

Foreword from the Executive Mayor of Croydon

The June 2025 performance update report for my Mayor's Business Plan 2022–26, highlights the progress we are making in Croydon to restore pride in our borough, stabilises our finances, and improve the services that matter most to our residents. As we move into the final year of the plan, this report shows that the priorities I set out three years ago are delivering real, measurable results. A central part of my commitment has always been to stabilise the Council's finances and rebuild confidence in how Croydon is run. I can report that we are currently forecasting an underspend on the General Fund revenue budget by £16.5m which would reduce the necessary level of capitalisation direction. This is a strong position in the face of national pressures. It shows Croydon is exercising the control and discipline needed. Sound finances give us the foundation to invest in housing, regeneration, and the cleaner, safer streets our residents expect.

Housing is one of the toughest challenges we face, and one of the areas where we are making great progress. For three consecutive months, no households have been placed in shared temporary accommodation for more than six weeks. This is a significant milestone and one that puts Croydon ahead of many other boroughs. We have also achieved our best-ever performance on void turnaround times, meaning empty council homes are brought back into use faster than ever. Every property returned to use quickly represents a safe and secure home for another Croydon family. These are real improvements, and they show the difference we are making.

Regeneration is another key priority – Croydon must once again be a place of opportunity for business, earning, and learning. The performance data shows that determinations of planning applications within the agreed timescales have improved and continue to exceed target. This matters, because it sends a clear message to investors and developers that Croydon is open for business, with a planning service that supports timely, high-quality development. Strong performance in this area underpins our Town Centre regeneration and growth across the borough. It means Croydon is not standing still – we are moving forward with confidence.

At the same time, residents rightly expect a cleaner and safer borough. The latest results show that our recycling rate has improved, and the percentage of household waste collected on time is above target. These improvements are visible in every neighbourhood. Alongside this, we have consulted on a stronger enforcement policy for fly-tipping. Once in place, this will allow us to take tougher action against those who blight our streets and undermine community pride.

We are also sharpening our focus on safer streets. New performance measures track how many roads meet required standards and ensure graffiti is cleared swiftly. These changes reflect what residents tell me matters most — cleaner neighbourhoods, safer public spaces, and visible action when issues arise. We have also raised standards in Children's Social Care. Referrals must now be actioned within one working day instead of two — a change made because performance was already strong, and we want to go further. This means children at risk are reached more quickly and families get the support they need without delay.

This report is also the first to reflect the refreshed performance framework I agreed earlier this summer. We have reduced the number of KPIs from 94 to 55, ensuring that we focus on key areas of importance - housing, regeneration, and a cleaner, safer Croydon - and giving residents a clear picture of progress. Indicators removed from the Mayor's Business Plan will continue to be monitored and published elsewhere, including the Borough Profile, through other committees, and in directorate operational reporting.

Behind every one of these improvements is the hard work of Council staff – housing officers finding homes for families, planners enabling development, call centre staff answering residents more quickly, and frontline teams cleaning our streets. Their work is making a real difference, and I thank them for their commitment.

There is more to do, but Croydon is on the right path. We are showing financial discipline in the toughest national context, we are improving in housing, we are pushing forward regeneration, and we are creating a cleaner, safer borough. Step by step, Croydon is recovering its pride and confidence. Together, we are building a borough that we can all be proud to call home.

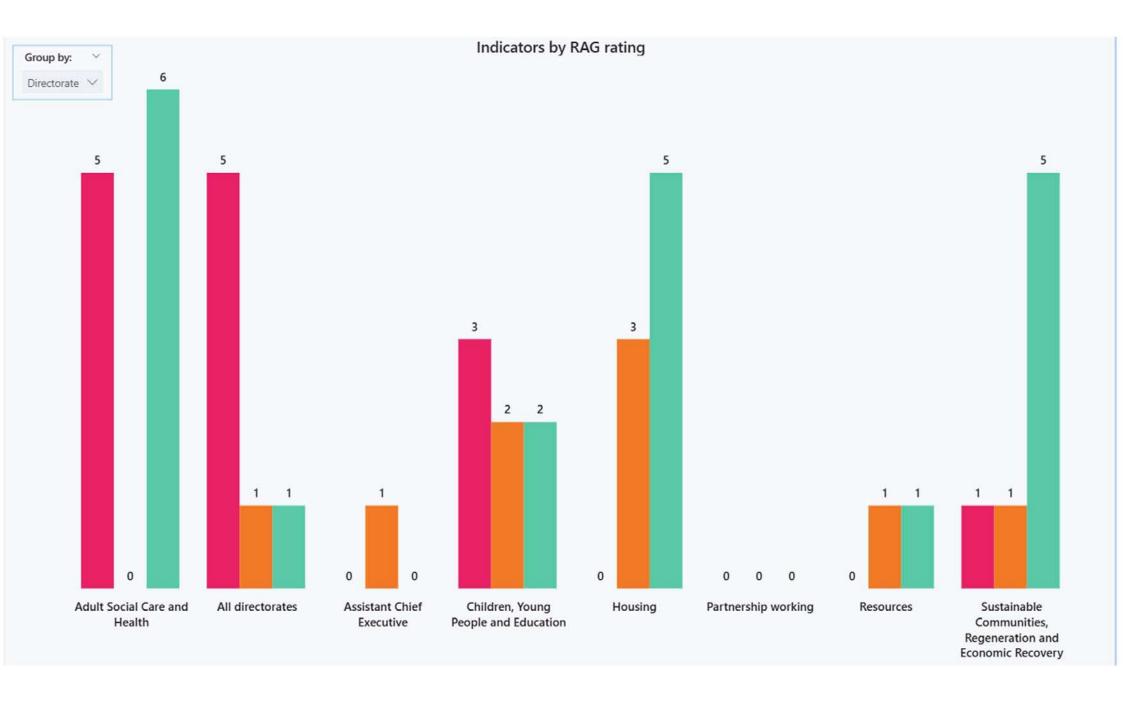
Jason Perry
Executive Mayor of Croydon

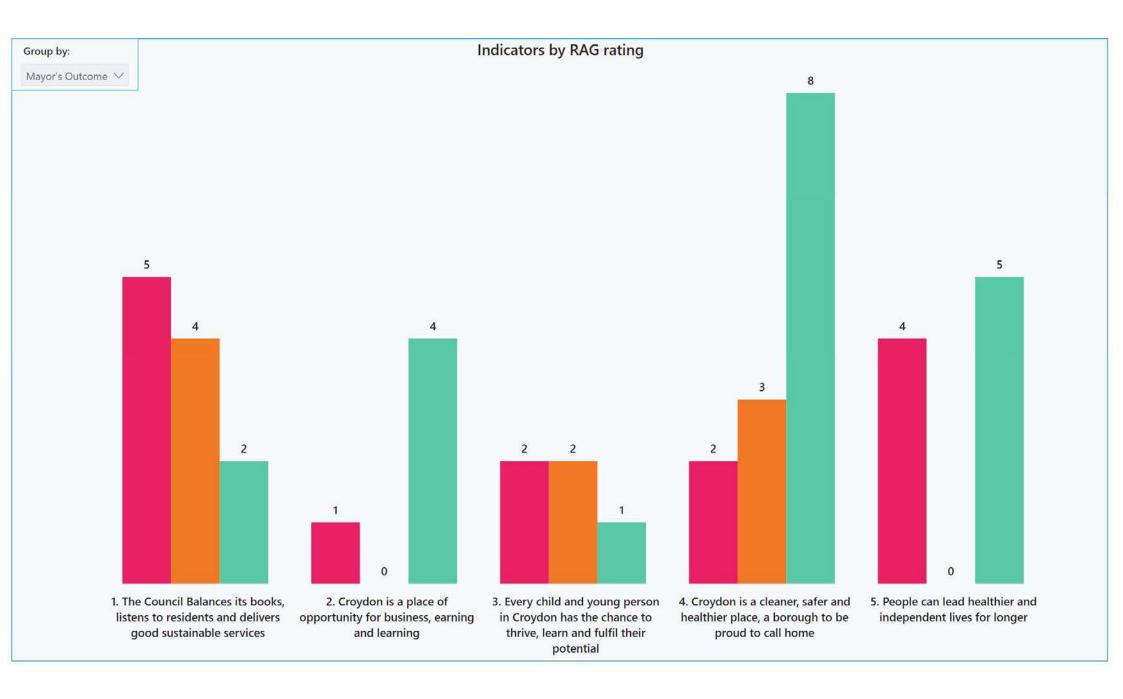
Corporate Performance Framework

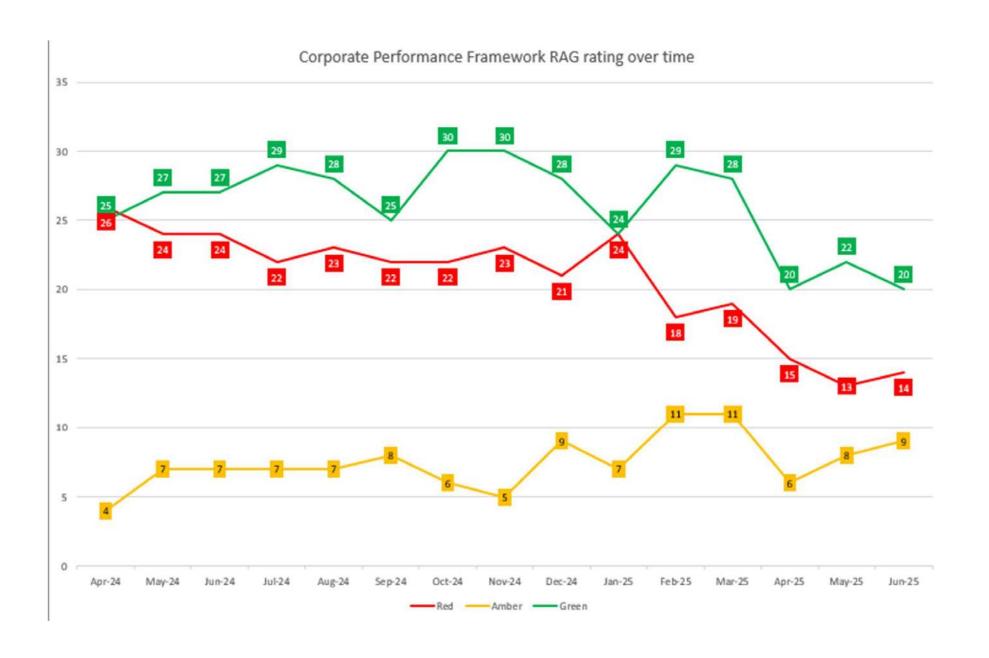
RAG Rating Key

The Corporate Performance Indicators are RAG rated by the criteria outlined in the table below.

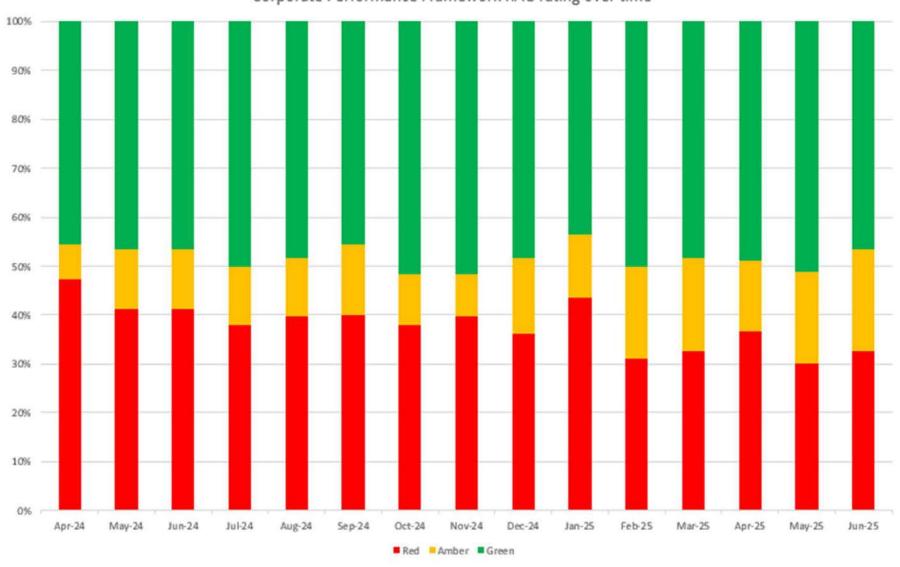
Key	RAG
Performance has not met target and is out by over 10% / differs from comparators by over 10%	
Performance has not met target but is within 10% / differs from comparators but is within 10%	
Performance has met or exceeded target / has matched one or more comparators	
Data has been submitted, but no target has been set.	
No data has been submitted.	







Corporate Performance Framework RAG rating over time



Mayor's Business Plan 2022-26 Performance Indicators - Outcome 1 - The Council Balances its books, listens to residents and delivers good sustainable services

Ref.	Indicator	Council or partnership working	Bigger or smaller is better?	Frequency	Target	Previous value	Latest date	Latest value	Direction of travel	RAG	Benchmarking timeframe	Benchmark
M01	Variance against net budget requirement	Council	Smaller is better	In arrears by 3 months	£0	-£700,000	May 2025	-£16,500,000	↑	Green	No comparable data available	N/A
M03	Council Tax 'In-year' Collection rate	Council	Bigger is better	Monthly	26.98%	18.23%	Apr-25-Jun-25	26.61%	↑	Amber	No comparable data available	N/A
M05	Non-Domestic Rates (Business Rates) Collection rate	Council	Bigger is better	Monthly	32.1%	26.2%	Apr-25-Jun-25	34.4%	↑	Green	No comparable data available	N/A
M06	Rent collection on General needs stock	Council	Bigger is better	Monthly	97.0%	95.5%	Apr-25-Jun-25	96.3%	个	Amber	No comparable data available	N/A
M10	Average council contact centre wait time	Council	Smaller is better	Monthly	120s	185s	Jun 2025	129s	1	Amber	No comparable data available	N/A
M12	Sickness - number of sick days per FTE (including open sickness)	Council	Smaller is better	Monthly	7.60	12.40	Jul-24-Jun-25	12.30	个	Red	Rolling Year to Mar 21 (London position)	7.70
M14	FOI responded to on time	Council	Bigger is better	Monthly in arrears	90%	72%	May 2025	74%	1	Red	No comparable data available	N/A
M15	SARs responded to on time	Council	Bigger is better	Monthly in arrears	90.0%	69.0%	May 2025	62.0%	4	Red	No comparable data available	N/A
M16	Complaints responded to on time	Council	Bigger is better	Monthly in arrears	75%	70%	May 2025	70%	-	Amber	No comparable data available	N/A
M17	Member Enquiries responded to on time	Council	Bigger is better	Monthly in arrears	75%	52%	May 2025	50%	4	Red	No comparable data available	N/A
M18	MP enquiries responded to on time	Council	Bigger is better	Monthly in arrears	75%	45%	May 2025	50%	个	Red	No comparable data available	N/A

Mayor's Business Plan 2022-26 Performance Indicators - Outcome 1 - The Council Balances its books, listens to residents and delivers good sustainable services

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M03	Council Tax 'In-year' Collection rate	Council	Bigger is better	Monthly	26.98%	18.23%	Apr-25-Jun-25	26.61%	1	Amber	No comparable data available	N/A
M05	Non-Domestic Rates (Business Rates) Collection rate	Council	Bigger is better	Monthly	32.1%	26.2%	Apr-25-Jun-25	34.4%	1	Green	No comparable data available	N/A
M06	Rent collection on General needs stock	Council	Bigger is better	Monthly	97.0%	95.5%	Apr-25-Jun-25	96.3%	↑	Amber	No comparable data available	N/A
M10	Average council contact centre wait time	Council	Smaller is better	Monthly	120s	185s	Jun 2025	129s	1	Amber	No comparable data available	N/A
M12	Sickness - number of sick days per FTE (including open sickness)	Council	Smaller is better	Monthly	7.60	12.40	Jul-24-Jun-25	12.30	1	Red	Rolling Year to Mar 21 (London position)	7.70
M14	FOI responded to on time	Council	Bigger is better	Monthly in arrears	90%	72%	May 2025	74%	1	Red	No comparable data available	N/A
M15	SARs responded to on time	Council	Bigger is better	Monthly in arrears	90.0%	69.0%	May 2025	62.0%	4	Red	No comparable data available	N/A
M16	Complaints responded to on time	Council	Bigger is better	Monthly in arrears	75%	70%	May 2025	70%	-	Amber	No comparable data available	N/A
M17	Member Enquiries responded to on time	Council	Bigger is better	Monthly in arrears	75%	52%	May 2025	50%	4	Red	No comparable data available	N/A
M18	MP enquiries responded to on time	Council	Bigger is better	Monthly in arrears	75%	45%	May 2025	50%	1	Red	No comparable data available	N/A

Mayor's Business Plan 2022-26 Performance Indicators - Outcome 2 - Croydon is a place of opportunity for business, earning and learning Ref. Indicator Council or Bigger or Previous Latest date Latest value Direction Benchmark Frequency Target RAG Benchmarking partnership smaller is timeframe value of travel working better? M20 Proportion of 16 and 17 year olds who were not in Council Smaller is better Monthly in 2.6% 4.6% May 2025 4.5% Red Average of Dec 23, Jan 1.8% education, employment or training (confirmed NEET + 24 and Feb 24 (London arrears position) not known) Number of apprenticeship schemes started across the Council Bigger is better Monthly 72 147 Jun 2025 147 Green No comparable data N/A council available M23 % of care leavers in employment, education or training Council Bigger is better Monthly 60% 63% Jun 2025 62% Green 2023/24 (London 58% (EET) now aged 19 to 21 position) Major Planning applications determined in time over a Council Bigger is better Monthly 60.00% 89.29% Jul-24-Jun-25 90.00% Green 12 months to end of 90.40% rolling 1 year period March 2022 (London position) 1 Non- Major Planning applications determined in time Council Bigger is better Monthly 70.00% 90.73% Jul-24-Jun-25 91.00% Green 12 months to end of 87.20% over a rolling 1 year period March 2022 (London position)

N/A

79.0% Q3 24/25

N/A

77.9%

2023/24 Q3 (London

position)

75.6%

M86 Employment rate (% of 16-64 year olds in employment)

Partnership

Bigger is better

Quarterly

Mayor's Business Plan 2022-26 Performance Indicators - Outcome 3 - Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential Ref. Indicator Council or Bigger or smaller Frequency Target Previous Latest date Latest value Direction RAG Benchmarking Benchmark partnership is better? timeframe value of travel working M33 Percentage of Education Health & Care Plans issued Council Bigger is better Monthly 62% 60% Jun 2025 56% Amber 2024 (London 67% within 20 weeks (excluding exceptions) position) M34 Percentage of referrals to children services actioned Council Bigger is better 90% 95% 92% Green No comparable data N/A Monthly Jun 2025 within 1 working day available 1 M36 Percentage of current child protection plans lasting 2 Council Smaller is better Monthly 4.2% 5.9% Jun 2025 5.7% Red 2023/24 (London 3.3% years of more position) M37 % of children subject to a Child Protection Plan for a Council Smaller is better 22% 25% 2023/24 (London 21% Monthly 24% Jun 2025 Red second or subsequent time (ever) position) Rate of local Children Looked after (CLA) per 10,000 Monthly Amber 2023/24 (London Council Smaller is better 47.0 48.2 Jun 2025 48.4 44.5

position)

under 18 years population

Mayor's Business Plan 2022-26 Performance Indicators - Outcome 4 - Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Ref.	Indicator	Council or partnership working	Bigger or smaller is better?	Frequency	Target	Previous value	Latest date	Latest value	Direction of travel	RAG	Benchmarking timeframe	Benchmark
M43	% of reported flytips removed within SLA	Council	Bigger is better	Monthly	95.0%	81.1%	Jun 2025	85.0%	↑	Red	24 months to end of March 2022 (London position)	90.4%
M45a	Household waste recycling rate	Council	Bigger is better	Monthly in arrears	36.30%	37.24%	May 2025	39.04%	^	Green	2021-22 Stat neighbour median	36.30%
M46	% of roads inspected which are of the required grade - as assessed by the monitoring officers	Council	Bigger is better	Monthly	85.00%	85.30%	Jun 2025	81.40%	4	Amber	No comparable data available	N/A
M47	% of household waste collected on time	Council	Bigger is better	Monthly	95.00%	99.84%	Jun 2025	99.86%	↑	Green	24 months to end of March 2022 (London position)	87.20%
M57	% of children receiving 6-8 week review by health visitor by the time they were 8 weeks	Council	Bigger is better	Quarterly	77.7%	86.3%	Q4 24/25	86.6%	个	Green	2024/25 Q4 (London position)	83.7%
M58	% of children aged 2.5 who received a 2 - 2.5 year review	Council	Bigger is better	Quarterly	78.7%	68.2%	Q4 24/25	58.6%	4	Red	2024/25 Q4 (London position)	69.3%
M66	Number of temporary accommodation households that are in shared accommodation >6 weeks	Council	Smaller is better	Monthly	5	0	Jun 2025	0		Green	No comparable data available	N/A
M83a	% of Responsive Repairs completed within target times (Routine repairs)	Council	Bigger is better	Monthly	93.0%	95.4%	Jun 2025	87.4%	4	Amber	No comparable data available	N/A
M83b	% of Responsive Repairs completed within target times (Emergency repairs)	Council	Bigger is better	Monthly	99.0%	98.2%	Jun 2025	98.1%	4	Amber	No comparable data available	N/A
M84	Average Void Re-let times taken (Days)	Council	Smaller is better	Monthly in arrears	40.0	38.8	May 2025	30.4	1	Green	No comparable data available	N/A
M84a	Average Void Re-let times taken (Days) - General needs	Council	Smaller is better	Monthly in arrears	46.2	33.5	May 2025	30.0	^	Green	No comparable data available	N/A
M84b	Average Void Re-let times taken (Days) - Sheltered	Council	Smaller is better	Monthly in arrears	40.0	56.0	May 2025	22.0	1	Green	No comparable data available	N/A
M84c	Average Void Re-let times taken (Days) - Extra care	Council	Smaller is better	Monthly in arrears	40.0	45.5	May 2025	38.2	1	Green	No comparable data available	N/A

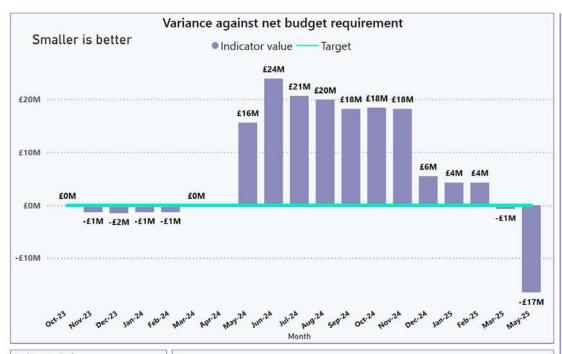
Mayor's Business Plan 2022-26 Performance Indicators - Outcome 4 - Croydon is a cleaner, safer and healthier place, a borough to be proud to call home - page 2

Ref.	Indicator	Council or partnership working	Bigger or smaller is better?	Frequency	Target	Previous value	Latest date	Latest value	Direction of travel	RAG	Benchmarking timeframe	Benchmark
M64	Total households in Temporary accommodation	Council	Smaller is better	Monthly	N/A	3,619	Jun 2025	3,616	↑	N/A	No comparable data available	N/A
M69	Number of Homeless Applications Made	Council	N/A	Monthly	N/A	302	Jun 2025	305		N/A	No comparable data available	N/A
M82	% of graffiti cleaned within 10 working days	Council	Bigger is better	Monthly	N/A	95.60%	Jun 2025	99.70%	1	N/A	No comparable data available	N/A
M91	Number of families in split temporary accommodation	Council	N/A	Monthly	N/A	49	Jun 2025	49		N/A	No comparable data available	N/A
M48	Violence with injury offences rate per 1,000 population	Partnership	Smaller is better	Quarterly	N/A	8.30	Apr-24-Mar-25	8.20	1	N/A	12 months rolling to March 2025	7.40
M49	Juvenile first time entrants to the criminal justice system per 100,000 of 10-17 year olds	Partnership	Smaller is better	Monthly	N/A	307	Jul-24-Jun-25	307	-	N/A	2021 (London position)	184
M50	Knife crime with injury rolling 12 months (rate per 1,000 population)	Partnership	Smaller is better	Quarterly	N/A	0.50	Jan-24-Dec-24	0.50	-	N/A	12 months rolling to Dec 24	0.40
M51	Knife crime with injury (victims 1-24 years old) rolling 12 months (rate per 1,000 1-24 population)	Partnership	Smaller is better	Quarterly	N/A	0.20	Jan-24-Dec-24	0.20		N/A	12 months rolling to Dec 24	0.20
M52	Hate crime offences (includes Homophobic, transphobic, religious, race and disability hate crimes) rate per 1,000 population	Partnership	N/A	Quarterly	N/A	2.10	Apr-24-Mar-25	2.00		N/A	12 months rolling to March 2025	2.40
M53	Domestic violence offences rate per 1,000 population	Partnership	N/A	Quarterly	N/A	12.30	Apr-24-Mar-25	12.20		N/A	12 months rolling to March 2025	10.00

Mayor's Business Plan 2022-26 Performance Indicators - Outcome 5 - People can lead healthier and independent lives for longer Ref. Indicator Council or Bigger or smaller | Frequency Target Previous Latest date Latest value Direction RAG Benchmarking Benchmark partnership is better? value of travel timeframe M70 % of safeguarding intervention leading to reduction / Council Bigger is better Monthly 95% 97% Jun 2025 100% 1 Green No comparable data N/A removal of risk (closed episodes) available M71 % of people who approach the council for help with adult Council Bigger is better Monthly 75% Jun 2025 88% No comparable data N/A Green care and that is resolved at the point of initial contact. available M73 Rate of 18-64 clients in long term care (per 100,000) Smaller is better 843 Jun 2025 April 2024 to March 768 Council Monthly 768 850 Red 2025 (London average) M74 Rate of 65+ clients in Long term care (per 100,000) Council Smaller is better Monthly 5,260 4,532 Jun 2025 4,543 Green April 2024 to March 5,260 2025 (London average) Rate of 18-64 people in residential and nursing care (per Council Smaller is better Monthly 92 151 Jun 2025 Red April 2024 to March 92 153 2025 (London average) M78 Rate of 65+ people in residential and nursing care (per Council Smaller is better Monthly 1,340 1,489 Jun 2025 1,498 Red April 2024 to March 1,340 2025 (London average) FY 24-25 (London M79 % of eligible adults managing their care via direct Council Bigger is better Monthly 24.6% 17.5% Jun 2025 17.4% Red 24.6% position) M80 % of long term clients in care for more than 12+ months, Council Bigger is better Monthly 58.0% Jun 2025 Green FY 24-25 (London 58.0% 72.4% 76.6% who have had a review in the last 12 months position) M90 Quality of Care Home provision within Croydon Council Bigger is better Monthly 80.1% 81.6% Jun 2025 81.6% Green November 2024 77.7%

(London position)

1. The Council balances its books, listens to residents and delivers good sustainable services



M01

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Green

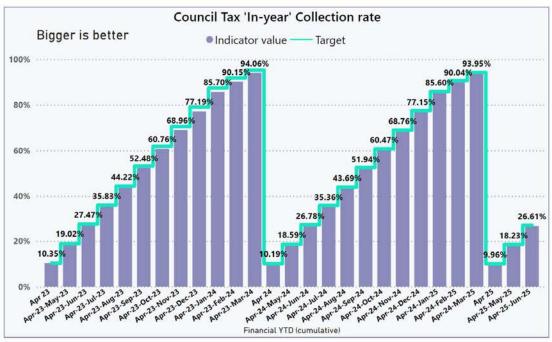
Benchmarking timeframe

No comparable data available

Comment

The General Fund revenue budget outturn is forecast at Period 2 to underspend at financial year end by £16.5m. This would reduce the necessary level of capitalisation directions from £136m to £119.5m. This includes the impact of the Council evidencing forecast achievement of £17.2m of the £27.3m Stabilisation Plan actions. The Council is forecasting to achieve £21.3m (84.9%) savings against the total MTFS savings target of £25.1m for 2025-26.

There is no Period 1 (April 2025) forecast reported owing to prioritising the year end closing of the 2024-25 annual accounts.



Indicator Ref.

M03

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

Resources

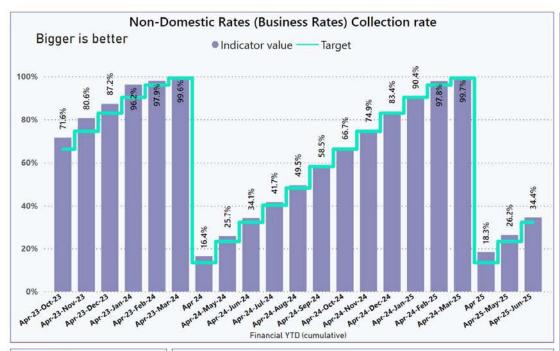
RAG status - Amber

Benchmarking timeframe

No comparable data available

Comment

The end-of-month collection target for June 2025 was 26.98%, while the actual collection rate achieved was 26.61%, a shortfall of 0.37%, equivalent to approximately £1.3 million. The shortfall can be explained by several factors: delays by the Valuation Office in processing property banding, causing properties to be brought into council tax several months after completion, with bills having to be backdated; the Council Tax premiums on empty properties and the introduction of the second homes premium - the increase in premium levels has increased arrears among these higher-risk accounts and these accounts are typically more difficult to recover due to absentee ownership and reduced payment compliance; finally, broader economic pressures are affecting taxpayers' ability to pay, with 405 more summonses issued compared to the same period last year.



M05

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

Resources

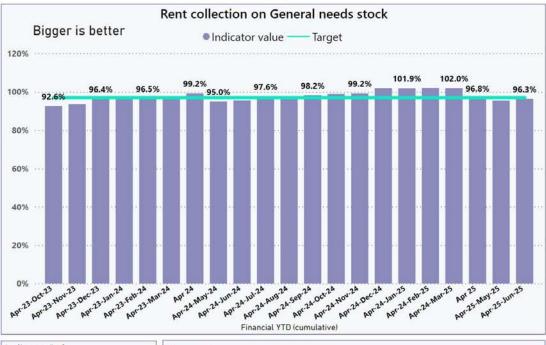
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

The end of month collection target for June 2025 is 32.05% and the actual collection percentage is 34.42%. We are therefore 2.38% above the collection target.



Indicator Ref.

M06

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

Housing

RAG status - Amber

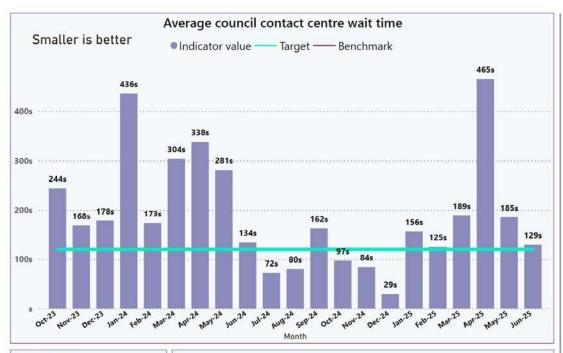
Benchmarking timeframe

No comparable data available

Comment

This month we have seen an increase in the collection rate of 0.8% though it remains below target. Collection during quarter one has been impacted by the April rent increase and delays in some tenants applying uplifts to their Universal Credit entitlement. Since April, the team have verified over 5,000 accounts and currently have none showing as overdue. On accounts where UC is the primary method of payment, arrears in Q1 have increased by approx. £420k. Ensuring these accounts have uplifted and resume regular payments is a focus for the team. These customers will be contacted in early July for payments and arrangements and where these are not forthcoming, enforcement action will be escalated.

In July, we also received our yearly allocation for Discretionary Housing Payments. Suitable accounts have been identified, and we aim to distribute approx. £300K of these payments in Q2. We will target appropriate cases with high levels of arrears as a starting point.



M10

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

Assistant Chief Executive

RAG status - Amber

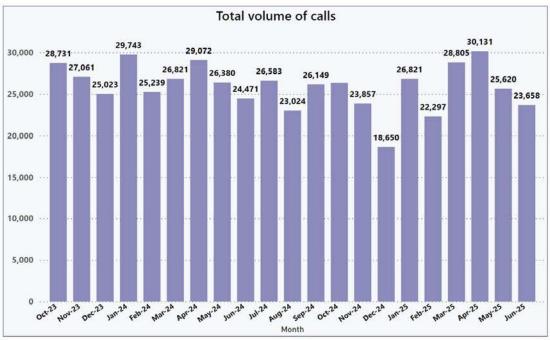
Benchmarking timeframe

No comparable data available

Comment

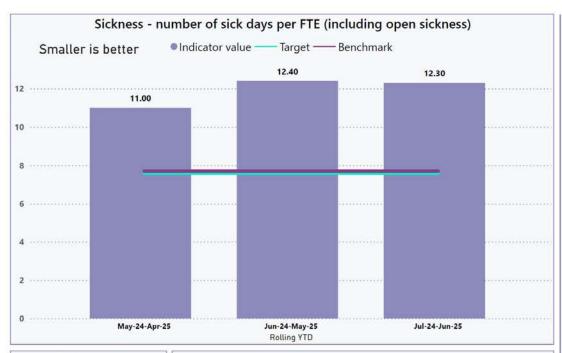
The wait times have reduced in June and residents are waiting 2 minutes and 9 seconds, on average for their call to be answered. The target of 2 minutes is almost being met.

The abandonment rate was 10% in June, an improvement on the previous 2 months. There were some technical issues which impacted performance, however this level of abandonment, compared with a short wait time, means that a good service is being provided to our residents.



Comment

We saw a reduction in environmental calls as initial contract changes have settled. Calls continue to reduce for registrars following the success of booking citizenships online.





M12

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Red

Benchmarking timeframe

Rolling Year to Mar 21 (London position)

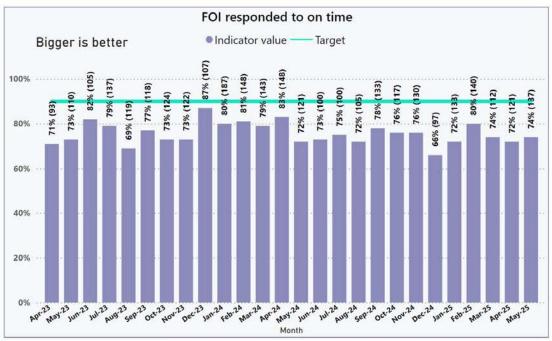
Comment

We are now reporting both open ended and closed sickness from April 2025 following a change to our HR reporting system. Further benchmarking is being sought from London Councils around the inclusion and calculation of open-ended sickness to ensure we are measuring consistently against other boroughs.

Sickness absence has decreased for open sickness absence but increased for closed sickness absence management indicators between May and June 2025, resulting in an overall slight reduction in the total sickness absence rate.

The closed sickness rate increased from 9.4 in May to 9.5 in June and the open sickness rate reduced to 12.3 in June from 12.4 in May.

Sickness rates remain high in Housing, SCRER and Children's. Urgent action is being taken requiring each directorate management team to attend a sickness escalation deep dive with the CEO. The meeting asks each directorate to explain the actions they are taking to reduce the absence rate. Long term and high incidence sickness absence is being managed through directorate sickness panels and management through the sickness management policy and procedure. Regular monthly sickness dashboards are produced for directorates which show where high levels of sickness absence are occurring and interventions are required with the support of HR. Managers have, and are, continuing to be trained on managing complex sickness cases via the 'Invest' management development programme.



Indicator Ref.

M14

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Red

Benchmarking timeframe

No comparable data available

Comment

A slight improvement on last month and can be broken down as follows:

ASC 41% which is a decline on the previous month

ACE 77% which is an improvement on last month

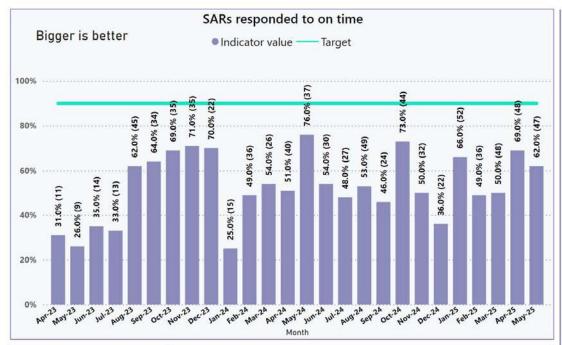
CYPE: 75% which is an improvement on last month

Housing: 63% which is a decline on the previous month

Resources: 77% which is a decline on the previous month

SCRER: 77% which is a decline on the previous month

The Council's project plan is looking to improve proactive management of requests to catalogue what is already published and where the public can locate information in an attempt to assist more self-service of access to information and reduce request volumes.



M15

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Red

Benchmarking timeframe

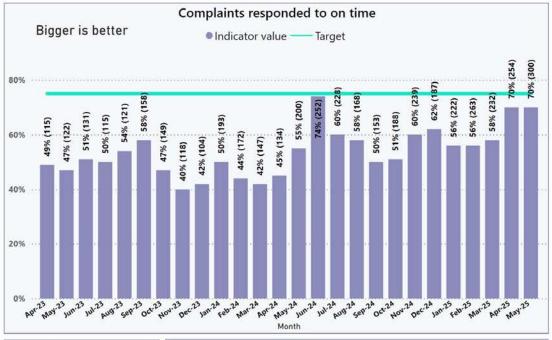
No comparable data available

Comment

A slight decline in performance position to last month and can be broken down as follows:

ASC 50% a similar position to last month CYPE: 40% which is a decline to the previous month Housing: 83% which is an improvement to last month Resources: 47% which is a decline to the previous month SCRER 46% which is a decline to the previous month

The Council is implementing an action and project plan following a review of the Information Governance function. The action plan includes investment in new and up to date redaction software which will improve response times by streamlining the process of combining, converting, and redacting all file types.



Indicator Ref.

M16

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Amber

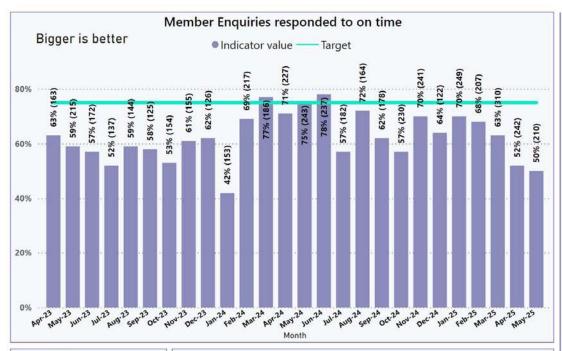
Benchmarking timeframe

No comparable data available

Comment

The position remains the same as April 25 and can be broken down as follows: ACE 100% within SLA $\,$

CYPE 51% within SLA which is an improvement to the previous month Housing 56% within SLA which is a similar position to the previous month Resources 95% within SLA which is an improved position to the previous month SCRER 80% within SLA which is an improved position to the previous month





M17

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Red

Benchmarking timeframe

No comparable data available

Comment

A similar position to last month, which can be broken down as follows:

ASC 40%

ACE 71%

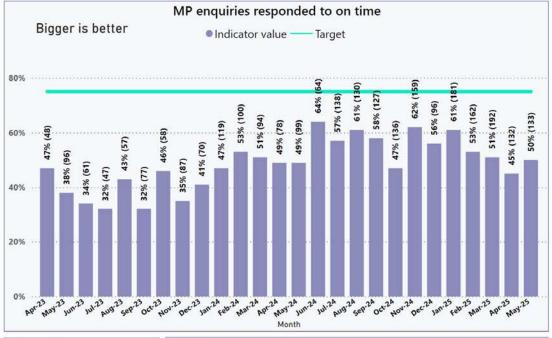
CYPE 40%

Housing 50%

Resources 76%

SCRER 49%

Services continue to work to improve SLAs in these areas. SCRER continue to receive particularly high volumes (316) in May.



Indicator Ref.

M18

Outcome 1

The Council Balances its books, listens to residents and delivers good sustainable services

Directorate

All directorates

RAG status - Red

Benchmarking timeframe

No comparable data available

Comment

A slight improvement on last month. Broken down as follows:

ACE: 50% - 2 enquiries

CYPE: 27% - 11 enquiries

Resources: 100% - 9 enquiries

SCRER: 42% - 84 enquiries

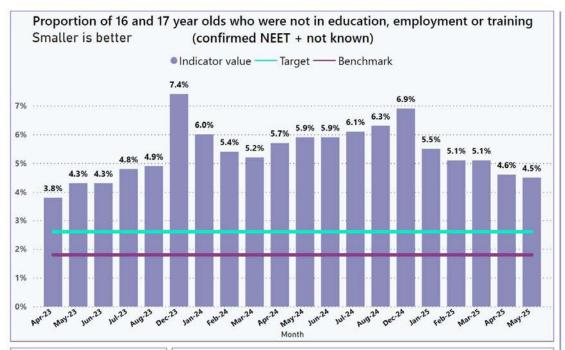
ASC: 45% - 11 enquiries

Housing - 51% - 135 enquiries

loading 5170 155 enquires

Services have been asked to respond to and prioritise enquiries.

2. Croydon is a place of opportunity for business, earning and learning





M20

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Children, Young People and Education

RAG status - Red

Benchmarking timeframe

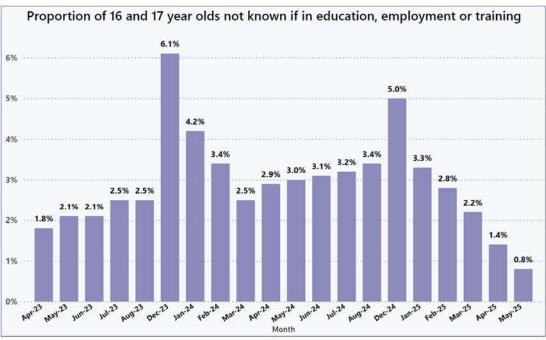
Average of Dec 23, Jan 24 and Feb 24 (London position)

Comment

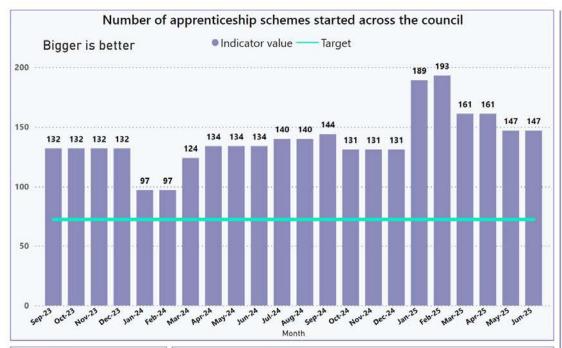
The reportable cohort remains steady above 10,000 individuals.

We have achieved our lowest Not Known Rate (0.8%) since September 2016. This has decreased from 1.4% since April 2025. The inverse relationship between NEETs and Not Knowns means that as Not Knowns fall, NEET numbers tend to rise, and vice versa. This month the improvement in our Not Known rate means that we have unearthed more NEET young people.

This significant improvement in Not Knowns and conversely the increase in NEETs is primarily due to enhanced tracking efforts. These efforts include cross-referencing multiple council and national databases, alongside direct outreach conducted by our Tracking and Engagement worker. During May, 365 contacts were made concerning 241 young people. 30% of these contacts were unsuccessful - mostly leaving messages - but we continue to track our Not Knowns to improve the accuracy of data in this area, including data exchange with other LAs and information ascertained from the monthly National Apprenticeship Service (NAS) data.







M21

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Sustainable Communities, Regeneration and Economic Recov...

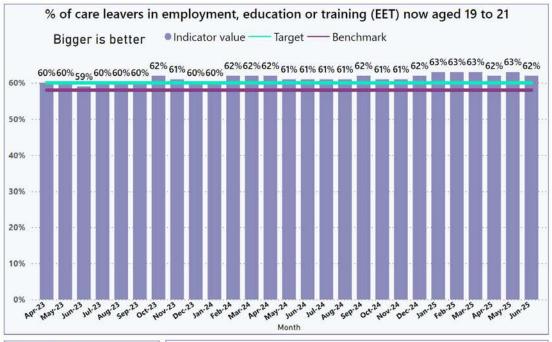
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

No change from previous month. New apprentice positions are currently going through onboarding, so we expect this position to change in July.



Indicator Ref.

M23

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Children, Young People and Education

RAG status - Green

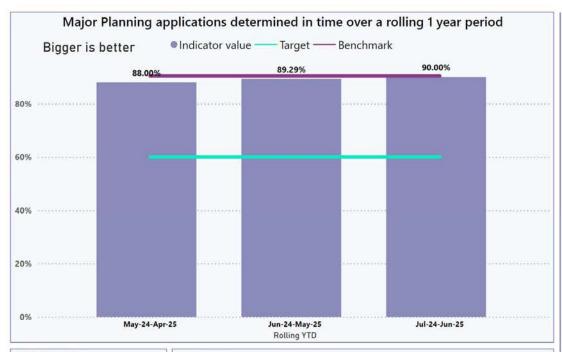
Benchmarking timeframe

2023/24 (London position)

Comment

Our rate of engagement in Education, Employment and Training continues to exceed target for Care Leavers aged 19-21. We have maintained good performance by:

- Running a weekly Virtual school drop-in at Turnaround, which is increasingly popular.
- Putting in place arrangements to collect and share employment opportunities, and supporting staff to promote and discuss these with young people.
- Providing focused support to enable young people to attend college, university and other education and training opportunities.
- Running a regular EET panel which reviews progress and opportunities for young people at risk of not engaging.



M24

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Sustainable Communities, Regeneration and Economic Recov..

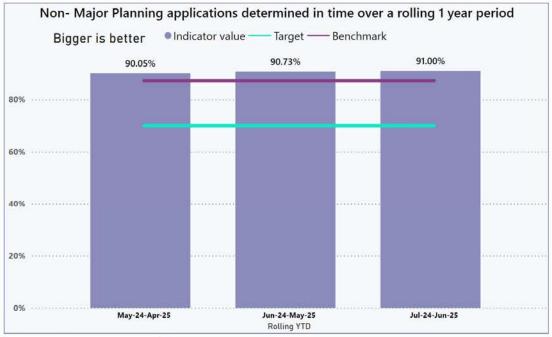
RAG status - Green

Benchmarking timeframe

12 months to end of March 2022 (London position)

Comment

Current performance on Major applications remains above the government target which is positive. Performance for Major applications is now 90.0% which represents an improvement of 0.7% compared to last month. The performance remains above the target of 60% and is just under the London average.



Indicator Ref.

M25

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Sustainable Communities, Regeneration and Economic Recov...

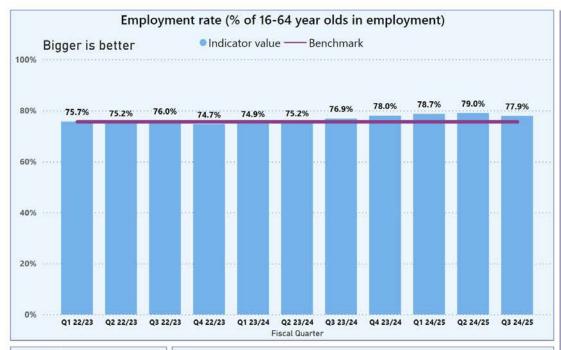
RAG status - Green

Benchmarking timeframe

12 months to end of March 2022 (London position)

Comment

Current performance for non-major applications continues to exceed the government target which is positive. Performance for non-majors is now 91.0% which represents an improvement of 0.3% compared to last month. The performance is above the target of 70% and above the London average.



M86

Outcome 2

Croydon is a place of opportunity for business, earning and learning

Directorate

Partnership working

RAG status - N/A

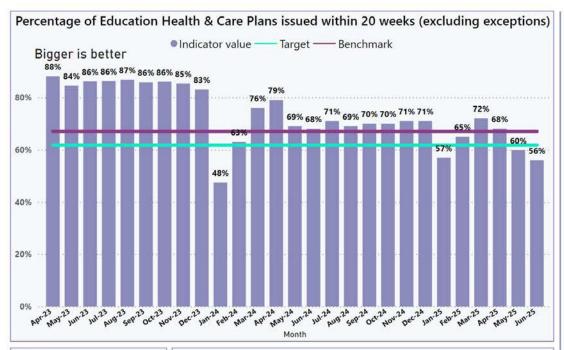
Benchmarking timeframe

2023/24 Q3 (London position)

Comment

The employment rate has seen a slight increase, marking a positive development. During Q1 and Q2 of 2025, the Employment & Skills team will prioritise in-work support to help individuals sustain employment and prevent job losses. This will be achieved through a range of programmes.

3. Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential



M33

Outcome 3

Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate

Children, Young People and Education

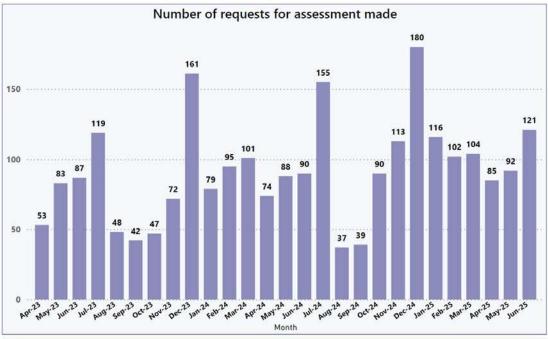
RAG status - Amber

Benchmarking timeframe

2024 (London position)

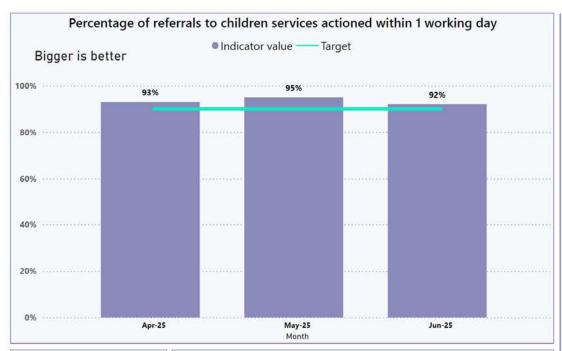
Comment

Performance calendar year to date is 56%. In June 2025, there were 87 EHCPs issued of which 33 (38%) were issued within 20 weeks (excluding exceptions). The dip in performance is due to some long-term team illness and staff shortages. To improve performance in the interim we are working with a recruitment agency and the long term solution is to bring in an assessment team to deal with the assessments.



Comment

We are now including the number of requests for assessments to show the demand received by the team.



M34

Outcome 3

Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate

Children, Young People and Education

RAG status - Green

Benchmarking timeframe

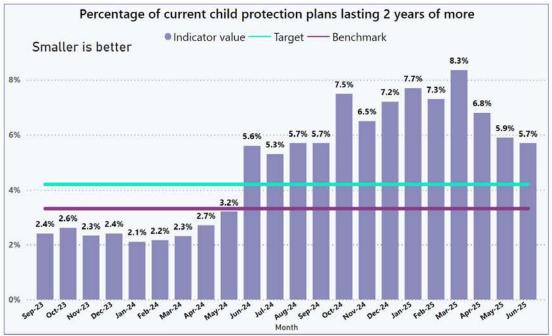
No comparable data available

Comment

From April 2025, we have changed the target for this indicator to referrals actioned within 1 working day, previously 2. Performance continues to show a sustained improvement, exceeding our 90% target.

In March 2024 we revised our leadership and management arrangements, bringing in a new experienced Service Manager and introducing a range of service improvements including:

- Greater clarity regarding roles and responsibilities in the service, particularly for the Team Manager role.
- Improvements to recording and reporting which have allowed accurate and fast decision-making, tracking and monitoring.
- Regular use of revised and improved performance dashboards for team management and service planning.
- A move to a 'Shift Pattern' of working which allows Team Managers to concentrate on a specific work area.
- · Much improved communication between staff
- A new Lead Contact and Referral officer role which provides greater oversight, delegation, and closer management of contacts.



Indicator Ref.

M36

Outcome 3

Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate

Children, Young People and Education

RAG status - Red

Benchmarking timeframe

2023/24 (London position)

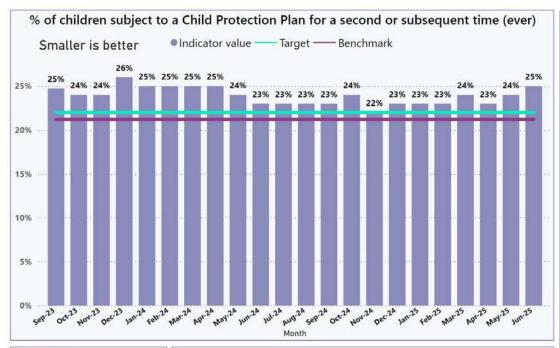
Comment

As of 1 July 2025 there were 31 children subject of a CP plan over 2 years which has reduced from 35 as of 1 June 2025. Of these 31 children (23 in a legal framework) a further 9 plans are anticipated to end in July. Performance has improved to 5.7% and continues to move closer to the target of 4.2%

Our interventions are having an impact, there will continue to be a number of children subject of a CP plan for over 2 years whilst they remain within a legal framework. There are signs of the cohort reducing over the next few months and there will be a maximum of 8 children whose CP plan will go over 2 years in July-September 2025. This continues to ensure the reduction in new children's plans going over 2 years. The cohort of children subject of a CP plan over 18 months has reduced from 98 in December to 51 at the end of June 2025 (a reduction of 15 children from last month). This evidences the impact of the work in this area with children subject of a CP plan over 9 months.

Actions to ensure management oversight and grip are now embedded across the service, including:

- * Heads of Service targeting the safe closure for children whose plans have been open for the longest, reassigning resource to increase capacity to prepare for stepdown.
- * Reviewing CP plans over 15 months every 2 weeks to ensure continued impact, appropriate thresholds and a clear direction of travel to safely end the plan.
- Reviewing children subject of a CP plan over 9 months on a regular basis to ensure a clear direction of travel to safely end the CP plan at the earliest stage.



M37

Outcome 3

Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate

Children, Young People and Education

RAG status - Red

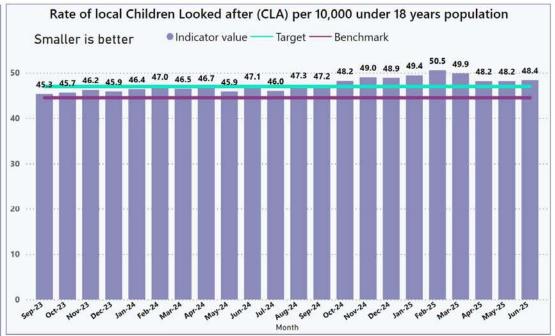
Benchmarking timeframe

2023/24 (London position)

Comment

136 children (25%) are subject of a CP plan for a second or subsequent time. This is a reduction of 3 children from the previous month despite 11 children becoming subject of a repeat CP plan in May, meaning the plan ended for 14 children. Of the 11 new children/5 families, 3 families CP plans ended over 2 years ago. For 2 families the CP plan ended 1-2 years ago and these are being reviewed by the relevant service managers.

This month the KPI has increased to 25% this is primarily due to the decrease in the overall number of children subject of a CP plan which was 590 as of 1 June 2025 but is now 546 as of 1 July 2025. All new children subject of a CP plan for a second or subsequent time are reviewed by the CPC service manager each month to both address any learning about the previous CP episode and to ensure there is a tight framework in place that considers the previous episode. The Islington Partners in Practice are supporting the child protection service to sustain improved practice in this area once DfE funding has been agreed for another year.



Indicator Ref.

M38

Outcome 3

Every child and young person in Croydon has the chance to thrive, learn and fulfil their potential

Directorate

Children, Young People and Education

RAG status - Amber

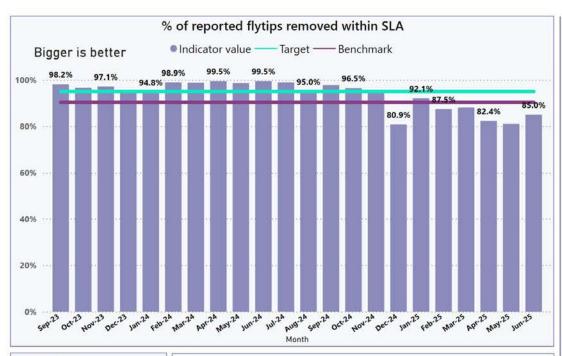
Benchmarking timeframe

2023/24 (London position)

Comment

There has been a slight increase in the proportion of children in care in the month of June. Overall the council need to ensure that care is provided to those children where no other option will provide safety. Performance is not quite meeting the target of 47/10,000, however is stronger than that of statistical neighbours and England. A focus to drive down timeframes in care proceedings for children looked after, especially those on the adoption pathway and those living with their families will further strengthen performance in this area moving forward.

4. Croydon is a cleaner, safer and healthier place, a borough to be proud to call home



M43

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regeneration and Economic Recov..

RAG status - Red

Benchmarking timeframe

24 months to end of March 2022 (London position)

Comment

As experienced across the rest of the country, Croydon continues to experience a significant increase in the level of fly tipping with an average of over 7000 reported fly tips per month for the first quarter of 2025-26. Analysis of the reporting has shown that the majority of reports are discarded domestic waste rather than large-scale commercial fly tipping, however any incident of fly tipping is a criminal offence and our aim is to make our streets and open spaces cleaner as well as tackle appropriately those who don't support this and spoil our borough.

Resident engagement is underway on the new Streets and Environment Enforcement Policy, which sets out our approach to seek to enforce in any case it is able to, whether through the issue of a Fixed Penalty Notice or through a prosecution. Consultation is due to end in August and the feedback will then be analysed and used to finalise the policy. The introduction of a dedicated Community Compliance Team who will target repeat hotspots and support private landowners to ensure action is taken is also a key part of the policy and 2 new officers have already been recruited and will be operational by September.

An improvement programme for the Love Clean Streets app is being launched, to improve the user experience and reduce duplicate reports, to ensure the contractor teams are operating as efficiently as possible, and a communications strategy is being developed to better inform residents and raise awareness on the right ways to dispose of waste.

In June, the service received 7170 reported fly tips, a decrease of 195 compared to May. Of these, 811 (11%) cases were not eligible for collection and the case closed for different reasons including but not limited to, duplicate task, private property, nothing found etc.

There were 6,359 fly tips eligible for collection. of which 85% were cleared within SLA, reporting an improvement of 3.9% from May but still below the target - performance has been impacted by the increase in volumes. Regular monitoring is underway with the contractor as well as the above actions to improve the position in this area.



Indicator Ref.

M45a

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regeneration and Economic Recov...

RAG status - Green

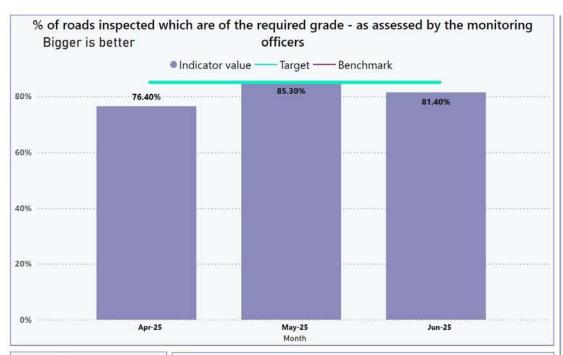
Benchmarking timeframe

2021-22 Stat neighbour median

Comment

There has been an 1.80% increase in our overall recycling performance to 39.04%. The improvement can be attributed to the following:

- · Seasonal increase in Green Garden Waste
- · Reduction in contaminated kerbside recyclate.
- · Reduction in non recyclate



M46

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regeneration and Economic Recov...

RAG status - Amber

Benchmarking timeframe

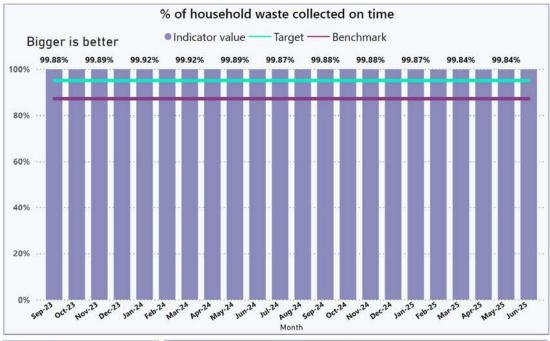
No comparable data available

Comment

This KPI has been introduced in line with the new street cleansing contract and replaces the previous indicator which measured % of streets below grade rectified within 24hrs. The new KPI better measures performance of the programme of street cleaning, rather than by exception where roads are reported as not satisfactory.

In June, 172 street cleansing inspections were undertaken, of which 32 (81.4%) were found to be at or above the expected standard

In addition to those inspections undertaken by the councils client monitoring team between April - June Veolia have undertaken a total of 369 Street inspections, of these 84% were found to be maintained to the required grade.



Indicator Ref.

M47

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regeneration and Economic Recov..

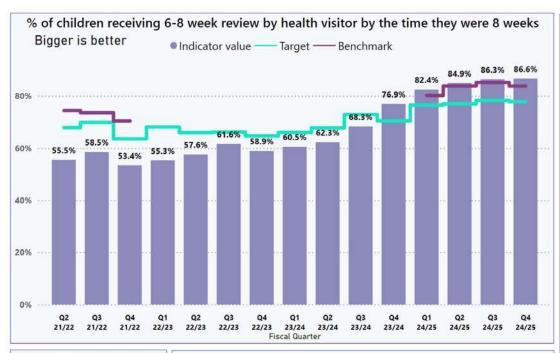
RAG status - Green

Benchmarking timeframe

24 months to end of March 2022 (London position)

Comment

We continue to deploy a full waste collection service across the borough. This month we made 1,479,216 collections with 2002 reported as missed. This represents 99.86% completed as scheduled and a significant reduction of 483 (19.6%) reported missed collections compared to May 2025.



M57

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Adult Social Care and Health

RAG status - Green

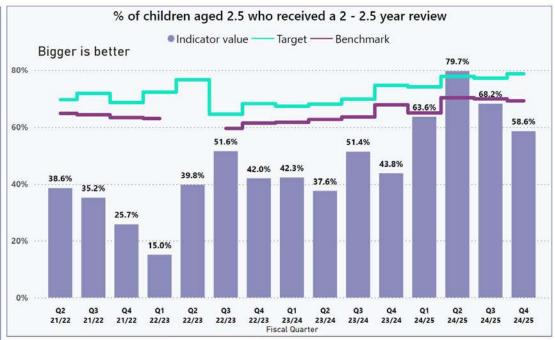
Benchmarking timeframe

2024/25 Q4 (London position)

Comment

Data is refreshed every 6 months. Q1 & Q2 2025/26 data is expected January 2026. Target is statistical neighbour average for this check.

The latest (Q4 24/25) performance data shows that 86.6% of children are receiving a 6-8 review by a health visitor by the time they are 8 weeks. This is the best performance on this indicator for over 2 years and is now above the target of our statistical neighbour average. Data being reported locally indicates that overall, performance has improved further since the period of the data that is publicly available. Significant work has been undertaken collaboratively by Public Health and CYPE Commissioning colleagues with the Provider on improving the service delivery model and increasing workforce recruitment and retention (on the backdrop of national recruitment challenges). Please be aware that the Croydon figures do not match the published figures owing to a reporting issue. The figures in this document are accurate and are in the process of being corrected nationally so that the published figures matches these.



Indicator Ref.

M58

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Adult Social Care and Health

RAG status - Red

Benchmarking timeframe

2024/25 Q4 (London position)

Comment

Data is refreshed every 6 months. Q1 & Q2 2025/26 data is expected January 2026. Target is statistical neighbour average for this check.

The latest (Q4 24/25) performance data shows that 58.6% of children received a 2-2.5 year review by the time they turned 2.5 years old.

Performance for this indicator has been more inconsistent. The latest publicly available data (Q4 24/25) shows it is below the target of our statistical neighbour average, despite seeing a general trend in improved performance in Q1 & Q2 2024/25 - where the percentage sat at 79.7% for Q2.

However, data being reported locally since this period indicates that the performance has evidence of improvement, which coincides with when the new service delivery model was mobilised. Significant work continues to be undertaken collaboratively by Public Health and CYPE Commissioning colleagues with the Provider to embed the improved integrated service delivery model and increasing workforce recruitment and retention (on the backdrop of national recruitment challenges).



M66

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

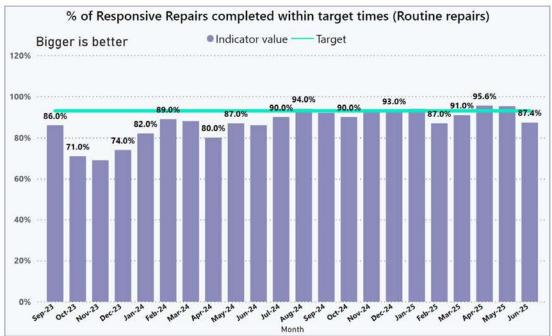
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

It became unlawful in 2003 for councils to accommodate more than 5 families in Bed & Breakfast temporary accommodation for more than 6 weeks where facilities are shared. In May 2024, Croydon had 179 families in such accommodation. Given the scale of demand and a shortage of affordable accommodation, concerted effort has resulted in this target being met for the first time since 2003 from April 2025. This significant improvement in performance ensures that the Council secures Homelessness Prevention Grant funding, as this statutory target is one of the grant conditions.



Indicator Ref.

M83a

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

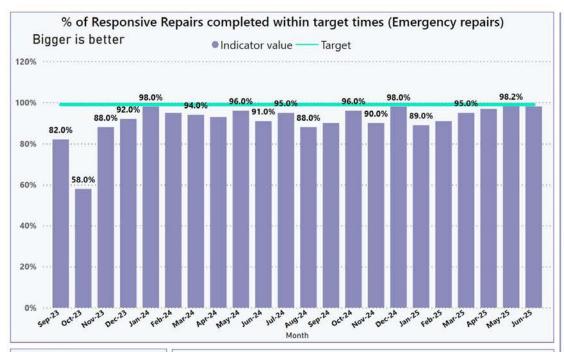
RAG status - Amber

Benchmarking timeframe

No comparable data available

Comment

During the first quarter, the service experienced an increase in overdue jobs primarily due to challenges in resourcing work caused by high staff turnover among contractors and their extended supply chain. In response, our contractors targeted resources and efforts on closing overdue jobs by 30 June as part of our service improvement plan. We expect performance to improve with this KPI over the coming months as the resource availability improves.



Indicator Ref. M83b

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

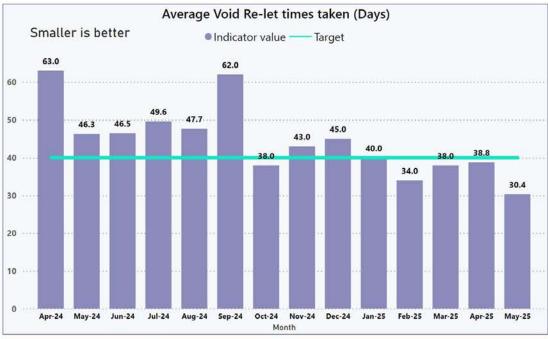
RAG status - Amber

Benchmarking timeframe

No comparable data available

Comment

Our performance in June 2025 dropped slightly from the previous month, with a completion rate of 98.06%, slightly below the target of 99%. Our contractors are focused on improving their service and returning this KPI to target.



Indicator Ref.

M84

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

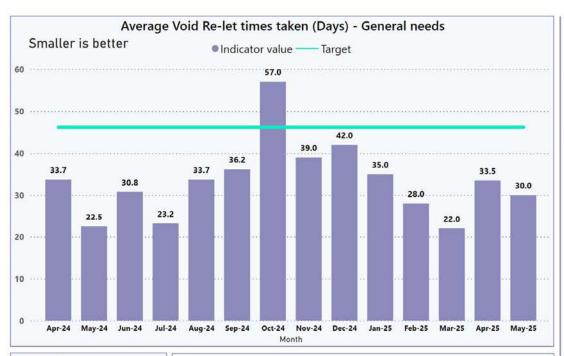
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

Void turnaround reduced from 38.8 days in April to 30.4 days in May. This represented a particularly good start to the year, underpinned by reductions in turnaround time in all categories. Teams involved in ensuring that void turnaround time are kept to a minimum are acutely aware of the need to make homes available for residents, many of whom have been living in temporary accommodation for several years.



M84a

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - Green

Benchmarking timeframe

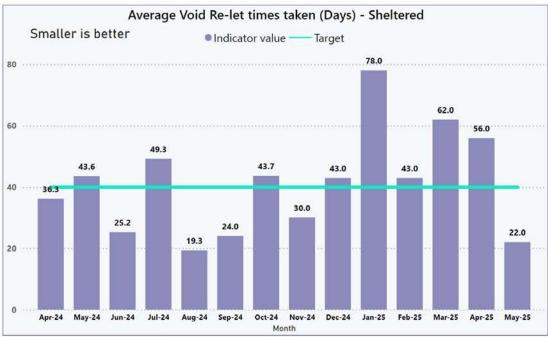
No comparable data available

Comment

Void turnaround for general needs voids reduced from 33.5 days in April to 30 days in May. During this period 37 properties were let, despite the impact of:

- Two long term older voids which had been void for a considerable period.
- Several properties which needed full refurbishment and many needing compliance measures (such as work to heat/smoke detectors and fire doors) to bring them up to standard.
- · An increase in properties refused.
- · Issues with delays associated with having sitex doors removed

This reduction in void turnaround times was assisted by strongly reinforcing expectations of the contractor and with the Housing Register and Lettings Team working together to ensure that following pre-allocation, properties were viewed, and sign ups took place with minimal delays.



Indicator Ref.

M84b

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

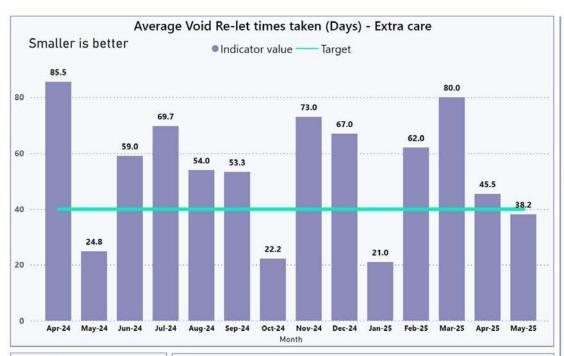
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

In May, turnaround time for sheltered properties reduced from 56 days to an all time low of 22 days. The year to date average now currently stands at just 36 days. Close collaboration between Lettings and the Housing Register has allowed us to start the year well with these voids.



Indicator Ref. M84c

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

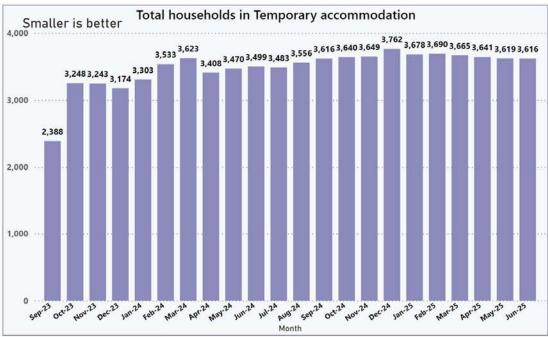
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

Turnaround time for extra care properties in May reduced from 45.5 days to 38.2 days. Improvements in identifying suitable residents to move into Extra Care properties ahead of time greatly contributed to this performance.



Indicator Ref.

M64

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

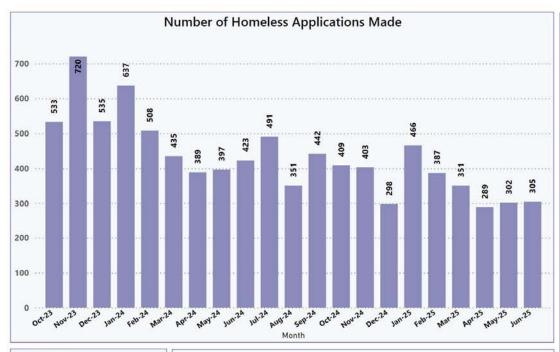
RAG status - N/A

Benchmarking timeframe

No comparable data available

Comment

Significant homelessness pressure in Croydon, in line with national and London wide trends, resulted in the increasing use of temporary accommodation to meet this need, with 3616 households in temporary accommodation in June 2025, a slight reduction compared to the March 2025 position (3665). Over the last 12 months, Cabinet has approved a number of strategies and policies including a Homelessness & Rough Sleeping Strategy, Housing Allocation Policy and Placements Policy for temporary and private rented sector accommodation. Taken together, these were designed to create a holistic approach to managing demand and supply pressures whilst ensuring potential negative impacts on those experiencing or threatened with homelessness are minimised. We are beginning to see a slight downward trend from April 2025 in response to additional demand reduction actions that has been put in place.



M69

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

RAG status - N/A

Benchmarking timeframe

No comparable data available

Comment

This is a demand tracker to help the Council to identify pressure points so that appropriate measures are put in place to mitigate against any financial impact. In 2024/25, the Council saw a 50% increase in people seeking homelessness support compared to previous years, averaging 400 applications a month. We are continuously reviewing our overall demand management approach and providing clear information to help applicants make timely and informed choices on their housing options. We are beginning to see a slight downward trend from March 2025.



Indicator Ref.

M91

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Housing

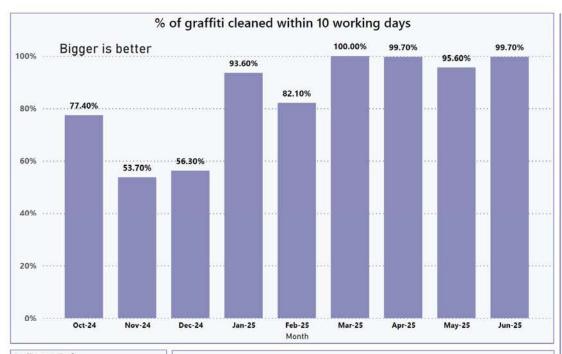
RAG status - N/A

Benchmarking timeframe

No comparable data available

Comment

The demand for temporary accommodation has outstripped the supply of suitable and especially larger size accommodation for families. As a result, over the years, families were accommodated in separate units. In June 2024, there were 206 families in split temporary accommodation which has now reduced to 49. This is a positive indicator of the service efforts to reunite split households and more importantly not continuing this practice.



M82

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Sustainable Communities, Regeneration and Economic Recov...

RAG status - N/A

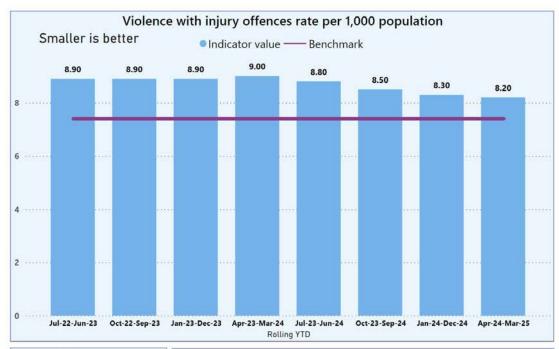
Benchmarking timeframe

No comparable data available

Comment

282 out of 283 reports (99.65%) were cleaned on time, with 1 report (0.35%) cleaned within 12 days of the initial report.

In total, there were 295 reports, but 12 reports were removed from the count as they involved graffiti on shutters, at height, on private property, under the responsibility of TfL, or were not considered graffiti.



M48

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

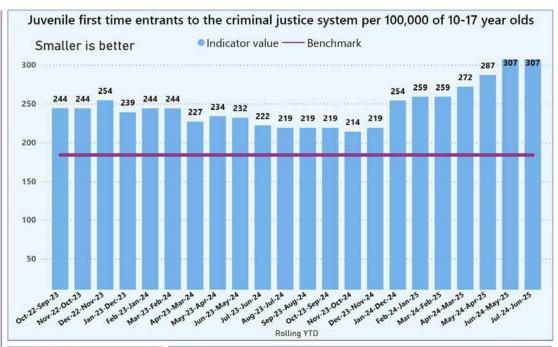
RAG status - N/A

Benchmarking timeframe

12 months rolling to March 2025

Comment

Violence with Injury is a composite indicator that tracks all levels of violence in the borough, excluding Knife Crime, Gun Crime, and Domestic Violence. Croydon's performance is slightly worse than the London average, although it is significantly improved since the same time period in 2024. The majority of this offense is concentrated in and around Croydon Town centre and the Town Centre Taskforce works with the Police and support services to make our Borough safer by tackling repeat perpetrators, improving safety in hotspot areas, and improving people's feelings of safety. In addition, we are looking to replicate this approach across two other priority areas (Croydon Restaurant quarter and Thornton Heath Rec) where it will help lower violence and improve feelings of safety.



Indicator Ref.

M49

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

RAG status - N/A

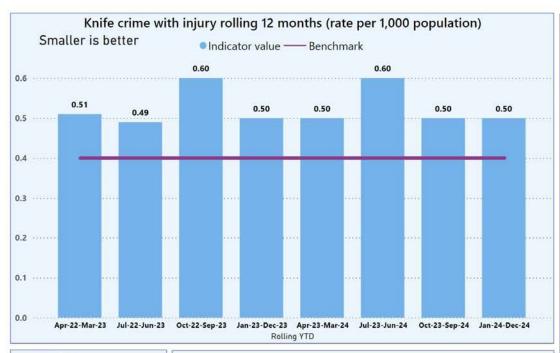
Benchmarking timeframe

2021 (London position)

Comment

The increase seen in 2024 coincided with Police policy changes to their 'offence matrix' to divert from Court, specifically related to weapon related offending (where the law also changed). Children previously eligible for diversion are now formally charged for certain offence types (weapons). As weapons remain to be our highest offence type this has impacted. There was also clear messaging in the MET at the end of the year to clear pending items etc and this potentially was also a factor that contributed to the increase. For example children released under investigation, their matters would have been prioritised to discontinue or charge.

Additionally, we saw a small number of children whose arrest to conviction had been delayed by Police/CPS (children whose offence date may have been 2022 or 2023. This also impacted on the number of children who appeared as FTEs in 2024.



M50

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

RAG status - N/A

Benchmarking timeframe

12 months rolling to Dec 24

Comment

Please note - this data is taken from the Metropolitan Police Service who are currently reviewing offence data in regards to knife crime - therefore latest data for this measure is December 2024

It is important to note that knife crime is any crime where a knife is present or believed to be present by the victim - it does not just include stabbings. The levels of knife crime with injury have remained relatively stable over the last quarter, and the partnership remains focused on safety for young people in public spaces through the work of the youth safety delivery plan and commissioned engagement and outreach across our risky areas.



Indicator Ref.

M51

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

RAG status - N/A

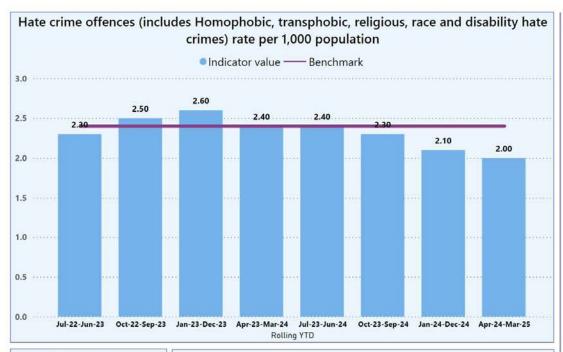
Benchmarking timeframe

12 months rolling to Dec 24

Comment

Please note - this data is taken from the Metropolitan Police Service who are currently reviewing offence data in regards to knife crime - therefore latest data for this measure is December 2024

Young victims of knife crime has remained at a stable level over the last year. A significant amount of work has gone into the "Tackling Youth Safety Delivery Plan" over the last 12 months since the launch in September 2023, including considerable targeted activity with youth outreach organisations and key partners to improve diversion and disruption.



M52

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

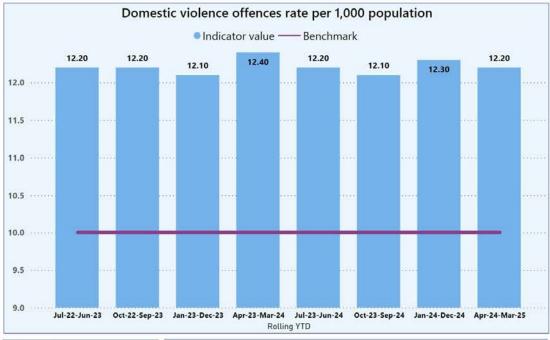
RAG status - N/A

Benchmarking timeframe

12 months rolling to March 2025

Comment

Hate crime has shown a slight improvement over the last quarter, and is better than the London average. It continues to be monitored in partnership with the Police. Croydon does not appear as a priority hotspot for London Police for Hate Crime, and generally residents of Croydon describe the borough as one where different communities live, work and play well together which may be reflected in this lower than average crime rate.



Indicator Ref.

M53

Outcome 4

Croydon is a cleaner, safer and healthier place, a borough to be proud to call home

Directorate

Partnership working

RAG status - N/A

Benchmarking timeframe

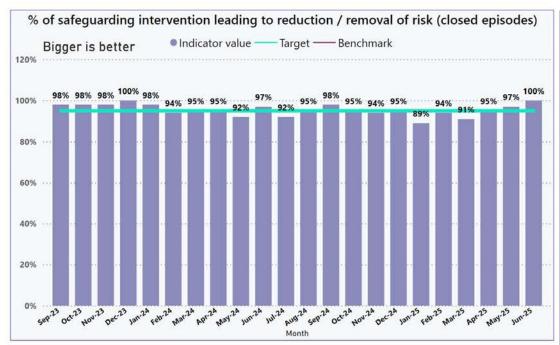
12 months rolling to March 2025

Comment

Levels of domestic abuse (DA) have fallen since last quarter, and compared to our position 12 months ago. However, there have been three domestic violence homicides involving women victims in the last six months which reflects the ongoing challenge Croydon faces with such high levels. We remain the second highest rate of DA in London, and the highest in volume. Since launching the domestic abuse delivery plan in July 2024, we have increased the pace and scope of our work, and in particular last month we started our first "Expert by Experience" panel where survivors of domestic abuse have come forward to help us improve our services and how we support survivors. July 2025 sees the launch of our "Community Ambassadors" programme to raise awareness of VAWG (Violence Against Women and Girls) across the diverse communities of Croydon to help improve reporting and support. In addition, our focus and publicity around VAWG will see a rise in reporting, which is something to be welcomed as it more accurately reflects the violence that takes place in our borough.

NOTE: Our services also support men and boys subject to gender based violence.

5. People can lead healthier and independent lives for longer



M70

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

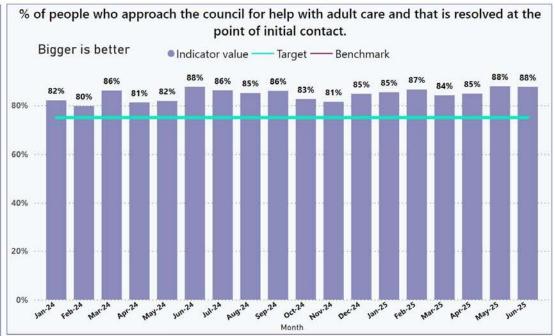
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

There is no nationally set target for this. Month-by-month data will see some variation as the low number of cases involved can lead to significant swings over short periods, however there has been an improvement over the last 2 months. Adult safeguarding work covers a wide range of scenarios, so multiple strands of work are needed to address the various types of risks in people's lives that we are trying to support people to reduce. We have established a Safeguarding Adults Practice Improvement Board to oversee our continuous improvement work.



Indicator Ref.

M71

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

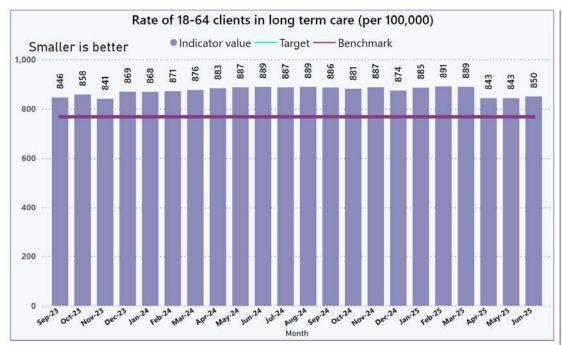
RAG status - Green

Benchmarking timeframe

No comparable data available

Comment

Performance remains consistent. Work to develop the new model for the service is progressing well and is aligning very positively with the Integrated Front Door model - joint working on this is ongoing to ensure further opportunities to reduce unnecessary referrals are identified and put in place.



M73

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Red

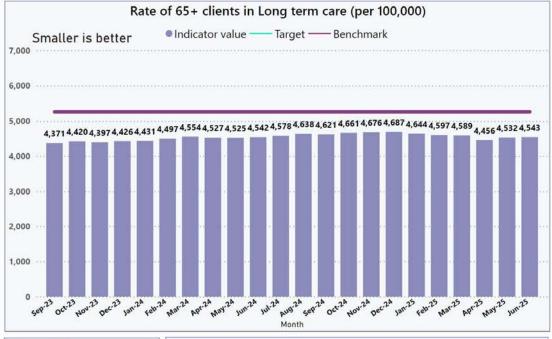
Benchmarking timeframe

April 2024 to March 2025 (London average)

Comment

The total annual numbers of individuals in long term care in adult mental health has increased from 349 in 22/23 to 380 in 24/25. Total increase of 31 and average increase of approximately 10 each year in 3 years and is forecasted to continue (This number includes individuals age 64+). Factors include increases in population and prevalence of mental disorders including complexities requiring longer term interventions. Additional factors include cross borough placements and high demand for supported living and supported accommodation due to both increase in complex mental health needs and homelessness. Ongoing discussions continue with Housing regarding increased capacity and access to Croydon Council supported accommodation. The long term plan is a restructure of adult mental health social care to provide a more robust early intervention and prevention service as well as increase short term assertive focused interventions.

**Benchmarking data is now available quarterly, one quarter in arrears. Our target is to perform in line with the London average so the target will be updated each quarter.



Indicator Ref.

M74

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Green

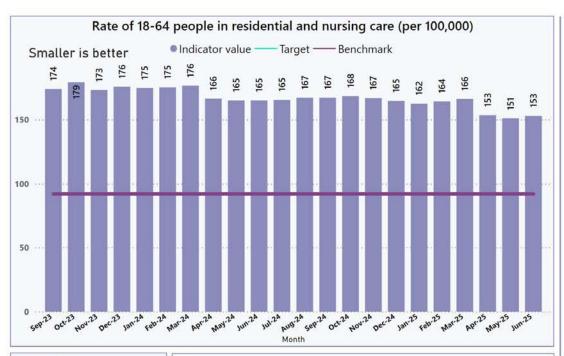
Benchmarking timeframe

April 2024 to March 2025 (London average)

Comment

We remain below the London benchmark with clients in service. However we have seen a slight increase of clients in service. This is seemingly down to an inflow of clients into the Older People Locality Teams from the Hospital system. Further work is required with Newton colleagues to link the two projects (Older People Adults Living Independently project and the Reablement project) and ensure that we are maximising efforts to step down care during reablement so that there are less packages of care required for ongoing care, provided by the OP Locality teams.

**Benchmarking data is now available quarterly, one quarter in arrears. Our target is to perform in line with the London average so the target will be updated each quarter.



M77

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Red

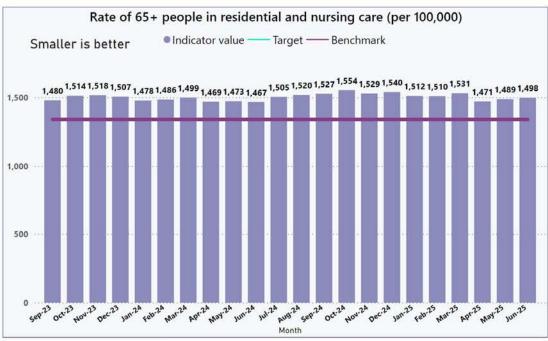
Benchmarking timeframe

April 2024 to March 2025 (London average)

Comment

The overall figures for residential and nursing placements in Adult Mental Health Social Care has been consistently improving from the financial period of 22/23 to 24/25. 22/23 - 113; 23/24 - 101 and 24/25 - 99 (These annual totals includes individuals 64+). Excluding individuals aged 64+ brings this annual total down significantly. Further improvement in this area faces difficulties and challenges due to barriers in accessing local authority inhouse provisions and lack of capacity. In addition to managing expected excess demand mainly related to adults with mental health / Learning Disability and Autism with complex care needs. Plan continues through various interventions focused on access and capacity through inhouse provision and step down to more independent provisions. 43 new independent provisions are planned for August / September 2025 while support is provided to individuals to remain at home longer with increased levels of packages of care.

**Benchmarking data is now available quarterly, one quarter in arrears. Our target is to perform in line with the London average so the target will be updated each quarter.



Indicator Ref.

M78

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Red

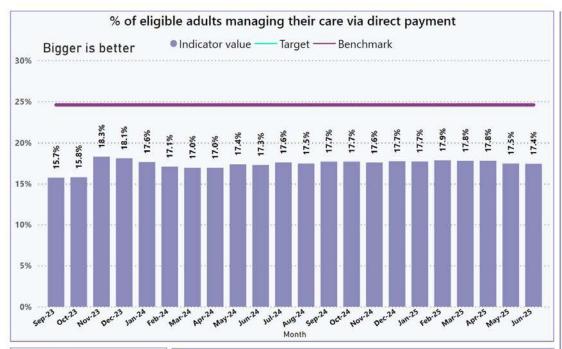
Benchmarking timeframe

April 2024 to March 2025 (London average)

Comment

Performance is above the London average, however this has remained largely flat during the year. Pressure remains on the service in terms of placement numbers, and there are ongoing accommodation strategy discussions across directorates to focus on availability of step down stock, and the need to expand extra care stock.

**Benchmarking data is now available quarterly, one quarter in arrears. Our target is to perform in line with the London average so the target will be updated each quarter.



M79

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Red

Benchmarking timeframe

FY 24-25 (London position)

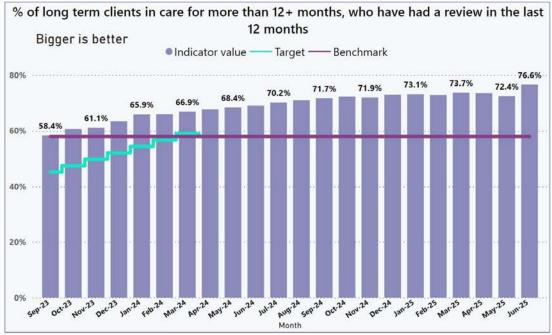
Comment

Direct payments enable residents receiving funded social care services to have control of the services they chose to purchase to meet their needs, and a long-term project to improve uptake is ongoing.

We are working with the incumbent and incoming providers ahead of the go-live date in October, to test the new processes, and refresh our information, advice and guidance. This has included meetings with commissioners, and the payments team. We are deepdiving into banking systems and referrals, to ensure that the process will be as smooth as possible for the new service.

We have a first draft for a refreshed policy around Direct Payments, to ensure they can be used innovatively and flexibly, to meet a range of care and support needs. This will be finalised ahead of the new service being launched.

Our work to support the development of community micro-enterprises has now begun, with attendance at several community events, to identify potential micro-enterprises. These will help to deliver a wider range of needs, on a more local level, increasing the range of services Direct Payments can be used for. This is a particular opportunity to increase uptake of Direct Payments amongst our older residents, who would benefit from domestic services in their neighbourhoods.



Indicator Ref.

M80

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

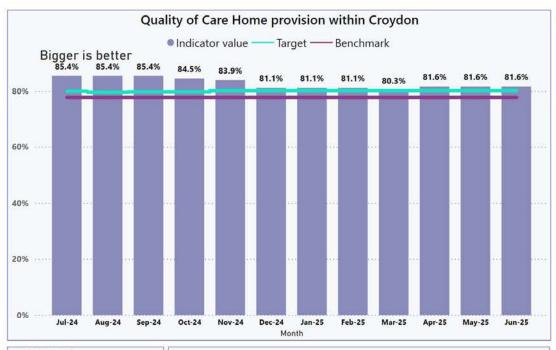
RAG status - Green

Benchmarking timeframe

FY 24-25 (London position)

Comment

The Care Quality Commission inspection in May drew on some of our staff resource, this has now been returned to the front line resulting in the review numbers increasing by nearly 4%



M90

Outcome 5

People can lead healthier and independent lives for longer

Directorate

Adult Social Care and Health

RAG status - Green

Benchmarking timeframe

November 2024 (London position)

Comment

Croydon is currently above the averages for England and London on Care Homes. We are working closely with the CQC on the homes that have been assessed as requires improvement or inadequate and have action plans in place to see how we can collaboratively work together to improve the quality of care.

There is a continued error on the LG Inform website where the incorrect amount of care homes is being reported on. This appears to be a pan London problem where some care homes have been duplicated and increased the number of care homes from 121 to 127 in Croydon. We have escalated the issue to LG Inform and are working with them on the solution to their data capture for this measure.