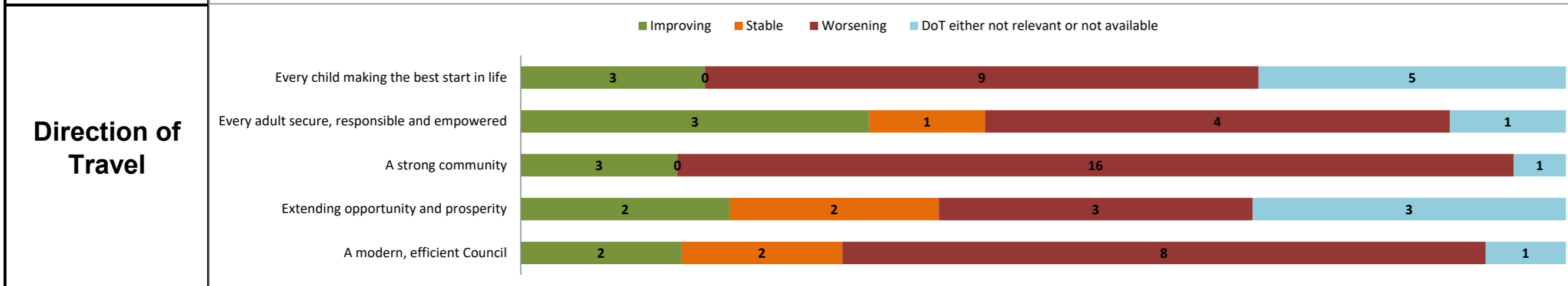
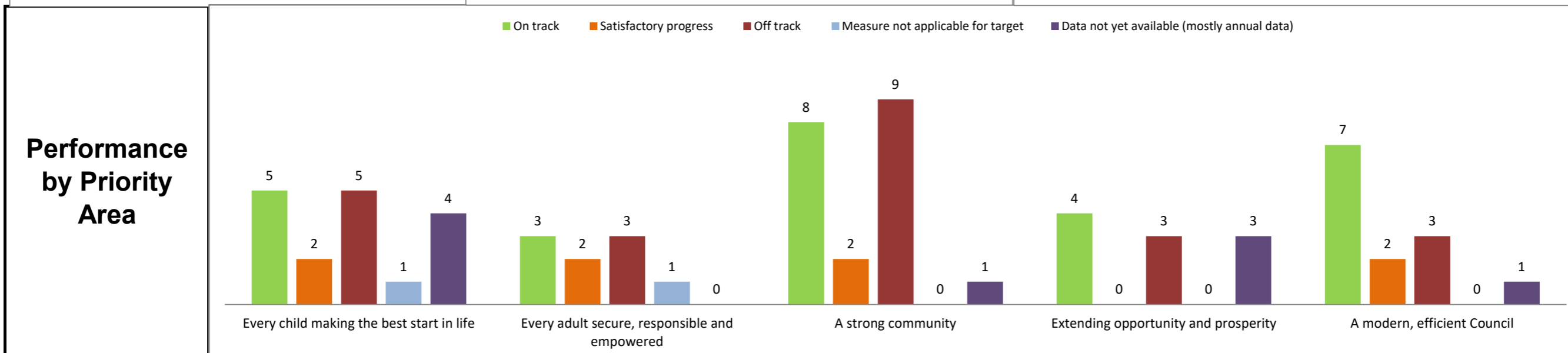
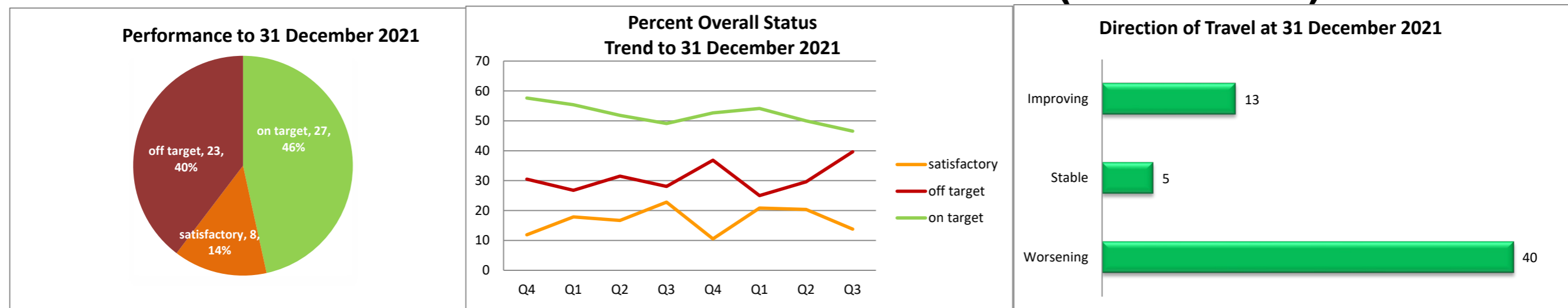


# Council Plan 2021/22 Performance Report Dashboard at December 2021 (Quarter 3)



# Council Plan 2021/22 Performance Report

## Quarter 3 Performance Scorecard (data to 31 December 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/Key

	Measure progressing above or in line with target set	27	39.1%
	Measure progress has been satisfactory but is not fully reaching target set	8	11.6%
	Measure has not progressed in accordance with target set	23	33.3%
	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)	9	13.0%

**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	13
	Numbers are stable	5
	Numbers have got worse	40
	Direction of Travel is not applicable	11

**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 progress has been satisfactory but is not fully reaching target set
		Measure has not progressed in accordance with target set

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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22	Q3 Oct - Dec 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)	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	low	Monthly	375.5			426.4	481.1	563.3	495.0	459.6	410.3	442.1	410.3	409.4	398.1	399.6	The Quarter 3 children in need (CIN) rate is showing a rise from the previous quarter end. The CIN rate is based on the DfE definition which includes children who are on a CIN plan, as well as a child protection plan, are looked after or leaving care. When we look solely at those children who are on a CIN plan we would see a reduction of 34 children from 989 at the end of September 2021 to 955 at the end of December 2021.
		1.A2		The number of children subject to a CP plan (rate per 10K population under 18)	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	low	Monthly	85			65.4	65.6	114.5	89.0	78.8	75.3	80.7	75.3	80.4	78.0	82.7	The population (rate) of children on a child protection (CP) plan at the end of Quarter 3 showed a rise. When looking at the number of children this rise equates to it shows an increase of 27 children being on a CP plan.
		1.A3		The number of Looked After Children (rate per 10k population under 18)	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	low	Monthly	98.7			76.6	86.6	110.8	112.7	104.5	103.8	106.0	103.8	97.8	98.9	99.9	In Quarter 3 the number of children and young people looked after rose (+4 children), largely due to Rotherham supporting a number of unaccompanied asylum-seeking children (UASC). However, the overall number declined again and the at end of January was below the target at 98.2 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%	Not available, see data notes.	Not available, see data notes.	Not available, see data notes.	
		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	The proportion of children who are subject to repeat child protection plans (within 24 months)	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	low	Monthly	9%			7.9%	9.2%	9.5%	6.5%	8.6%	7.9%	6.3%	7.9%	10.7%	15.3%	16.5%	This remains under close monitoring. Quality assurance activity is being undertaken to ensure that the decision making to return to a child protection plan was proportionate and the correct approach.
		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	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	Not applicable	Monthly	No target - not applicable			Not Available	64	85	63	50	47	49	47	51	46	40	The CSE cohort shows a reduction quarter on quarter since April 21. However, month on month in Quarter 3 it has remained fairly stable. (Oct 21 (40), Nov 21 (38), Dec 21 (40)) The evolve service has a clear trajectory for all young people with a clear end date providing opportunity for new cases to be worked. On average cases remain open in Evolve for around 6-12 months.
		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)	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	Low	Monthly	10.0%			13.0%	11.9%	13.4%	13.3%	11.1%	8.9%	9.3%	8.9%	9.8%	10.6%	9.8%	Permanence and Placement stability is an area of priority for the Independent Reviewing Officer (IRO). They work closely with the social worker and team manager, chairing placement breakdown meetings, and review the plan to explore the issues and placement for the child.
		1.A8		The proportion of LAC placed within a Family Based setting	Rebecca Wall Interim Assistant Director Safeguarding - CYPS	high	Monthly	85.0%			Not Available	81.1%	81.0%	81.9%	81.5%	81.1%	80.7%	81.1%	81.0%	80.3%	80.1%	The percentage of children in a family-based placement has been consistent with 80.1% of LAC being in a family-based setting at the end of Quarter 3. There continues to be foster recruitment inhouse but balanced against a number of foster carers resigning. Recruitment, retention, and the development of inhouse foster carers remains a key area focus.

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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22	Q3 Oct - Dec 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	12	5	13	10 (8 - 2021/22 Academic Year)	13 (21 - 2021/22 Academic Year)	During the first term of this academic year there were 6 primary permanent exclusions and 21 secondary. There were also 6 permanent exclusions rescinded. Service has arranged a meeting with the headteachers from secondary schools in January 2022 regarding exclusions. Data has been collected for the last 3 years and continues to be collected to assist with highlighting trends etc.
		1.B4 (b)		The number of permanent exclusions in primary schools				8	●	🔄	9	8	3	14	11	9	2	2	4	1 (1 - 2021/22 Academic Year)	5 (6 - 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)	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) 14.2% (NEET) ii) 2.6% (Not Known)	5.1% combined i) 3.6% (NEET) ii) 1.5% (Not Known)	The verified combined NEET and Not Known percentage at the end of Q3 (5.1%) shows improvement on the same period in 2021 when the combined figure stood at 6.2%. The latest comparison data available is as at the end of Nov 21 and shows that Rotherham's combined NEET and Not Known figure of 5.5% at that point was stronger than Statistical Neighbours at 7.5%, Regional at 7.2% and National at 7.4%. 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%	67.7% (cumulative - 64.4%)	80.6% (cumulative - 66.4%)	71.6%	50% (58.8% cumulative ytd)	55.4% (57.7% cumulative ytd)	Quarter on quarter performance has increased in Quarter 3 but cumulatively for the year performance shows a decline to 57.7%, due to staffing capacity. The overall capacity of the team has been increased by four members of staff to address outstanding reviews. The national average has dropped so the service is working towards meeting the national average when the SEN2return is submitted in January 2022.
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%	13.80%	14.40%	11.5%	12.30%	Data to be published 24 Mar 2022	Despite the changes to delivery of the service, good progress has been made in reducing smoking prevalence at time of delivery and despite an increase on the average of the last 4 quarters, the measure remains better than the target. 2021/22 year to date is 11.9%. However, due to the changes to practice during the pandemic, we may see a rise in the smoking status at time of delivery as we begin to use carbon monoxide (CO) monitors again over the next year.
		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%	97.40%	96.00%	96.3%	95.70%	Data to be published March 2022	Despite significant impact on primary care of the pandemic, and reduction in face-to-face care through lockdown periods, there has been no significant change based on the last 5 data points and childhood vaccination uptake has remained stable and above target. Vaccination uptake will be closely monitored as even though there does not appear to be a significant change in vaccination uptake at present, there may still be a decrease from the latest period.

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	Oct - Dec 2020/21	Jan - Mar 2020/21	Q1 Apr - June 2021/22		Q2 Jul - Sep 2021/22	Q3 Oct - Dec 2021/22																																																																																																							
A. Adults are enabled to live healthier lives	Ben Anderson, Director of Public Health	2.A1	Implement <b>Health and Wellbeing Strategy</b> 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%	3.00%	2.60%	2.33%	2.24%	2.76%	The target was 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. The most recent quarter has seen an increase, but this remains below the target. The current performance will see us being 1 of 50 accelerator sites, with additional funding for the next 3 years, with expectations of significant improvement.																																																																																																							
B. Individuals and carers are supported to be safe, independent and resilient within a personalised model of care and support	Ian Spicer, Strategic Director Adult Social Care and Housing	2.B1	Make <b>safeguarding</b> personal	The proportion of Safeguarding Adults at risk who felt their outcomes were met.	Scott Matthewman -Interim Assistant Director of Independent Living and Support	High	Monthly	(Cumulative) 97%	✔	🔄	72%	85%	98.3%	97.13%	97.90% (Cumulative)	97.4%	96.7%	97.4%	100.0%	97.9% (cumulative)	97.5% (cumulative)	In quarter performance for Quarter 3 was 96.6%, which has brought the year-to-date position down to 97.5%. However retaining 100% for this measure would be unrealistic and performance remains high and consistently above target.																																																																																																							
																							2.B2	Ensure that <b>information, advice and guidance</b> 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).	Scott Matthewman -Interim 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%	21.66%	26.53%	26.2%	25.1%	22.8%	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 <b>personalised services</b> – 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)	Scott Matthewman -Interim 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%	22.9%	22.9%	23.2%	23.8%	23.7%	Direction of Travel for this measure since 20/21 last year end remains upwards whilst broadly stable over the first three quarters of 21/22.  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	Scott Matthewman -Interim Assistant Director of Independent Living and Support	High	Quarterly	567	✘	🔄	2,420	771	2,051	556	583	426	105	86	120	116	86	Service has identified various actions that will positively impact during the year to support total number of carer assessments, although traction and delivery of actions now expected to impact more in 2022/23 rather than through quarter 4 of 21/22. 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 <b>Enablement Services</b> 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	Scott Matthewman -Interim Assistant Director of Independent Living and Support	High	Annual	2.6%	✘	🔄	1.7%	1.8%	2.24%	1.70%	2.24%	2.2%						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. Since Quarter 2 reporting the 2020/21 final outturn has been published (detail displays only to 1 decimal place) and now entered in the scorecard.																				
																																																																																																										2.B6	Proportion of new clients who receive short term (enablement) service in year with an outcome of no further requests made for support	Scott Matthewman -Interim Assistant Director of Independent Living and Support	High	Monthly	79% (Cumulative)	✔	🔄	86.1%	81.9%	88.50%	93.50%	87.80%	93.10%	85.00%	100.00%	89.0%	91.5%	93% (Cumulative)	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 20/21 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.B8	All age total number of people supported in residential/nursing care for adults	Scott Matthewman -Interim Assistant Director of Independent Living and Support	Low	Monthly	860	✔	🔄	1,288	1,111	1,023	933	885	771	759	749	815	828	815	During 2020, during the heights of the pandemic, the number of adults within Residential or Nursing care fell significantly. During 2021/22 these numbers have slowly risen and as at the end of December they were at 815, 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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22		Q3 Oct - Dec 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)	38%	39%	39%	43%	44%	ASB Perception - Rotherham residents perception of ASB has increased for Q3 but is still a better outcome than Doncaster residents (46%) and is currently on par with Barnsley. It should be noted that ASB incidents continue to reduce. This measure is still on target as based on an average for the last 3 quarters.	
		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	31	42	44	32	25	Repeat victims of ASB have reduced significantly in Quarter 3 by 28% and as a comparison were 6 cases lower than in Q3 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)	23.10%	7.2%	13.2%	15.3%	7.1%	These issues have been raised with 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). Whilst the current quarterly figures appear much lower, this is due to the time taken to complete investigations which means a number of crimes remain open and therefore the percentage of outcomes is lower. This figure is likely to improve as has been seen with the previous quarterly figures.	
		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	1,172	1,108	1,226	1,660	1,222	Although Quarter 3 referrals have reduced, figures are still exceeding quarterly target.	
		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	36	27	Although Quarter 3 inspections have reduced, it is predicted that by the end of Quarter 4 the YTD total will see 100 inspections (given that Quarter 1 had zero inspections) and business is slowly resuming pre-covid. Licensed vehicles fall behind the target of 85% with 76% in Quarter 3. However the large majority of non-compliance issues were rectified immediately, e.g. ID badges. Seeking to report data to show the number of compliance issues rectified immediately in the future.
		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	a) 81% b) 86%	a) 76% 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%	✔	🔄	79% June 2015 82% December 2015 81% December 2016 79% June 2017 75% February 2018 79% (Wave 8 December 2018) 79% (Wave 9 June 2019) 84% (Wave 10 June 2020)	80% June 2016 81% December 2016 81% December 2017 75% February 2018 79% (Wave 8 December 2018) 79% (Wave 9 June 2019) 84% (Wave 10 June 2020)	79% June 2017 75% February 2018 79% (Wave 8 December 2018) 79% (Wave 9 June 2019) 84% (Wave 10 June 2020)	79% (Wave 8 December 2018) 79% (Wave 9 June 2019) 84% (Wave 10 June 2020)	79% (Wave 9 June 2019) 84% (Wave 10 June 2020)	84% (Wave 10 June 2020)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)	80% (Wave 11 June 2021) 80% (Wave 11 June 2021) 80% (Wave 11 June 2021)
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 62% June 2016 66% December 2016 56% February 2018 61% (Wave 8 December 2018) 58% (Wave 9 June 2019) 64% (Wave 10 June 2020)	62% June 2016 66% December 2016 66% December 2017 61% (Wave 8 December 2018) 58% (Wave 9 June 2019) 64% (Wave 10 June 2020)	56% February 2018 61% (Wave 8 December 2018) 58% (Wave 9 June 2019) 64% (Wave 10 June 2020)	61% (Wave 8 December 2018) 58% (Wave 9 June 2019) 64% (Wave 10 June 2020)	58% (Wave 9 June 2019) 64% (Wave 10 June 2020)	64% (Wave 10 June 2020)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)	62% (Wave 11 June 2021) 62% (Wave 11 June 2021) 62% (Wave 11 June 2021)			
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	N/a	N/a	39,152	69,414	49,929	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	✔	🔄					92.32%	N/a	N/a	N/a	92.44%	91.01%	90.20%	Individual Service Figures for Quarter 3 are: Libraries 98.93% Heritage 84.10% Open Spaces 87.77% PFI Sport & Leisure Facilities 90% Although Q3 figures have slightly reduced they still remain with the 90% target.			
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	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	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 = 949,554 Cumulative Visits = 1,664,803	a - 53,293 b - 10,153 c - 7 d - 305,838 e - 0 f - 7,000 g - 144 h - 198,336 i - 0 Total Visits = 574,764 Cumulative Visits = 2,239,567	There has been a 65% decrease in the number of visits compared to Quarter 2. This could be due to Christmas closure and also due to resource issues. Theatre data not yet available.	

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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22		Q3 Oct - Dec 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%				a) 17.18% b) 2.4%	Annual measure and although a slight increase in comparison to last year, still within target and continuing making improvements to road conditions.	
		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%				a) 21.45% b) 3.28%	Annual measure and although a slight increase in comparison to last year, still within target and continuing making improvements to road conditions.	
		3.B1 (c)		The proportion of unclassified roads classified as being in: a) Amber condition b) Red condition	Tom Smith - Regeneration and Environment	Low	Quarterly	a) 34% b) 24%	✓	🕒	24%	23%	23%	23%	a) 32% b) 22.5%	a) 27% b) 20% (average for year)	a) 27% b) 19%	a) 26% b) 19%	a) 25.21% b) 18.23%	a) 24.39% b) 17.55%	a) 23.27% b) 16.50%	Quarter 3 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)	4 (Cumulative + 51)	14 (Cumulative = 65)	12	16 (Cumulative = 28)	9 (Cumulative = 37)	Total enforcement actions taken by the team to date this year is 336, an increase on the previous years figure of 236. This includes an increase in the number of prosecutions. Further work is underway to drive improvements in the use of fixed penalty notices and these figures are anticipated to improve in quarter four.
		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	110	367 (Cumulative 477)	169 (Cumulative 646)	The service is engaging with Doncaster Council in order to review options to improve the service being delivered by local authority support. A number of actions have been agreed including uplift in resources through efforts to make recruitment more attractive and diversion of staffing from elsewhere by LA support. Again these figures are expected to improve for future quarters.
		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	Grounds Maintenance i) Compliments 19 ii) Compliments 11 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 29 iii) Service Requests 35,358 Total cumulative complaints figure= 64	Grounds Maintenance i) Compliments 23 ii) Service Requests 759 Street Cleansing i) Compliments 9 ii) Service Requests 2409 Litter i) Compliments 3 ii) Service Requests 766 Waste Management i) Compliments 190 ii) Compliments 5 iii) Service Requests 47736 Overall number of compliments = 58	Grounds Maintenance i) Compliments 6 ii) Compliments 3 iii) Service Requests 759 Street Cleansing i) Compliments 3 ii) 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 8,443 Total cumulative complaints figure= 208	Grounds Maintenance i) Compliments 3 ii) Compliments 3 iii) Service Requests 2,141 Street Cleansing i) Compliments 2 ii) Compliments 0 iii) Service Requests 2,560 Litter i) Compliments 1 ii) Compliments 0 iii) Service Requests 510 Waste Management i) Compliments 28 ii) Compliments 5 iii) Service Requests 15,202 Overall number of compliments = 12	Grounds Maintenance i) Compliments 1 ii) Compliments 0 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 237 Waste Management i) Compliments 46 ii) Compliments 4 iii) Service Requests 11,746 Overall number of compliments = 33 Overall number of compliments = 7	Grounds Maintenance i) Compliments 5 ii) Compliments 2 iii) Service Requests 746 Street Cleansing i) Compliments 1 ii) Compliments 1 iii) Service Requests 1917 Litter i) Compliments 0 ii) Compliments 0 iii) Service Requests 237 Waste Management i) Compliments 44 ii) Compliments 2 iii) Service Requests 13,416 Overall number of compliments = 50 Overall number of compliments = 5	19 more complaints were received in Quarter 3 when compared to Quarter 3 of 20-21. Direction of travel adjusted for seasonal comparison				
	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)	76	80	46	101	71	The number of Missed Bins per 100,000 collections has decreased significantly in Quarter 3 by 29% compared to Quarter 2. There was a slight rise in December (87%) due to change in bin collection dates during Christmas 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)	35.79%	34.70%	43.26%	42.29%	37.29%	Performance in recycling has reduced slightly for Quarter 3, which is due to the seasonal reduction in the amount of green waste being collected.	

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										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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22	Q3 Oct - Dec 2021/22					
											Year end 2015/16	Year end 2016/17	Year end 2017/18	Year end 2018/19	Year end 2019/20	Year end 2020/21	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22	Q3 Oct - Dec 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)	15	9	20	14	15	A slight increase in Quarter 3 from previous quarter, although Quarter 3 figures are down from Quarter 1 it still shows a strong performance of 15 in terms of annual target. In Quarter 3, 6 Businesses were assisted to start up in the Councils Business Centres and 9 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	26%	25%	28%	Quarter 3 has a slight increase from Quarter 2, however the town is still recovering and building back up since the pandemic. Hope to see an upturn over the coming months.				
		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 December 19. 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%	-1.20%	Data not yet released.	0.01%	4.10%	Not yet available	Latest data released gives return up to the end of September 21 at which point local performance was below the national average figure of 78.5%, (Rotherham 74.4%). This latest return does show a decline from the previous quarter of 4.09%. However this number has proved historically to be very changeable. The difference between Rotherham and the UK average can be almost entirely attributed to female economic activity, male economic activity is 1.4% less than the national average whereas female economic activity is 6.3% less than 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) 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	Ian Spicer, 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 - Assistant Director of Housing	High	Quarterly	225	✘	⬆️			112	177	177	27	16	48	26	22	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. The first homes that were due in March on the Chesterhill Avenue and Winney Hill sites are now due in May  New council homes will be completed in Rotherham town centre and on sites in Ravenfield and Treeton before the end of the financial year.					
		4.B1(b)		Number of new homes delivered during the year	Paul Walsh - Assistant Director of Housing	High	Quarterly	550	✔	⬆️	663	593	479	427	551	540	N/A	477	239	125	193	All NHBC returns for Q3 completions 193 units to 31st December				
		4.B2		The proportion of council housing stock that is classed as "decent"	Paul Walsh - Assistant Director of Housing	High	Quarterly	99.5%	✔	⬆️	100%	100%	100%	100%	100%	99.95%	N/A	99.95%	99.95%	99.97%	99.97%	Percentage of decent properties still remains at 99.7%, only 1 property has been made decent during Quarter 3, bringing the cumulative total for the year to 7 properties being made decent.  As at 31st December 2021; a total of 7 non decent properties have been made decent through the 2021/22 Internal Refurbishment Capital programme. With 6 properties still as yet to receive their planned capital works, the percentage of housing stock that meet the decent homes standard remains at 99.97%. It is anticipated that the remaining 6 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 . Malby SE . Masborough . Parkgate . Thurcroft 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	Q3 Oct - Dec 2020/21	Q4 Jan - Mar 2020/21	Q1 Apr - June 2021/22	Q2 Jul - Sep 2021/22		Q3 Oct - Dec 2021/22		
																						97.3%	97.3%	97.0%
A. Maximised use of assets and resources and services 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%	78.7%	96.55%	27.63%	53.63%	80.23%	The Council Tax in-year collection rate has two annual 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.  Collection for 2021/22 as at December 2021 is up 1.49% on the same time last year.		
		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%	79.0%	96.95%	21.05%	48.09%	75.18%	The Business Rates in-year collection rate has two annual 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.  Collection for 2021/22 as at December 2021 is down 3.81% on the same time last year. Collection has been impacted by a reduction in Retail Relief available to companies.		
B. Effective Governance and 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%	All recommendations were accepted. Octobers OSMB meeting was cancelled which is why there are fewer recommendations considered.		
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-focused 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%	84%	87%	84%	86%	Currently over target (five year average 84%). Quarter 3 4 out of 6 Service Areas (Housing and Adults SC recorded separately) performing at or over 84%. However, Complaints Team will continue to work with the service areas who are performing under target to understand why complaints are being responded to out of time with a view to improving performance in Quarter 4.		
		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.	
		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)	23%	37%	43,600	52,157	46,155	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 (an average of 46,350 per quarter).  The cumulative position to Quarter 3 is above the targeted increase in transactions online.		
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)	54.5%	86.7%	2.3%	11.8%	51.0%	From 1 June until 30 November staff are able to complete PDRs using the new PDR template. The DOT is based on same period previous year.		
		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	10.96	11.34	11.44	12.38	12.94	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	£3.67m	£3.86m	£3.87m	£4.75m	£5.4m	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.		
		5.D4	Members are able to fulfil their roles as effective community leaders	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)	7.84% (19)	12.53% (30)	10.14% (26.6)	7.2% (17.4)	7.3% (17.2 fte)	The percentage of children's social workers and team managers who are agency staff has increased slightly but when looking at how this reflects in fte it has reduced slightly. 7.3% remains below the target set.		
		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%	100%	100%	100%	100%	100%	16 Cabinet reports in total, all of which had completed equality screenings. Of these, 12 identified the need to complete a full Equality Analysis. 9 of these had full Analyses attached, the remaining 3 did not submit an EA with the report.	
		5.D7	The Council complies with good practice in equalities	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	93%	93%	Quarter 3 data 2% lower than Quarter 3 2020/21	