | | Year end 2015/16 | Year end 2016/17 | Year end 2017/18 | Year end 2018/19 | Year end 2019/20 | Year end 2020/21 | Q2 Jul - Sep 2020/21 | Q3 Oct - Dec 2020/21 | Q4 Jan - Mar 2020/21 | Q1 Apr - June 2021/22 | Q2 Jul - Sep 2021/22 | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | |
| A. Maximised use of assets and resources and demonstrate value for money | Judith Badger, Strategic Director Finance and Customer Services | 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% | 52.6% | 78.7% | 96.55% | 27.63% | 53.63% | 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% | 46.5% | 79.0% | 96.95% | 21.05% | 48.09% | 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% | 100% | 6 out of 6 recommendations adopted during Q2. OSMB cancelled one meeting in Oct so no pre-decision discussions took place. | | |
| 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% | 87% | 87% | 84% | 87% | 84% | Currently at target (five year average 84%). Q2 all directorates performing at or over 84%. However, Complaints Team will continue to work with the identified service areas to understand why complaints are being responded to out of time with a view to improving performance in Q3. | | |
| | | 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) | 30% | 23% | 37% | 43,600 | 52,157 | 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). Q2 is above target reflecting progress on digital work including new form publication and improved processes. | | |
| 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) | 29.7% | 54.5% | 86.7% | 2.3% | 11.8% | 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 | 10.77 | 10.96 | 11.34 | 11.44 | 12.38 | Absence in frontline services still remains high and is related to the continuing pandemic. Additional management support from HR to help managers in front line services manage the absence continues. Revised Health & Wellbeing microsite launched | | |
| | | 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 | ✘ | 🔄 | £6.8m | £10.2m | £8.33m | £6.831m | £3.63m | £3.86m | £3.35m | £3.67m | £3.86m | £3.87m | £4.75m | Projected agency expenditure has increased as front line services have had to use to plug staffing shortages caused by the ongoing pandemic. Benchmarking shows the Council's usual expenditure level, around £4m each year, is in line with other Councils in the regional. | | |
| | | 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) | 7.30% (19) | 7.84% (19) | 12.53% (30) | 10.14% (26.6) | 7.2% (17.4) | | | | |
| | | 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% | 95.0% | 100% | 100% | 100% | 100% | 100% | 19 Cabinet reports in total, all of which had completed equality screenings. Of these, 11 identified the need to complete a full Equality Analysis. 6 of these had full Analyses attached, the remaining 5 did not submit an EA with the report. |
| | | 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% | Not available | Data not currently available as quality assurance checks being conducted. |