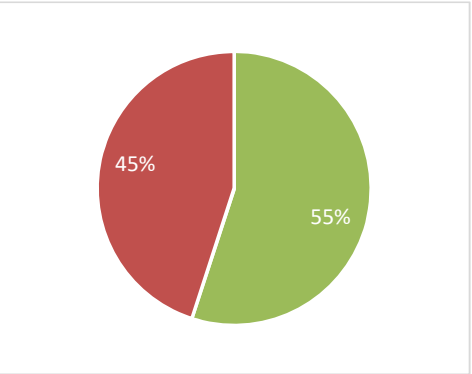




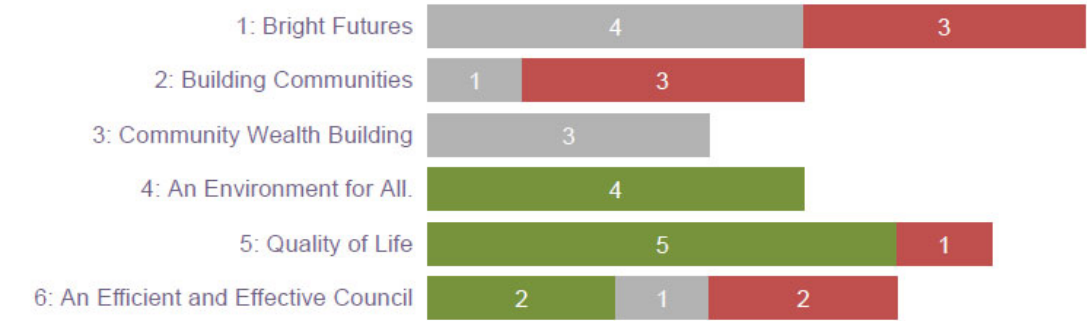
● **Met target**
● **Target not met**
● **Target not appropriate**

Indicators where setting numerical targets is considered inappropriate and/or the service area is demand-led

**Performance by Target**



**Performance by Priority**



## Council Performance Report - 2019/20

### Overview



Met target



Target not met



Target not appropriate

Indicators where setting numerical targets is considered inappropriate and/or the service area is demand-led

#### Priority 1: Bright Futures: supporting children and young people's aspirations, keeping them safe and removing barriers to success

1	Education Care & Health Plans (EHCP) issued on time	<b>33.5%</b>
2	Care leavers in employment, education or training	<b>50.3%</b>
3	Children on a Child Protection Plan (rate per 10,000 under 18s)	<b>42.4</b>
4	Children's social care Single Assessments carried out on time	<b>67.8%</b>
5	Knife crime injury victims aged 1-24	<b>84</b>
6	Ambulance calls to alcohol related incidents involving under 25s	<b>116</b>
7	Ambulance calls to assault incidents involving under 25s	<b>241</b>

#### Priority 2: Building Communities - a housing offer for residents that delivers more genuinely affordable homes in well-designed neighbourhoods

8	Genuinely affordable homes started	<b>54</b>
9	Families in Temporary Accommodation (TA)	<b>5449</b>
10	Satisfaction with the Repairs Service	<b>74%</b>
11	Housing repairs completed on time	<b>86.57%</b>

#### Priority 3: Community Wealth Building a strong economy that supports local businesses, nurtures talent and provides opportunities

12	Employment rate	<b>71.7%</b>
13	Jobs below London Living Wage	<b>29.2%</b>
14	Council spend locally	<b>21.4%</b>

#### Priority 4: An environment for all - an attractive borough which encourages active lifestyles, social integration and civic responsibility

15	Street cleanliness: Litter	<b>97.60%</b>
16	Street cleanliness: Detritus	<b>97.80%</b>
17	Street cleanliness: Fly-posting	<b>99.00%</b>
18	Fly tips collected on time	<b>92.55%</b>

#### Priority 5: Quality of life - improving our health and social care system so it works for Newham residents

19	Adult Social Care Carer Satisfaction	<b>35.8%</b>
20	Adult Social Care Customer Satisfaction	<b>59.4%</b>
21	Adult Social Care customers reassessed and reviewed in year	<b>72.7%</b>
22	Safeguarding enquiries - desired outcomes achieved	<b>95.5%</b>
23	Safeguarding enquiries - risk reduced or removed	<b>94.4%</b>
24	Adult Social Care new Customers Assessed on time	<b>68.8%</b>

#### Priority 6: An efficient and effective Council: making Newham Council work better for everyone

25	Stage 1 complaints responded to on time	<b>67.45%</b>
26	Is expenditure in line with budget and financial plans ?	<b>Yes</b>
27	Sickness absence (Average days)	<b>10.5 Days</b>
28	Levels of staff engagement	<b>N/A</b>
29	Resident satisfaction	<b>81.5%</b>

# Bright Futures

■ Target met    
 ■ Target not met    
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary																				
Education Care & Health Plans (EHCP) issued on time	↑	3.10%	33.5%	75%	<table border="1"> <caption>Education Care &amp; Health Plans (EHCP) issued on time</caption> <thead> <tr> <th>Period</th> <th>2018/19</th> <th>2019/20</th> <th>England Average</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>3%</td> <td>40%</td> <td>60%</td> </tr> <tr> <td>Quarter 2</td> <td>8%</td> <td>32%</td> <td>60%</td> </tr> <tr> <td>Quarter 3</td> <td>0%</td> <td>32%</td> <td>60%</td> </tr> <tr> <td>Quarter 4</td> <td>4%</td> <td>31%</td> <td>60%</td> </tr> </tbody> </table>	Period	2018/19	2019/20	England Average	N/A	3%	40%	60%	Quarter 2	8%	32%	60%	Quarter 3	0%	32%	60%	Quarter 4	4%	31%	60%	<p>33.5% of Education, Health and Care Plans (EHCPs) were issued on time. While this was a significant improvement on the last two years (for example, just 3.1% of plans were completed on time in 2018/19), progress towards achieving the 75% target has been impacted due to several reasons including: work to clear an historic backlog of requests, the team needing to focus on secondary transfer in January and February and the present Covid-19 situation since March. The team is continuing business as usual but with more focus on improving the quality of professional assessments required to be issued. However, it seems that the number of assessments completed and within timescales is likely to be lower than previously anticipated/predicted in future months.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: England Average 60%</p>
Period	2018/19	2019/20	England Average																							
N/A	3%	40%	60%																							
Quarter 2	8%	32%	60%																							
Quarter 3	0%	32%	60%																							
Quarter 4	4%	31%	60%																							
Care leavers in employment, education or training	↓	51.2%	50.3%	55%	<table border="1"> <caption>Care leavers in employment, education or training</caption> <thead> <tr> <th>Period</th> <th>2018/19</th> <th>2019/20</th> <th>London Average</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>47%</td> <td>47%</td> <td>57.2%</td> </tr> <tr> <td>Quarter 2</td> <td>47%</td> <td>48%</td> <td>57.2%</td> </tr> <tr> <td>Quarter 3</td> <td>50%</td> <td>50%</td> <td>57.2%</td> </tr> <tr> <td>Quarter 4</td> <td>51%</td> <td>50%</td> <td>57.2%</td> </tr> </tbody> </table>	Period	2018/19	2019/20	London Average	N/A	47%	47%	57.2%	Quarter 2	47%	48%	57.2%	Quarter 3	50%	50%	57.2%	Quarter 4	51%	50%	57.2%	<p>50.3% of all Newham care leavers are in Education, Employment or Training at the year end 19/20 which is a reduction of 0.9% on the previous year end. Throughout the last year there has been some lower performance and the highest level in January at 52.6%. Newham continues to be lower than Statistical Neighbour, London and England average. The Virtual School works closely with the Leaving Care service and in February 2020 the Strategic Corporate Parenting Board was launched by the DCS to galvanise whole Council responsibility for corporate parenting including the offer of employment and training within the council and local businesses. The impact of improvement work in this area has yet to be realised and has been affected by the Covid19 pandemic.</p> <p>Direction of Travel: 2019/20 compared to 2018/19. Comparator: London Average 57.2% (2018/19)</p>
Period	2018/19	2019/20	London Average																							
N/A	47%	47%	57.2%																							
Quarter 2	47%	48%	57.2%																							
Quarter 3	50%	50%	57.2%																							
Quarter 4	51%	50%	57.2%																							
Children on a Child Protection Plan (rate per 10,000 under 18s)	N/A	32.3	42.4	N/A	<table border="1"> <caption>Children on a Child Protection Plan (rate per 10,000 under 18s)</caption> <thead> <tr> <th>Period</th> <th>2018/19</th> <th>2019/20</th> <th>London Average</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>36.6</td> <td>39.4</td> <td>36.7</td> </tr> <tr> <td>Quarter 2</td> <td>36.9</td> <td>44.2</td> <td>36.7</td> </tr> <tr> <td>Quarter 3</td> <td>32.3</td> <td>42.9</td> <td>36.7</td> </tr> <tr> <td>Quarter 4</td> <td>32.3</td> <td>42.4</td> <td>36.7</td> </tr> </tbody> </table>	Period	2018/19	2019/20	London Average	N/A	36.6	39.4	36.7	Quarter 2	36.9	44.2	36.7	Quarter 3	32.3	42.9	36.7	Quarter 4	32.3	42.4	36.7	<p>The number of children subject to a Child Protection Plan at the year end was 367, a rate of 42.4 per 10,000 children which significantly higher than London and Statistical neighbour average. An increase in children subject to child protection plans is known to follow from an Inadequate Ofsted judgement as a consequence of greater concern about the safety of children. Children have also remained subject to child protection plans for extended periods of time in Newham which is a reflection of the practice model of conferences combined with greater concern about the safety of children if a plan ceases. Specific improvement work is in progress to change the model of conferencing and the wider improvement work both within children's services and with partners will give great confidence in the system so that protection plans for children are proportionate and timely.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: London Average 36.7 (2018/19)</p>
Period	2018/19	2019/20	London Average																							
N/A	36.6	39.4	36.7																							
Quarter 2	36.9	44.2	36.7																							
Quarter 3	32.3	42.9	36.7																							
Quarter 4	32.3	42.4	36.7																							
Children's social care Single Assessments carried out on time	↑	62.7%	67.8%	90%	<table border="1"> <caption>Children's social care Single Assessments carried out on time</caption> <thead> <tr> <th>Period</th> <th>2018/19</th> <th>2019/20</th> <th>London Average</th> </tr> </thead> <tbody> <tr> <td>N/A</td> <td>58.64%</td> <td>63.78%</td> <td>84.1%</td> </tr> <tr> <td>Quarter 2</td> <td>65.80%</td> <td>75.50%</td> <td>84.1%</td> </tr> <tr> <td>Quarter 3</td> <td>68.49%</td> <td>77.09%</td> <td>84.1%</td> </tr> <tr> <td>Quarter 4</td> <td>59.49%</td> <td>53.17%</td> <td>84.1%</td> </tr> </tbody> </table>	Period	2018/19	2019/20	London Average	N/A	58.64%	63.78%	84.1%	Quarter 2	65.80%	75.50%	84.1%	Quarter 3	68.49%	77.09%	84.1%	Quarter 4	59.49%	53.17%	84.1%	<p>The percentage of Single Assessments completed within 45 days of referral at year end is 67.8%, slightly improved from the previous year end of 62.7%. The performance has fluctuated throughout the year - the lowest being 53.6% April 19 to 85.3% in November 19. This pattern reflects both quantity of resource in the service combined with turnover at both practitioner and first line manager level. Developing the Assessment Service is the main focus for the new Head of MASH and Assessment as the directorate recognises that workforce stability is key to the experiences of children being assessed in a timely manner proportionate to the level of risk or need.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: London Average 84.1% (2018/19)</p>
Period	2018/19	2019/20	London Average																							
N/A	58.64%	63.78%	84.1%																							
Quarter 2	65.80%	75.50%	84.1%																							
Quarter 3	68.49%	77.09%	84.1%																							
Quarter 4	59.49%	53.17%	84.1%																							

# Bright Futures



Target met



Target not met



Target not appropriate

Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary															
Knife crime injury victims aged 1-24	↓	71	84	N/A	<table border="1"> <caption>Knife crime injury victims aged 1-24</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>22</td> <td>20</td> <td>12</td> <td>17</td> </tr> <tr> <td>2019/20</td> <td>20</td> <td>26</td> <td>14</td> <td>24</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	22	20	12	17	2019/20	20	26	14	24	<p>Performance for the year to date shows an increase in the number of knife crime injury victims aged 1-24yrs (12 victim) when compared to last year (71 vs 84). Though this should also be seen in comparison to 112 in 2017/18. To continue tackling knife crime and violent offences in the borough the Police have initiated a new violence suppression unit to target and work with specific groups and gangs within the borough. The Youth Offending Team and youth services are working closely with the police to identify the young people at risk and to refer for support where required. Additionally, the Metropolitan Police have stationed 50 officers in the BCU from May-July 2020 as part of their Violent Crime Taskforce.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19.</p>
Year	Q1	Q2	Q3	Q4																	
2018/19	22	20	12	17																	
2019/20	20	26	14	24																	
Ambulance calls to alcohol related incidents involving under 25s	↑	138	116	N/A	<table border="1"> <caption>Ambulance calls to alcohol related incidents involving under 25s</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>33</td> <td>35</td> <td>36</td> <td>34</td> </tr> <tr> <td>2019/20</td> <td>33</td> <td>23</td> <td>33</td> <td>27</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	33	35	36	34	2019/20	33	23	33	27	<p>Performance for the reporting period shows a decrease in the number of ambulance calls for assaults involving persons under 25yrs (-22 calls) when compared to last year (116 vs 138).</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: London Year End Rate 426.2 (2019/20) - Newham Rate: 450.7 (2019/20)</p>
Year	Q1	Q2	Q3	Q4																	
2018/19	33	35	36	34																	
2019/20	33	23	33	27																	
Ambulance calls to assault incidents involving under 25s	↑	242	241	N/A	<table border="1"> <caption>Ambulance calls to assault incidents involving under 25s</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>71</td> <td>55</td> <td>61</td> <td>55</td> </tr> <tr> <td>2019/20</td> <td>69</td> <td>58</td> <td>51</td> <td>63</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	71	55	61	55	2019/20	69	58	51	63	<p>Performance for the reporting period shows a decrease in the number of ambulance calls for assaults involving persons under 25yrs (-1 calls) when compared to last year (241 vs 242). As part of the corporate plan 2020/21, the community safety partnership will continue their work to tackle anti-social behaviour, nuisance, rowdy or inconsiderate behaviour - including street drinking, drugs, vandalism and environmental damage - both in housing settings and in the wider community.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: London Year End Rate 447.3 (2019/20) - Newham Rate: 309.4 (2019/20)</p>
Year	Q1	Q2	Q3	Q4																	
2018/19	71	55	61	55																	
2019/20	69	58	51	63																	

# Building Communities

■ Target met   
 ■ Target not met   
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary
Genuinely affordable homes started	↑	235	54	226	<p>Bar chart showing the number of genuinely affordable homes started. The 2018/19 bar is blue and reaches 235 on the y-axis. The 2019/20 bar is orange and reaches 54 on the y-axis.</p>	<p>The number of homes started in 19/20 under the Affordable Homes for Newham programme was 54 – this is lower than planned as the start of the year, but the re-profiled programme has been agreed by the GLA. Work is currently under way to assess the planned delivery for 2020/21.</p> <p>Direction of travel (DOT) compares 2019/20 (54 starts) with 2018/19 (235 starts). No comparator information - Local performance indicator</p>
Families in Temporary Accommodation (TA)	↓	5,201	5449	N/A	<p>Line chart showing the number of households living in temporary accommodation at the end of each quarter. The 2018/19 line is blue and the 2019/20 line is orange. Data points: Q1 (4992 vs 5239), Q2 (5103 vs 5327), Q3 (5134 vs 5395), Q4 (5201 vs 5449).</p>	<p>The number of households living in temporary accommodation at the end of 2019/20 rose to 5449 from 5201 at the end of 2018/19, a net increase of 248 households over the year.</p> <p>There are a number of planned mitigations to address the lack of suitable affordable move on accommodation, which continues to be a pressure, for example working collaboratively with London Councils on a new approach to procuring private sector accommodation. In addition the service is looking at increasing prevention work to reduce the number that have to be housed, and to ensure that assessments are carried out in a timely fashion to ensure that people that we do not have a duty to house spend as little time as possible in TA and property.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. No comparator information - Local performance indicator</p>
Satisfaction with the Repairs Service	↓	83%	74%	80%	<p>Bar chart showing the percentage of tenants satisfied with the overall repairs service. The 2018/19 bar is blue and reaches 83% on the y-axis. The 2019/20 bar is orange and reaches 74% on the y-axis.</p>	<p>Performance for this indicator is obtained from the Annual Tenants Survey, it reports on the overall satisfaction of repairs from those tenants that have received a repair in the last 12 months. For the 2019 survey 74% of Tenants were satisfied with the overall repairs service.</p> <p>A service improvement plan for 20/21 is being implemented. This includes both process and customer service improvements. During 20/21 we will be introducing new system software that will enable the contact centre to make fixed appointments at the time a call is made to request a repair and will also enable transactional satisfaction surveys in real time so that where a customer is unhappy with the service, we can identify the issue and deal with it immediately. Improvements in complaints management are also being introduced to improve our speed of response</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. No comparator information - Local performance indicator</p>
Housing repairs completed on time	↓	91.66%	86.57%	90%	<p>Line chart showing the percentage of repairs completed within target. The 2018/19 line is blue and the 2019/20 line is orange. Data points: Q1 (93% vs 89%), Q2 (92% vs 87%), Q3 (91% vs 86%), Q4 (91% vs 85%).</p>	<p>Year end performance for the percentage of repairs completed within target in 2019/20 was 86.57%, this is 5.09 percentage points below the outturn for 2018/19 (91.66%) and is below the target of 90% .</p> <p>The service are introducing Service Connect which should support improved performance in future.</p> <p>Direction of Travel (DoT): 2019/20 compared to 2018/19. No comparator information - Local performance indicator</p>

# Community Wealth Building

■ Target met    
 ■ Target not met    
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary
Employment rate	↑	68.7%	71.7% (Quarter 3 - 2019/20)	N/A		<p>The 3.4 percentage point gap between Newham's current employment rate of 71.1% and the London average of 74.5% has reduced from the 13 percentage point gap being reported in 2004 when figures were first released (and when Newham's employment rate was 55.1% and the London average was 68.1%).</p> <p>We are also tracking the amount of money that Newham Council spends with locally based suppliers. 21.40% of spend in 2019/20 was with local providers, which had a total value of over £91million.</p> <p>Direction of travel (DOT) compared quarter 3 2019/20 (71.1%) with quarter 3 2018/19 (68.7%). Comparator: London Average 74.5% (January - December 2019, released April 2020)</p>
Jobs below London Living Wage	↑	33.8%	29.2%	N/A		<p>Latest data indicates that 29.2% of jobs in Newham were paying below the London Living Wage (LLW) of £10.55 per hour at the point when the survey was conducted. This equates to 23,000 jobs earning below the LLW per hour in Newham.</p> <p>The Council has allocated £3m to ensure that care workers are paid Living Wages with a further £6m in the budget until 2020/22.</p> <p>Direction of Travel (DOT) compared 2019 (29.2%) with 2018 (33.8%). Comparator: London Average 19.8% (2019)</p>
Council spend locally	↓	28.3%	21.4%	N/A		<p>This performance indicator was introduced for the 2019/20 Corporate Plan. The measure is based on a list of providers which it is possible to influence through procurement activity.</p> <p>21.40% of spend in 2019/20 was with local providers. The total value of this spend with local suppliers was over £91million.</p> <p>Direction of travel (DOT) compares 2019/20 (21.40%) with 2018/19 (28.34%). No comparator information - Local performance indicator.</p>

# An Environment for All

■ Target met   
 ■ Target not met   
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary
Street cleanliness: Litter	↑	93.90%	97.60%	94%		<p>The end of year performance score at 97.60% is better than the 94.00% performance target, with higher performance typified as better performance. Performance this year improved significantly compared to 2018/19, where year-end was reported at 93.90%. A remedial action plan to address the decline in performance in 2018/19 led to a month on month improvement with the service achieving its target this year.</p> <p>Based on the 2019 Newham survey, residents had a more positive view of the cleanliness of the local area compared to last year (79% v 64%). Also, fewer residents felt that 'dropped litter is a problem' (29% v 43%, 2018).</p> <p>However, litter still remains among the top three concerns for residents along with Crime and ASB and Parking.</p> <p>Direction of Travel: 2019/20 compared to 2018/19.                      Comparator: London Average 95.92% (LAPS Benchmarking Quarter 3, 2019/20).</p>
Street cleanliness: Detritus	↑	90.50%	97.80%	94%		<p>The end of year performance score at 97.80% is better than the 94.00% performance target, with higher performance typified as better performance. Performance this year improved significantly compared to 2018/19, where year-end was reported at 90.50%. A remedial action plan to address the decline in performance in 2018/19 led to a month on month improvement with the service achieving its target this year.</p> <p>Direction of Travel: 2019/20 compared to 2018/19.                      Comparator: London Average 94.65% (LAPS Benchmarking Quarter 3, 2019/20).</p>
Street cleanliness: Fly-posting	↑	96.60%	99.00%	95%		<p>The end of year performance score at 99.00% is better than the 95.00% performance target, with higher performance typified as better performance. Performance this year improved significantly compared to 2018/19, where year-end was reported at 96.60%. A remedial action plan to address the decline in performance in 2018/19 led to a month on month improvement with the service achieving its target this year.</p> <p>Direction of Travel: 2019/20 compared to 2018/19.                      Comparator: London Average 97.54% (LAPS Benchmarking Quarter 3, 2019/20).</p>
Fly tips collected on time	N/A	N/A	92.55%	80%		<p>The end of year performance score at 92.55% is better than the 80.00% performance target, with higher performance typified as better performance. A total of 17,484 (out of 18,892) fly tips reported (by residents and staff) were collected within 24hours of reporting.</p> <p>NB: The reporting of this indicator began in 2018/19 and was created to remedy the gap in time-bound reporting.</p> <p>Direction of Travel: No comparable data for 2018/19                      No comparator information - Local performance indicator</p>

# Quality of Life

■ Target met    
 ■ Target not met    
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary
Adult Social Care Carer Satisfaction	↓	36% (2017/18)	35.8% (2018/19)	35.7%	<p>Bar chart showing Carer Satisfaction. The y-axis ranges from 30.0% to 40.0%. The 2017/18 bar is blue at 36.0%, the 2018/19 bar is orange at 35.8%, and the London Average is a black horizontal line at 35.2%.</p>	As of Oct/Nov 2018, 35.8% of carers say that they are satisfied with social services. This is in comparison to 35.2% within London (0.6% higher) and 38.6% of those who live in England as a whole (2.8% lower). This result fell by 0.2% when compared to the previous survey, 36.0%.  Direction of Travel: 2018/19 compared to 2017/18. Comparator: London Average 35.2%
Adult Social Care Customer Satisfaction	↑	58.1% (2017/18)	59.4% (2018/19)	59.3%	<p>Bar chart showing Customer Satisfaction. The y-axis ranges from 0.0% to 70.0%. The 2017/18 bar is blue at 58.1%, the 2018/19 bar is orange at 59.4%, and the London Average is a black horizontal line at 58.6%.</p>	The latest annual customer survey was undertaken in 2019. As of Jan/Feb 2019, 59.4% of people who use services, say that they are satisfied with the care and support they are receiving. This is in comparison to 58.6% within London (0.8% higher) and 64.3% of those who live in England as a whole (4.9% lower). This result rose by 1.3% when compared to the previous year, 58.1%, and 1.1% lower than the 2015/16 high of 60.5%.  Direction of Travel: 2018/19 compared to 2017/18. Comparator: London Average 58.6%
Adult Social Care customers reassessed and reviewed in year	↓	75.1%	72.7%	80%	<p>Line chart showing reassessment and review rates. The y-axis ranges from 0% to 80%. The x-axis shows Quarter 1 to Quarter 4. The 2018/19 line (blue) has values: 26%, 46%, 62%, 75%. The 2019/20 line (orange) has values: 24%, 44%, 56%, 73%. The London Average is a black horizontal line at 63.2%.</p>	These are provisional figures for 2019-20.  72.7% of customers have been reviewed or re-assessed as at the end of 2019-20. This performance is below the target of 80%. An action plan has been agreed to address some of the issues affecting this indicator, including a revised telephone reviews criteria to ensure services are delivered as required.  Direction of travel (DoT) compared against end of year 2019 (75.1%) Comparator: London Average 63.2% (Related ADASS Regional indicator)
Safeguarding enquiries - desired outcomes achieved	↑	94.3%	95.5%	90%	<p>Line chart showing desired outcomes achieved for safeguarding enquiries. The y-axis ranges from 80% to 100%. The x-axis shows Quarter 1 to Quarter 4. The 2018/19 line (blue) has values: 86%, 91%, 90%, 94%. The 2019/20 line (orange) has values: 95%, 96%, 95%, 95%. The London Average is a black horizontal line at 91.2%.</p>	These are provisional figures for 2019-20.  In 95.5% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved.  Direction of travel (DoT) compared against end of year 2019 (94.3%). Comparator: London Average 91.2% (18-19 SAC (Final) - Section 42 enquiries only)



# Quality of Life



Target met



Target not met



Target not appropriate

Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary
Safeguarding enquiries - risk reduced or removed	↑	93.6%	94.4%	90%	<p>Line chart showing Safeguarding enquiries - risk reduced or removed performance from Quarter 1 to Quarter 4. The Y-axis represents percentage from 84% to 98%. The X-axis represents Quarters 1 to 4. Three data series are shown: 2018/19 (blue line), 2019/20 (orange line), and London Average (black horizontal line). Data points: 2018/19 (Q1: 95%, Q2: 91%, Q3: 93%, Q4: 94%), 2019/20 (Q1: 97%, Q2: 95%, Q3: 95%, Q4: 94%), London Average (89%).</p>	<p>These are provisional figures for 2019-20.</p> <p>94.4% of safeguarding enquiries resulted in the risk being reduced or removed, this is above 2019-20 target of 90.0%.</p> <p>Direction of travel (DoT) compared against end of year 2019 (93.6%). Comparator: London Average 89.2% (18-19 SAC (Final) - Section 42 enquiries only)</p>
Adult Social Care new Customers Assessed on time	↑	63.5%	68.8%	65%	<p>Line chart showing Adult Social Care new Customers Assessed on time performance from Quarter 1 to Quarter 4. The Y-axis represents percentage from 0% to 80%. The X-axis represents Quarters 1 to 4. Two data series are shown: 2018/19 (blue line) and 2019/20 (orange line). Data points: 2018/19 (Q1: 62%, Q2: 60%, Q3: 61%, Q4: 63%), 2019/20 (Q1: 66%, Q2: 72%, Q3: 73%, Q4: 69%).</p>	<p>These are provisional figures for 2019-20.</p> <p>68.8% of new customer contacts requiring assessment had their assessment completed within 28 days. This meets the year end target of 65.0%.</p> <p>Direction of travel (DoT) compared against end of year 2019 (63.5%) No comparator information - Local performance indicator</p>

# An Efficient and Effective Council

■ Target met    
 ■ Target not met    
 ■ Target not appropriate  
 Indicators where setting numerical targets is considered inappropriate and/or the service area is

Measure	DoT 19/20 Vs 18/19	2018/19 (Other)	2019/20 (Other)	2019/20 Target	Chart	Commentary															
Stage 1 complaints responded to on time	↑	61.41%	67.45%	95.00%	<table border="1"> <caption>Stage 1 complaints responded to on time</caption> <thead> <tr> <th>Year</th> <th>Quarter 1</th> <th>Quarter 2</th> <th>Quarter 3</th> <th>Quarter 4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>68%</td> <td>61%</td> <td>62%</td> <td>57%</td> </tr> <tr> <td>2019/20</td> <td>72%</td> <td>52%</td> <td>74%</td> <td>64%</td> </tr> </tbody> </table>	Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2018/19	68%	61%	62%	57%	2019/20	72%	52%	74%	64%	Complaint performance for 2019/20 at 67.45% has improved from 2018/19 outturn of 61.41%. Work is in progress to improve Complaints and Members' Enquiries performance. <ul style="list-style-type: none"> <li>• Procurement of an interim case management solution.</li> <li>• Staff Recruitment.</li> <li>• Draw up revised guidance which differentiates between a service request, a corporate complaint and a members' enquiry.</li> <li>• Provide refresher training to all staff within services.</li> </ul> Direction of Travel (DoT): 2019/20 compared to 2018/19. No comparator information - Local performance indicator
Year	Quarter 1	Quarter 2	Quarter 3	Quarter 4																	
2018/19	68%	61%	62%	57%																	
2019/20	72%	52%	74%	64%																	
Is expenditure in line with budget and financial plans ?	↑	Yes	Yes (Quarter 3 - 2019/20)	Yes	Data is not chartable, simple yes or no indicator.	Year-end data is not available for all measures at this time due to Covid 19 impact and therefore the Performance dashboard is incomplete for assessment of spend against budgets. No comparator information - Local performance indicator															
Sickness absence (Average days)	↓	9.5 Days	10.5 Days	9.5 Days	<table border="1"> <caption>Sickness absence (Average days)</caption> <thead> <tr> <th>Year</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>9.5</td> </tr> <tr> <td>2019/20</td> <td>10.5</td> </tr> <tr> <td>London Average</td> <td>8.3</td> </tr> </tbody> </table>	Year	Average Days	2018/19	9.5	2019/20	10.5	London Average	8.3	2019/20 performance at 10.5 days has declined by 1 day compared to 2018/19 (9.5 Days). A culture change programme is being developed to embed the values and behaviours across the council. Direction of Travel (DoT): 2019/20 compared to 2018/19. Comparator: London Average 8.3 Days (2018/19).							
Year	Average Days																				
2018/19	9.5																				
2019/20	10.5																				
London Average	8.3																				
Levels of staff engagement	N/A	N/A	N/A	N/A	No information available, planned for 2020/21	Newham's approach to staff engagement is currently under review and is being considered under the 'Changing Together' programme. It is anticipated that a staff survey will take place during the next financial year (20/21). No comparator information - Local performance indicator															
Resident satisfaction	↑	81% (2017)	82% (2018)	N/A	<table border="1"> <caption>Resident satisfaction</caption> <thead> <tr> <th>Year</th> <th>Satisfaction %</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>81%</td> </tr> <tr> <td>2018/19</td> <td>82%</td> </tr> </tbody> </table>	Year	Satisfaction %	2017/18	81%	2018/19	82%	The latest data available for this measure is from 2018. Satisfaction with the Council remained high in 2018 at 82%, a slight improvement over 81% for 2017. No comparator information - Local performance indicator									
Year	Satisfaction %																				
2017/18	81%																				
2018/19	82%																				