



Performance Report

Quarter 2 2020/21

Contents	Page No.
Performance report Summary	1
Priority 1: Making Newham the Best Place for Children and Families	2
Priority 2: Building Communities	4
Priority 3: A Strong and Inclusive Economy	6
Priority 4: An Environment for All	8
Priority 5: Improving the Quality of Life	11
Priority 6: An Effective and Innovative Council	13



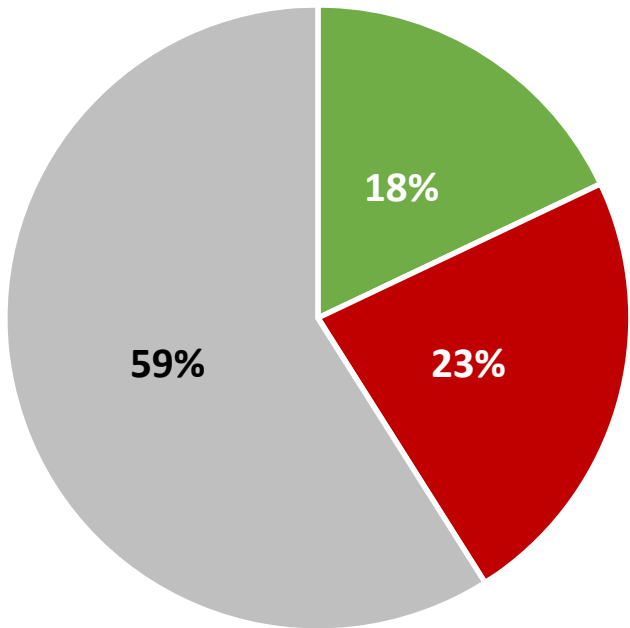
Met target

Target not met

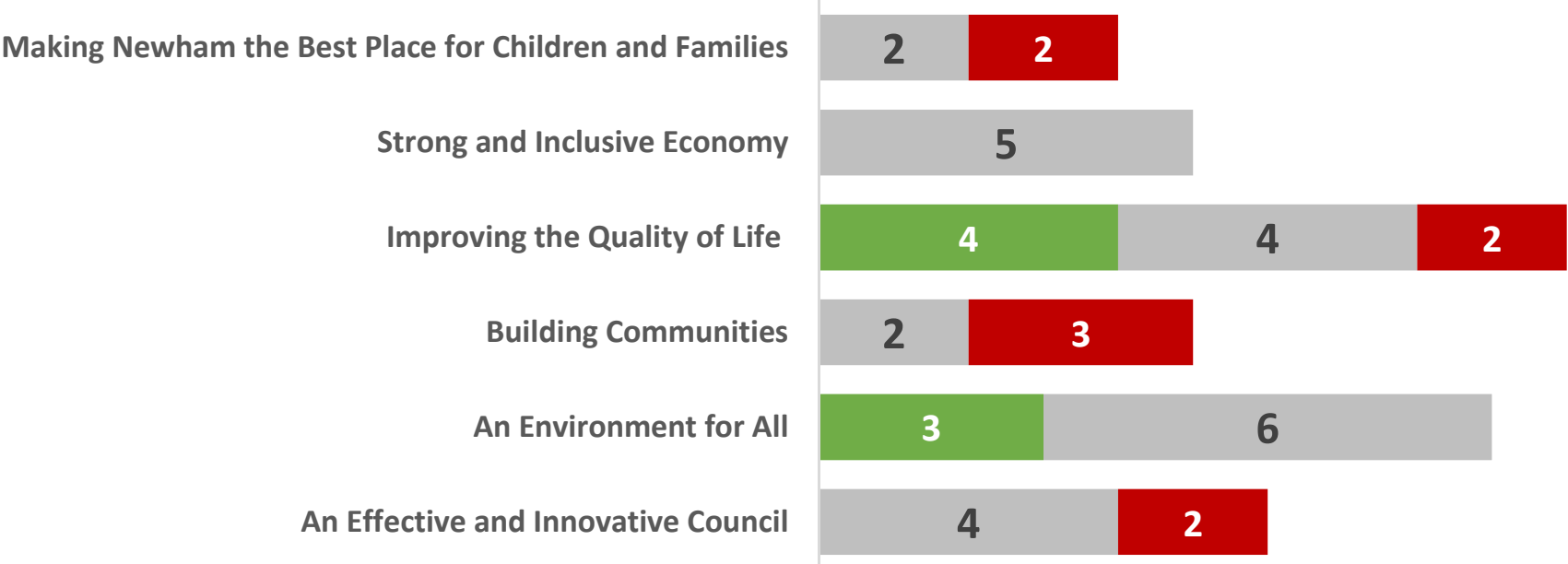
Target not appropriate

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	10/21Year to da	2020/21 Target	Target Met	Chart	Commentary																				
Education Care & Health Plans (EHCP) issued on time	Quarter 2	↓	3.2%	33.5%	6.1%	75%	✗	<table><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>32%</td><td>32%</td><td>60%</td></tr><tr><td>Quarter 3</td><td>32%</td><td>32%</td><td>60%</td></tr><tr><td>Quarter 4</td><td>31%</td><td>31%</td><td>60%</td></tr></tbody></table>	Quarter	2020/21	2019/20	Comparator	Quarter 1	9%	40%	60%	Quarter 2	32%	32%	60%	Quarter 3	32%	32%	60%	Quarter 4	31%	31%	60%	<p>Positively 246 Education, Health and Care Plans has been issued in the last six months in comparison to 218 in the corresponding 6 months last year. It is anticipated that the goal of 500 plans being issued in 2020/21 will be met. The challenge is the very low percentage of plans completed within the 20 week timescale. During the period of lockdown the team focussed upon those assessments outstanding where the information was available. Professionals were hindered in gathering information and providing advice to inform plans as most children under assessment were not attending school and it is considered good practice to observe a child in their educational setting. With the return to school of most children, the development of new approaches to assessing children and a focus by the SEN team on timeliness we anticipate this figure will improve over the next six months.</p> <p>* Data is taken from Impulse system and is open to change as officers continue to update assessments. Data is refreshed each month.</p> <p>Reason for exception: End of year target not met, performance has deteriorated and it has been highlighted corporately for improvement.</p> <p>Direction of Travel: Q2 compared to Q1. Comparator: Engld average.</p>
Quarter	2020/21	2019/20	Comparator																										
Quarter 1	9%	40%	60%																										
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Care leavers in employment, education or training	Aug-20	↓	35.1%	50.3%	35.1%	55%	✗	<table><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>57.20%</td><td>50%</td></tr><tr><td>Quarter 2</td><td>48%</td><td>48%</td><td>50%</td></tr><tr><td>Quarter 3</td><td>50%</td><td>50%</td><td>50%</td></tr><tr><td>Quarter 4</td><td>50%</td><td>50%</td><td>50%</td></tr></tbody></table>	Quarter	2020/21	2019/20	Comparator	Quarter 1	47%	57.20%	50%	Quarter 2	48%	48%	50%	Quarter 3	50%	50%	50%	Quarter 4	50%	50%	50%	<p>For the months of August the leaving care service is reporting on 151 young people. 89 of these young people are open and receiving a service from leaving care and 62 of these young people are not currently in receipt of a service but are eligible for leaving care support.</p> <p>Of the 89 young people that are in contact with the service, 53 (59%) are in education, employment or training and is a reduction on previous months. Of the 151 who meet the DfE criteria for being in touch with in the period, 35.1% are in EET*.</p> <p>The leaving care service is working with the Newham Virtual School to ensure that plans are in place to track and assist all young people who are NEET into employment education or training. The Service has secured funding jointly with the Virtual School to employ two NEE/EET Workers that will sit within the service and support with reducing the number of NEET Care Leavers. These post will sit within the Teams but have oversight from the virtual school and access to all their resources and expertise. It is hoped that recruitment for these posts will take place before the end of 2020.</p> <p>Reason for exception: does not meet target and performance is below the same periods last year. Comparator: London average. Direction of Travel: compares Aug to July.</p> <p>*Data is in line with the DfE indicator for the number of young people who have a birthday that falls in that particular month, with the data needing to be recorded either three months prior to a young persons birthday or within one month following a birthday.</p>
Quarter	2020/21	2019/20	Comparator																										
Quarter 1	47%	57.20%	50%																										
Quarter 2	48%	48%	50%																										
Quarter 3	50%	50%	50%																										
Quarter 4	50%	50%	50%																										
Attendance levels of young people at Youth Citizens Assemblies	N/A		N/A	N/A	N/A	N/A	N/A		Data is not yet available for these measures. This process was put on hold in quarter 1 and 2 in order to prioritise work in response to Covid-19.																				

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	10/21Year to da	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. This process was put on hold in quarter 1 and 2 in order to prioritise work in response to Covid-19.

Building Communities

■ 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
Genuinely affordable homes started	Quarter 2	↓	0	54	0	275	✗	<p>2020/21: 0 2019/20: 25, 25, 34, 54</p>	<p>No homes will be starting on site until the last quarter of 2020/21. 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.</p> <p>Cumulative starts to date = 289, made up of: 2018/19: 235 (227 London Affordable Rent + 8 Shared ownership) 2019/20: 54 (33 London Affordable Rent + 21 Shared ownership)</p> <p>Direction of travel (DOT) compares quarter 2 2020/21 (zero starts) with quarter 12 2019/20 (25 starts). No comparator information - Local performance indicator</p>
Families in Temporary Accommodation (TA)	Quarter 2	↓	5805	5449	5805	N/A	N/A	<p>2020/21: 5,714, 5,805 2019/20: 5,239, 5,327, 5,395, 5,449</p>	<p>At the end of September (Q20) there were 5,805 households in temporary accommodation (TA). The number in Temporary Accommodation was comprised of 1,397 in accommodation provided by Local Space Ltd and 4,408 in other forms of temporary accommodation.</p> <p>In the past month, Housing have had 356 new households present as being 'homeless' or 'threatened with homelessness'. This is less than in previous months, as new COVID-related regulations have resulted in evictions in private rented accommodation either being suspended or extended. However, this does present a future risk, as these restrictions are lifted. To manage this, the service is pro-actively approaching all households (and landlords) living in private rented accommodation who have been served notice to vacate. Work in this area will establish whether the tenancy can be saved, or if we need to help to source an alternative before they are evicted. 118 households had a main duty accepted in September. This is higher than the YTD average. This reflects work being done to address a historic backlog in decisions, which is now being resolved. This increase can be expected to remain over the next two months, as we work through the backlog. Following an initial increase in the number of households at the start of the COVID pandemic, numbers have levelled out over the past 4 months, a trend repeated in September. We are hoping this continues (and even reduce) as a targeted set of interventions are implemented</p>
Satisfaction with the Repairs Service	Annual Indicator	↓	74% 2019/20	74%	N/A	80%	✗	<p>2018/19: 83% 2019/20: 74%</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. This compares with previous years as: 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>
Housing repairs completed on time	Quarter 2	↑	89%	84.96%	87.72%	90%	✗	<p>2020/21: 89%, 87% 2019/20: 89%, 86%, 86%, 85%</p>	<p>At the end of September performance for the percentage of housing repairs completed within target was 85%. (88.51% for Quarter 2)</p> <p>Performance across all repairs for the month of September has fallen below target due mainly to the increased volume of emergency repairs. The Service has also been triaging communal repairs, that do not present a health and safety risk, to maximise operative utilisation. Covid is having a 12% impact on resourcing levels and we are actively attempting to recruit more operatives to cover the shortfall.</p>

Enforcement activity against breaches of the Private Sector Licensing Scheme	Quarter 2	N/A	58	116	94	N/A	N/A	<div><div><div>2020/21</div><div>2019/20</div></div><table><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></td></tr><tr><td>Quarter 2</td><td>67</td><td></td></tr><tr><td>Quarter 3</td><td>99</td><td></td></tr><tr><td>Quarter 4</td><td>116</td><td></td></tr></tbody></table></div>	Quarter	2020/21	2019/20	Quarter 1	36		Quarter 2	67		Quarter 3	99		Quarter 4	116		At the end of Q2 a further 58 penalties or prosecutions have been reported with 12 Penalties/Prosecutions taking place in September. Service has been disrupted because of Covid 19. The Property Licensing Team remain active reviewing current licences, Mandatory HMO's in the Borough and landlords/portfolios of concern. In relation to enforcement activity unfortunately due to the infection rate rise in Newham all unannounced visits for PSHS have ceased since the 14th September 2020. The service is however continuing with organised inspections of complaints of disrepair, larger HMO's and Property Licence compliance in occupied dwellings where tenants/landlords are pre notified of a visit/inspection.
Quarter	2020/21	2019/20																						
Quarter 1	36																							
Quarter 2	67																							
Quarter 3	99																							
Quarter 4	116																							

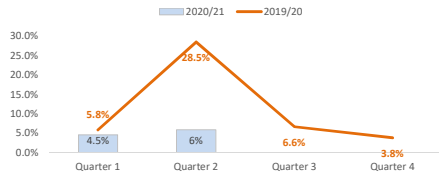
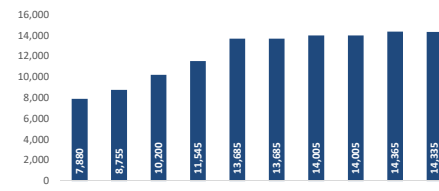
Strong and Inclusive Economy

■ 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 1 2020-21	↓	70.7%	71.0% (Q4 2019-20)	70.7%	N/A	N/A		<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 June 2020.</p> <p>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 August 2020, 68,600 Newham Residents were receiving Job Retention Support - the highest figure for any single London borough. Additionally, 25,800 Newham residents were receiving support via the government's Self Employment support scheme (to end August 2020) - again the highest figure for any London borough.</p> <p>Claimant Count data shows that 25,010 Newham residents were receiving employment support benefits as at September 2020 snapshot (Claimant count is a figure combining Job Seekers Allowance claimants and Universal Credit claimant actively seeking work). This figure has more than tripled since March when Newham's Claimant Count was 8,170.</p> <p>Direction of travel (DOT) compares quarter 1 2020/21 (70.7%) with quarter 1 2019/20 (71.1%).</p> <p>Comparator: London Average 75.5% (July 2019 - June 2020, released October 2020)</p> <p>Longer term comparator trend: The 4.8 percentage point gap between Newham's current employment rate of 70.7% and the London average of 75.5% has reduced from the 15.6 percentage point gap back in 2005 when Newham's employment rate was 52.2% and the London average was 67.8%.</p>
Jobs below London Living Wage	Annual: 2019	↑	29.2%	29.2%	Provisional release data for 2020 data is November 2020	N/A	N/A		<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> <p>(Next provisional release date for Annual Survey of Hours and Earnings data is November 2020).</p>
Council spend locally	July & August 2020	↑	21.8%	21.4%	21.6%	N/A	N/A		<p>This measure is based on a list of providers which it is possible to influence through procurement activity. Q2 data is only partial at this time, covering July and August 2020 only. The delay in reporting September data is due to the change of system from 1Oracle to Fusion, which went live in September. Reports are being transferred to the new system to allow complete reporting. Figures will be updated here in the Quarter 3 report.</p> <p>21.8% of spend in quarter July and August 2020 was with local providers. The total value of spend with local suppliers is the year to the end of August was over £39million.</p> <p>No target has been set for this indicator.</p> <p>Direction of Travel (DOT) compares July/August 2020 (21.8%) with quarter 1 2020/21 (21.5%).</p> <p>Comparator: Local measure, no comparator data available.</p>

Strong and Inclusive Economy

■ 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																						
Young people not in education, employment or training or destination not known combined (school year 12-13 residents)	Aug-20	↓	5.8%	3.8%	5.8%	N/A	N/A	 <table><caption>NEET Rates by Quarter</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>6%</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%	6%	Quarter 3	6.6%		Quarter 4	3.8%		<p>In Aug 20 the outturn is 5.8%.</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. Comparator: London average</p>							
Quarter	2019/20 (%)	2020/21 (%)																													
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Number of businesses in Newham (Number of local units in VAT/ PAYE-based enterprises - Inter-Departmental Business Register).	Annual: 2020	↓	14,335	14,365	14,335	N/A	N/A	 <table><caption>Number of Businesses in Newham (2011-2020)</caption><thead><tr><th>Year</th><th>Number of Businesses</th></tr></thead><tbody><tr><td>2011</td><td>7,880</td></tr><tr><td>2012</td><td>8,795</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><tr><td>2020</td><td>14,335</td></tr></tbody></table>	Year	Number of Businesses	2011	7,880	2012	8,795	2013	10,200	2014	11,545	2015	13,685	2016	13,685	2017	14,005	2018	14,005	2019	14,365	2020	14,335	<p>This dataset is drawn from a snapshot of data at the beginning of the financial year (13 March 2020) and was published by the Office for National Statistics on 29th September 2020. Therefore, this measure will not yet have captured the impact of Covid-19 on business units in Newham.</p> <p>Data is based on 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>Direction of Travel (DOT) compares 2020 (14,335) with 2019 (14,365).</p> <p>The average for Newham's neighbouring boroughs* in the 2020 snapshot was 15,363.</p> <p>*Barking & Dagenham, Greenwich, Tower Hamlets, Hackney, Waltham Forest & Redbridge.</p>
Year	Number of Businesses																														
2011	7,880																														
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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
Street cleanliness: Litter	Quarter 2 (Jul-Sept)	N/A	Monitoring suspended	97.60%	98.30% (Up until July 2020)	94.00%	N/A	<p>2020/21: 97.60% 2019/20: 94.18% Comparator: 98%</p>	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.
Street cleanliness: Detritus	Quarter 2 (Jul-Sept)	N/A	Monitoring suspended	97.80%	96.50% (Up until July 2020)	94.00%	N/A	<p>2020/21: 97.80% 2019/20: 95.28% Comparator: 97%</p>	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.
Street cleanliness: Fly-posting	Quarter 2 (Jul-Sept)	N/A	Monitoring suspended	99.00%	98.30% (Up until July 2020)	95.00%	N/A	<p>2020/21: 99.00% 2019/20: 98.32% Comparator: 98%</p>	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.
Street cleanliness: Fly tips collected on time	Quarter 2 (Jul-Sept)	↓	95.09%	92.55%	95.57%	80.00%	✓	<p>2020/21: 95.09% 2019/20: 96.23% Comparator: 80.00%</p>	<p>Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.</p> <p>The quarter two performance score at 95.09% is better than the 80.00% performance target, with higher performance typified as better performance. A total of 8,353 (out of 8,784) fly tips reported (by residents and staff) were collected within 24hours of reporting.</p> <p>Direction of Travel: Quarter 2 (2020/21) compared to Quarter 1 (2020/21). Comparator: Local PI - no comparator.</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	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 1 (Apr-Jun)	↓	19.42%	20.36%	19.42%	18.00%	✓	<p>33.48% 19.42% 18.90% 20.49% 20.67% 21.50%</p>	<p>The quarter one performance score at 19.42% is better than the 18.00% performance target, with higher performance typified as better performance.</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.</p> <p>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 – a trail of this service started in September 2020 across 4000 properties. 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 having launched in September 2020 the Newham Recycles Facebook and Twitter pages. The team are also 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 2 (2020/21) data set is not yet available and the most recent quarterly data is Q1 of 2020/21.</p> <p>Direction of Travel: Quarter 1 (2020/21) compared to Quarter 4 (2020/21).</p>
Nitrogen Dioxide (NO2) levels at all local authority primary and secondary schools in the borough	Quarter 1 (Apr-Jun)	N/A	19.96 ug/m3	< 29 (Aug 19-June 20)	N/A	Less than < 40 ug/m3	✓	N/A	<p>This indicator measures Nitrogen dioxide (NO2) levels which are primarily emitted from exhausts of petrol and diesel vehicles. The measurements were taken monthly outside all of Newham's primary and secondary schools. Once all data for 2020 is collected, the annual averages will be bias adjusted against Newham's air quality monitoring stations for better accuracy.</p> <p>The quarter one average at 19.9 ug/m3 reports a significant reduction in pollution and this is widely reported as being due to Covid-19 traffic reductions. There is a pattern of higher levels of pollution (over 30ug/m3) recorded at 29 schools, and of those the 10 highest are; St Winefride's RC Primary School, Rokeby School, Royal Docks Academy, St Edward's Catholic Primary School, Beckton and Royal Docks Children's Centre, West Ham Church Primary School, Plashet School, Little Ilford School, Vicarage Primary School and Sarah Bonnell School.</p> <p>Audits of the schools and potential mitigation solutions to reduce NO2 exposure will be carried out autumn subject to the schools co-operation. The team will start with the 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>NB: Data will reported 3 months in arrears. Also further work to define this measure 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



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
Modal shift against Mayor of London transport targets.	2018/19	N/A	72.00% (2018/19)	72.00%	N/A	76%	N/A	N/A	<p>This is a new corporate PI for 2020/21 and the initial data covers 2018/19. The data is derived from the TfL's Annual London Travel Demand Survey. It is collated and released annually in December every year.</p> <p>This indicator measures modal shift against the Mayor of London target. The current target for Newham is 76% of trips by walking, cycling and public transport by 2021 (83% by 2041).</p> <p>The most recent data (72%) shows Newham is slightly below the target of 76%, and while measures are in place to encourage modal shift to walking and cycling (as set out in full in the Local Implementation Plan and Air Quality Action Plan documents), complementary public transport improvements are also needed - which are in the control of TfL. Newham does not entirely have all the tools to achieve this target and remain dependent upon TfL for public transport improvements that will encourage the higher levels of use that will enable us to reach this target.</p> <p>Due to the impact of Covid-19 on both local government transport funding from TfL (which has severely curtailed our behavioural change initiatives as set out in the Local Implementation Plan) and on public transport usage, it is now very unlikely that these targets will be met across London and boroughs are engaging with TfL to have the targets revised to more realistic post Covid -19 levels.</p> <p>NB: Data is reported a year in arrears.</p> <p>Comparator: London average: 63% (TfL's Annual London Travel Demand Survey, 2018/19)</p>
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	<p>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.</p> <p>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)</p> <p>Direction of Travel: 2019 survey compared to 2018 survey. Comparator: 2018 Newham Survey.</p>
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	<p>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.</p> <p>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'.</p>

Improving the Quality of Life

■ Target met
 ■ Target not met
 ■ Target not appropriate
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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>2017/18: 704, 2018/19: 677, 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>2017/18: 9.5%, 2018/19: 8.8%, London Average: 6.9%</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>2020/21: 2.1, 2019/20: 1.2, 1.6, 1.5, 1.4</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>2017/18: 58.1%, 2018/19: 59.4%, London Average: 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 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 2	↑	98.6%	95.5%	98.6%	90.0%	✓	<p>2020/21: 91.20%, 2019/20: 98.6%, 95%, 95%</p>	In 98.6% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved. Performance is above target of 90%. The number of completed enquiries has decreased compared to the same point last year, partly due to different arrangements for screening, which have been implemented with the creation of the MASH. This has led to more robust initial screening at the concern stage and the reduction in the number of s42 enquiries. Direction of travel (DoT) compared against same period last year (95.6%)
Rate of Permanent admissions to residential and nursing care homes (Adults 18-64)	Quarter 2	↑	3.3	6.7	3.3	5.0	✓	<p>2020/21: 1.7, 2019/20: 3.3, 5.0, 5.8, 9.6</p>	There have been 8 (3.3 rate per 100,000 population) permanent admissions to residential and nursing for people aged 18-64. Although this indicator is performing well against the Q2 target of 6.0 rate per 100,000 population and against benchmarking averages. 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. Direction of Travel (DoT): compared against same period last year(5.0)

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 65+)	Quarter 2	↑	44.1	449.0	44.1	396.5	✓	<p>2020/21: 11.0, 44.1, 346.9, 433.4 2019/20: 125.8, 251.6, 346.9, 433.4 London Average: 430.00</p>	There have been 12 (rate of 44.1 per population) permanent admissions to nursing and residential care for customers aged 65+ this year to date. This indicator is performing well against Q2 of 191.0 rate per 100,000 population and benchmarking averages. However, the reporting of new admissions into care homes for 65+ has been affected by Covid-19 operational processes, in particular temporary placements from the Integrated Discharge Hub and NHS funding for care post discharge. As a result, temporary placements that may become permanent are not reported here as they are currently funded by the NHS. Direction of Travel (DoT): compared against same period last year(251.6)
% of people with a Learning Disability in receipt of long term services in employment	Quarter 2	↓	2.9%	10.7%	2.9%	11.1%	✗	<p>2020/21: 1.9%, 2.9%, 9.8%, 10.7% 2019/20: 0.8%, 9.1%, 9.8%, 10.7% London Average: 8.0%</p>	19 out of 656 (2.9%) of learning disability customers are recorded as in employment this year to date. A reduction in the rate of LD customers in receipt of Long term services in employment is noted this financial year compared to last year. This is not a reflection of poor performance but reflects a change in the current way of recording LD customers in employment. Prior to 1st April 2020, people with Learning Disabilities in employment included customers who do not have eligible needs under the Care Act, following a review of our recording method, a change was introduced that allows a more focused approach. Subsequently, the rate of "customers in employment" will only include customers who have eligible needs under the Care Act. Direction of Travel (DoT): compared against same period last year(9.1%)
Violence with Injury Offences (Cumulative)	Quarter 2	↑	1405	3094	1405	1635	✓	<p>2020/21: 685, 1405, #N/A, #N/A 2019/20: 843, 1635, 2388, 3094</p>	Performance for the reporting period shows a decrease in the number of violence with injury offences (-230 offences) when compared with the same cumulative period last year (1405 vs 1635). 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. 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.
Perceptions of anti-social behaviour (Annual Indicator)	2019	↓	56%	56%	NA	45%	✗	<p>2016: 43%, 2017: 52%, 2018: 40%, 2019: 56%</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. 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.

An Effective and Innovative Council

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Stage 1 complaints responded to on time (reported in arrears)	Quarter 1	↑	84.0%	67.83%	84.00%	95.00%	❌		Quarter 1 performance at 84% has improved compared to the previous Quarter (Quarter 4, 2019/20 - 74%). Direction of Travel (DoT): Quarter 1 (20/21) performance (84%) compared to Quarter 4 (19/20) performance (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 is on hold to prioritise work in response to Covid-19.
Sickness absence (Average days)	Quarter 2	↑		10.5 Days	0	N/A	N/A		2020/21 Quarter 2 performance at 7.8 days has improved by 1.9 days compared to the previous Quarter (Quarter 1, 2020/21 - 9.7 days). A culture change programme is being developed to embed the values and behaviours across the council. Direction of Travel (DoT): 2020/21 Quarter 2 (7.8 days) compared to Quarter 1, 2020/21 - (9.7 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 order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 4.
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.
Percentage of council tax collected Cumulative indicator	Quarter 2	↓	48.58%	95.93%	48.58%	96.30%	❌		The Council Tax collection rate at the end of quarter 2 was 48.58%. Performance reports the cumulative collection rate throughout the year and so the Direction of Travel compares September 2020 (48.58%) with September 2019 (52.35%). Collection rates are therefore down on last year. Collection rates have been impacted by Covid-19 with a decision taken at the start of the year to suspend recovery action and to offer payment holidays to those struggling as a result. 2019/20 Comparator data is based on voluntary benchmarking data shared via the LONDON AUTHORITY PERFORMANCE SOLUTION (LAPS) co-ordinated by London Councils, giving an average collection rate of 96.5%. 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 Q2 target was 53.25% which was not achieved due to impact of decisions made in relation to Covid-19 as referred to above.