



Performance Report

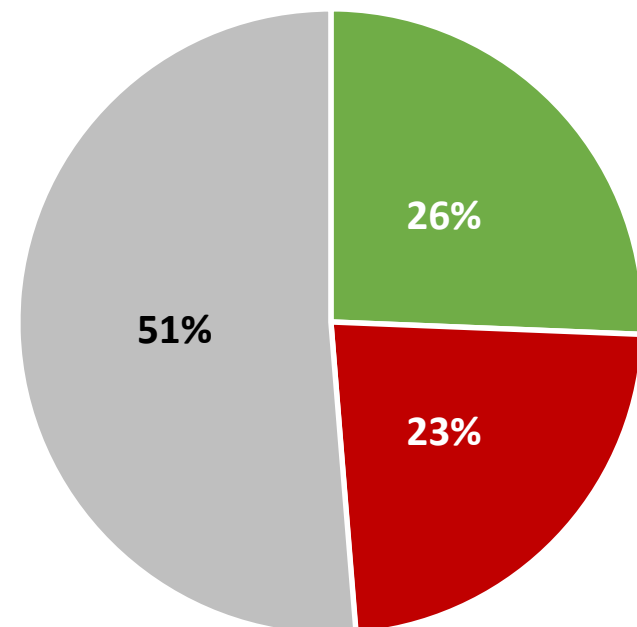
Quarter 1 2020/21

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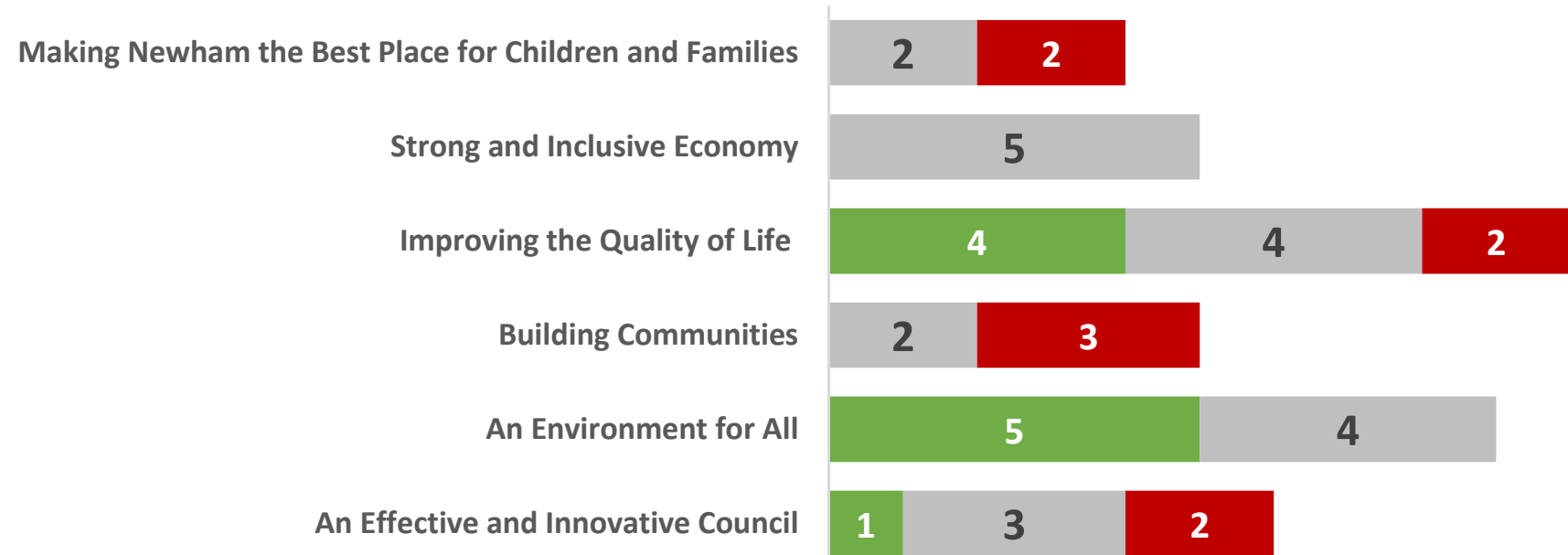


● **Met target**
 ● **Target not met**
 ● **Target not appropriate**
 Indicators where setting numerical targets is considered inappropriate and/or the service area is demand-led

Performance by target



Performance by priority



Making Newham the Best Place for Children and Families

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																				
Education Care & Health Plans (EHCP) issued on time	Quarter 1	↓	9.2%	33.5%	9.2%	75%	✘	<table border="1"> <caption>EHCP Issued on Time Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2019/20 (%)</th> <th>Comparator (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>9%</td> <td>40%</td> <td>60%</td> </tr> <tr> <td>Quarter 2</td> <td>-</td> <td>32%</td> <td>60%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>32%</td> <td>60%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>31%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2019/20 (%)	Comparator (%)	Quarter 1	9%	40%	60%	Quarter 2	-	32%	60%	Quarter 3	-	32%	60%	Quarter 4	-	31%	60%	<p>There has been a significant rise in the number of plans issued this month as we adapt to new ways of working. This month represents the highest number we have ever issued in a month and has helped counteract recent drops in numbers. With reports available we have focussed on the backlog of assessments meaning that timeliness is lower than hoped. However with Educational Psychologists and other professionals moving to virtual assessments we anticipate timeliness will improve in a couple of months' time.</p> <p>Guidance issued on 30th April commencing 1st May to 25th September 2020 indicated that specific timescales which apply to EHC assessment plans, where it is not possible to meet these due to the current circumstances created by COVID19, the Local Authority has to complete the process 'as soon as is reasonably practicable'. Whilst this is in place until 25th September this can be amended subject to changes depending on the situation. In June 2020 we had 9 EHCPs out of 67 which we can count as exceptions.</p> <p>Comparator is England average.</p> <p>Direction of Travel: Q1 20/21 compared to previous quarter.</p>
Quarter	2020/21 (%)	2019/20 (%)	Comparator (%)																										
Quarter 1	9%	40%	60%																										
Quarter 2	-	32%	60%																										
Quarter 3	-	32%	60%																										
Quarter 4	-	31%	60%																										
Care leavers in employment, education or training	01/05/2020	↓	50%	50.3%	50%	55%	✘	<table border="1"> <caption>Care Leavers Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2019/20 (%)</th> <th>Comparator (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>47%</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Quarter 2</td> <td>57.20%</td> <td>48%</td> <td>50%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2019/20 (%)	Comparator (%)	Quarter 1	47%	50%	50%	Quarter 2	57.20%	48%	50%	Quarter 3	-	50%	50%	Quarter 4	-	50%	50%	<p>For the months of April and May 2020 then leaving care service is reporting on 50 young people. 44 of these young people are open and receiving a service from leaving care and 6 of these young people are not currently in receipt of a service but are eligible for leaving care support.</p> <p>Of the 44 young people that are in contact with the service, 25 (57%) are in education, employment or training and 19 (43%) are not.</p> <p>Of the 50 young people that are reported on 25 (50%) are in education, employment or training and 25 (50%) are not.</p> <p>The leaving care service is working with the Newham Virtual School to ensure a panel is in place to track and assist all young people who are NEET into employment education or training. The service manager has been working on joint working projects with Newham's adult learning service, the West Ham Foundation and a community project to assist further.</p> <p>Comparator is London average.</p> <p>Direction of Travel: compares May to April 20.</p>
Quarter	2020/21 (%)	2019/20 (%)	Comparator (%)																										
Quarter 1	47%	50%	50%																										
Quarter 2	57.20%	48%	50%																										
Quarter 3	-	50%	50%																										
Quarter 4	-	50%	50%																										
Attendance levels of young people at Youth Citizens Assemblies	N/A		N/A	N/A	N/A	N/A	N/A		<p>Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19.</p> <p>A further update on status will be provided at the end of quarter 2.</p>																				

Making Newham the Best Place for Children and Families

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Access to community emotional wellbeing services for young people	N/A		N/A	N/A	N/A	N/A	N/A		Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 2.

Building Communities

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary															
Genuinely affordable homes started	Quarter 1	↓	0	54	0	275	✘	<table border="1"> <caption>Affordable Homes Started</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>0</td> <td>25</td> </tr> <tr> <td>Quarter 2</td> <td>0</td> <td>25</td> </tr> <tr> <td>Quarter 3</td> <td>0</td> <td>34</td> </tr> <tr> <td>Quarter 4</td> <td>0</td> <td>54</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Quarter 1	0	25	Quarter 2	0	25	Quarter 3	0	34	Quarter 4	0	54	<p>No homes were started in quarter 1 2020/21 under the Affordable Homes for Newham programme. The target number of starts for 2020/21 agreed with the Greater London Authority (GLA) is 275.</p> <p>Overall, the Affordable Homes for Newham Programme has been agreed with the GLA to deliver at least 1,000 starts on site by March 2022. Cumulative starts to date are: 235 (2018/19) + 54 (2019/20) = 289.</p> <p>Direction of travel (DOT) compares quarter 1 2020/21 (zero starts) with quarter 2 2019/20 (25 starts). No comparator information - Local performance indicator</p>
Quarter	2020/21	2019/20																						
Quarter 1	0	25																						
Quarter 2	0	25																						
Quarter 3	0	34																						
Quarter 4	0	54																						
Families in Temporary Accommodation (TA)	Quarter 1	↓	5714	5449	5714	N/A	N/A	<table border="1"> <caption>Families in Temporary Accommodation</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>5714</td> <td>5239</td> </tr> <tr> <td>Quarter 2</td> <td>5327</td> <td>5395</td> </tr> <tr> <td>Quarter 3</td> <td>5395</td> <td>5449</td> </tr> <tr> <td>Quarter 4</td> <td>5449</td> <td>5449</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Quarter 1	5714	5239	Quarter 2	5327	5395	Quarter 3	5395	5449	Quarter 4	5449	5449	<p>At the end of June (Q1) there were 5,714 households in temporary accommodation (TA). The number in Temporary Accommodation was comprised of 1,385 in accommodation provided by Local Space Ltd and 4,329 in other forms of temporary accommodation. The Service is continuing to see increasing numbers of people seeking support and assistance as we leave lockdown. There has most notably been an increase in parental exclusions and in June was the highest reason for homelessness. We anticipate a further step up in demand when the ban on PRS evictions is lifted, potentially on the 23 August.'</p>
Quarter	2020/21	2019/20																						
Quarter 1	5714	5239																						
Quarter 2	5327	5395																						
Quarter 3	5395	5449																						
Quarter 4	5449	5449																						
Satisfaction with the Repairs Service	Annual Indicator	↓	74% 2019/20	74%	N/A	80%	✘	<table border="1"> <caption>Satisfaction with Repairs Service</caption> <thead> <tr> <th>Year</th> <th>Satisfaction %</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>83%</td> </tr> <tr> <td>2019/20</td> <td>74%</td> </tr> </tbody> </table>	Year	Satisfaction %	2018/19	83%	2019/20	74%	<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. This compares with previous years as:</p> <p>2013 = 81%, 2014 = 79%, 2015 = 81%, 2017 = 71%, 2018 = 83%, (2016 not available)</p> <p>Key contributors leading to the drop in satisfaction were; the work being completed in the time expected (-9 percentage points), attitude of workers (-8 percentage points) and quality of overall repair work (-8 percentage points). 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>									
Year	Satisfaction %																							
2018/19	83%																							
2019/20	74%																							
Housing repairs completed on time	Quarter 1	↑	87%	84.96%	87%	90%	✘	<table border="1"> <caption>Housing Repairs Completed on Time</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>87%</td> <td>89%</td> </tr> <tr> <td>Quarter 2</td> <td>87%</td> <td>87%</td> </tr> <tr> <td>Quarter 3</td> <td>86%</td> <td>86%</td> </tr> <tr> <td>Quarter 4</td> <td>85%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Quarter 1	87%	89%	Quarter 2	87%	87%	Quarter 3	86%	86%	Quarter 4	85%	85%	<p>RMS fell below the target of 90% for completing housing repairs on time in quarter 1, with 87% of repairs completed within timescale. However, June performance has improved and is above target of 91%. In view of covid-19 and the lockdown the service has also been concentrating on emergency repairs which has had an impact on the performance level. The service has now introduced a new repairs and maintenance scheduling and management system which should support improved performance in future. A 'rapid improvement service review' exercise has also been completed in June by the corporate PMO team in partnership with RMS and contact centre operatives, to identify a range of improvements and actions that can be made to the service over the coming 12-24 months. As we move into resuming routine repairs from September, performance will be closely monitored.</p>
Quarter	2020/21	2019/20																						
Quarter 1	87%	89%																						
Quarter 2	87%	87%																						
Quarter 3	86%	86%																						
Quarter 4	85%	85%																						
Enforcement activity against breaches of the Private Sector Licensing Scheme	Quarter 1	N/A	36	116	36	N/A	N/A	<table border="1"> <caption>Enforcement Activity</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>36</td> <td>36</td> </tr> <tr> <td>Quarter 2</td> <td>67</td> <td>67</td> </tr> <tr> <td>Quarter 3</td> <td>99</td> <td>99</td> </tr> <tr> <td>Quarter 4</td> <td>116</td> <td>116</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Quarter 1	36	36	Quarter 2	67	67	Quarter 3	99	99	Quarter 4	116	116	<p>The licence figure is the total number of discretionary landlord licences issued since this designation. The enforcement activity figure represents activity resuming since June 2020 only as no formal enforcement took place during Lockdown in March, April and May 2020.</p>
Quarter	2020/21	2019/20																						
Quarter 1	36	36																						
Quarter 2	67	67																						
Quarter 3	99	99																						
Quarter 4	116	116																						

Strong and Inclusive Economy

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																		
Employment rate	Quarter 4 2019-20	↑	71.0%	71.0%	Data released 1 quarter in arrears	N/A	N/A	<table border="1"> <caption>Employment Rate Data (Year to March)</caption> <thead> <tr> <th>Year to March</th> <th>London %</th> <th>Newham %</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>73.1</td> <td>68</td> </tr> <tr> <td>2017</td> <td>73.7</td> <td>68.7</td> </tr> <tr> <td>2018</td> <td>74.1</td> <td>69.4</td> </tr> <tr> <td>2019</td> <td>74.2</td> <td>69.8</td> </tr> <tr> <td>2020</td> <td>75.1</td> <td>71</td> </tr> </tbody> </table>	Year to March	London %	Newham %	2016	73.1	68	2017	73.7	68.7	2018	74.1	69.4	2019	74.2	69.8	2020	75.1	71	<p>Please note that Employment Rate data is released a quarter in arrears by the Office for National Statistics (ONS) and therefore the latest data relates to the year period to March 2020. The impact of Covid-19 on this measure will therefore not yet be evident in the Employment rate data presented here.</p> <p>However, the significant impact of Covid-19 on the working age population in Newham is indicated by government figures published for the Job Retention (Furlough) scheme. As at the end of May 2020, 53,200 Newham Residents were receiving Job Retention Support - the highest figure for any single London borough. This equates to 22% of the working age population. Additionally, 25,600 Newham residents were receiving support via the government's Self Employment support scheme at the end of May - again the highest figure for any London borough.</p> <p>Claimant Count data shows that 23,795 Newham residents were receiving employment support benefits as at June 2020 snapshot (Claimant count is a figure combining Job Seekers Allowance claimants and Universal Credit claimant actively seeking work). This figure has almost tripled since March when Newham's Claimant Count was 8,150.</p> <p>Direction of travel (DOT) compares quarter 4 2019/20 (71.0%) with quarter 4 2018/19 (69.8%).</p> <p>Comparator: London Average 75.1% (April 2019 - March 2020, released July 2020)</p> <p>Longer term comparator trend: The 4.1 percentage point gap between Newham's current employment rate of 71.0% and the London average of 75.1% has reduced from the 14 percentage point gap back in 2011 when Newham's employment rate was 53.4% and the London average was 67.5%.</p>
Year to March	London %	Newham %																									
2016	73.1	68																									
2017	73.7	68.7																									
2018	74.1	69.4																									
2019	74.2	69.8																									
2020	75.1	71																									
Jobs below London Living Wage	Annual: 2019	↑	29.2%	29.2%	2020 data released in October 2020	N/A	N/A	<table border="1"> <caption>Jobs below London Living Wage Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>29%</td> </tr> <tr> <td>2020/21</td> <td>19.80%</td> </tr> <tr> <td>Comparator</td> <td>19.80%</td> </tr> </tbody> </table>	Year	Percentage	2019/20	29%	2020/21	19.80%	Comparator	19.80%	<p>Latest published data is for 2019 and indicated 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>Following requests from local authorities, ONS published 2019 data at local authority level based on employee residence. This indicated that for Newham residents, 30.7% were earning below the LLW at the time of the 2019 survey, this equates to 38,000 residents in jobs earning below the LLW per hour.</p> <p>Local survey data (Newham Household Panel survey Wave 9, 2017) indicated that more than half of Newham residents (55%) are paid less than the London Living wage (which was £10.20 per hour when the research was conducted). This is up from 2015 (53%) and 2013 (48%).</p> <p>Direction of Travel (DOT) compares 2019 (29.2%) with 2018 (33.8%).</p> <p>Comparator: London Average 19.8% (2019)</p>										
Year	Percentage																										
2019/20	29%																										
2020/21	19.80%																										
Comparator	19.80%																										
Council spend locally	Quarter 1	↑	21.5%	21.4%	21.5%	N/A	N/A	<table border="1"> <caption>Council Spend Locally Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>22%</td> <td>24%</td> </tr> <tr> <td>Quarter 2</td> <td>21%</td> <td>21%</td> </tr> <tr> <td>Quarter 3</td> <td>21%</td> <td>21%</td> </tr> <tr> <td>Quarter 4</td> <td>20%</td> <td>20%</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Quarter 1	22%	24%	Quarter 2	21%	21%	Quarter 3	21%	21%	Quarter 4	20%	20%	<p>This measure is based on a list of providers which it is possible to influence through procurement activity. 21.5% of spend in quarter 1 2020/21 was with local providers. The total value of this spend with local suppliers was over £23.7million.</p> <p>Work is ongoing to refine the list of suppliers considered 'local' - initially based on supplier postcode - to ensure that supplier spend with a significant presence in the borough (e.g. via supply chain or construction work) is captured.</p> <p>It should be noted that attempts were made to source locally for spend related to Covid-19 in quarter 1, but this did not always prove possible - for example the PPE strand looked at Newham suppliers to see if any could supply PPE but this proved unsuccessful.</p> <p>No target has been set for this indicator.</p> <p>Direction of Travel (DOT) compares quarter 1 2020/21 (21.5%) and quarter 4 2019/20 (20.2%).</p> <p>Comparator: Local measure, no comparator data available.</p>			
Quarter	2020/21	2019/20																									
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Strong and Inclusive Economy

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Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																				
Young people not in education, employment or training or destination not known combined (school year 12-13 residents)	Quarter 1	↓	4.5%	3.8%	4.5%	N/A	N/A	<table border="1"> <caption>NEET Percentage Data</caption> <thead> <tr> <th>Quarter</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>5.8%</td> <td>4.5%</td> </tr> <tr> <td>Quarter 2</td> <td>28.5%</td> <td>-</td> </tr> <tr> <td>Quarter 3</td> <td>6.6%</td> <td>-</td> </tr> <tr> <td>Quarter 4</td> <td>3.8%</td> <td>-</td> </tr> </tbody> </table>	Quarter	2019/20 (%)	2020/21 (%)	Quarter 1	5.8%	4.5%	Quarter 2	28.5%	-	Quarter 3	6.6%	-	Quarter 4	3.8%	-	<p>In June 20 the outturn is 4.47%.</p> <p>Definition NEET: this group of young people will currently not be recorded in any form of education, employment or training. Their activities will be defined by their individual circumstances and the types of barriers which may prevent them participating in learning. The cohorts are based on Non Adjusted totals within academic age 16 to 17 (academic years 12 and 13). This group will include both 'available' and 'non available' NEET activities e.g. Seeking education, employment & training; Supporting Family (Teenage Parent); Religious grounds; Have a confirmed start date for a participating/non participating activity; Supporting Family (Young Carer); Never economically active; Voluntary work without part time study; Illness; Other reasons; Those not yet ready for work or learning; Pregnancy.</p> <p>Definition Not Known: This group of young people have either a current 'unknown' destination recorded on their record, where there is no further information from reliable sources on their current situation, are within lapsed activities which have exceeded their currency period, or are unwilling to share any information on their current activity e.g. Expired or lapsed activities (Excluding NEET); Transitional Year 11 & Post 16 Learning; Current Situation Unknown; Refused to provide information; Cannot be contacted; Learning Early Leavers.</p> <p>The data is based on Newham's monthly National Client Caseload Management Information System (NCCIS) submission to the DfE. It is based on the young person's destination at the end of the month. The cohort does not include refugees or those in custody. The Source of the data remains 15 Billion to who we contract out the monitoring and tracking of 16 & 17 year olds and maintenance of CCIS.</p> <p>Historically a target has not been set for this PI due to it's calculation and breadth of factors influencing the outturn, not necessarily in the LAs influence.</p> <p>Direction of travel: latest month vs previous month.</p>					
Quarter	2019/20 (%)	2020/21 (%)																											
Quarter 1	5.8%	4.5%																											
Quarter 2	28.5%	-																											
Quarter 3	6.6%	-																											
Quarter 4	3.8%	-																											
Number of businesses in Newham (Number of local units in VAT/ PAYE-based enterprises - Inter-Departmental Business Register).	Annual: 2019	↑	14365	14,365	2020 data released in October 2020	N/A	N/A	<table border="1"> <caption>Number of Local Units in Newham</caption> <thead> <tr> <th>Year</th> <th>Number of Local Units</th> </tr> </thead> <tbody> <tr><td>2011</td><td>7,880</td></tr> <tr><td>2012</td><td>8,725</td></tr> <tr><td>2013</td><td>10,200</td></tr> <tr><td>2014</td><td>11,545</td></tr> <tr><td>2015</td><td>13,685</td></tr> <tr><td>2016</td><td>13,685</td></tr> <tr><td>2017</td><td>14,005</td></tr> <tr><td>2018</td><td>14,005</td></tr> <tr><td>2019</td><td>14,365</td></tr> </tbody> </table>	Year	Number of Local Units	2011	7,880	2012	8,725	2013	10,200	2014	11,545	2015	13,685	2016	13,685	2017	14,005	2018	14,005	2019	14,365	<p>This dataset is drawn from a snapshot of data at March each year and is published by the Office for National Statistics (ONS) in October.</p> <p>Latest published data relates to March 2019 (published in October 2019) and will therefore not capture the impact of Covid-19.</p> <p>Figures report the number of Local Units in the borough, which means that for businesses with multiple branches the indicator includes all places of work / branches in Newham.</p> <p>The next data release is scheduled for October 2020.</p> <p>Direction of Travel (DOT) compares 2019 (14,365) with 2018 (14,005).</p> <p>The average for Newham's neighbouring boroughs* in the 2019 snapshot was 14,958.</p> <p>*Barking & Dagenham, Greenwich, Tower Hamlets, Hackney, Waltham Forest & Redbridge.</p>
Year	Number of Local Units																												
2011	7,880																												
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An Environment for All

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																				
Street cleanliness: Litter	Quarter 1	↑	98.20%	97.60%	98.20%	94.00%	✔	<table border="1"> <caption>Street cleanliness: Litter Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> <th>Comparator</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>98.20%</td> <td>94.18%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 2</td> <td>-</td> <td>97.50%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>97.30%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>97.90%</td> <td>94.00%</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Comparator	Quarter 1	98.20%	94.18%	94.00%	Quarter 2	-	97.50%	94.00%	Quarter 3	-	97.30%	94.00%	Quarter 4	-	97.90%	94.00%	<p>The quarter one performance score at 98.20% is better than the 94.00% performance target, with higher performance typified as better performance. On the 23rd of March all inspections ceased due to the government's guidelines on controlling the Covid-19 virus outbreak and fewer advisory inspections were carried out in April and May. Inspections resumed on the 1st of June taking into account social distancing rules.</p> <p>The providers (iXact, Mint & PRS) maintained a front line service during the lockdown period but were faced with challenges including the removal of some litter bins from high footfall areas to allow pedestrians to adhere to social distancing rules. One of the providers is working with the Highways team to review the strategic re-positioning of the removed litter bins and the potential introduction of alternative receptacle designs.</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). However, litter still remains among the top three concerns for residents along with Crime & ASB and Parking.</p> <p>NB: An onsite shadowing session for the lead Portfolio Holder and Corporate Director of Environment and Sustainable Transport to accompany the Quality Assurance Team has been delayed due to the Covid-19 virus outbreak. The Quality Assurance Team are responsible for conducting the monthly Local Environmental Quality Index (LEQs) inspection surveys and they are independent of the three District providers (PRS, Mint and iXact) who have the responsibility for cleansing and maintaining the borough's streets and estates. The Quality Assurance Team adhere to a robust and a nationally recognised inspection regime and have been trained and certified by Keep Britain Tidy.</p> <p>Direction of Travel: Quarter 1 (2020/21) compared to Quarter 4 (2019/20). Comparator: London average: 94.18% (LAPS Benchmarking Quarter 4, 2019/20)</p>
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Street cleanliness: Detritus	Quarter 1	↓	96.70%	97.80%	96.70%	94.00%	✔	<table border="1"> <caption>Street cleanliness: Detritus Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> <th>Comparator</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>96.70%</td> <td>95.28%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 2</td> <td>-</td> <td>97.60%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>97.60%</td> <td>94.00%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>98.50%</td> <td>94.00%</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Comparator	Quarter 1	96.70%	95.28%	94.00%	Quarter 2	-	97.60%	94.00%	Quarter 3	-	97.60%	94.00%	Quarter 4	-	98.50%	94.00%	<p>The quarter one performance score at 96.70% is better than the 94.00% performance target, with higher performance typified as better performance. On the 23rd of March all inspections ceased due to the government's guidelines on controlling the Covid-19 virus outbreak and fewer advisory inspections were carried out in April and May. Inspections resumed on the 1st of June taking into account social distancing rules.</p> <p>The providers (iXact, Mint & PRS) maintained a front line service during the lockdown period but were faced with challenges including vehicles not being moved for extended periods, while residents were staying home - preventing channels from being cleaned. As residents return to work this impact will reduce. In addition, mechanical sweepers are now fitted with a kerbside brush with 50% Wire 50% Nylon. While these sweepers are more expensive than the existing 100% Nylon brushes, they last longer and deliver an improved level of penetration cleaning of the gully's.</p> <p>NB: An onsite shadowing session for the lead Portfolio Holder and Corporate Director of Environment and Sustainable Transport to accompany the Quality Assurance Team has been delayed due to the Covid-19 virus outbreak. The Quality Assurance Team are responsible for conducting the monthly Local Environmental Quality Index (LEQs) inspection surveys and they are independent of the three District providers (PRS, Mint and iXact) who have the responsibility for cleansing and maintaining the borough's streets and estates. The Quality Assurance Team adhere to a robust and a nationally recognised inspection regime and have been trained and certified by Keep Britain Tidy.</p> <p>Direction of Travel: Quarter 1 (2020/21) compared to Quarter 4 (2019/20). Comparator: London average: 95.28% (LAPS Benchmarking Quarter 4, 2019/20)</p>
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An Environment for All

■ Target met
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Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Street cleanliness: Fly-posting	Quarter 1	↓	98.20%	99.00%	98.20%	95.00%	✔		<p>The quarter one performance score at 98.20% is better than the 95.00% performance target, with higher performance typified as better performance. On the 23rd of March all inspections ceased due to the government's guidelines on controlling the Covid-19 virus outbreak and fewer advisory inspections were carried out in April and May. Inspections resumed on the 1st of June taking into account social distancing rules.</p> <p>The providers (iXact, Mint & PRS) maintained a front line service during the lockdown period but were faced with challenges including significant increase in the number of fly-posting incidents reported, which they continue to mitigate with the use of anti-stick clear paint on hotspot areas.</p> <p>NB: An onsite shadowing session for the lead Portfolio Holder and Corporate Director of Environment and Sustainable Transport to accompany the Quality Assurance Team has been delayed due to the Covid-19 virus outbreak. The Quality Assurance Team are responsible for conducting the monthly Local Environmental Quality Index (LEQs) inspection surveys and they are independent of the three District providers (PRS, Mint and iXact) who have the responsibility for cleansing and maintaining the borough's streets and estates. The Quality Assurance Team adhere to a robust and a nationally recognised inspection regime and have been trained and certified by Keep Britain Tidy.</p> <p>Direction of Travel: Quarter 1 (2020/21) compared to Quarter 4 (2019/20). Comparator: London average: 98.32% (LAPS Benchmarking Quarter 4, 2019/20).</p>
Street cleanliness: Fly tips collected on time	Quarter 1	↓	96.23%	92.55%	96.23%	80.00%	✔		<p>The quarter one performance score at 96.23% is better than the 80.00% performance target, with higher performance typified as better performance. A total of 6,120 (out of 6,360) fly tips reported (by residents and staff) were collected within 24 hours of reporting.</p> <p>The reporting of this indicator began in 2019/20 and was created to remedy the gap in time-bound reporting.</p> <p>In 2019/20 the providers (PRS, iXact & Mint) and Business Systems & Intelligence Team worked collaboratively to improve the reporting and monitoring of this indicator. A number of initiatives were put into place to reduce the number of fly tips and these included:</p> <ul style="list-style-type: none"> • Introducing a fly tip task force (made up of law enforcement officers) focussed on evidence gathering required to fine or prosecute fly-tippers • Introducing a visiting team (created in 2016) focussed on visiting each property in the borough to promote the all of services available to dispose of waste correctly such as the bulky waste collection, the garden waste service and the Reuse and Recycling Centre at Jenkins Lane. • Carrying out a variety of social media and advertising campaigns on fly tipping prevention and waste reduction. <p>In 2020/21 it is uncertain whether the fly tip task force will continue as it had previously. Covid-19 and social distancing measure has stopped all visits to residents being made by the visiting team. However, social media coverage and campaigns on fly-tip prevention and waste reduction continue. In addition, the Better Streets project will be rolled out across the borough in quarter two which should lead to a reduction of fly-tipping in hot spot areas.</p> <p>Direction of Travel: Quarter 1 (2020/21) compared to Quarter 4 (2019/20). Comparator: Local PI - no comparator.</p>

An Environment for All

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Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																				
Household waste sent for reuse, recycling or composting	Quarter 4 (2019/20)	↑	21.50%	20.36%	N/A	18.00%	✔	<table border="1"> <caption>Household waste sent for reuse, recycling or composting performance</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2019/20 (%)</th> <th>Comparator (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>18.90%</td> <td>20.49%</td> <td>34.67%</td> </tr> <tr> <td>Quarter 2</td> <td>22%</td> <td>20.49%</td> <td>34.67%</td> </tr> <tr> <td>Quarter 3</td> <td>20.67%</td> <td>20.67%</td> <td>34.67%</td> </tr> <tr> <td>Quarter 4</td> <td>21.50%</td> <td>21.50%</td> <td>34.67%</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2019/20 (%)	Comparator (%)	Quarter 1	18.90%	20.49%	34.67%	Quarter 2	22%	20.49%	34.67%	Quarter 3	20.67%	20.67%	34.67%	Quarter 4	21.50%	21.50%	34.67%	<p>The quarter four performance score at 21.50% is better than the 18.00% performance target, with higher performance typified as better performance. Performance this year improved significantly compared to 2018/19, where quarter four performance was reported at 16.58%.</p> <p>There are a number of factors as to why recycling levels are lower in Newham comparatively. The Waste and Resources Action Programme (WRAP) identified the 'barriers to recycling' for residents, most of which are prevalent in Newham including language barriers, deprivation and overcrowding. Also worth noting is the lower levels of garden waste collected in the borough which lead to reduced performance compared to many other local authorities. Overall, the recycling rate in Newham has increased as the Waste Disposal authority (ELWA) and its contractor Renewi have made improvements to increase recycling. Improvements made so far include:</p> <ul style="list-style-type: none"> Mixed recyclables are being delivered to a different Materials Recovery Facility (MRF). The alternative MRF can handle our poorer quality material and as such is rejecting less of our recycling. Introduction of street sweepings being sent to a 3rd party facility where they are sorted into fractions and some fractions recycled. <p>Further improvements to the recycling rate are expected when the recycling service moves to weekly in 2021 and more materials will be accepted for recycling. There are also other projects underway to increase recycling such as the roll-out of recycling bins to older blocks. The Waste & Recycling team are also increasing the communication via social media in 2020 and have created the Ecobot brand to deliver messages and are carrying out more events (now online) to continue to improve recycling.</p> <p>NB: This indicator is reported one month in arrears. Therefore, a full quarter 1 (2020/21) data set is not yet available and the most recent quarterly data is Q4 of 2019/20.</p> <p>Direction of Travel: Quarter 4 (2019/20) compared to Quarter 3 (2019/20). Comparator: London average: 34.67% (LAPS Benchmarking Quarter 4, 2019/20)</p>
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Nitrogen Dioxide (NO2) levels at all local authority primary and secondary schools in the borough	Aug 2019- Mar 2020	N/A	Less than < 40 (Aug 19-Mar 20)	< 40 (Aug 19-Mar 20)	N/A	Less than < 40	N/A	N/A	<p>Initial data covers the first 8 months (Aug 19-Mar 20) of monitoring Nitrogen dioxide (NO2) which is primarily emitted from exhausts of petrol and diesel vehicles. The measurements were taken monthly outside all of Newham's primary and secondary schools. The results have been bias adjusted against Newham's air quality monitoring stations for better accuracy.</p> <p>The data indicates all schools are below the EU health objective level of annual average of 40ug/m3. However, there is a pattern of higher levels of pollution (over 30ug/m3) recorded at the following schools; Plashet Grove & High St North, St Winefride's RC Primary School, Rokeby School; Royal Docks Academy, Beckton and Royal Docks Children's Centre, St Edward's Catholic Primary School West Ham Church Primary School, Lathom Junior School, West Ham Church Primary School and Plashet School.</p> <p>Audits of the schools and potential mitigation solutions to reduce NO2 exposure will be identified subject to the schools co-operation, starting with these top ten that are most affected. Interventions will depend on the schools physical location and likely cost of intervention and added benefit. Examples of interventions include schools streets closure during drop-off and pick up times, green screens, anti-idling workshops and monitoring, relocating playgrounds away from busy roads, school travel plans and safer routes to schools.</p> <p>It is anticipated that with the reduction in traffic due to the Covid-19 outbreak the yearly average in August 2020 will reduce further.</p> <p>NB: Data will reported 3 months in arrears. Also further work to define this measure has resulted in a slight change to the definition. The overall measure will not include Particulate (PM10) matter as this cannot be measured at each school site. Instead, particulates will be measured at monitoring sites across the borough and we will then concentrate on mobile particulate measurements at specific schools where air quality is of concern.</p>																				

An Environment for All

■ Target met
 ■ Target not met
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Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Modal shift against Mayor of London transport targets.	Quarter 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New corporate PI for 2020/21. Reporting will begin in August.
Resident satisfaction with parks and open spaces	Quarter 4 (2019/20)	↑	81% (2019/20)	81% (2019/20)	N/A	N/A	N/A	N/A	Resident satisfaction with parks and open spaces, as measured by the Newham survey, (2019) shows that views of parks and open spaces have also improved significantly with 81% having a positive opinion compared to 76% in 2018.. More residents than in 2018 and 2017 have a positive view of the overall quality, cleanliness, security and play areas. Overall cleanliness of the park – 88% (Very good/good) The overall quality of the park- 81% (Very good/good) The play areas in the park- 78%(Very good/good) The sports facilities available at the park-74% (Very good/good) Security in the park – 74% (Very good/good) Direction of Travel: 2019 survey compared to 2018 survey. Comparator: 2018 Newham Survey.
Number of in child asthma related admissions	2018/19 end of year	N/A	291.24 (2018/19)	N/A	N/A	N/A	N/A	N/A	This indicator is a Public Health England measure for the number of admissions for asthma for children aged 0 to 9. The latest data available is for 2018/19 and shows an admission rate of 291.24 (per 100,000 population). This compares to a rate of 227.4 for the London region. Newham is categorised by Public Health England as 'worse' (out of better, similar and worse) when compared with benchmarking data. The recent trend in Newham is categorised as 'no significant change'.

Improving the Quality of Life

■ Target met
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Measure	Period	DoT	Outturn	2019/20 Year End	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Rate of successful smoking quitters at four weeks	2018/19	↓	677	NA	NA	NA	N/A	<p>Bar chart showing the rate of successful smoking quitters at four weeks. The y-axis ranges from 0 to 2000. The x-axis shows 2017/18 (704), 2018/19 (677), and London Average (1960).</p>	The latest data is for 2018/19. During that period the number of smokers in Newham who quit after 4 weeks per 100,000 of the population over 16 years old was 677. This represents a 4% decrease when compared against the 2017/18 period. Newham's performance is considered as "worse" compared to benchmarking averages. The current London average is 1960 per 100,000 over 16 years. This data is reported on annual basis. Direction of travel (DoT) compared against the 2017/18 period (704 per 100,000 aged 16+)
Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months	2018/19	↓	8.8%	NA	NA	NA	N/A	<p>Bar chart showing the proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months. The y-axis ranges from 0.0% to 10.0%. The x-axis shows 2017/18 (9.5%), 2018/19 (8.8%), and London Average (6.90%).</p>	Newham has a higher proportion of opiate users (8.8%) who left treatment and have not represented when compared with the London average (6.9%). This is based on the figures for 2018/19 which is the latest of the annual data. Although, there is a 0.7% reduction in Newham when compared with the previous period (2017/18), Newham is considered as "Better" performing on benchmarking averages in the last 2 years. Direction of travel (DoT) compared against the 2017/18 period (9.5%)
Delayed transfers of care from hospital, and those which are attributable to adult social care per 100,000 population	Feb-20	↑	1.4	NA	NA	Better Care Fund for Newham (0.7)	N/A	<p>Line chart showing delayed transfers of care from hospital (DToc) per 100,000 population. The y-axis ranges from 0.0 to 2.5. The x-axis shows Quarter 1 (2020/21: 1.2), Quarter 2 (2019/20: 1.6), Quarter 3 (2019/20: 1.5), and Quarter 4 (2019/20: 1.4). The London Average is 2.1.</p>	Due to the coronavirus illness (COVID-19) and the need to release capacity across the NHS to support the response, there has been a pause in the collection and publication of this and other official statistics. Newham continues to perform well in ensuring that people discharged from hospital are discharged with minimal delays. Last reported delayed transfers of care rate was 1.4 back in Feb-20; this compares with the current London average of 2.1 and current national average of 3.3 (a lower rate means fewer delays). Delayed Transfers of Care (DToc) are delayed discharges from hospital. These are measured by counting the number of days of delay in any given month and dividing by the number of days in the month to give a rate per day. This is in turn corrected for population, to produce a rate. Direction of travel (DoT) compared against the London average (2.1)
Adult Social Care Customer Satisfaction	2018/19	↑	59.4%	NA	NA	NA	N/A	<p>Bar chart showing Adult Social Care Customer Satisfaction. The y-axis ranges from 0.0% to 70.0%. The x-axis shows 2017/18 (58.1%), 2018/19 (59.4%), and London Average (58.60%).</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 0.8% higher when compared to 58.6% within London. This result rose by 1.3% when compared against the previous year, 58.1%. The previous financial years' results are always published after the second quarter of the following year. A cross departmental action plan has been developed to enable us the monitoring and review of the feedback provided in more detail. This will enable the service to target areas requiring improvement Direction of travel (DoT) compared against the 2017/18 period (58.1%)
Safeguarding enquiries - % of enquiries where desired outcomes were achieved	Quarter 1	↑	98.5%	95.5%	98.5%	90.0%	✓	<p>Line chart showing the percentage of safeguarding enquiries where desired outcomes were achieved. The y-axis ranges from 86% to 100%. The x-axis shows Quarter 1 (2020/21: 99%), Quarter 2 (2019/20: 96%), Quarter 3 (2019/20: 95%), and Quarter 4 (2019/20: 95%). The London Average is 91.20%.</p>	In 98.5% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved. Performance for this indicator is above the 90% target, regardless of visiting restrictions on practitioners due to the coronavirus. Direction of travel (DoT) compared against same period last year (95.3%)

Improving the Quality of Life

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Measure	Period	DoT	Outturn	2019/20 Year End	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Rate of Permanent admissions to residential and nursing care homes (Adults 18-64)	Quarter 1	↓	2.1	6.7	2.1	5.0	✔		<p>There have been 5 (2.1 rate per 100,000 population) permanent admissions to residential and nursing for people aged 18-64. Although this indicator is performing well against the Q1 target of 3.0 rate per 100,000 population and against benchmarking averages, it is slightly higher than 1.7 rate per 100,000 population same period last year.</p> <p>All of these placements have been ratified and agreed that there is no other option to meet the customer's needs. There is a risk that this indicator will deteriorate as there are an increasing number of people presenting with complex long term health conditions at a younger age.</p> <p>Direction of Travel (DoT): compared against same period last year(1.7)</p>
Rate of Permanent admissions to residential and nursing care homes (adults 65+)	Quarter 1	↑	11.0	449.0	11.0	396.5	✔		<p>There have been 3 (rate of 11.0 per population) permanent admissions to nursing and residential care for customers aged 65+ this year to date. This indicator is performing well against Q1 of 95.5 rate per 100,000 population and benchmarking averages.</p> <p>A discharge to assess pathway at Newham University Hospital, whereby the customer returns home with wraparound care and support and then has a Care Act assessment once they are at home is in place. As a result, the new discharge pathway has had a positive impact on this indicator.</p> <p>Direction of Travel (DoT): compared against same period last year(125.8)</p>
% of people with a Learning Disability in receipt of long term services in employment	Quarter 1	↑	2.4%	10.7%	2.4%	11.1%	✘		<p>2.4% (16 out of 670) of learning disability customers are recorded as in employment this year to date. This is slightly below the 3% target for Q1 target, however this is a significant improvement compared to the same period last year (0.8%). Targeted work continues to focus on reviewing customers who were in employment last year and an action plan has been devised to ensure review services to our customers are delivered as required including revising our telephone reviews criteria following the Covid-19 crisis.</p> <p>Direction of Travel (DoT): compared against same period last year(0.8%)</p>
Violence with Injury Offences (Cumulative)	Quarter 1	↑	680	3094	680	843	✔		<p>Performance for the reporting period shows a decrease in the number of violence with injury offences (-163 offences) when compared with the same cumulative period last year (680 vs 843). There had been a decrease in violence with injury offences for the same period quarter between 2018/19 and 2019/20. However the decrease is more acute this year, which is likely due to the impact of covid-19.</p> <p>Definition and Context In published crime statistics, violent crime is grouped into two broad, high-level categories: "violence with injury" and "violence without injury". Violence with injury includes all incidents of wounding and assault with injury, including homicide and attempts to inflict injury.</p>
Perceptions of anti-social behaviour (Annual Indicator)	2019	↓	56%	56%	NA	45%	✘		<p>The Newham Survey revealed that in 2019, 56% of Newham residents were worried about becoming a victim of crime in their local area. This is an increase of 16% on the previous year.</p> <p>The Newham survey is an annual survey, however due to the pandemic the 2020 survey will not be occurring this year. The next survey is expected to be conducted in September 2021.</p>

An Effective and Innovative Council

■ Target met
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Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary
Stage 1 complaints responded to on time	Quarter 4 2019/20	↓	63.5%	67.45%	N/A	95.00%	❌		Quarter 1 reporting will be delayed as the service is currently going through a system migration process. Reporting will resume from Quarter 2 while the system is bedded in and reporting mechanisms finalised. Complaint performance for 2019/20 at 67.45% has improved from 2018/19 outturn of 61.41%. Direction of Travel (DoT): Quarter 4 (2019/20) performance (63.5%) compared to Quarter 3 (74%) No comparator information - Local performance indicator
Unqualified accounts, produced on time	N/A	N/A		N/A	N/A	N/A	N/A		Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 2.
Sickness absence (Average days)	Quarter 1	↑	9.9 Days	10.5 Days	9.9 Days	N/A	✅		2020/21 Quarter 1 performance at 9.9 days has improved by 0.6 day compared to the previous Quarter (Quarter 4, 2019/20 - 10.5 days). A culture change programme is being developed to embed the values and behaviours across the council. Direction of Travel (DoT): 2020/21 Quarter 1 (9.9 days) compared to 2019/20 Quarter 4 (10.5 days).
Resident marketing and engagement information, especially digital	N/A	N/A					N/A		Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 2.
Resident satisfaction	2018	↑	82% 2018/19	81% 2017/18	82% 2018/19	N/A	N/A		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. The resident Survey has been put on hold for 2019/20 in response to Covid-19. A further update on status will be provided at the end of quarter 2.

An Effective and Innovative Council



Target met



Target not met



Target not appropriate

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

Measure	Period	DoT	Outturn	2019/20	2020/21 Year to date	2020/21 Target	Target Met	Chart	Commentary																				
Percentage of council tax collected Cumulative indicator	Quarter 1	↓	26.2%	95.93%	26.19%	96.30%	✘	<table border="1"> <caption>Collection Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2019/20</th> <th>Comparator</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>26%</td> <td>28%</td> <td>96%</td> </tr> <tr> <td>Quarter 2</td> <td>-</td> <td>52%</td> <td>96%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>76%</td> <td>96%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>96%</td> <td>96%</td> </tr> </tbody> </table>	Quarter	2020/21	2019/20	Comparator	Quarter 1	26%	28%	96%	Quarter 2	-	52%	96%	Quarter 3	-	76%	96%	Quarter 4	-	96%	96%	<p>The Council Tax collection rate at the end of quarter 1 was 26.19%. Performance reports the cumulative collection rate throughout the year and so the Direction of Travel compares June 2020 (26.19%) with June 2019 (28.30%). Collection rates are therefore down on last year.</p> <p>Collection rates have been impacted by Covid-19 with a decision made to suspend all recovery action and to offer payment holidays to those struggling. As a result and in line with other London boroughs, Newham has therefore seen a significant drop in collection during quarter 1.</p> <p>2019/20 Comparator data is based on voluntary benchmarking data shared via the LONDON AUTHORITY PERFORMANCE SOLUTION (LAPS) co-ordinated by London Councils. 13 London boroughs have shared collection data for the 2019/20 year giving an average collection rate of 96%.</p> <p>Target: The target set for 2019/20 has been rolled forward and therefore the annual collection target for 2020/21 is maintained at 96.3%. When profiled across the year, the 2020/21 Q1 target was 28.85% which was not achieved due to impact of decisions made in relation to Covid-19 as referred to above.</p>
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