



Year End Performance Report

Year End 2020/21

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Children & Young People (DCS)

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary															
CYP01	% of early education settings rated as Good or Outstanding by Ofsted Judgements at the most recent inspection. Numerator: Number assessed as Good or outstanding Denominator: Total number inspected. Cumulative	Positive	91.9%	Q4	N/A	Green (Up)	90.7%	91.9%	85.00%	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>92.80%</td><td>91.50%</td></tr><tr><td>Quarter 2</td><td>92.70%</td><td>91.50%</td></tr><tr><td>Quarter 3</td><td>90.50%</td><td>91.50%</td></tr><tr><td>Quarter 4</td><td>90.70%</td><td>91.90%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	92.80%	91.50%	Quarter 2	92.70%	91.50%	Quarter 3	90.50%	91.50%	Quarter 4	90.70%	91.90%	<p>The data shows the overall rating of active early years providers at their most recent inspection for 2020/21 Quarter 4. It shows that out of 173 providers with a valid inspection judgement, 159 (91.9%) were judged Good or Outstanding. The data presented does not include those judged as Met or Not Met (which means there were no children on roll at the time of inspection), or those settings that have not yet had their first inspection. OFSTED has currently suspended inspections due to Covid-19, however the Best Start in Life team continues to provide advice and support to settings around quality assurance.</p> <p>All OFSTED inspections of early years settings has currently been suspended due to Covid, however they will be reinstated in June 2021. There will also be a revised EYFS Framework in place from September 2021.</p> <p>All childminders that have received Inadequate or Requires Improvement Ofsted judgements are being supported by children's centre Early Education Practitioners with reference to DfE learning development, safeguarding and welfare. The Best Start in Life team also offers tailored training delivered or commissioned by the LA, devised in response to actions raised by Ofsted or by the LA. Settings which are Inadequate are not advertised to parents online until at least a Requires Improvement judgement is reached at a subsequent inspection. Settings which receive a judgement of Requires Improvement cannot provide eligible 2 year old places, but can provide eligible 3 and 4 year old places. These settings will be advertised to parents, however they will also receive intensive support from the Best Start in Life team to improve their judgement. If a setting is judged as Inadequate or Requires Improvement, then parents will be supported to find an alternative setting.</p> <p>Data is based on inspections carried out since the introduction of the Early Years Foundation Stage (EYFS) in 2008. Benchmarking: As at 31/08/17 (latest DfE published) England Good or outstanding - 94% Direction of travel: 20/21 compared to 19/20.</p>
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CYP02	% take up of eligible 2 year olds of the 15 hour Early Education Funding offer	Positive	54.0%	Spring (2020/21)	N/A	Red (Down)	61.4%	54.0%	70% (2019/20)	<table><thead><tr><th>Term</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Autumn</td><td>66.5%</td><td>60.3%</td></tr><tr><td>Spring</td><td>61.4%</td><td>54.0%</td></tr></tbody></table>	Term	2019/20	2020/21	Autumn	66.5%	60.3%	Spring	61.4%	54.0%	<p>The percentage of eligible 2 year olds taking up entitlement in the 2020/21 Spring term (January - March) was 54%, this is 7.4% lower than the same term in the previous academic year. This year Covid has impacted on take up and while we had started to some recovery in the 2 year old take-up after the initial summer lockdown last year, going back into lockdown has seen take-up reduce further. We are working with Hemsells who have been commissioned by the DfE to support 2 year old up-take. We are also working with Public Health colleagues to develop a communication strategy to promote positive engagement and improve parental confidence in returning. Staff have also been undertaking KIT calls and in-person contact within settings.</p> <p>From Autumn 2014, Local Authorities have had a statutory duty to provide free early education for disadvantaged two-year-olds. The DWP determines who are likely to be eligible children against a set criteria, therefore % take up can be presented. Eligible families can access places from the term after the child's second birthday. The maximum entitlement is 570 hours across a year. The childcare offer is most commonly accessed 15 hours per week in term time but there is now a range of providers offering stretched free entitlement across the year. Although provision is a statutory duty, take-up by families is on a voluntary basis and families will not always take-up childcare in the Neighbourhood in which they live.</p> <p>Note a target has historically not been set for this indicator given the timeliness and accuracy of the DWP data and the churn in Newham. However a review of the approach to this PI will take place to determine whether targets are appropriate to set in the future.</p> <p>Reason for exception: Covid impacted. An indicator which has failed to meet target for two consecutive months, or projections suggest the end of year target will not be met for annual indicators.</p> <p>Direction of Travel: Spring 20/21 compared to Spring 19/20</p>						
Term	2019/20	2020/21																								
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CYP03	Number of 3 and 4 year olds taking up the 15 hour Early Education Funding offer (count)	Positive	6114	Spring (2020/21)	N/A	Amber (Static)	6,194	6,114	N/A	<table><thead><tr><th>Term</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Autumn</td><td>0</td><td>5050</td></tr><tr><td>Spring</td><td>0</td><td>6194</td></tr><tr><td>Summer</td><td>0</td><td>0</td></tr></tbody></table>	Term	2018/19	2019/20	Autumn	0	5050	Spring	0	6194	Summer	0	0	<p>The number of 3 and 4 year olds taking up the universal early education entitlement during the 2020/21 Sprint term (January - March) was 6,114. Despite the initial drop in take up after the summer lockdown last year, numbers have recovered reasonably well and are 1.3% lower compared to the same term the previous academic year. We have seen a positive return back to school nursery classes.</p> <p>All 3 and 4 year olds are entitled to 15 hours of free early years education from the term after their 3rd birthday. Take up fluctuates across the terms due to the single point of entry for 4 year olds to school nursery classes in September. 3 and 4 year old numbers eligible for 15 hours tend to be highest in the Summer term and lowest in Autumn term. Note that it is difficult to establish the eligible cohort as 3 year olds become eligible the term following their 3rd birthday. As a result % take up cannot be calculated accurately.</p> <p>Take-up for the 2019/20 Summer term (April - August) cannot be accurately reported. Early education providers have been funded on the basis of their take-up during the same period last year - this is due to government guidance and a desire to help keep business open and in operation during this difficult time. While the Best Start in Life team has continued to support providers and have been conducting regular checks for take-up, this is not easily reportable as the data is not stored in the childview system. The BSIL team has been requesting weekly reports from providers over the summer term in order to try and track numbers in provision, however not all providers have been submitting these weekly returns. Snapshots taken in June and August show 394 children in provision in June and 831 children in provision in August. These numbers are across the age ranges and offer and are therefore not specific to this indicator.</p> <p>Note: a target has historically not been set for this indicator given the fluctuation in numbers being eligible and no denominator being available.</p> <p>Direction of Travel: Spring 20/21 compared to Spring 19/20.</p>		
Term	2018/19	2019/20																							
Autumn	0	5050																							
Spring	0	6194																							
Summer	0	0																							
CYP04	Number of 3 and 4 year olds taking up the 30 hour Early Education Funding offer (count)	Positive	1271	Spring (2020/21)	N/A	Amber (Static)	1,295	1,271	N/A	<table><thead><tr><th>Term</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Autumn</td><td>1074</td><td>0</td></tr><tr><td>Spring</td><td>1,059</td><td>1,271</td></tr><tr><td>Summer</td><td>0</td><td>0</td></tr></tbody></table>	Term	2019/20	2020/21	Autumn	1074	0	Spring	1,059	1,271	Summer	0	0	<p>The number of 3 and 4 year olds who took up the 30 hours early education funding offer during the 2020/21 Spring term (January - March) was 1,271, this is 1.9% lower than the same term the previous academic year. Although we have seen a fall in take-up following the initial summer lockdown last year, numbers have recovered reasonably well and have remained fairly steady despite going back into lockdown. Parental and provider surveys show that working families are still utilising the offer which is why we have seen the increase in the uptake for eligible families.</p> <p>There is no definitive list of eligible families for 30 hours. Newham's childcare sufficiency assessment uses a methodology developed by York council to estimate eligible numbers, which Newham has adopted. The established view is that, whilst this methodology is the best available, it does tend to overestimate the numbers of eligible families. Therefore, a % uptake is not calculated. Marketing materials have been refreshed to further promote this entitlement.</p> <p>A target is not yet set due to there being no definitive list available.</p> <p>Direction of Travel: Spring 20/21 compared to Spring 19/20.</p>		
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Autumn	1074	0																							
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	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary	
CORPORATE PI	CYP05	Young people not in education, employment or training or destination not known combined (school year 12-13 residents) Numerator = Number of age band 16-17 (as at 31/8) Not In Education Employment or Training (NEET) and number not known. Denominator = Year 12/13 cohort (This indicator is reported one month in arrears due to the date 15 Billion releases the data)	Negative	4.7%	March	N/A	Red (Down)	3.8%	4.7%	N/A		In March 21 the outturn is 4.67%. Note the Autumn period each year is reflective of the annual period of skewed data in Autumn periods - the data within this period is skewed because it takes some time to track all of the education destinations of young people aged 16 & 17 at the start of the new academic year. They are transition months in which young people change status often moving from the 'in learning' cohort into the unknown category, which artificially impacts on the figures. As can be seen already in Nov 20, and back in December and January 19/20, unknowns come down quickly as the school lists are received and processed early in the academic year (usually undertaken by careers companies). The 'in learning' category therefore rises again. This trend is always present. 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. 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. 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. 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. Direction of travel: 20/21 compared to 19/20 end of year outturn. Benchmarking: March 21 B&D: 3.6% City: 0.0% Greenwich: 4.2% Havering 2.9% Lewisham: 4.3% Redbridge: 3.3% Tower Hamlets: 4.6% East London: 3.8%	
	CYP06	Percentage of single assessments for children's social care carried out within 45 working days of referral. Numerator Single Assessments completed in 45 working days in the month (Completed = authorised by a manager on AzeusCare). Counted from point of action. Denominator Number of Single Assessments completed in the month.	Positive	88.1%	Mar	N/A	Green (Up)	68.7%	83.4%	80%		The performance for single assessments completed within 45 days for year to date has been 83.4%, which is a marked improvement from the previous year (2019/20) when it was 68.7%. Although performance for March 21 was 88.1% (slight lower than the previous month), the overall performance for quarter 4 was at 90%. The department continues to focus on teams that are performing below the 80% target to ensure that the overall performance of the council remains consistently high and above the required standard. Direction of Travel: 20/21 compared to 19/20. BENCHMARKING 19/20: England Average = 83.9% London Average = 18.8% Statistical Neighbours Average = 81.8%	
	CYP07	% of re-referrals within 12 months Numerator Referrals which were within 12 months of a previous referral (for the same child) Denominator Number of referrals received in the month	Negative	13.9%	Mar	N/A	Red (Down)	15.6%	16.5%	16%		The performance for March 21 for re-referrals have fallen further to 14.6%. Although this is positive, the figure for year to date is slightly above the target at 16.5%. The department saw an increase in re-referrals in December 20 and January 21, which could possibly be linked to the pressures on families due to Covid 19 and the second lockdown. However, our performance for year to date is below our statistical neighbours, London and England average. Direction of Travel: 20/21 compared to 19/20 annual outturn. BENCHMARKING 19/20: England Average = 22.6% London Average = 18.8% Statistical Neighbours Average = 17.3%	

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CYP08	Child Protection Plans - rate per 10,000 under 18s Numerator Number of children on a child protection plan at a snapshot date Denominator Population of Newham 0-17 (ONS mid year estimates) Snapshot indicator.	N/A	40.10	Mar	N/A	N/A	43.00	40.1	N/A	<table border="1"><caption>Child Protection Plans - rate per 10,000 under 18s</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>36.8</td><td>41.5</td></tr><tr><td>Quarter 2</td><td>44.6</td><td>40.8</td></tr><tr><td>Quarter 3</td><td>43.6</td><td>43.3</td></tr><tr><td>Quarter 4</td><td>43.0</td><td>40.1</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	36.8	41.5	Quarter 2	44.6	40.8	Quarter 3	43.6	43.3	Quarter 4	43.0	40.1	<p>The 4th quarter has seen a consistent rise in referrals & re referrals, a number of factors have contributed to this . The evidence is that the issues for some children have been become more pronounced given the Covid Restrictions. There continues to be a rise in families where domestic abuse is a factor which is being stated in referrals from the Police and COVID restrictions being relaxed has meant that Children have gone back to school and concerns are being picked up by schools . Additionally families have now become mobile again and a number of Children subject to Child Protection plans have transferred into the Local Authority .</p> <p>Child Protection conferences remain well attended, CIN Plans have been reviewed and there is evidence that concerns regarding children are being escalated to the point where court proceedings are being initiated and children placed with safe carers . Notwithstanding this the turnover of staff in all teams and / or significant sickness absence has contributed to there being drift in progressing Child Protection plans .</p> <p>In comparison to 19/20 there are marginally less children who are the subjects of plans to date and whilst Newham equals the national average we are above statistical neighbours . Monitoring Child Protection Plans jointly is being significantly increased.</p> <p>(From January 14 onwards a banding of performance was introduced, derived from the statistical neighbour average and Newham's performance during the year . This is set at the CPP rate being between 25 and 45 plans per 10,000 under 18's . A target is not set for this indicator and we do not RAG the target as it may adversely impact on safe decision making. Note that in June 2020 the ONS published revised population figures including the 2019 mid-year estimate for age 0-17. This is the advised population figure to use when making national comparisons. The ONS are due to publish the 2020 mid-year estimate in June 21 and the denominator will be changed when released).</p> <p>BENCHMARKING 19/20 England Average = 42.8 London Average = 35 Statistical Neighbours Average = 38.1</p>
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CYP10	The percentage of children becoming the subject of a child protection plan for a second or subsequent time. Cumulative indicator. Numerator = number of children who became subject to a CPP during the year, who had previously been the subject of a CPP, or on the LBN Child Protection Plan, regardless of how long ago that was. Denominator = number of children who became subject to a CPP during the year.	Negative	8.8%	Mar	N/A	Green (Up)	10.7%	8.8%	10.0%	<table border="1"><caption>Percentage of children becoming the subject of a child protection plan for a second or subsequent time</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>11.7%</td><td>8.6%</td></tr><tr><td>Quarter 2</td><td>10.2%</td><td>5.9%</td></tr><tr><td>Quarter 3</td><td>9.4%</td><td>7.5%</td></tr><tr><td>Quarter 4</td><td>10.7%</td><td>8.8%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	11.7%	8.6%	Quarter 2	10.2%	5.9%	Quarter 3	9.4%	7.5%	Quarter 4	10.7%	8.8%	<p>The percentage of children becoming the subject to a Child Protection Plan for a second or subsequent time has risen since the last quarter .The rise is not a significant one in that it is a rise from 7.5% to 8.8% . The number of children is lower than the London & national average and that of the statistical neighbours . It is possible that the relaxing of COVID restrictions has impacted on this in that children & young people have returned to school and teachers / professionals are now picking up concerns . Child Protection Chairs & Operational Teams are working with the Systemic therapist to look at purposeful intervention for the children in their families . Additionally discussions are taking place between the Operational Teams & the Child Protection Chair Service to clarify the protocol for working with Children who are subject to a subsequent plan</p> <p>Direction of Travel: compares 20/21 to 19/20 annual outturn. BENCHMARKING 19/20 England Average = 21.9% London Average = 18% Statistical Neighbours Average = 15.7%</p>
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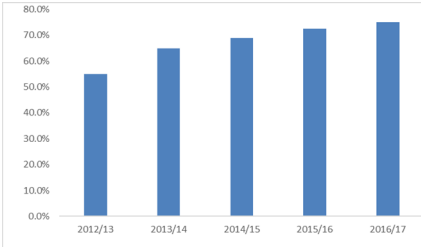
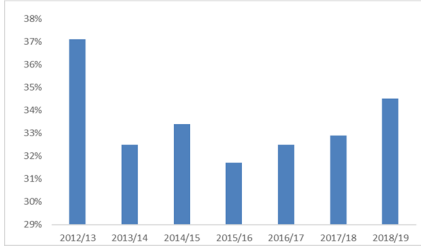
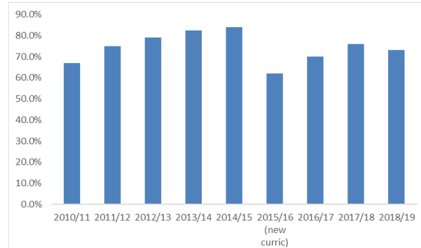
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ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary																	
CYP11	Child protection plans lasting 12 months or more Numerator = number of children subject of a CPP continuously for 12 months or longer as of the snapshot date Denominator = number of children subject of a CPP as of the snapshot date	Negative	22.3%	Mar	Red	Green (Up)	25.7%	22.3%	15.0%	<table border="1"><caption>Child protection plans lasting 12 months or more</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>21.8%</td><td>21.0%</td></tr><tr><td>Quarter 2</td><td>17.4%</td><td>19.9%</td></tr><tr><td>Quarter 3</td><td>18.7%</td><td>17.7%</td></tr><tr><td>Quarter 4</td><td>25.7%</td><td>22.3%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	21.8%	21.0%	Quarter 2	17.4%	19.9%	Quarter 3	18.7%	17.7%	Quarter 4	25.7%	22.3%	<p>The percentage of Children subject to Child Protection Plans 12 months or more has risen from 17.7% in December 2020 to 23.1% at the end of March 2021. This coincides with a period of workforce instability in the Operational Teams & significant sickness absence in the Child Protection Service. The result of this has been that there has been delay in progressing the Child Protection Plans . In the order to address this all children subject to Child Protection Plans of 12 months or more will be reviewed bi monthly at a tracking panel regarding the progress of the plan , Child Protection Chairs are now completing Midway Reviews to ensure that the Service Managers are alerted at the earliest point if a plan is not progressing.</p> <p>The final year target of there being 15% of Children subject to a Child Protection Plan is not met although there has been progress in comparison to 19/20 end of year when the number was 25.7%”</p> <p>Reason for exception: not met end of year target (though note target needs adjusting for 21/22 in line with Stat Neighbours).</p> <p>Direction of Travel: compares 20/21 to 19/20 annual outturn. BENCHMARKING 19/20: England Average = 16.8% London Average = 19.1% Statistical Neighbours Average = 20.1%</p>		
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CYP12	Child protection plans lasting 24 months or more Numerator = number of children subject of a CPP continuously for 24 months or longer as of the snapshot date Denominator = number of children subject of a CPP as of the snapshot date	Negative	2.9%	Mar	Red	Red (Down)	3.8%	2.9%	4.0%	<table border="1"><caption>Child protection plans lasting 24 months or more</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>6.6%</td><td>4.5%</td></tr><tr><td>Quarter 2</td><td>4.7%</td><td>1.7%</td></tr><tr><td>Quarter 3</td><td>3.7%</td><td>2.1%</td></tr><tr><td>Quarter 4</td><td>3.8%</td><td>2.9%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	6.6%	4.5%	Quarter 2	4.7%	1.7%	Quarter 3	3.7%	2.1%	Quarter 4	3.8%	2.9%	<p>The percentage of children who have been subject to Child Protection Plans for 24 months or more has continued to rise since December 2020 when it was 2.1% to 4.6 in March 2021 . This reflects the challenges faced by both the Operational Teams & Child Protection Chair Service when there were staff changes and significant sickness absence . Children subject to Child Protection Plans for 24 months or more remain subject to a review by the Service Manager of the Child Protection Reviewing Service alongside, the clinical team alongside Managers in the Safeguarding and Intervention service, in addition to Midways now being in place to monitor progress .</p> <p>Reason for exception: does not meet annual target and % has gradually increased since November 20 to be above end of year 19/20.</p> <p>Direction of Travel: compares 20/21 to 19/20 annual outturn BENCHMARKING 19/20: England Average = 2.1% London Average = 2.8% Statistical Neighbours Average = 3.8%</p>		
Quarter	2019/20	2020/21																										
Quarter 1	6.6%	4.5%																										
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Quarter 4	3.8%	2.9%																										
CYP13	Looked After Children - rate per 10,000 under 18s Numerator Number of looked after children at a snapshot date Denominator 0-17 population (ONS mid year estimate) Snapshot indicator.	Negative	44.6	Mar	N/A	N/A	47.80	44.62	47.00	<table border="1"><caption>Looked After Children - rate per 10,000 under 18s</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>44.3</td><td>45.9</td></tr><tr><td>Quarter 2</td><td>46.9</td><td>45.8</td></tr><tr><td>Quarter 3</td><td>48.3</td><td>46.8</td></tr><tr><td>Quarter 4</td><td>47.8</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	44.3	45.9	Quarter 2	46.9	45.8	Quarter 3	48.3	46.8	Quarter 4	47.8		<p>As at the end of March 21 there were 385 looked after children in Newham with a rate of 44.7. This continues the trend of a lower, relatively stable rate than our statistical neighbours of 53.9; the London rate of 49 and the national rate of 67, per 10,000 children in the population. Children need to be in the care of a Local Authority when they cannot be cared for safely by their parents or extended family. The focus of practice is to enable children to remain safely at home ensuring that where intervention is needed this is provided proportionately and in a timely manner.</p> <p>Note that in June 20 the ONS published revised population figures including the 2019 mid-year estimate for age 0-17. This is the advised population figure to use when making national comparisons. The ONS are due to publish the 2020 mid-year estimate in June 2021 and the denominator will be changed to reflect this when published. BENCHMARKING 19/20 England Average = 67.0 London Average = 49.0 Statistical Neighbours Average = 53.9</p>		
Quarter	2019/20	2020/21																										
Quarter 1	44.3	45.9																										
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Quarter 4	47.8																											

											Exception Criteria	
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ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary	
CYP15	% of children adopted (adoptions of children looked after) and/or Special Guardianship Order as a proportion of LAC 6mths+. Cumulative Numerator = number of looked after children adopted or becoming subject of a Special Guardianship Order during the year Denominator = number of children looked after at month end who had been looked after for six months or more on that day (excludes unaccompanied asylum-seeking cyp)	Positive	12.5%	Mar	Green	Green (Up)	7.1%	12.5%	10.0%		<p>A total of 32 Adoption and Special Guardianship Orders have been made since April 2020, the figure (32) provided above is a cumulative figure representing an improvement on 19/20. Other children are placed with adoptive families awaiting a court date for the adoption hearing. There have been some delays to final hearings of legal proceedings as a result of Covid19 however with effective risk management a small number of young children have been moved to their adoptive families focusing on minimising delay in the formation of their attachments to lifelong carers. The investment in permanence planning practice is beginning to show results in achieving permanence for young children who have been removed from the care of their parents, however this is still an area that requires pace to be applied to planning for children to evidence continuing improvement in this area.</p> <p>This is a local indicator and so there is no comparative data. The target is challenging given that it is younger children who are more likely to be made the subject of an adoption order or an SGO but the profile of LAC in Newham is characterised by a significant proportion of adolescents who are unlikely to be made the subject of either order.</p> <p>Reason for Exception: above target before year end, notably higher than end of year 19/20.</p> <p>Direction of Travel: compares 20/21 to 19/20 end of year.</p>	
CYP17	Participation of looked after children (aged 4+ and 4+ weeks in care) in their most recent statutory review Numerator: Number of LAC who participated in their review (where a review has taken place in the month i.e. 4 weeks, 3 mths, 6 mths) Denominator: Number of reviews that have taken place of the LAC (4 wks+) aged 4+ in the month	Positive	96.2%	Mar	N/A	Green (Up)	94.2%	95.3%	97%		<p>Participation of children in their looked after reviews is critical to ensure effective care planning. This can involve the children attending and speaking to themselves to consulting the IRO outside the meeting, or being represented by an advocate. A checking of the data of four children where they were recorded not participating at one of their meetings should mean the target of 97 % will be reached.</p> <p>The total number of instances of where the children did not participate in any way will be reduced from 13 to 7 – the reduction being in respect to miscoding in the last 2 months. This will be addressed for the end year report.</p> <p>Year to date definition Cohort for the YTD figure (denominator) is: Children who have been looked after for at least 4 weeks (>20 working days) and are aged 4+ as at Period End Date AND they have had a review in the period. Numerator for the YTD figure is: of the cohort, the number of children who had a review in the period who participated in ALL their reviews</p> <p>Direction of Travel: compares 20/21 to 19/20 annual outturn.</p>	
CYP18	Stability of placements of Looked after children: 3 or more placements in 12 months Snapshot indicator. Numerator = number of LAC in denominator who had 3+ placements. Denominator = number of LAC	Negative	8.9%	Mar	Green	Green (Up)	14.1%	8.9%	12%		<p>8.1% (31) looked after children had experienced 3 or more placements at the end of March 2021, remaining well below target and demonstrating improved performance and increasing stability within this cohort of children. All children's placements have been reviewed providing the operational leads and placement services with an overview of placement stability enabling commissioning activity to respond to the profile of needs and assertive action to be taken where instability is identified. An audit of practice has been undertaken identifying actions for continuous improvement.</p> <p>Reason for exception: outturn improved for over 3 consecutive months, better than end of year 19/20 and better than benchmarking averages.</p> <p>Direction of Travel: compares 20/21 to 19/20.</p> <p>BENCHMARKING 19/20: England Average = 11% London Average = 10% Statistical Neighbours = 10.7%</p>	

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CYP19	Stability of placements of looked after children: length of placements. Snapshot indicator - the percentage of looked after children under 16 who had been looked after continuously for at least 2.5 years in the reporting period (denominator) who were living in the same placement for at least 2 years, or are placed for adoption and their adoptive placement together with their previous placement together last for at least 2 years (numerator)	Positive	62.2%	Mar	Red	Green (Up)	60.2%	62.2%	68%	<table><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>64.0%</td><td>60.9%</td></tr><tr><td>Quarter 2</td><td>62.5%</td><td>59.6%</td></tr><tr><td>Quarter 3</td><td>62.9%</td><td>61.6%</td></tr><tr><td>Quarter 4</td><td>60.2%</td><td>62.2%</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Quarter 1	64.0%	60.9%	Quarter 2	62.5%	59.6%	Quarter 3	62.9%	61.6%	Quarter 4	60.2%	62.2%	<p>65.9% i.e. 54 Looked After Children who had been looked after for at least 2.5 years were living in the same placement for at least 2 years at the end of March 21. This indicator has shown signs of an upward trajectory gradually returning toward improved performance. Ensuring stability of placement is dependent upon the quality permanency planning and the sufficiency of placements in line with the needs analysis of the children in care cohort. This is an area of particular focus in improvement planning; progress is beginning to show although the whole system level of change required combined with the nature of this indicator means that sustained improvement will be gradual over the following two years.</p> <p>Reason for exception: Indicator has not meet target and under benchmarking averages.</p> <p>Direction of Travel: compares 20/21 to 19/20 annual outturn.</p> <p>BENCHMARKING England Average = 68% London Average = 70% Statistical Neighbours = 72.5%</p>
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CYP20	Care leavers in suitable accommodation (reported 1 month in arrears) Numerator = Number of Young people in suitable accommodation Denominator = Number of young people whose birthday falls in month *Number of young people we have been 'in touch' with*	Positive	77.6%	Mar	Red	Amber (Static)	78.4%	77.6%	100%	<table><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>78%</td><td>85%</td></tr><tr><td>Quarter 2</td><td>77%</td><td>77%</td></tr><tr><td>Quarter 3</td><td>77%</td><td>76%</td></tr><tr><td>Quarter 4</td><td>78%</td><td>78%</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Quarter 1	78%	85%	Quarter 2	77%	77%	Quarter 3	77%	76%	Quarter 4	78%	78%	<p>Of the young people that are eligible for support, according to the data 77.6% are in suitable accommodation. This figure is not understood to be an accurate reflection of actual performance.</p> <p>We have an action plan in place to address the historic poor recording and a robust process to ensure data is monitored to ensure it is accurate and up to date. The service is up to date on open care leavers and are now targeting contact with those harder to reach care leavers. Our success will be measured by an increase in the percentage of young people we are in touch with overall. We expect to see this rise significantly by the end of the year to account for any recording delays, as we have confirmed that mis-recording of dates has also formed part of the skewed figures. As stated above this is all being reviewed and corrected and it is expected that the figures should much higher by end of April 2021. As the figures shown below only account up to March 2021 and the service has already made considerable progress in this area.</p> <p>f the care leavers that we are in contact with 95% are in accommodation that is considered suitable.</p> <p>The indicator looks at all children who would be eligible for a leaving care service whether or not they are currently open to the service. We have a duty of care to contact all of these children regularly in line with their birthday, however some children who are not open to Newham are more challenging to maintain regular contact with, however these figures are still factored into the overall numbers which can then skew the data.</p> <p>Reason for exception - does not meet target and performance below the same period last year and benchmarking averages.</p> <p>Direction of Travel: Compares 20/21 to 19/20.</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 person's birthday or within one month following a birthday. Note this indicator is reported 1 month in arrears.</p> <p>BENCHMARKING19/20 19-21 year olds England Average = 85% London Average = 83% Statistical Neighbours Average = 83.4% 17-18 year olds England Av=90% London Av= 90% SN Av = 89.3%</p>
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CYP21	Care leavers in employment, education or training (reported 1 month in arrears) Numerator = Number of young people who are EET Denominator = Number of young people whose birthday falls in month *Number of young people we have been 'in touch' with*	Positive	50.40%	Mar	Red	Amber (Static)	50.3%	50.4%	55%		<p>Of the young people that are eligible for support, according to the data for Feb 2021 is 50.4% are in employment, education or training. The target for this is 55%. This figure is not understood to be an accurate reflection of actual performance. There is a known recording issue in the service resulting in an underreporting of actual performance. It is also important to note that the current pandemic has had an impact on young people as a whole but this has impacted care leavers significantly as well. The Service action plan in place to address the historic poor recording and a robust process to ensure data is monitored to ensure it is accurate and up to date. It is expected that as recording issues are addressed reported performance should increase and reflect actual performance. The service has already made progress within this area and recording is much better which should be reflective of the figures submitted for April 2021. The indicator looks at all children who would be eligible for a leaving care service whether or not they are currently open to the service. We have a duty of care to contact all of these children regularly in line with their birthday, however some children who are not open to Newham are more challenging to maintain regular contact with, however these figures are still factored into the overall numbers which can then skew the data. It is also important to note that the service has made errors in recording the information correctly and further work is ongoing to review this and correct recording errors. However despite these recording errors due to the pandemic Newham NEET figures have been higher than statistical neighbours. Newham for this reason is looking to invest in specialist roles alongside the Virtual School to help support this vulnerable and challenging cohort.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> 1.The Service is also working closely with the Virtual School on identified more specialised work to support our more difficult to engage care leavers. Funding has been secured to recruit to specific posts that will focus on this work within the service. The JD's are currently being finalized however there has been a delay in getting these out to recruit. It is hoped that these roles can be recruited to and filled by end of May 2021. 2.The Service Manager will continue to review performance within Pod & Service Meetings to ensure oversight over accurate recording. Performance will be monitored by the Head of Service through the monthly Practice and Outcomes meeting. 3.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. <p>Reason for exception: does not meet target and performance is below the same periods last year and benchmarking averages.</p> <p>Direction of Travel: compares 20/21 to 21/22.</p> <p>BENCHMARKING 19/20 19-21 yr olds England Average = 53% London Average = 55% Statistical Neighbours Average = 56.9% 17-18 yr olds Eng Av=64% London Av= 67% SN Av=69.1%</p>	
CYP22	Looked after children cases which were reviewed within required timescales Snapshot indicator Timescales required are 4 weeks, 3 months, 6 months Denominator - looked after children requiring a review, open on the last date in the period (only includes cyp LAC for at least 4 weeks)	Positive	93.70%	Mar	N/A	Green (Up)	81.5%	96.7%	95%		<p>Previous commentary has always indicated that there is delay in recording this indicator as it does not allow for the delays with staged reviews, completion and authorisation of decisions and delays with loading into Azeus</p> <p>For example previous month return was 94% - but increased to 97.8% by the end of March.</p> <p>Currently the year to date report stands at 93.7%</p> <p>Taking into account the late loading and submissions it is calculated the final year to date which will be available by the end of April will 98%.</p> <p>This will represent a significant improvement on the outcome for 2019/20 of 81.5% in time.</p> <p>Direction of Travel: 20/21 compared to 19/20 end of year.</p>	
CYP23	The percentage of child protection cases which were reviewed within required timescales Snapshot indicator Numerator: counts the number of children whose cases had been reviewed so that: the first review of the year was held within 6 months of the last review in the previous year (or within 3 months of the child having a Plan, if there was no review in the previous year). Denominator: the number of children with a Child Protection Plan who had a Plan continuously for at least the previous three months	Positive	94.30%	Mar	N/A	Green (Up)	92.3%	94.3%	97%		<p>The direction of travel in comparison to the end of year 19/20 is up. Notwithstanding this the percentage of child protection cases which were reviewed within required timescales has fallen for 3 consecutive months since January 2021. This is as a result of staffing issues including staff sickness & vacancies in all Services. These issues are being continually addressed & there is now additional capacity across the Services to ensure that any absences of Social Workers, Child Protection Chairs or Minute takers can be covered</p> <p>Direction of Travel: compares end of year 20/21 to end of year 19/20.</p> <p>BENCHMARKING: 2019/20 England Average = 91.5% London Average = 95.8% Statistical Neighbours Average = 90.5%</p>	

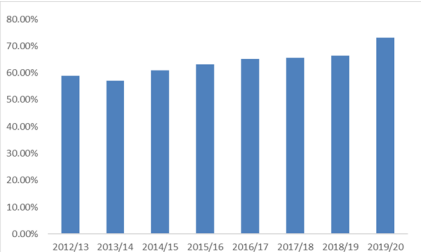
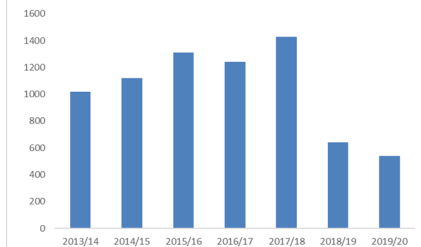
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CYP24	Initial child protection conferences held within 15 days of the start of the section 47 enquiries which led to a conference Numerator Of those in the denominator the no. of ICPCs held within 15 working days of the start of the S47 Enquiry. Denominator Number of ICPCs held in the month	Positive	52.00%	Mar	Red	Green (Up)	67.3%	72.0%	77%		<p>The percentage of ICPCs not carried out within 15 days of a Strategy Meeting has fallen since the 2nd quarter. This is as a result of late notifications to the CP Service and staffing issues which include staff sickness & staff changes in all Services. Greater managerial oversight is now in place which includes more prompts in the system to ensure that ICPCs are booked consistently within the timescales. The expectation is that the amount of ICPCs conducted in timescale will rise at the next reporting point.</p> <p>Reason for exception: performance has deteriorated for 3 months, has been below target for 2 months and below benchmarking averages. End of year is below target.</p> <p>Direction of Travel: compares end of year 20/21 to end of year 19/20.</p> <p>BENCHMARKING 19/20 England Average = 77.7% London Average = 75.7% Statistical Neighbours Average = 68.9%</p>		
CYP25	Permanent Exclusions from Newham Schools (Primary) Cumulative indicator. Reported on a termly basis.	Negative	0	Summer	N/A	Amber (Static)	0	N/A	N/A		<p>Although schools switched to remote learning in March 2020 because of COVID-19, permanent exclusions can still be recorded for the spring and summer terms of that year as there is a lag before permanent exclusions are upheld following an appeals process.</p> <p>Note: there is a lag of two school terms in data collection to ensure that appeals are accounted for correctly. A target has not historically been set for this indicator due to the nature of the LAs relationship with schools.</p> <p>The DfE have also changed their methodology when recording permanent exclusion figures, our internal figures from the behaviour and support team will provide accurate figures.</p> <p>Direction of Travel: latest term vs previous term.</p> <p>Benchmarking: 18/19 (19/20 available in July 21) National 1,067 (rate 0.02 as a percentage of the school population) London44 (rate 0.01 as a percentage of the school population) Newham rate = 0 (rate 0 as a percentage of the school population)</p>		
CYP26	Permanent Exclusions from Newham Schools (Secondary) Cumulative indicator. Reported on a termly basis.	Negative	44	19/20	N/A	Green (Up)	44	N/A	N/A		<p>Although schools switched to remote learning in March 2020 because of COVID-19, permanent exclusions can still be recorded for the spring and summer terms of that year as there is a lag before permanent exclusions are upheld following an appeals process.</p> <p>There were 47 permanent exclusions in 18/19 Autumn term (the figures include exclusions from academies) and 44 for the 2019/20 academic year. The service has developed work on the exclusions pathway with schools in order to try to reduce the pressure for exclusions. There were 23 permanent exclusions recorded in the autumn term of the 2019/20 academic year (data is from internal monitoring, not from the DfE, which has not released any data for this period). There is no data for the spring and summer terms of the 2019/20 academic year because schools were closed to COVID 19 virus for most of that period.</p> <p>A target has historically not been set for this indicator given the influence the LA has with schools in this area, but this will be reviewed in future given the work with schools on an exclusions pathway.</p> <p>Direction of Travel: Latest term vs previous term.</p> <p>Benchmarking: 18/19 (19/20 available July 21) National 6,753 (rate of 0.20 as a percentage of the school population) London 851 (rate of 0.16 as a percentage of the school population) Newham 47 (rate of 0.18 as a percentage of the school population)</p>		

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CYP28	EYFS (Early Years Foundation Stage) - Good Level of Development. Children achieving a good level of development are those achieving at least the expected level within the following areas of learning: communication and language; physical development; and personal, social and emotional development; literacy; and mathematics.	Positive	75.9%	2018/19	N/A	Amber (Static)	N/A	N/A	N/A		<p>There has been no update to this indicator as assessments at the end of the 2019/20 academic year were cancelled due to COVID-19. Just over three out of every four pupils (75.9%) obtained a 'Good Level of Development' in 2019, which is approximately 4.1% points above the national average. Newham has now been above the national average for six years in a row. (GLD is defined as a pupil achieving the 'expected' or 'exceeding' the early learning goals in all the so-called 'prime areas' and in literacy and maths.) Newham was ranked 17th nationally and 3rd against its statistical neighbours.</p> <p>The current assessment framework came into place for the 2012/13 academic year (number of children that attain a good level of development (level 2) in PSED, physical activity, communication and language, reading, writing & maths). It is not possible to compare performance with previous years. For Communication and Language, 85% of Newham pupils achieved the 'expected' or 'exceeded' level for Listening and Attention (down by 1% point over 2018); 85% for Understanding (unchanged from 2018) and 84% for Speaking (down by 1% point over 2018). Overall, 81% of Newham pupils gained the 'Expected' or 'Exceeded' level for Communication and Language down by 1% compared to 2018. For Physical Development 90% of Newham pupils achieved the 'Expected' or 'Exceeded' level in Moving and Handling (down by 1% point over 2018), and 91% in Health and Self-Care (unchanged from 2018). Overall, 88% of pupils achieved the 'Expected' or 'Exceeded' level in Physical Development which down by 1% compared to 2018. For Personal Social and Emotional Development 87% of pupils achieved the 'Expected' or 'Exceeded' level in Self-Confidence and Self Awareness (1% point down from 2018); and 87% in Managing Feelings and Behaviour (1% point down from 2018) and 88% in Making Relationships (down by 1% compared to 2018). Overall 85% of pupils achieved the 'Expected' or 'Exceeded' level in Personal, Social & Emotional development, which down by 1% compared to 2018. For results in Literacy and Mathematics, 80% of pupils achieved at least the Expected level in Reading (unchanged from 2018) and 78% in Writing (unchanged from 2018). For Maths, 82% gained the Expected level in Numbers (same as 2018) and 83% in Shape, Space and Measures (up by 1% point from 2018). Hard numerical targets are not currently set for attainment related Pis given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools. Benchmarking 2018/19 (final) National average: 71.8% London average: 74.1%</p>
CYP29	Early Years Foundation Stage Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest Definition: The percentage gap in achievement between the lowest 20 per cent of achieving children in the LA in the stated academic year (mean score), and the score of the median (middle point of the stated academic year) for all children.	Negative	34.5%	2018/19	N/A	N/A	N/A	N/A	N/A		<p>There has been no update to this indicator as assessments at the end of the 2019/20 academic year were cancelled due to COVID-19.</p> <p>Whilst overall attainment has improved, the gap between the lowest attaining 20% of pupils and the average of all pupils increased (by around 1.6% points) compared to the previous year. Newham is ranked 98th on this measure in 2018.</p> <p>Hard numerical targets are not currently set for attainment related Pis given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools. Benchmarking 2018/19 England Average: 32.4% London Average: 32.6%</p>
CYP31	Key stage 2: Percentage of pupils achieving the expected standard in all of reading, writing and mathematics	Positive	73%	2018/19	N/A	N/A	N/A	N/A	N/A		<p>There has been no update to this indicator as assessments at the end of the 2019/20 academic year were cancelled due to COVID-19.</p> <p>NOTE: Children sitting key stage 2 tests in 2016 were the first to be taught and assessed under the new national curriculum. The expected standard has been raised and the new accountability framework for schools has also changed. These changes mean that the expected standard this year is higher and not comparable with the expected standard used in previous year's statistics. It would therefore be incorrect and misleading to make direct comparisons showing changes over time.</p> <p>In 2019 just around 3 in every 4 pupils (73%) achieved the expected level for all of reading, writing and mathematics at key stage 2 - ahead of the provisional national level of 65%. Newham was ranked 18th nationally in 2018 and 5th in 2019 based on the provisional results.</p> <p>Hard numerical targets are not currently set for attainment related Pis given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools. Benchmarking 2018/19 (Provisional) Inner London average: 69% Statistical Neighbours average: 67% National average: 65%</p>

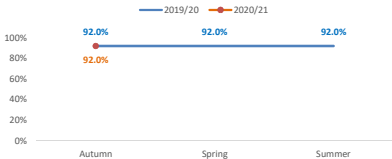
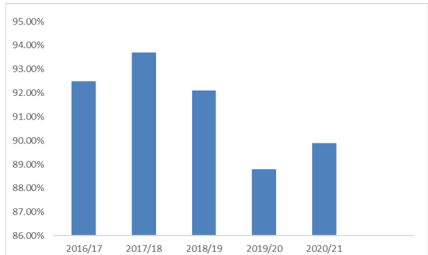
Exception Criteria			
● Good Performance	● Poor Performance	● Other reason for selection	

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CYP33	Key stage 4 (GCSE): Attainment 8	Positive	5.3	2019/20	Other	N/A	5.3	N/A	N/A		<p>Due to the COVID-19 pandemic, the summer exam series was cancelled in 2020. Pupils scheduled to sit GCSE and A/AS level exams in 2020 were awarded either a centre assessment grade (based on what the school or college believed the student would most likely have achieved had exams gone ahead) or their calculated grade using a model developed by Ofqual - whichever was the higher of the two. As a result the 2019/20 data should not be directly compared to attainment data from previous years for the purposes of measuring changes in student performance.</p> <p>Attainment 8 measures a pupil's achievement across 8 qualifications including mathematics, English, 3 qualifications from the English Baccalaureate (EBacc) and 3 other qualifications.</p> <p>The Attainment 8 score for pupils attending Newham schools in 2020 was 5.3. The attainment 8 score across London is also 5.3. Nationally the figure is 5.0. We are above average and top quartile, and Newham was ranked 27th nationally. There is variation across schools evident which is being addressed through LA intervention and new leadership.</p> <p>Hard numerical targets are not currently set for attainment related PIs given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools.</p> <p>Reason for exception - NEW DATA AVAILABLE.</p> <p>Benchmarking: 2019/20 (final data) London average: 5.3 Statistical Neighbours average: 5.2 National average: 5.0</p>
CYP34	Key stage 4 (GCSE): Progress 8	Positive	0.22	2018/19	N/A	N/A	NA	N/A	N/A		<p>There has been no update to this indicator - although the DfE published attainment data for GCSEs in 2020 (see indicator PAPA1 above) it did not publish any progress data.</p> <p>NOTE: the former measures of progress between key stage 2 and key stage 4 (the percentage of pupils making expected progress in English and mathematics) are no longer used and will not be published by the DfE.</p> <p>Progress 8 is a measure of the progress that pupils have made from the end of primary school to their key stage 4 (GCSE) results. Each pupil's Progress 8 score is measured for the same 8 subjects as the new Attainment 8 measure (above).</p> <p>A progress 8 score of +1 for a school or would mean that pupils at that school achieved 1 grade higher across all their GCSE results than pupils elsewhere in England with similar key stage 2 results. Progress 8 scores can be negative (indicating that progress was less than national average) or positive (indicating that progress was greater than national average).</p> <p>Newham's Progress 8 score in 2018 was 0.22, the average provisional progress 8 score across London was 0.18, and the measure is set to zero nationally by default. Newham was ranked 23rd nationally.</p> <p>Hard numerical targets are not currently set for attainment related PIs given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools.</p> <p>Benchmarking 2018/19 (provisional data) Inner London average: 0.18 Statistical Neighbours average: 0.22 National average: -0.03</p>

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
CYP35	Key stage 4 (GCSE): The percentage of pupils getting a grade 4 or above in both English and mathematics. (changed in 2017, comparisons can still be made to previous years).	Positive	73.10%	2019/20	Other	N/A	73%	N/A	N/A		<p>Due to the COVID-19 pandemic, the summer exam series was cancelled in 2020. Pupils scheduled to sit GCSE and A/AS level exams in 2020 were awarded either a centre assessment grade (based on what the school or college believed the student would most likely have achieved had exams gone ahead) or their calculated grade using a model developed by Ofqual - whichever was the higher of the two. As a result the 2019/20 data should not be directly compared to attainment data from previous years for the purposes of measuring changes in student performance.</p> <p>NOTE: From 2017 onward, results in English and mathematics changed from a letter grading system (A*-G) to numbers (9 to 1). The 2017 equivalent of this measure is the percentage of pupils getting a grade 4 or above in both English and mathematics).</p> <p>In 2020 73.1% of pupils attending Newham's schools achieved this outcome. For London overall the figure was 75.0% and nationally (all state-funded schools in England) the figure was 71.2%. Newham's rank position was 50th nationally.</p> <p>Hard numerical targets are not currently set for attainment related PIs given the current nature of the LA's relationship and influence with schools. This approach will be reviewed with the appointment of a new Director of Education and Skills and evaluation of the LA's relationship with schools.</p> <p>Reason for exception: NEW DATA AVAILABLE.</p> <p>Benchmarking 2019/20 (final data)</p> <p>London average: 75.0%</p> <p>Statistical Neighbours average: 72.4%</p> <p>National average: 71.2%</p>
CYP37	Apprenticeship Completions (Newham residents all ages) - Published by Skills Funding Agency in June each year.	Positive	540	2019/20	Other	Red (Down)	540	N/A	N/A		<p>The number of apprenticeship completions has reduced since 2017/18. In 2017/18, 1,430 Newham Residents (all ages) completed Apprenticeships. Achievements increased in Newham in 2017/18, and Newham had the highest number of Apprenticeship Achievements in London. The number of Level 3 Apprenticeships achieved increased by over 20% in 2017/18, and Level 4 Apprenticeships increased by 50%. This is particularly significant, as Newham had higher apprenticeship completions than boroughs with larger population sizes such as Croydon, Barnet, Ealing and Enfield. Newham had 1,430 completions compared to the next highest - Croydon with 1,270, followed by Havering with 1,170.</p> <p>Apprenticeships are employer-led and recruited, so Newham Council's role is limited to influencing employers to take on more apprentices; highlighting apprenticeship opportunities to local residents; and supporting them to apply for apprenticeship places. The Council also has its own Apprenticeship Scheme which employs local residents on Apprenticeships with the Council. Newham had the highest number of Apprenticeship starts in London for the first time in 2016/17. Starts dipped in 2017/18, and Newham had the joint fourth highest number of starts in London (joint with Enfield). Apprenticeships vary in length, and all apprenticeships are over one year long so starts and completions are not comparable.</p> <p>The 2017/18 data shows the decline in Apprenticeship starts nationally, regionally and locally, which is due to the introduction of the Apprenticeship Levy in April 2017. The Levy impacted part of the 2016/17 academic year, and the whole of the 2017/18 academic year. The new Levy funding system, where employers with an annual payroll of £3M+ fund Apprenticeship training costs via a payroll Levy meant that there are considerably fewer apprenticeships available since the system was introduced, as employers familiarised themselves with the new system and funding methods.</p> <p>Historically a target has not been set for this PI given the Council's limited influence. As said above it is limited to influencing employers to take on more apprentices; highlighting apprenticeship opportunities to local residents; and supporting them to apply for apprenticeship places.</p>

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary		
CYP38	KS4: % of pupils achieving Level 5 and above in English and Mathematics.	Positive	54%	2019/20	Other	N/A	54%	N/A	N/A		<p>Due to the COVID-19 pandemic, the summer exam series was cancelled in 2020. Pupils scheduled to sit GCSE and A/AS level exams in 2020 were awarded either a centre assessment grade (based on what the school or college believed the student would most likely have achieved had exams gone ahead) or their calculated grade using a model developed by Ofqual - whichever was the higher of the two. As a result the 2019/20 data should not be directly compared to attainment data from previous years for the purposes of measuring changes in student performance.</p> <p>In Newham, 54.0% of pupils achieving Level 5 and above in English and Mathematics. Nationally (all state-funded schools in England) the figure was 49.9%. Newham's rank position was 36th nationally.</p> <p>Reason for Exception: NEW DATA AVAILABLE. Benchmarking 2019/20 (final data) London average: 55.4% Statistical Neighbours average: 52.4% National average: 49.9%</p>		
CYP39	The number of children in receipt of Elective Home Education - termly snapshot.	Negative	390	Autumn	Red	Red (Down)	240	390	N/A		<p>The Autumn term figure of 390 was taken at the beginning of the Spring term Jan 21. Target Setting: The right of parents to home educate is currently a right protected in law, therefore it would be unadvisable to place any target on these figures.</p> <p>Benchmarking: The DfE does not currently collect data on EHE children, therefore it is impossible to set a benchmark against the performance of local/national/statistical neighbours. The only possible benchmarking would be against longitudinal data, with an adjustment made in regards to population increase/decrease.</p> <p>Note the counts are not unique, the same children could appear in each of the terms data.</p> <p>Direction of travel: latest term vs previous term. Reason for exception: numbers significantly higher than the same period last year.</p>		
CYP40	The number of children in Newham recorded as missing from education in each term (not unique).	Negative	490 Autumn term	Academic Year 2020/21	Red	Red (Down)	244	490	N/A		<p>The Autumn term figure of 490 was taken at the end of the Autumn term- 18 Dec 20. The numbers are not unique i.e. the same children could be appearing in the Autumn figures as the Spring or Summer</p> <p>The data includes:</p> <ol style="list-style-type: none"> "children missing from education" as per the DfE Definition: "Children missing education are children of compulsory school age who are not registered pupils at a school and are not receiving suitable education otherwise than at a school." Children at risk from becoming missing from education – Notifications we receive from schools about children who have stopped attending for a variety of reasons, and have been absent for 10 school days or more. <p>Direction of travel: latest term vs previous term. Reason for exception: numbers significantly higher than the same period last year.</p>		
CYP41	Attendance rate primary schools	Negative	95.6 % Autumn	Academic Year 2019/20	N/A	Amber (Static)	N/A	N/A	N/A		<p>Reported in arrears.</p> <p>Direction of travel: latest quarter vs same quarter last year.</p>		

											Exception Criteria		
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ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary		
CYP42	% of schools rated as Good or Outstanding by Ofsted Judgements at the most recent inspection.	Positive	92.00%	Autumn 20/21	N/A	Amber (Static)	92%	92%	N/A		<p>Data correct as of 31st December 2020.</p> <p>As of 31st December 2020 Newham was ranked 12th in London and 13th in England for the percentage of schools (all phases) rated outstanding by Ofsted (Newham 35%, London 31%, England 19%). For the percentage of schools rated good or outstanding, figures are: Newham 92%, London 93% and England 86% - Newham was ranked 22nd in London and 32nd in England.</p> <p>Direction of travel: latest term vs same term last year.</p> <p>Benchmarking 31st December 2020: London: 93% England: 86%</p>		
CYP43	% children who received their 1st 2nd or 3rd preference secondary school	Positive	89.90%	20/21	N/A	Amber (Static)	88.8%	89.9%	N/A		<p>9 in 10 pupils in Newham have been offered a secondary school place at one of their first three preferences. London admissions data shows 4,359 Newham residents applied for places in the borough's schools by the national closing date of October 31, with 94.23 per cent (4,113) offered one of their preferences. This was in line with the London average. In Newham, 64.3 per cent (2,801 pupils) were offered their first preference, compared with 68% across London. The number of children offered a place at one of their first three school choices (3,920) increased slightly to 89.9%, compared with 88% London-wide. The 5.58% of pupils (243) who could not be offered any of their preferences were allocated to the closest school to their home with places available. There were 210 Newham children offered places in their preferred school outside of the borough. Meanwhile, 281 children who live in another borough were offered a place in Newham - 53 of whom have a sibling at a local school. There were 114 late applicants, who will also be offered places. Places are still available at Eastlea Community School and Rokeby School.</p> <p>This Department for Education preference census data relates only to normal admissions being applications for standard points of entry: reception, infant to junior transition and primary to secondary transition. At present moving to an atypical school (e.g. a studio school or UTC at the normal point of entry either year 9 or year 10 is currently outside of this process as these establishments are currently permitted to work outside of the Admissions Code).</p> <p>The data only relates to applicants who applied the national closing dates: 31 October (secondary) and 15 January (primary) before the September date they are due to start. This means this preference satisfaction data only represents a relatively small set of admission data. For example this does not include late applicants for normal admission or in year applications (new arrivals, returning to Newham and internal transfer requests). This means these figures only show the families who have a true opportunity for preference satisfaction and late applicants and those applying In Year are applying at a time when there are only a limited number of places with most concentrated in schools where preference application is very low.</p> <p>While these are represented as Performance Indicators they cannot be influenced by the LA other than where popular schools are formally expanded or bulge classes are funded as part of a programme to meet an overall need for places.</p> <p>Reason for exception: new annual data available. Benchmarking 20/21 (final) London: 88%England: not yet avail</p>		

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ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary		
CYP44	% children who received their 1st 2nd or 3rd preference primary school	Positive	98.65%	20/21	N/A	Amber (Static)	98.8%	98.7%	N/A		<p>Newham has the highest first preference offer rate in London. 1st Preference: 93.94% (4029 pupils); one of first three preferences: 98.65% (4230 pupils) ; one of their preferred schools: 98.91% (4241 pupils)</p> <p>This Department for Education preference census data relates only to normal admissions being applications for standard points of entry: reception, infant to junior transition and primary to secondary transition. At present moving to an atypical school (e.g. a studio school or UTC at the normal point of entry either year 9 or year 10 is currently outside of this process as these establishments are currently permitted to work outside of the Admissions Code).</p> <p>The data only relates to applicants who applied the national closing dates: 31 October (secondary) and 15 January (primary) before the September date they are due to start. This means this preference satisfaction data only represents a relatively small set of admission data. For example this does not include late applicants for normal admission or in year applications (new arrivals, returning to Newham and internal transfer requests). This means this figures only show the families who have a true opportunity for preference satisfaction and late applicants and those applying in Year are applying at a time when there are only a limited number of places with most concentrated in schools where preference application is very low.</p> <p>While these are represented as Performance Indicators they cannot be influenced by the LA other than where popular schools are formally expanded or bulge classes are funded as part of a programme to meet an overall need for places.</p> <p>Direction of travel: year on year. Benchmarking 20/21 (final) London: 95.16%</p>		
CYP45	SEN: % of Education, Health and Care Plans(EHCPs) issued within 20 weeks from initial request	Positive	5.0%	March	Red	Red (Down)	33.5%	7.8%	75%		<p>Following successful recommissioning of the draft plan writing service (mid March), we have received 80 plans back and work is underway to issue these as final EHCPs. We have also recruited 1.8 FTE additional staff with a further 4 FTE posts in the recruitment process to extend capacity and address the backlog of cases. A schedule for contact with families affected by the back-log has commenced with individual telephone calls for all drafts being issued in April.</p> <p>Key headlines provided by DfE as part of the Covid survey highlights the following trends nationally:</p> <ul style="list-style-type: none"> - The total number of reported new requests for EHC needs assessments in February 2021 was 6,073 (January 2021 was 5,266) - Many LAs reported growing concerns about the continued increase in requests for EHC needs assessments. - An increase in challenges and complaints related to delays to the EHCP process in some LAs is absorbing a large amount of management capacity, taking time away from looking forward/rebuilding teams. - Pressures are having a negative impact on the workforce <p>The above themes represent the same challenges faced by Newham LA.</p> <p>Direction of Travel: compares 20/21 to 19/20 end of year. Reason for exception: continually below target and last years outturns. Benchmarking: England average = 60%</p>		
CYP47	KS1: % of pupils achieving the expected level in all of reading, writing, mathematics.	Positive	72.4%	2018/19	N/A	N/A	N/A	N/A	N/A		<p>In 2019, 72% of pupils at KS1 achieved the expected standard in Reading, Writing and Mathematics. This was 7.5% points above the provisional national average. Benchmarking 2018-19 (necr provisional) National average: 64.9% London average: 69%</p>		

											Exception Criteria																	
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CYP48	Persistent absence primary; Cumulative indicator. Numerator = number of pupils absent from 10% or more of their own individual sessions (one session = half a school day) Denominator = number of pupils aged 5-15 attending Newham maintained schools	Negative	12.3% Autumn	Academic Year 2019/20	N/A	Red (Down)	12%	N/A	N/A	<table><caption>Persistent absence primary</caption><thead><tr><th>Term</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Autumn</td><td>10%</td><td>12%</td></tr><tr><td>Spring</td><td>13%</td><td></td></tr><tr><td>Summer</td><td>10%</td><td></td></tr></tbody></table>	Term	2018/19	2019/20	Autumn	10%	12%	Spring	13%		Summer	10%		The impact of COVID-19 on schools and the subsequent move to remote learning means that there is no comparable absence data following the Autumn term of the 2019/20 school year. The total persistent absence in Newham primary schools for Autumn term 2019 was 12.3%. Direction of travel: term on term. Benchmarking 2018/19 (final data) Inner London average: 8.70% Statistical Neighbours average: 8.59% National average: 8.20%					
Term	2018/19	2019/20																										
Autumn	10%	12%																										
Spring	13%																											
Summer	10%																											
CYP49	Persistent absence secondary Cumulative indicator. There has been a definition change for this measure. Numerator = number of pupils absent from 10% or more of their own individual sessions (one session = half a school day) Denominator = number of pupils aged 5-15 attending Newham maintained schools	Negative	11.6% Autumn	Academic Year 2019/20	N/A	Green (Up)	12%	N/A	N/A	<table><caption>Persistent absence secondary</caption><thead><tr><th>Term</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Autumn</td><td>10%</td><td>12%</td></tr><tr><td>Spring</td><td>12%</td><td></td></tr><tr><td>Summer</td><td>12%</td><td></td></tr></tbody></table>	Term	2018/19	2019/20	Autumn	10%	12%	Spring	12%		Summer	12%		The impact of COVID-19 on schools and the subsequent move to remote learning means that there is no comparable absence data following the Autumn term of the 2019/20 school year. The total persistent absence in Newham secondary schools for Autumn term 2019 was 11.6%. Direction of travel: term on term. Benchmarking 2018/19 (final data) Inner London average: 12.0% Statistical Neighbours average: 12.63% National average: 13.70%					
Term	2018/19	2019/20																										
Autumn	10%	12%																										
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Summer	12%																											
CYP50	Youth reoffending - number of re-offences (per 100 young people) committed by the cohort in the 12 months after first substantive outcome Cumulative Indicator. Reported one quarter in arrears.	Negative	1.48	Quarter 3 (2019/20)	N/A	Green (Up)	1.68	N/A	N/A	<table><caption>Youth reoffending</caption><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Quarter 1</td><td>1.34</td><td>2.14</td></tr><tr><td>Quarter 2</td><td>1.61</td><td>1.66</td></tr><tr><td>Quarter 3</td><td>1.45</td><td>1.48</td></tr><tr><td>Quarter 4</td><td>1.31</td><td></td></tr></tbody></table>	Quarter	2018/19	2019/20	Quarter 1	1.34	2.14	Quarter 2	1.61	1.66	Quarter 3	1.45	1.48	Quarter 4	1.31		For the cohorts tracked up until Q3 2019/20, the average rate of reoffending has been 1.68 re-offences per young person in the cohort. An update from the latest period was not included as MoJ analysts were not been able to access the PNC during the pandemic. Definition and Context The reoffending indicator tracks a cohort of young people composed of all those receiving a pre-court or court disposal, or who are released from custody during a rolling 12 month period. The young people are tracked for 12 months from the date of the disposal or release, to determine the total number of offences they commit during the tracking period. By knowing the total number of re-offences and the total number of young people in the cohort, the average rate of reoffending can be calculated. The Ministry of Justice has changed the reoffending measure to be used in its official publications from January 2016. The focus has now shifted from reporting the average number of reoffences per offender, known as the 'frequency rate' (calculated by dividing reoffences by offenders) to the average number of reoffences per reoffender (calculated by dividing reoffences by reoffenders). A very detailed analysis of re-offending is now available to Newham from the YJB. Newham is participating in the YJB Reducing Re-offending project and is currently analysing data from Year 2 of the project. The YOT has chosen to operate a 'live' monitoring system to analyse the cohort in real time; this is enabling the YOT to check whether the historical trends are consistent with current information. The YOT is also working closely with Children's Services on their Looked After cohort as regionally these are represented heavily amongst prolific re-offenders. This indicator is reported one quarter in arrears because the conviction data does not become available until a quarter after the offences have occurred. Benchmarking; Year End 2018/19: London: 1.60 England: 1.60		
Quarter	2018/19	2019/20																										
Quarter 1	1.34	2.14																										
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Exception Criteria			
● Good Performance	● Poor Performance	● Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
CYP51	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody (Reported one quarter in arrears)	Negative	6.9%	Quarter 3	N/A	Red (Down)	7.56%	3.67%	6.6%		<p>All remands are discussed in the YOT's weekly Court Review Panel in order that bail applications can be reviewed and referrals to other agencies (such as CAMHS and Children's Services) can be explored. Our Bail packages, including Bail ISS, have been reviewed and strengthened. New guidance and revised templates have been disseminated to case managers. The YOT continues to monitor remands, utilising a Youth Justice Board toolkit. A swift response is required when a young person is produced as an overnight prisoner in Court. Our Duty Manager and Duty workers work closely in liaison with YOT staff in Court to provide robust bail support packages that address identified risks and prevent unnecessary remands. Our drive to reduce custody is made more pertinent in light of negative inspections of YOIs; in particular of Cookham Wood YOI which is our catchment establishment. Case managers are tasked to liaise closely with the prison Social work leads to ensure safeguarding remains a focal part of young people's time in custody.</p> <p>This YJB figure is the number of custodial sentences given to young people in court presented as a rate per 1,000 young people in local population. Note in some cases Newham Council might argue for custody as a matter of public protection.</p> <p>Benchmarking: Use of custody rate per 1,000 of 10-17 population, (Oct 19 - Sep 20)</p> <p>Newham: 0.12</p> <p>London 0.16</p> <p>England and Wales: 0.10</p>
CYP52	First time entrants (FTE) to Youth Justice System	Negative	17	Quarter 3	N/A	Green (Up)	104	80	280		<p>For the year to date there were 80 first time entrants to the Youth Justice System in Newham. The number of Serious Incidents has decreased since last year as have the number of offences involving a knife or weapon. Knife and weapons offence is an area of concern for the YOT with increasing proportion of offences being committed outside school premises. An update to FTE data is not available in the latest report due to Mol's prioritisation of data gathering/analysis during the Covid-19 pandemic.</p> <p>Definition and Context</p> <p>Robbery, theft, offensive weapons and drugs offences make up the majority of offence type for FTEs in Newham. These often act as trigger offences for young people going on to commit more offences including those of a more serious nature.</p> <p>The YOT currently operates a triage system of diversion from the criminal justice system. This allows police and YOT to make joint decisions on disposal options and if appropriate divert young people away from the formal youth justice system and carry out an intervention with them to prevent further offending. Young people who have been identified as of concern by professionals particularly those that are at risk of gang association can be referred to YOT for engagement in work to address risk of entering into offending behaviour. NB: The YJB comparator data is based on Police data, whereas the indicator is based upon YOT data.</p> <p>Benchmarking: FTE per 1,000 of 10-17 population, (Oct 18 - Sep 18)</p> <p>Newham: 315</p> <p>London: 264</p> <p>England and Wales: 214</p>
CYP53	Young Offenders engagement in suitable education, training and employment	Positive	68.4%	Quarter 3	N/A	Green (Up)	74.14%	68.12%	65%		<p>Of the 47 young offenders whose interventions that ended in year to date, 68.12% (47/69) were engaged in suitable education, training or employment (ETE) at the end of their intervention.</p> <p>Actions and Activity</p> <p>There has been a significant improvement in NEET numbers within the service over the past few years as a result of an expanded NEET offer, as well as utilising providers who can support and accompany young people to appointments and placements. The YOT has been implemented a more robust management oversight of ETE recording in recent months.</p> <p>Definition and Context</p> <p>NB: The YJB comparator data does not conform to the exact counting rules of the old national indicator.</p> <p>Benchmarking: NI45, ()</p> <p>Newham: 76.47%</p> <p>London: 44.55%</p> <p>England and Wales: 38.80%</p>



Children & Young People (Brighter Futures)

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
BF01	% of infants who turned 30 days in the quarter who received a face-to-face New Birth Visit (NBV) within 14 days from birth, by a Health Visitor with mother (and ideally father). Numerator: Number receiving visits Denominator: Number turning 30 days	Positive	95.4%	Quarter 3 (2020/21)	N/A	Green (Up)	94.7%	94.8%	96%		<p>Q4 data was not available at the time of compiling this report. There have been lengthy delays in obtaining data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly.</p> <p>There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>Reason for exception: proximity to target and above London and England averages.</p> <p>BENCHMARKING - 19/20 London Average 92.6%</p>
BF02	% of face to face contacts made with new mothers by a health visitor at 28 weeks or above (in relation to the number of post 28 week notifications received).	Positive	248	Q3 20/21	N/A	N/A	1144	1047	50%		<p>Q4 data was not available at the time of compiling this report. Data on the number of post 28 week notifications has not been received by ELFT, therefore only the number of face to face contacts made with new mothers by a health visitor at 28 weeks or above is recorded. The service is therefore doing a manual count to determine the denominator (not in time for this report)</p> <p>There have been lengthy delays in obtaining health data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly. There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>Reason for exception: Issues with data. Please note there isn't a national target for antenatal contacts, although a mandated intervention. Due the small number of miscarriages before 28 weeks and notifications (denominator) arriving in the team before 28 weeks, the % achieved requires adjustment</p> <p>Direction of Travel: can't be determined due to outturns not yet calculated.</p>
BF03	% of children due a 6-8 weeks review by the end of the quarter, who received a 6-8 weeks review by the time they turned 8 weeks.	Positive	73%	Quarter 3 (2020/21)	N/A	Green (Up)	66.0%	72.5%	60%		<p>Q4 data was not available at the time of compiling this report. There have been lengthy delays in obtaining the health data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly.</p> <p>There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>The data shows that 66.3% of children due a 6-8 weeks review by the end of the quarter, who received a 6-8 weeks review by the time they turned 8 weeks. The service is taking steps to reconcile this performance with infant feeding data reporting at this milestone. Whilst the service is green on this indicator there is an improvement plan to improve 6-8 week uptake, to align with London benchmark. There has been improvements made in 20/21.</p> <p>Direction of travel: latest quarter vs previous quarter.</p> <p>BENCHMARKING - 19/20 London Average 78.7%</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
BF04	% of children who turned 15 months in the quarter, who received a 12 month review, by the age of 15 months.	Positive	77.4%	Quarter 3 (2020/21)	N/A	Green (Up)	77.2%	74.9%	80%		<p>Q4 data was not available at the time of compiling this report. There have been lengthy delays in obtaining the health data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly.</p> <p>There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>Reason for exception: an indicator which have failed to meet target during 19/20 and 20/21. Considerations should be made for 77.4% to be considered Amber, given the 80% target will be rag rated green</p> <p>Benchmarking London Average 19/20 79.7%</p> <p>Direction of Travel - quarter on quarter</p>
BF05	% of children due a review by the end of the quarter, who received a 2-2.5 year review, by the age of 2.5 years. Numerator: Number receiving a review Denominator: Number turning 2.5 years	Positive	69.6%	Quarter 3 (2020/21)	N/A	Green (Up)	72.8%	69.8%	55%		<p>Q4 data was not available at the time of compiling this report. There have been lengthy delays in obtaining the health data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly.</p> <p>There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>The 2-2.5 year review is offered to all parents by the Health Visiting service as it's a mandated intervention as outlined by the Healthy Child Programme. The service is currently also implementing a 2 1/2 year integrated review. There is also a speech and language communication project aligned to current reviews in 19/20. The service has also been conducting an optional Speech and Communication language needs HV project in the quarter joint with the 2-2.5 year health review. This extends each 2 year clinic appointment slot to 1 hour (double the usual time) in order to give enough time to complete the speech and language element. This has reduced the time slots available for 2-2.5 year health reviews which may account for the slight decrease from Quarter 2.</p> <p>Direction of travel: Quarter on Quarter</p> <p>BENCHMARKING - London 73.6% 19/20</p>
BF06	% of children who received a 2-2½ year review during the quarter for whom the ASQ-3 is completed as part of their 2-2½ year review	Positive	93.2%	Quarter 3 (2020/21)	N/A	Green (Up)	90.9%	90.5%	100%		<p>Q4 data was not available at the time of compiling this report. There have been lengthy delays in obtaining the health data from ELFT for all the Children's Health measures so this is the first time it has been presented in this report. Reports have now been received from ELFT and outturns revised accordingly.</p> <p>There have been delays to procuring our own clinical system so a decision was made to extend the contract with ELFT until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year (April 2021). The data therefore remains to be from RIO, via our ELFT contract.</p> <p>Reason for exception: Indicators which have failed to meet target for two consecutive months, or projections suggest the end of year target will not be met for annual indicators.</p> <p>BENCHMARKING - 19/20 London 91.1%</p> <p>Direction of travel: Quarter on quarter.</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
BF07	% of infants recorded as being totally and partially breastfed at 6-8 wks in Newham as a % of those who were due a Review by the end of the period. Numerator: Number recorded as breastfed Denominator: Total number of infants	Positive	49.7%	19/20	N/A	N/A	49.7%	N/A	N/A		<p>Breastfeeding data supplied by ELFT in Nov 20 for Q1 to Q4 19/20 is incorrect and the Children's Health team have requested a new report.</p> <p>Note: The denominator used is that of all children due a 6-8 week check rather than just those who choose to take up the 6-8 week check (as not all parents do). This means the reported % may be artificially low as mothers may breastfeed and not have taken up the 6-8 week check, so their status is unknown.</p> <p>The above data is from the NHS England data set. GPs in Newham have historically refused to record breastfeeding data so the data available is incomplete. The only data available is that from 6-8 week checks by Health Visitors which is a mandatory check, and therefore isn't taken up by all families. The HSCIC Portal which requires Newham to submit breastfeeding data uses a different definition to the data that NHS England requires Providers to collect, and therefore data for Newham is not shown on the portal.</p> <p>Reason for exception: flagging data issues. The reports received from ELFT is in question as did not concur with the service internal audits of records, therefore current data received was rejected.</p> <p>BENCHMARKING - England average (for those authorities who passed Stage 1 validation) Q4 2018/19- 43.13%</p> <p>Direction of Travel not assessed due to concerns over the data.</p>
BF08	% of unique children attending Children's Centres (unique to quarter and unique in the year to date) Numerator: Number of unique children Denominator: 0-4 population	Positive	4.1%	Quarter 4	Red	Red (Down)	35.1%	12.7%	33%(2019/20)		<p>Approximately 4.1% of the 0-4 population were contacted by the children centres during 2020/21 Q4. This is lower than the same quarter in the previous year by 10.7%. Figures will have been impacted by Covid-19 as universal face to face sessions could not be held. During Q4, the programme focused on family support, keeping in touch calls, targeted face to face work such as Health Visitor clinics for identified vulnerable families, and the continuation of online/zoom sessions. Due to the Covid response and Risk Assessment impact issues, the children's centre offer is currently mostly a targeted offer with the universal aspects generally on hold until they are safe to reintroduce. The online sessions have had patchy engagement, generally they did not prove overly popular due to a variety of reasons including digital poverty and families' concerns over the amount of screen time children were getting at home, although there has also been very positive feedback from those that have engaged. There were also examples of staff sickness/isolation which has impacted the capacity at some sites. In comparison to other London boroughs, we are seeing that other boroughs have generally closed their centres or have moved to online only offers. Newham has ensured that we retain in-person/doorstep contact with vulnerable families where possible. Children's Centres have also continued to link families in with other services such as Libraries and community resources which may not reflect in these statistics. During covid, children's centre space has also been used to support early years provision on children's centre sites for risk management.</p> <p>The re-introduction of more face-to-face sessions from late-April onwards (as lockdown rules start to relax) should see figures start to improve from 2021/22 Q1. The focus for re-opening will remain on targeted sessions in the most part, however there will be some universal sessions. We will be focusing on holding sessions outdoors as much as possible, as well as using community spaces. The BSIL programme is also looking at how we better work with VCS and other partners to support the delivery of good quality universal sessions within the community as part of the "Re-imagining Early Help" work. Across the financial year 2020/21, we engaged with approx 12.7% of the total 0-4 population, this is 22.4% lower than 2019/20 which has been a very clear impact of covid and wider issues in the borough such as digital poverty. Quarters 2 and 3 are historically expected to be lower than quarters 1 and 4; this is due to the summer holidays and Christmas shutdown periods resulting in less attendance/delivery. The 19/20 year end figure of 9,541 unique attendances is lower than the last financial year by 2.8% points. Attendance was significantly impacted by Covid-19 during quarter 4 which seems to be the main driver in the reduction. Note an annual target alone is set for this indicator.</p> <p>Reason for exception: Significantly below the same period last year. Covid impacted.</p> <p>Direction of Travel: 20/21 vs 19/20 end of year outturn.</p>
BF09	Number of visits to children's centres (total volume of contacts)	Positive	18264	Quarter 4	Red	Red (Down)	170,320	63,162	180,000 (2019/20)		<p>There were 18,264 total contacts during 2020/21 Q4, which is a 51.4% decrease in comparison to the same quarter last year. This is not measuring unique children but the total volume of contacts with families, this includes contacts in the family home and community locations. The large reduction is due to impact of Covid and sites having to cease delivering universal face-to-face activities which made up the bulk of contacts. Although some targeted face-to-face activity has continued to be delivered wherever possible, as it is mostly on a 1:1 basis we simply cannot reach the same volumes. The introduction of virtual sessions has helped maintain engagement with some families, but IT literacy, digital poverty and concerns about screen time for children means that we are reaching a small percentage of families virtually.</p> <p>The year end volume of contacts for 20/21 has fallen by 62.9% compared to the previous year. Again, the impact is attributed to Covid-19.</p> <p>Note an annual target alone is set for this indicator..</p> <p>Reason for exception= performance significantly lower than the same period last year. Covid impacted.</p> <p>Direction of Travel: 20/21 end year vs 19/20 end year.</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary															
BF10	Number of children/parents turned away from all sessions	Negative	0	Quarter 4	N/A	Green (Up)	686	0	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>202</td><td>0</td></tr><tr><td>Quarter 2</td><td>163</td><td>0</td></tr><tr><td>Quarter 3</td><td>209</td><td>0</td></tr><tr><td>Quarter 4</td><td>113</td><td>0</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	202	0	Quarter 2	163	0	Quarter 3	209	0	Quarter 4	113	0	<p>2020/21 Q4 and the year in total saw no instances of people turned away from sessions. Although there has been delivery of online and targeted face-to-face sessions for families, these activities are all pre-booked and therefore the need to turn people away is reduced. We have also seen less interaction than expected for online sessions, mainly due to digital poverty and family concerns over screen-time. This means that we are unlikely to see the same capacity issues for online sessions that we have for universal face-to-face sessions.</p> <p>In total, 686 children/parents were turned away from sessions in 2019/20 which is a 31.6% decrease compared to the previous year. Providers have undertaken a number of actions to reduce the need to turn families away - this includes increasing the number of Stay&Play sessions held, shifting activity calendars around to maximise effective use of time and resources, and changing how some sessions are delivered. However, the majority of sessions turning away are still Stay&Play sessions. Some providers have been implementing caps in some sessions to ensure quality of provision as well as Health and Safety, which has impacted on numbers being turned away.</p> <p>These figures represent the total incidences of children/parents being turned away, rather than unique numbers.</p> <p>No target is set for this PI as while the programme does not wish to turn away any families and tries to reduce incidences as much as possible, the numbers being turned away can fluctuate quite a lot as it is heavily affected by weather (not being able to use outdoor/extended space), staffing capacity, and short notice loss of venues for example.</p> <p>Direction of Travel: 20/21 vs 19/20</p>
Quarter	2019/20	2020/21																								
Quarter 1	202	0																								
Quarter 2	163	0																								
Quarter 3	209	0																								
Quarter 4	113	0																								
BF11	Number of unique service users receiving Family Support (unique to quarter and unique in the year to date)	Positive	1020	Quarter 4	Green	Green (Up)	2289	2447	2000	<table><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Quarter 1</td><td>801</td><td>814</td></tr><tr><td>Quarter 2</td><td>659</td><td>1074</td></tr><tr><td>Quarter 3</td><td>927</td><td>970</td></tr><tr><td>Quarter 4</td><td>842</td><td>1020</td></tr></tbody></table>	Quarter	2018/19	2019/20	Quarter 1	801	814	Quarter 2	659	1074	Quarter 3	927	970	Quarter 4	842	1020	<p>There were 1,020 service users who received family support in 2020/21 Q4 - this is an increase on the same period the previous year of 21.1%. Although Covid has generally seen a negative impact on services and access, family support has remained a focus for BSIL during this crisis to ensure that our most vulnerable families do not fall through the net. The children's centres have also taken on additional responsibilities during this time including supporting a Parent Befriending service for families with children up to 8 years old. We are seeing increases in referrals for family support and a shift in levels of need to longer term social welfare issues (housing/finance etc.). Multiple neighbourhoods started reaching case-holding capacity and redirecting referrals became untenable. This means that we have unfortunately had to introduce waiting lists for family support. While children's centres will be prioritising based on urgency/level of need, families will not be left on waiting lists without contact or support as early years practitioners will still check in with families and provide any low level support they can. We are also changing our practice so that elements of family support are delegated to early years practitioners where suitable, allowing family support workers to focus on more complex needs.</p> <p>In total, 2,447 service users received family support in 2020/21 which is a 6.9% increase on the previous year and demonstrates the focus on Family Support during Covid. Family support has continued to be delivered virtually via Zoom and telephone calls during Covid. Family support workers have also been supporting Keeping In Touch calls with SEND children which started at the tailend of quarter 4. Family Support work is targeted at vulnerable families who are more likely to meet thresholds for statutory services if early intervention is not received, or may be undertaken alongside statutory services in order to step families down e.g. as part of a CP Plan. Referrals for family support work will come from a number of sources including Triage, Children's and Adults Social Care, Nurseries/Schools and Health Visiting. Children's Centre staff will also work with families in other sessions to identify needs for Family Support. On a Neighbourhood level, the numbers receiving Family Support fluctuate, but this reflects the different needs and preferred methods of engagement of residents in each Neighbourhood. The variance also reflects Neighbourhoods refining their approach quarter to quarter to improve engagement. Some areas find that their families are less likely to seek support and need more time to build relationships with practitioners during other sessions before they will engage with Family Support. An annual target has been set for this indicator but cannot be RAGGED until year end as it is cumulative and unique to quarter.</p> <p>Direction of Travel: 20/21 vs 19/20 Reason for exception - performance improved on same periods last year.</p>
Quarter	2018/19	2019/20																								
Quarter 1	801	814																								
Quarter 2	659	1074																								
Quarter 3	927	970																								
Quarter 4	842	1020																								

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
BF12	Number of unique users 0-4 attending stay and play sessions (unique to quarter and unique in the year to date)	Positive	396	Quarter 4	Red	Red (Down)	6629	864	7,300(2019/20)		<p>There were 396 unique children aged 0-4 that attended Stay and Play sessions in 2020/21 Q4, this is a reduction of 85.8% compared to the same quarter the previous year. This decrease is due to Covid-19 and children's centres having to stop providing universal face-to-face sessions which account for the majority of our contacts. While virtual stay and play sessions have seen some levels of engagement from families, we have seen issues with engagement due to digital poverty, language barriers to accessing tech, family concerns over screen-time for young children at home etc. We are also impacted by the need to make and deliver resource packs to support virtual sessions for families to follow along at home which again reduces the numbers that we can reach.</p> <p>The total number of unique 0-4 year olds attending a stay and play session in 2020/21 was 864, which is a 87% decrease compared to the previous year.</p> <p>The target for this PI has been set at 75% of unique 0-4 contacts (CBSS.0), this is as not every family who attends a Health Clinic or other activity at a Children's Centre will necessarily wish to take up the offer of Stay&Play sessions, but the aim is to have the majority of registered families attend at least one session. The target was not met for 2019/20 with only 69.5% of unique 0-4 contacts attending at least one stay and play session; this is a 0.2% increase compared to the previous year.</p> <p>Stay and Play sessions include a range of activities including baby singalong, messy play, music and movement, parent and toddler and singing and craft. Note some sessions in the Stay and Play category are also included in other categories e.g. parenting. Attendance will therefore also be counted within that category.</p> <p>Reason for exception: Q2 performance significantly down compared to Q2 19/20 - Covid impacted.</p> <p>Direction of Travel: 20/21 vs 19/20 end of year.</p>
BF13	% of eligible Reception children weighed as part of the Child Measurement Programme (data available Q2 after end of academic year)	Positive	100%	2019/20	N/A	Green (Up)	100.0%	N/A	N/A		<p>All eligible Newham children in reception last year were part of the NCMP. Of the eligible 4741 reception children Newham still has (12.8%) of children in reception having excess weight or obese. Due to the link between poor health outcomes in later life individual support plans are in place for children identified as having excess weight. Performance in this area is still a concern. Levels of child obesity are worse than England.</p>
BF14	% of eligible Year 6 children weighed as part of the Child Measurement Programme (data available Q2 after end of academic year)	Positive	100%	2019/20	N/A	Green (Up)	100.0%	N/A	N/A		<p>All eligible Newham children in year 6 last year were part of the NCMP. In 2019 of the eligible 4901 year 6 children in Newham, 27.4% of children in year 6 had excess weight or were obese. Due to the link between poor health outcomes in later life individual support plans are in place for children identified as having excess weight. Performance in this area is a concern given the health promotion and healthy food messages, and individual support plans. This is higher than average in England.</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary						
Y1	% of unique children attending Youth Zones (% of the total number of 9-18yr olds in Newham) - within the year, not snapshot.	Positive	4.14%	20/21	Red	Red (Down)	17.9%	4.14%	20% (tbc)	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>17.9%</td></tr><tr><td>2020/21</td><td>4.14%</td></tr></tbody></table>	Year	Value	2019/20	17.9%	2020/21	4.14%	<p>Following the successful expansion of the Youth Empowerment Service in 2019 with increased capacity to deliver a full time youth work offer to children and young people, the service rapidly moved towards achieving targets set with a positive DOT in train. Increased opening times gave more young people the opportunity to access the offer from YES. Appointing a significantly enlarged full time staff teams enabled the development of youth work programmes to meet unique local need in each locality. However the impact of covid restrictions through the pandemic between March and September 2020 has adversely impacted the ability of the service to enable the number of attendances previously achieved. Covid restrictions have prohibited the youth offer to operate BAU through its universal open door system which has the capability of engaging increasingly significant numbers of young people (as noted in the upturn for the last two quarters of 2019/20) therefore the service swiftly pivoted its offer.</p> <p>Update for latest reporting period: Zone delivery programme drastically impacted by covid. National guidelines changed three times regarding bubble working and currently youth zones cannot operate multiple bubbles. A bubble contains 15 young people and only one bubble can be offered at any one time and young people must be invited/booked into the session. General admission is prohibited. Digital poverty has also impacted young peoples ability to join digital sessions, digital sessions do not work well (with numbers larger than 15). We have mitigated this by completing additional shorter sessions and increased outreach. During last monitoring period youth zones were unable to open between april and July. We have been able to open in strict socially distanced conditions as youth work re categorised nationally as critical work enabling the physical buildings to open up once more (with restrictions) Reason for exception - outturn significantly lower than 19/20 outturn.</p>
Year	Value																
2019/20	17.9%																
2020/21	4.14%																
Y2	Number of visits to Youth Zones	Positive	17276	20/21	Red	Red (Down)	30541	17276	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>30541</td></tr><tr><td>2020/21</td><td>17276</td></tr></tbody></table>	Year	Value	2019/20	30541	2020/21	17276	<p>There were 8931 visits in Q1 and Q2 - affected by Covid as described above. Between 19/20 and 18/29 there has been an increase of 15%, which can be linked to the increase in sessions available to young people following the first phase of the expansion between October 2019 – March 2020.</p> <p>Update for latest reporting period: Fewer individual young people are able to attend zones at any one time due to bubble restrictions Reason for exception - outturn significantly lower than 19/20 outturn.</p>
Year	Value																
2019/20	30541																
2020/21	17276																
Y3	Number of Universal provision sessions	Positive	1553	20/21	Green	Green (Up)	1074	1553	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>1074</td></tr><tr><td>2020/21</td><td>1553</td></tr></tbody></table>	Year	Value	2019/20	1074	2020/21	1553	<p>In 19/20 sessions increased in line with the recruitment and on-boarding of the additional staff team. The number of sessions is set to increase again with the phase two expansion of YES, which will see the number of Youth Hubs double to eight and a specialist SEND provision. There have been 624 sessions held in Q1/Q2 2021 - Session numbers are on target in line with the expansion but attendance numbers have been impacted by Covid Reason for exception - outturn significantly higher than 19/20 outturn.</p>
Year	Value																
2019/20	1074																
2020/21	1553																
Y4	Number of Specialist Provision Sessions (Detached, Targeted Outreach, RHI & Intensive)	Positive	2109	20/21	Green	Green (Up)	1332	2109	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>1332</td></tr><tr><td>2020/21</td><td>2109</td></tr></tbody></table>	Year	Value	2019/20	1332	2020/21	2109	<p>With limited funding in 2018/19, YES were not able to offer a broad spectrum of specialist provision sessions in the Youth Zones. In 2019/20, with a full time staff team YES were able to deliver a higher volume of specialist provision sessions, linked closely to the newly recruited Detached and RHI & Intensive Teams. Throughout Covid 733 specialist provisions were held in the first half of 20/21. This is on target to meet the number of sessions available. Reason for exception - outturn significantly higher than 19/20 outturn.</p>
Year	Value																
2019/20	1332																
2020/21	2109																

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
Y5	Number of Holiday Sessions	Positive	470	20/21	Green	Green (Up)	184	470	To be confirmed		<p>With the increased capacity in staff and funding, YES were able to deliver almost double the number of holiday provision sessions. This number will increase in line with the second phase of expansion when the VCS commission begins delivery.</p> <p>Update for latest reporting period: Holiday sessions this monitoring period are reduced as holidays available are shorted: half term weeks 1x October 1 x February Reason for exception - outturn significantly higher than 19/20 outturn.</p>
Y6	Number of children and young people who are youth service members	Positive	1371	20/21	Red	Red (Down)	8781	1371	To be confirmed		<p>In 19/20 there is a marked increase in the number of young people accessing YES provision that may be linked to the increase in sessions as well as the specialist provision offered. In 20/21 up to Q2 1531 are recorded as attending youth zone members – This is a downturn in young people being able to access the service due to a number of factors impacted by covid including inability to lawfully operate with large numbers in a physical space and young people's lack of access to digital media.(national trend)</p> <p>Update for latest reporting period: Active membership has decreased throughout lockdown Explanation above. This is in line with national figures peers are experiencing It is also to be noted throughout this return it covers a shorter captured period : 5 months instead of 6 Reason for exception - outturn significantly lower than 19/20 outturn.</p>
Y7	Number of children and young people who attend 12 or more sessions	Positive	281	20/21	Red	Red (Down)	4231	281	To be confirmed		<p>Throughout the last two quarters of 2019/20, The number of children and young people attending more than 12 sessions increased by 5% . This is linked to an increase in sessions, making it easier for young people to attend sessions that fit around their existing school / family / hobby commitments.</p> <p>During the first 2 quarters of 20/21 147 young people attended 12 or more sessions – the previous rise of ability to uptake youth services has been detrimentally affected by Covid restrictions on large group and multiple group operations</p> <p>Reason for exception - outturn significantly lower than 19/20 outturn.</p>
Y8	Number of children and young people who engage with the detached youth team	Positive	197	20/21	Green	Green (Up)	80	197	To be confirmed		<p>The Detached Team joined the service in October 2019 and undertook a significant reconnaissance period in order to be well informed about the local area, local providers and to establish a network of support to refer young people onto.</p> <p>Update for latest reporting period: This increase is expected as detached team have been operating in the community, building trust with young people who spend their time in open spaces Reason for exception - outturn significantly higher than 19/20 outturn.</p>
Y9.1	CYP with SEND	Positive	57	20/21	N/A	Red (Down)	77	57	To be confirmed		<p>Through the final two quarters of 19/20, this number has increased in line with the provision of specialist sessions for SEND young people, we had been able to increase the number of SEND young people we were working with and plan for this number to rise exponentially with the commission of a specialist SEND provision in phase two of expansions. Due to the numbers of young people shielding and others having difficulty in accessing the digital space, COVID restrictions have impacted attendance numbers. Some of this has been mitigated by engaging with young people through a telephone service.</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection



ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary						
Y9.2	Looked after Children	Positive	36	20/21	N/A	Red (Down)	56	36	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>56</td></tr><tr><td>2020/21</td><td>36</td></tr></tbody></table>	Year	Value	2019/20	56	2020/21	36	In the final two quarters of 19/20, with the provision of specialist sessions for Looked after Children and Care Leavers, we have been able to increase the numbers of young people from these groups that we are working with. However COVID has impacted the numbers of young people we were working with, however we have recently been able to re-engage with those young people through digital means as Care Experienced young people have been provided the technology to do so.
Year	Value																
2019/20	56																
2020/21	36																
Y9.3	LGBTQ	Positive	22	20/21	N/A	Green (Up)	12	22	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>12</td></tr><tr><td>2020/21</td><td>22</td></tr></tbody></table>	Year	Value	2019/20	12	2020/21	22	With the provision of specialist LGBTQ sessions people, we have been able to increase the numbers of young people from these groups that we are working with. Update for latest reporting period: LGBTQ officer left and a new officer is being recruited. Stratford youth Zone in partnership with Participation team have devised a new LGBTQ session to attract young people via the arts and performance. First Programme being delivered this February half term
Year	Value																
2019/20	12																
2020/21	22																
Y9.4	Young Carers	Positive	29	20/21	N/A	Green (Up)	23	29	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>23</td></tr><tr><td>2020/21</td><td>29</td></tr></tbody></table>	Year	Value	2019/20	23	2020/21	29	With the provision of specialist Young Carers sessions people, we have been able to increase the numbers of young people from this group that we are working with. Update for latest reporting period: Young Carer officer left and a new officer was recruited. The new officer is highly experienced and we are confident the numbers utilising this service will have increased by next period
Year	Value																
2019/20	23																
2020/21	29																
Y10.1	How safe and welcoming is your zone (% of young people giving a rating of ok or above)	Positive	N/A	2020/21	N/A	N/A	80.9%	N/A	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>80.9%</td></tr><tr><td>2020/21</td><td>N/A</td></tr></tbody></table>	Year	Value	2019/20	80.9%	2020/21	N/A	In 2018/19 one of our Zones following a serious incident left young people feeling unsafe. Our staff teams worked hard to strengthen the security at all Youth Zones in partnership with a specialist consultant and the police to ensure the safety and security of our users. Young people were assured by the enhanced physical security measures put into place at all zones. This resulted in retaining good attendance at the youth zones and 80.9% of young people rated their feelings of safety as good. Update for latest reporting period: N/A has been indicated as annual survey is not due. An interim survey will be undertaken in March 2021
Year	Value																
2019/20	80.9%																
2020/21	N/A																
Y10.2	How important is your zone to you (% of young people rating is as important)	Positive	N/A	2020/21	N/A	N/A	68.9%	N/A	To be confirmed	 <table border="1"><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2019/20</td><td>68.9%</td></tr><tr><td>2020/21</td><td>N/A</td></tr></tbody></table>	Year	Value	2019/20	68.9%	2020/21	N/A	We work on feedback from young people and take on board their ideas for improvements, which seems to be reflected in the improved rating. 68.9% rated it important Update for latest reporting period: N/A has been indicated as annual survey is not due. An interim survey will be undertaken in March 2021
Year	Value																
2019/20	68.9%																
2020/21	N/A																

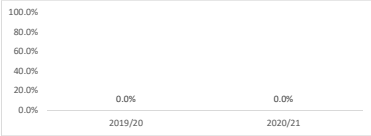
Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
Y10.3	Rate your youth workers (% of young people rating youth workers ok and above)	Positive	N/A	2020/21	N/A	N/A	91.5%	N/A	To be confirmed		<p>We believe this increase may be down to the capacity of youth workers to dedicate more time consistently to young people to develop relationships. 91.5% rated ok and above</p> <p>Update for latest reporting period: N/A has been indicated as annual survey is not due. An interim survey will be undertaken in March 2021</p>
Y11	Number of young people participating in high quality structured workshops and activities based on Youth Service curriculum and co-designed with young people	Positive	4174	2020/21	Red	Red (Down)	7024	4174	To be confirmed		<p>All sessions delivered are carefully planned and mapped to the YES curriculum. YES works with young people attending each zone to design and develop programmes of work, making each offer unique to that particular locality.</p> <p>Reason for exception - outturn significantly lower than 19/20.</p>
Y12	Number of young people who achieve an award or accreditation identified by them as a priority	Positive	N/A	2020/21	N/A	N/A	61	N/A	To be confirmed		<p>YES has participated in the Jack Petchey awards for a number of years and hold gold and silver membership due to the level of membership and participation of young people.</p> <p>Through the expansion we were able to recruit a DoE, Volunteering and Accreditation Senior Worker to support young people to achieve additional nationally recognised accreditations outside of the formal learning environment. And throughout Covid have been able to ensure that young people have been supported to continue a revised D of E programme to secure their awards despite the challenges posed.</p> <p>Update for latest reporting period: Accreditation for DoE not able to be updated. Young people are required to complete residential treks as a part of the award. We have 94 young people working towards an award and when restrictions are lifted young people will complete the residential element Volunteering and developing skills has been able to be continued with strict social distancing plans in place</p>
Y13	Number of young people participating in Youth Citizen assemblies and evidence of impact on Council and other priorities and service delivery	Positive	N/A	2020/21	N/A	N/A	276	N/A	To be confirmed		<p>Throughout an ordinary Year YES would hold between 4 and 6 Citizen Youth Assemblies to determine young people's views regarding the services and opportunities on offer by the council and partner organisations.</p> <p>Citizen youth assemblies are large gatherings of diverse groups of young people to ensure a representative voice, however due to Covid regulations the first Youth citizen Assembly was not possible to hold until September 20. It was deemed imperative to deliver the assembly in a physical space as this was deemed more inclusive to elicit representative voice given the challenges presenting of Digital Poverty.</p> <p>Representative groups of young people were drawn from across the offer and an Assembly was held in the Gardens of the Crystal buildings in partnership with LBN regeneration Teams the Childrens Commissioner for Newham and the Mayor, to hear the views of young people and debate issues of importance. Despite the necessity to deliver with reduced attendance it's important to note the inclusivity of the event with a third of young people in attendance representing SEND. A full report on the last citizens assembly can be found on the Padlet - https://padlet.com/YESLBN/YESProgramme</p> <p>Update for latest reporting period: The next Citizen youth assembly is due in March 2021 and will focus on the climate emergency</p>
Y14	Number of Participation sessions	Positive	163	2020/21	Green	Green (Up)	150	163	To be confirmed		<p>Increase in capacity with the newly recruited, specialised Participation Team</p> <p>Reason for exception - outturn significantly higher than 19/20.</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

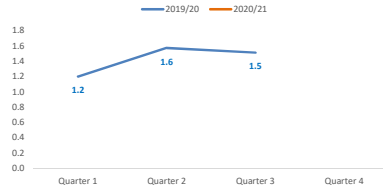
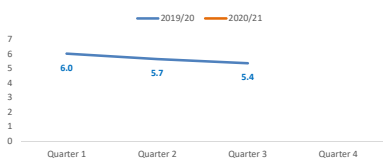
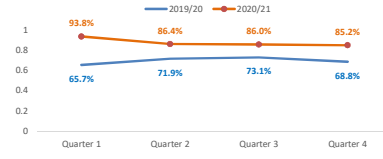
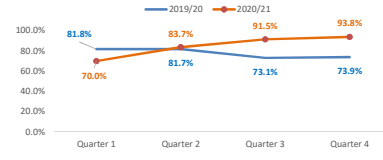
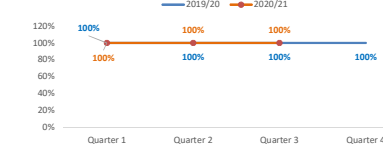
ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary						
Y15	Number of Return Home Interviews for children who have been missing from care or home carried out in a timely way	Positive	572	2020/21	Red	Red (Down)	831	572	To be confirmed	 <table border="1"><thead><tr><th>Period</th><th>Outturn</th></tr></thead><tbody><tr><td>2019/20</td><td>831</td></tr><tr><td>2020/21</td><td>572</td></tr></tbody></table>	Period	Outturn	2019/20	831	2020/21	572	YES only began delivery of the RHI service in November 2018, therefore the increase does not reflect a full year's comparison. Update for latest reporting period: This figure is lower than the previous reporting period (311) as the period monitored is one month short on last return Reason for exception - outturn significantly lower than 19/20.
Period	Outturn																
2019/20	831																
2020/21	572																
Y16	Intensive holiday programme (number of sessions)	Positive	40	2020/21	Red	Red (Down)	62	40	To be confirmed	 <table border="1"><thead><tr><th>Period</th><th>Outturn</th></tr></thead><tbody><tr><td>2019/20</td><td>62</td></tr><tr><td>2020/21</td><td>40</td></tr></tbody></table>	Period	Outturn	2019/20	62	2020/21	40	With the recruitment of the Participation and RHI & Intensive Teams, YES has been able to offer targeted holiday programmes to support those young people identified as requiring additional support. Reason for exception - outturn significantly lower than 19/20.
Period	Outturn																
2019/20	62																
2020/21	40																
Y17	Number of Children identified as needing additional support attending specialist provision	Positive	112	2020/21	Green	Green (Up)	92	112	To be confirmed	 <table border="1"><thead><tr><th>Period</th><th>Outturn</th></tr></thead><tbody><tr><td>2019/20</td><td>92</td></tr><tr><td>2020/21</td><td>112</td></tr></tbody></table>	Period	Outturn	2019/20	92	2020/21	112	With the recruitment of the Participation and RHI & Intensive Teams, YES has been able to offer targeted holiday programmes to support those young people identified as requiring additional support. Update for latest reporting period: Increase from last period (46) to be expected due to young people reporting the need for more support with their mental health and well being . CAHMs workers deliver a regular session at youth zones Reason for exception - outturn higher than 19/20.
Period	Outturn																
2019/20	92																
2020/21	112																
EH1	% of contacts to EHH as percentage of all contacts to MASH. (Ref EH2 Op Scorecard)	Positive	46%	Mar-21	N/A	Green (Up)	34.0%	42.0%	40%	 <table border="1"><thead><tr><th>Period</th><th>Outturn</th></tr></thead><tbody><tr><td>2019/20</td><td>34.0%</td></tr><tr><td>2020/21</td><td>42.0%</td></tr></tbody></table>	Period	Outturn	2019/20	34.0%	2020/21	42.0%	42% of contacts went to EH at the end of 20/21. This compares to 33.74% at the end of 19/20. Direction of travel: 20/21 compared to 19/20.
Period	Outturn																
2019/20	34.0%																
2020/21	42.0%																
EH2	Percentage of cases closed with "b) Needs met no further early help needs", "a) step down to EH" or "c) actions completed" (Ref EH9 Op Scorecard)	Positive	53%	Mar-21	N/A	Green (Up)	53.0%	53.0%	50%	 <table border="1"><thead><tr><th>Period</th><th>Outturn</th></tr></thead><tbody><tr><td>2019/20</td><td>53.0%</td></tr><tr><td>2020/21</td><td>53.0%</td></tr></tbody></table>	Period	Outturn	2019/20	53.0%	2020/21	53.0%	In Feb, 62% of cases were closed to intensive early help/Families First where needs have been met/actions completed higher than the January outturn by 6% points. In Q3 53% were closed, slightly down from 57% in the same period last year. Reason for exception - consistent improvement over 3 months, Feb highest outturn since April 20.
Period	Outturn																
2019/20	53.0%																
2020/21	53.0%																

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (YTD or end yr outturn)	2020/21 (YTD)	2020/21 Target	Chart	Commentary
EH3	The percentage of cases stepped up to social care from intensive early help/Families First since Jan 2019.	Negative	8%	Oct-20	N/A	Red (Down)	N/A	N/A	To be confirmed		<p>In Oct, 8% of cases stepped up to social care from intensive early help/Families First. This has fluctuated in recent months: 5% in Sept; 9% Aug; 10% July; 4% June; 6% May; 7% April.</p> <p>Data not available for previous years.</p> <p>Data not provided for this report. October 20 data is the most recent made available.</p>



Adults & Health

												Exception Criteria			
												Good Performance	Poor Performance	Other reason for selection	
CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary			
	A01	Delayed transfers of care (DToc) that are attributable to adult social care per 100,000 adult population (Cumulative) Reported six weeks in arrears. Cumulative average number of Delayed Discharges (DTOC Beds) per month.	Negative	1.39	Feb-20	N/A	N/A	1.39	0.00	0.70		Data is 6 weeks in arrears, expected mid month. 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 indicator. The daily reporting includes numbers of acute patients identified for discharge, number and % of patients who have left hospital and reasons for delay. The Performance Team are working with ASC Operations to include this new method of reporting into the CMT monthly performance reports. 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. Newham continues to perform well in ensuring that people discharged from hospital are discharged with minimal delays. The current delayed transfers of care rate is 1.4; this compares with the current London average of 2.1 and current national average of 3.3 (a lower rate means fewer delays). This PI measures the impact of hospital services (acute, mental health and non-acute) and Adult Social Care services in facilitating timely and appropriate transfer from all hospitals for all patients. It is a marker of the effective joint working of local partners. In Newham, patients are assessed by LBN's Hospital Team prior to discharge and LBN social work staff are in close contact with NHS hospital colleagues to ensure that transfers are co-ordinated in a timely manner. Similarly, where there are delays, regular meetings are held with hospital colleagues to identify the reasons for delays and to agree processes to minimise this for future where appropriate. Calculation: Average number of Delayed Discharges (DTOC Beds) attributed to Social Care per day divided by Local authority population 18+ times 100,000.			
	A02	Delayed Transfers of Care (Attributable to NHS, Social Care and Both) (Cumulative) Reported six weeks in arrears. Cumulative average number of Delayed Discharges (DTOC Beds) per month.	Negative	5.25	Feb-20	N/A	N/A	5.25	0.00	3.80		Data is 6 weeks in arrears, expected mid month. 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 indicator. The daily reporting includes numbers of acute patients identified for discharge, number and % of patients who have left hospital and reasons for delay. The Performance Team are working with ASC Operations to include this new method of reporting into the CMT monthly performance reports. The average DToc rate for the year to date is 5.3. In previous years, Newham has out-performed the national and London averages in this measure. Calculation -Average number of Delayed Discharges (DTOC Beds) divided by Local authority population 18+ times 100,000."			
	A03	Percentage of New Customer Contacts requiring assessment - Assessed within 28 days of Contact (Timeliness of Assessments for New Customers) Cumulative Reported 1 month in arrears.	Positive	86%	Mar	N/A	Green (Up)	69%	85%	65%		85.2% of new customer contacts requiring assessment had their assessment completed within 28 days. Performance for this indicator continues above the target of 65% for 2020/21. Performance has improved due to the temporary FastTrack assessment processes implemented during the peak of the coronavirus crisis and some process issues have also been addressed. Direction of travel (DoT) compared against same period last year (68.8)			
	A04	Outcome of short-term services - sequel to service: % of short term service to maximise independence (STMax) customers not requiring Long Term Support (LTS) following the end of their service (new customers only) Cumulative	Positive	94%	Mar	Green	Green (Up)	74%	94%	75%		93.8% of completed services did not require long term support, at the end of their short term service to maximise independence (STMax). This is above the target of 75% for 2020/21. The Enablement Service has now resumed following a suspension period during the covid-19 emergency period where staff were redeployed into other priority areas. As such, we expect that the number of completed short-term services will increase, which may influence the percentage of performance for those with no LTS. Direction of travel (DoT) compared against same period last year (74%)			
	A05	Percentage of customers with Self-Directed Support (SDS) Snapshot	Positive	100%	Mar	N/A	Green (Up)	100%	100%	100%		100.0% of customers were in receipt of self directed support for March 2021, meeting the target of 100%. Newham performs above the national, London and statistical neighbour averages. 209/20 Newham = 100% National Average = 92.7% London Average = 95.1% Direction of travel (DoT) compared against same period last year (100%)			

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary		
CORPORATE PI	A06 Percentage of customers with Direct Payments Snapshot	Positive	27%	Mar	Red	Red (Down)	29%	27%	29%		<p>27% of customers were in receipt of a direct payment at the end of January 2021. This is below the target of 29%, but within the benchmarking averages. New Direct Payment start-ups were suspended in the covid-19 emergency period and ASC staff are working to address the backlog of new Direct Payments requests. National, London and statistical neighbours averages for 2019/20 are:</p> <p>National Average = 27.6% London Average = 28.4% Statistical Neighbours average = 27.0%.</p> <p>Direction of travel (DoT) compared against same period last year (29.1%)</p>		
	A07 Percentage of carers using social care who receive Self-Directed Support Cumulative	Positive	100%	Mar	N/A	Green (Up)	100%	100%	100%		<p>100.0% of carers were in receipt of self directed support in March 2021. This is on target. Newham performs above the national, London and statistical neighbour averages.</p> <p>2019/20 Newham = 100% National Average = 89.5% London Average = 93.6% Statistical Neighbours = 88.7%</p> <p>Direction of travel (DoT) compared against same period last year (100%) ASCOF indicator - 1C Part 1b</p>		
	A08 Percentage of carers receiving social care who receive Direct Payments Cumulative.	Positive	100%	Mar	N/A	Green (Up)	100%	100%	100%		<p>100.0% of carers were in receipt of a direct payment for March 2021. Target for this indicator has been met. Newham performs above the national, London and statistical neighbour averages.</p> <p>2019/20 Newham = 100% National Average = 79.1% London Average = 82.4% Statistical Neighbours = 74.0%</p> <p>Direction of travel (DoT) compared against same period last year (100%)</p>		
CORPORATE PI	A09 Permanent admissions to residential and nursing care homes (Adults 18-64) (number of new admissions) Cumulative	Negative	7.09	Mar	Red	Red (Down)	6.67	7.09	5.02		<p>There have been 17 permanent admissions to residential and nursing for people aged 18-64. This would be reported nationally as a rate of 7.1 per 100,000 of the adult population aged 18-64 and Newham performs well against the London and national benchmarking averages. Target for 2020-21 was 12, which translates to 5.0 per 100,000 of adult population.</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 (6.7)</p>		
	A10 Permanent admissions to residential and nursing care homes (adults 65+) (number of admissions) Cumulative	Negative	242.40	Mar	Green	Green (Up)	433.38	242.40	396.51		<p>There have been 66 permanent admissions to nursing and residential care for customers aged 65+ this year to date, which is performing well against target and benchmarking averages. This indicator is reported nationally as 242.4 rate per 100,000 of the population aged 65+.</p> <p>A review has been carried out to ensure our reporting methods are capturing all long-term permanent placement admissions. The reporting of new permanent 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.</p> <p>Direction of travel (DoT) compared against same period last year (433.4) ASCOF indicator - 2A PART 2</p>		

											Exception Criteria																					
											Good Performance	Poor Performance	Other reason for selection																			
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary																				
CORPORATE PI	A11	% of people with a Learning Disability in receipt of Long Term Services who live in their own home or with family Cumulative	Positive	85%	Mar	Red	Red (Down)	83%	85%	83%	<table border="1"><caption>Data for A11 Chart</caption><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>18.71</td><td>35.97</td><td>83</td></tr><tr><td>Quarter 2</td><td>39.79</td><td>44.55</td><td>83</td></tr><tr><td>Quarter 3</td><td>49.42</td><td>54.75</td><td>83</td></tr><tr><td>Quarter 4</td><td>85.39</td><td>85.39</td><td>83</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	18.71	35.97	83	Quarter 2	39.79	44.55	83	Quarter 3	49.42	54.75	83	Quarter 4	85.39	85.39	83	85.3% of long term customers with a Learning Disability are recorded as living in their own home or with family this year to date. Newham's performance is above London and National averages. 2019/20 Newham = 83.3% National Average = 78.4% London Average = 74.8% Statistical Neighbours = 76.9% Direction of travel (DoT) compared against same period last year (83.3%) ASCOF indicator - 1E
	Quarter	2019/20 (%)	2020/21 (%)	Target (%)																												
	Quarter 1	18.71	35.97	83																												
	Quarter 2	39.79	44.55	83																												
Quarter 3	49.42	54.75	83																													
Quarter 4	85.39	85.39	83																													
A12	Number of people with a Learning Disability in receipt of Long Term Services in employment Cumulative	Positive	9%	Mar	Red	Red (Down)	11%	9%	11%	<table border="1"><caption>Data for A12 Chart</caption><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>1.9</td><td>0.8</td><td>11</td></tr><tr><td>Quarter 2</td><td>9.1</td><td>2.9</td><td>11</td></tr><tr><td>Quarter 3</td><td>9.8</td><td>5.8</td><td>11</td></tr><tr><td>Quarter 4</td><td>10.7</td><td>8.9</td><td>11</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	1.9	0.8	11	Quarter 2	9.1	2.9	11	Quarter 3	9.8	5.8	11	Quarter 4	10.7	8.9	11	8.9% (61 out of 685) of learning disability customers are recorded as in employment this year to date. An exercise to review 72 customers who were in employment last year was carried out to improve performance. However, the economic impact of Covid-19 on employment affected the numbers of people with learning disabilities in employment. ASC will be reviewing this indicaor after April to ensure that there is consistency across boroughs and that people recorded are in receipt of services as a result of being Care Act eligible. Direction of travel (DoT) compared against same period last year (10.7%) ASCOF indicator - 1G	
Quarter	2019/20 (%)	2020/21 (%)	Target (%)																													
Quarter 1	1.9	0.8	11																													
Quarter 2	9.1	2.9	11																													
Quarter 3	9.8	5.8	11																													
Quarter 4	10.7	8.9	11																													
A13	% of all customers reviewed or reassessed (Cumulative)	Positive	63%	Mar	Red	Red (Down)	73%	63%	80%	<table border="1"><caption>Data for A13 Chart</caption><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>24.2</td><td>13.6</td><td>80</td></tr><tr><td>Quarter 2</td><td>43.5</td><td>32.1</td><td>80</td></tr><tr><td>Quarter 3</td><td>56.2</td><td>52.0</td><td>80</td></tr><tr><td>Quarter 4</td><td>72.7</td><td>63.4</td><td>80</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	24.2	13.6	80	Quarter 2	43.5	32.1	80	Quarter 3	56.2	52.0	80	Quarter 4	72.7	63.4	80	63.4% of customers have been reviewed or re-assessed since April-20. Reviews performance is below year end target (80%). This indicator will be under review for 2021/22 measures, as the current baseline (4,357) includes customers who are not eligible for a review (e.g. packages of care that have been closed). A more accurate baseline is 3,601 customers (excluding packages of care that cannot be reviewed) resulting in a true performance being 66.3% of customers being reviewed or re-assessed since April 20. This is below year-end target (80%). Disruption caused by Covid-19 and the increased volume of customers receiving a long term service, are the contributing factors for the PI being below target. Direction of travel (DoT) compared against same period last year (72.7%) Local PI - no direct comparator	
Quarter	2019/20 (%)	2020/21 (%)	Target (%)																													
Quarter 1	24.2	13.6	80																													
Quarter 2	43.5	32.1	80																													
Quarter 3	56.2	52.0	80																													
Quarter 4	72.7	63.4	80																													
A14	Percentage of carers assessed, reassessed or reviewed Cumulative	Positive	37%	Mar	Red	Red (Down)	55%	37%	60%	<table border="1"><caption>Data for A14 Chart</caption><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>15.4</td><td>10.7</td><td>60</td></tr><tr><td>Quarter 2</td><td>32.4</td><td>22.7</td><td>60</td></tr><tr><td>Quarter 3</td><td>43.7</td><td>32.6</td><td>60</td></tr><tr><td>Quarter 4</td><td>54.6</td><td>37.1</td><td>60</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	15.4	10.7	60	Quarter 2	32.4	22.7	60	Quarter 3	43.7	32.6	60	Quarter 4	54.6	37.1	60	37.1% of carers have been assessed or reviewed since April-20. Performance is 24.7 points below target of 60%. Reduction in performance is linked to the temporary FastTrack covid-19 emergency assessment processes implemented during the peak of the coronavirus crisis which did not capture informal carer interventions. BAU processes were reinstated on 25th May which enable practitioners to capture joint carer assessments and reviews, and it is expected that this KPI will return to similar levels of the monthly average in line with increased customer review performance. Direction of travel (DoT) compared against same period last year (54.6%) Local PI - no direct comparator	
Quarter	2019/20 (%)	2020/21 (%)	Target (%)																													
Quarter 1	15.4	10.7	60																													
Quarter 2	32.4	22.7	60																													
Quarter 3	43.7	32.6	60																													
Quarter 4	54.6	37.1	60																													

											Exception Criteria																					
											Good Performance	Poor Performance	Other reason for selection																			
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary																				
CORPORATE PI	A15	% of safeguarding concerns which led to a completed enquiry Cumulative	N/A	26%	Mar	N/A	N/A	28%	26%	N/A	<table><tr><th>Quarter</th><th>London Average</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Quarter 1</td><td>40.6%</td><td>30%</td><td>17.9%</td></tr><tr><td>Quarter 2</td><td>29%</td><td>21.8%</td><td>21.8%</td></tr><tr><td>Quarter 3</td><td>27%</td><td>24.9%</td><td>24.9%</td></tr><tr><td>Quarter 4</td><td>28%</td><td>26.3%</td><td>26.3%</td></tr></table>	Quarter	London Average	2019/20	2020/21	Quarter 1	40.6%	30%	17.9%	Quarter 2	29%	21.8%	21.8%	Quarter 3	27%	24.9%	24.9%	Quarter 4	28%	26.3%	26.3%	26.3% of safeguarding concerns have led to a completed enquiry this year. The conversion rate of concerns to enquiries has decreased compared to the same period last year, this is 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. ASC's Covid-19 arrangements included a robust action plan in which all its high and moderate risk customers were contacted a part of widescale welfare checks. This pro active approach led to the early identification and prevention of potential safeguarding issues, such as possible neglect before they reached the concern stage. This preventative measure will account for much of this reduction in concerns. Direction of travel (DoT) compared against same period last year (28.2%) Local PI - no direct comparator
	Quarter	London Average	2019/20	2020/21																												
	Quarter 1	40.6%	30%	17.9%																												
	Quarter 2	29%	21.8%	21.8%																												
	Quarter 3	27%	24.9%	24.9%																												
Quarter 4	28%	26.3%	26.3%																													
A16	Effectiveness of Safeguarding Action Percentage of safeguarding enquiries where a risk was identified and the risk was removed or reduced Cumulative	Positive	94%	Mar	Green	Red (Down)	95%	94%	90%	<table><tr><th>Quarter</th><th>London Average</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Quarter 1</td><td>89.6%</td><td>96.8%</td><td>100.4%</td></tr><tr><td>Quarter 2</td><td>95.1%</td><td>95.1%</td><td>92.5%</td></tr><tr><td>Quarter 3</td><td>95.3%</td><td>95.3%</td><td>96.0%</td></tr><tr><td>Quarter 4</td><td>95.3%</td><td>95.3%</td><td>94.7%</td></tr></table>	Quarter	London Average	2019/20	2020/21	Quarter 1	89.6%	96.8%	100.4%	Quarter 2	95.1%	95.1%	92.5%	Quarter 3	95.3%	95.3%	96.0%	Quarter 4	95.3%	95.3%	94.7%	93.7% of safeguarding enquiries resulted in the risk being reduced or removed this year to date. Performance is above target. The number of completed enquiries has decreased compared to the same point last year due to the coronavirus visiting restrictions on practitioners, resulting in a higher numbers of active enquiries remaining open. Direction of travel (DoT) compared against same period last year (95.3%)	
Quarter	London Average	2019/20	2020/21																													
Quarter 1	89.6%	96.8%	100.4%																													
Quarter 2	95.1%	95.1%	92.5%																													
Quarter 3	95.3%	95.3%	96.0%																													
Quarter 4	95.3%	95.3%	94.7%																													
A17	Safeguarding enquiries - % of adults and representatives who were asked what their desired outcomes were Cumulative	Positive	95%	Mar	Green	Green (Up)	95%	95%	90%	<table><tr><th>Quarter</th><th>London Average</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Quarter 1</td><td>81.6%</td><td>92%</td><td>90%</td></tr><tr><td>Quarter 2</td><td>86%</td><td>86%</td><td>96%</td></tr><tr><td>Quarter 3</td><td>89%</td><td>89%</td><td>95%</td></tr><tr><td>Quarter 4</td><td>95%</td><td>95%</td><td>95%</td></tr></table>	Quarter	London Average	2019/20	2020/21	Quarter 1	81.6%	92%	90%	Quarter 2	86%	86%	96%	Quarter 3	89%	89%	95%	Quarter 4	95%	95%	95%	95.0% of individuals or the individual's representative were asked what their desired outcomes were this year. Performance is above target. The number of completed enquiries has decreased compared to the same point last year. ASC's Covid-19 arrangements included a robust action plan in which all its high and moderate risk customers were contacted a part of widescale welfare checks. This pro active approach led to the early identification and prevention of potential safeguarding issues, such as possible neglect before they reached the concern stage. This preventative measure will account for much of this reduction in concerns. Direction of travel (DoT) compared against same period last year (94.9%)	
Quarter	London Average	2019/20	2020/21																													
Quarter 1	81.6%	92%	90%																													
Quarter 2	86%	86%	96%																													
Quarter 3	89%	89%	95%																													
Quarter 4	95%	95%	95%																													
A18	Percentage of safeguarding enquiries where the desired outcomes of the person at risk were fully or partially achieved Cumulative	Positive	97%	Mar	Green	Green (Up)	96%	97%	90%	<table><tr><th>Quarter</th><th>London Average</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Quarter 1</td><td>93.6%</td><td>95.2%</td><td>98.5%</td></tr><tr><td>Quarter 2</td><td>95.6%</td><td>95.6%</td><td>98.6%</td></tr><tr><td>Quarter 3</td><td>95.3%</td><td>95.3%</td><td>96.5%</td></tr><tr><td>Quarter 4</td><td>96.4%</td><td>96.4%</td><td>96.7%</td></tr></table>	Quarter	London Average	2019/20	2020/21	Quarter 1	93.6%	95.2%	98.5%	Quarter 2	95.6%	95.6%	98.6%	Quarter 3	95.3%	95.3%	96.5%	Quarter 4	96.4%	96.4%	96.7%	In 96.7% 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 (96.4%)	
Quarter	London Average	2019/20	2020/21																													
Quarter 1	93.6%	95.2%	98.5%																													
Quarter 2	95.6%	95.6%	98.6%																													
Quarter 3	95.3%	95.3%	96.5%																													
Quarter 4	96.4%	96.4%	96.7%																													
A19	Deprivation of Liberty Safeguard Applications – volume of applications	N/A	771	Mar	N/A	N/A	864	771	N/A	<table><tr><th>Quarter</th><th>London Average</th><th>2019/20</th><th>2020/21</th></tr><tr><td>Quarter 1</td><td>257</td><td>257</td><td>209</td></tr><tr><td>Quarter 2</td><td>223</td><td>223</td><td>189</td></tr><tr><td>Quarter 3</td><td>191</td><td>191</td><td>164</td></tr><tr><td>Quarter 4</td><td>193</td><td>193</td><td>207</td></tr></table>	Quarter	London Average	2019/20	2020/21	Quarter 1	257	257	209	Quarter 2	223	223	189	Quarter 3	191	191	164	Quarter 4	193	193	207	771 applications have been received since April 2020, of which 382 (50%) were granted and 346 (44%) not granted and 43 (6%) are still in progress. The number of applications awaiting sign off (107 YTD) is reflected by the number of applications still in progress; awaiting s12 doctors or BIA visits to be completed, or other checks linked to the assessment. Direction of travel (DoT) compared against same period last year (864)	
Quarter	London Average	2019/20	2020/21																													
Quarter 1	257	257	209																													
Quarter 2	223	223	189																													
Quarter 3	191	191	164																													
Quarter 4	193	193	207																													

											Exception Criteria											
											Good Performance	Poor Performance	Other reason for selection									
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary										
CORPORATE PI	A20	Customer Satisfaction - ASCOF 3A Overall satisfaction of people who use services with their care and support	Positive	56%	2019/20	N/A	Red (Down)	55%	0%	N/A	<table border="1"><caption>Customer Satisfaction - ASCOF 3A</caption><thead><tr><th>Period</th><th>Percentage</th></tr></thead><tbody><tr><td>2017-18</td><td>58.1%</td></tr><tr><td>2018-19</td><td>59.4%</td></tr><tr><td>2019-20</td><td>55.5%</td></tr><tr><td>London Average</td><td>58.6%</td></tr></tbody></table>	Period	Percentage	2017-18	58.1%	2018-19	59.4%	2019-20	55.5%	London Average	58.6%	<p>The latest annual customer survey was undertaken in 2019. As of Jan/Feb 2020, 55.5% of people who use services, say that they are satisfied with the care and support they are receiving. This is in comparison to 58.6% within London (3.1% lower) and 64.2% of those who live in England as a whole (8.7% lower). This result dropped by 3.9% when compared to the previous year, 59.4%, and 5% lower than the 2015/16 high of 60.5%. A cross departmental action plan will be developed to enable us to monitor and review the feedback provided in more detail. This will enable the service to target areas requiring improvement.</p> <p>Jan/Feb 2021 customer survey was a voluntary Return, which Newham did not take part in, due to the demands caused by Covid-19.</p> <p>Direction of travel (DoT) compared to 2018-19 (59.4%)</p>
	Period	Percentage																				
2017-18	58.1%																					
2018-19	59.4%																					
2019-20	55.5%																					
London Average	58.6%																					
A21	Carer Satisfaction - ASCOF 3B Overall satisfaction of carers with social services	Positive	36%	2018/19	N/A	Red (Down)	N/A	0%	N/A	<table border="1"><caption>Carer Satisfaction - ASCOF 3B</caption><thead><tr><th>Period</th><th>Percentage</th></tr></thead><tbody><tr><td>2012/13</td><td>28.0%</td></tr><tr><td>2014/15</td><td>36.6%</td></tr><tr><td>2016/17</td><td>36.0%</td></tr><tr><td>2018/19</td><td>35.8%</td></tr></tbody></table>	Period	Percentage	2012/13	28.0%	2014/15	36.6%	2016/17	36.0%	2018/19	35.8%	<p>As of Oct/Nov 2018, 35.8% of carers say that they are satisfied with social services. This is in comparison to 35.2% within London (0.6% higher) and 38.6% of those who live in England as a whole (2.8% lower). This result fell by 0.2% when compared to the previous survey, 36.0%. The previous financial years' results are always published after the second quarter of the following year.</p> <p>The 2018/19 carers satisfaction data is based on 353 returned survey questionnaires from a sample of 1,332 carers (half of all carers recorded at this time). A joint customer and carer action plan has since been developed between ASC Operations, Contracts and Commissioning. ASC Operations also use a live customer/carers satisfaction monitoring following social work or occupational therapy interventions. The next survey is scheduled for Oct/Nov 2021.</p> <p>Direction of travel (DoT) compared to 2016-17 (36.0%)</p>	
Period	Percentage																					
2012/13	28.0%																					
2014/15	36.6%																					
2016/17	36.0%																					
2018/19	35.8%																					
CORPORATE PI	A22	Rate of successful smoking quitters at four weeks	Positive	677.00	2018/19	N/A	N/A	0.00	0.00	N/A	<table border="1"><caption>Rate of successful smoking quitters at four weeks</caption><thead><tr><th>Period</th><th>Rate</th></tr></thead><tbody><tr><td>2017/18</td><td>704</td></tr><tr><td>2018/19</td><td>677</td></tr></tbody></table>	Period	Rate	2017/18	704	2018/19	677	<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.</p> <p>The current London average is 1960 per 100,000 over 16 years. This data is reported on annual basis.</p> <p>Direction of travel (DoT) compared against the 2017/18 period (704 per 100,000 aged 16+)</p>				
Period	Rate																					
2017/18	704																					
2018/19	677																					
CORPORATE PI	A23	Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months	Positive	7%	2018/19	N/A	N/A	0%	0%	N/A	<table border="1"><caption>Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months</caption><thead><tr><th>Period</th><th>Percentage</th></tr></thead><tbody><tr><td>2017/18</td><td>9.5%</td></tr><tr><td>2018/19</td><td>8.8%</td></tr><tr><td>2019/20</td><td>7.4%</td></tr></tbody></table>	Period	Percentage	2017/18	9.5%	2018/19	8.8%	2019/20	7.4%	<p>7.4% of users of opiates that left drug treatment who do not then re-present to treatment again within six months, which is a 1.4% reduction compared with the previous period (2018/19). Newham has a higher proportion compared to the London average (6.7%).</p> <p>Newham is considered as "Better" performing on benchmarking averages in the last 3 years.</p> <p>Direction of travel (DoT) compared against the 2018/19 period (8.8%)</p>		
Period	Percentage																					
2017/18	9.5%																					
2018/19	8.8%																					
2019/20	7.4%																					

Exception Criteria			
● Good Performance	● Poor Performance	● Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary															
AN01	Use of Leisure Centres (Attendance to Newham's 4 Leisure Centres and the Manor Park Fitness Centre) Reported by activeNewham	Positive	25,197	Oct-20	Other	N/A	1,503,104	49,015	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>393,073</td><td></td></tr><tr><td>Quarter 2</td><td>418,036</td><td>23,818</td></tr><tr><td>Quarter 3</td><td>386,905</td><td></td></tr><tr><td>Quarter 4</td><td>303,894</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	393,073		Quarter 2	418,036	23,818	Quarter 3	386,905		Quarter 4	303,894		Leisure Centres were closed for majority of 20/21 due to Covid 19 and key staff were furloughed. Some performance data was provided for August, September and October before closures were reintroduced due to the increase in Covid 19 cases. Due to the extensive closures, which continue to affect the service into 2021/22, year end performance is 49,015 attendances There is no benchmarking data for this indicator. This indicator is impacted by Covid 19.
Quarter	2019/20	2020/21																								
Quarter 1	393,073																									
Quarter 2	418,036	23,818																								
Quarter 3	386,905																									
Quarter 4	303,894																									
AN02	Number of Active Volunteers The number of individuals enrolled on the Newham Volunteers Scheme (currently commissioned to activeNewham) who have volunteered since April (1 month in arrears).	Positive	43	Sep-20	Other	N/A	495	763	761	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>254</td><td>593</td></tr><tr><td>Quarter 2</td><td>90</td><td>170</td></tr><tr><td>Quarter 3</td><td>73</td><td></td></tr><tr><td>Quarter 4</td><td></td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	254	593	Quarter 2	90	170	Quarter 3	73		Quarter 4			Active Newham was closed for majority of 20/21 due to Covid 19 and key staff were furloughed. Some performance data was provided for August, September before closures were reintroduced due to the increase in Covid 19 cases. Performance data has not been available for the remainder of the year. There is no benchmarking data for this indicator. This indicator is impacted by Covid 19. No Data provided for March 2020 due to service closure.
Quarter	2019/20	2020/21																								
Quarter 1	254	593																								
Quarter 2	90	170																								
Quarter 3	73																									
Quarter 4																										
AN03	Volunteer Hours through Newham Volunteering Programme (currently commissioned to activeNewham) 1 month in arrears)	Positive	173	Sep-20	Other	N/A	17,362	1,828	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>4,517</td><td></td></tr><tr><td>Quarter 2</td><td>5,795</td><td>1,828</td></tr><tr><td>Quarter 3</td><td>3,900</td><td></td></tr><tr><td>Quarter 4</td><td></td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	4,517		Quarter 2	5,795	1,828	Quarter 3	3,900		Quarter 4			Active Newham was closed for majority of 20/21 due to Covid 19 and key staff were furloughed. Some performance data was provided for August, September before closures were reintroduced due to the increase in Covid 19 cases. Performance data has not been available for the remainder of the year. There is no benchmarking data for this indicator. This indicator is impacted by Covid 19. No Data provided for March 2020 due to service closure.
Quarter	2019/20	2020/21																								
Quarter 1	4,517																									
Quarter 2	5,795	1,828																								
Quarter 3	3,900																									
Quarter 4																										



Environment and Sustainable Transport

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary	
CORPORATE PI	ENV01	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Litter Definition: Percentage of sites inspected marked acceptable	Positive	Monitoring suspended	Mar	N/A	↑	97.60%	98.30%	94%	Monitoring suspended	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.	
	ENV02	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Detritus Definition: Percentage of sites inspected marked acceptable	Positive	Monitoring suspended	Mar	N/A	↑	97.80%	96.50%	94%	Monitoring suspended	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.	
	ENV03	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Graffiti Definition: Percentage of sites inspected marked acceptable	Positive	Monitoring suspended	Mar	N/A	↑	100.0%	99.90%	95%	Monitoring suspended	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.	
	ENV04	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Fly-posting Definition: Percentage of sites inspected marked acceptable	Positive	Monitoring suspended	Mar	N/A	↑	99.00%	98.30%	95%	Monitoring suspended	Monitoring of this indicator has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service.	
	ENV05	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Estates External Litter Definition: Percentage of sites inspected marked acceptable	Positive	96.50%	Mar	N/A	↑	98.70%	97.70%	94%		The end of year performance target has been achieved with an outturn of 97.70% this is better than the 94.00% performance target. The service continues to provide high levels of external cleansing to estates across the borough and it's reviewing service requirements to provide the most effective ways to deploy frontline services to deliver the outcomes required. The focus will be on the continuation of scheduling and reviewing work tasks to improve and sustain good performance. The service continues to collate information on blocks with high levels of Anti-Social-Behaviour and high levels of littering so that they can be closely monitored and resources can be deployed to those blocks on a more frequent basis.	
	ENV06	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Estates External Detritus Definition: Percentage of sites inspected marked acceptable	Positive	95.70%	Mar	N/A	↑	96.90%	96.20%	94%		The end of year performance target has been achieved with an outturn of 96.20% this is better than the 94.00% performance target. Detritus levels can fluctuate throughout seasons and weather changes. There are other contributing factors associated with detritus build up on external areas of estates caused by the shaded over areas that remain damp for long periods of time resulting in quick growth.	
	ENV07	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Estates External Graffiti Definition: Percentage of sites inspected marked acceptable	Positive	100.00%	Mar	N/A	↑	100%	100%	95%		The end of year performance target has been achieved with an outturn of 99.90% this is better than the 95.00% performance target.	

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary		
ENV08	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Estates External Fly-posting Definition: Percentage of sites inspected marked acceptable	Positive	100.00%	Mar	N/A	↑	100%	100%	95%		The end of year performance target has been achieved with an outturn of 100% this is better than the 95.00% performance target. Fly-posting does not appear to be an issue on the external areas of the Housing Estate. However, frontline staff and line management are observant and responsive to anti-social behaviour issues that occur on estates and are proactive in the reporting and removal that assists in preventing a repeat of any flyposting. In addition, the Deep-Cleansing and caretaking staff continue to work hard by proactively removing as much fly posting as possible, prior to it possibly being reported by the public.		

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENV09	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Estates Internal Caretaking Definition: Percentage of blocks inspected marked acceptable	Positive	84.45%	Jan	N/A	↑	79.20%	76.70%	75%		<p>The end of year performance target has been achieved with an outturn of 76.70% this is better than the 75% performance target.</p> <p>A number of changes have been made to the externalised business units (Ixact, Mint and PRS) including an interim taking on the role of Managing Director for all three business units. A report went to Cabinet in early November where a decision was made to terminate the existing contracts and transfer services from the Council's wholly owned Companies (Mint, Ixact and PRS) to an in-house service model at the earliest opportunity. Additionally, the Quality Assurance Team was subject to a service restructure and has been replaced with the Public Space Monitoring Team. The outcome of this has led to an increase in the number of estates being monitored from 112 and 179 in July and August to 242 and 350 in September and October.</p> <p>NB: Year-to-date covers June - March period only. All estates internal inspections ceased on the 23rd of March due to the governments guidelines on controlling the Covid-19 virus outbreak. Internal estate inspections resumed from the 1st of June.</p> <p>Note internal estate inspections require the Public Space Monitoring Team to enter inside the estate block and inspect 11 internal communal features including lobby, stairs, lighting and lift.</p> <p>Comparator: Local PI - no comparator.</p>
ENV10	Percentage of missed domestic refuse collections reported by the public which were corrected by the end of the next working day (Formerly known as SSE2a)	Positive	100.00%	Mar	N/A	↑	98.15%	93.16%	100.00%		<p>Although the end of year performance target has not been achieved at 93.16% - It's worth noting the service has achieved its monthly target for the last seven periods. However, performance was affected between May and September due to staff shortages as result of the pandemic and this has lead to the service not achieving their end of year performance target.</p> <p>The volume of missed this year at 1,682 is higher than 1,456 reported period last year (2019/20)</p> <p>The service will ensure all reported missed refuse collections are corrected by the end of the next working day.</p>
ENV11	Number of fly tips reported by the public	Positive	2160	Mar	N/A	↑	14817	27,601	N/A		<p>This indicator measures reports of fly tips made by members of the public and there is a no target set, as it was initially created to gauge resident engagement in keeping the borough clean. The expectation is that numbers will rise due to improved reporting mechanisms. This year a total of 27,601 fly tips were reported by the public compared to 14,817 reported last year (2019/20).</p>

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary	
CORPORATE PI	ENV12	Total number of fly tips collected	Negative	3301	Mar	N/A	↑	57,567	53,311	N/A		<p>This indicator measures the number of fly tips collected and there is no target set, as this is used for management information only. The total number of fly tips collected for this year is 53,311 compared to 57,567 fly tips reported last year (2019/20).</p> <p>The service has put in place a number of initiatives to reduce the number of fly tips and these include:</p> <ul style="list-style-type: none"> Introducing a fly tip task force made up of law enforcement officers who have focussed specifically on gathering the evidence needed to fine or prosecute fly-tippers, following the recent Enforcement restructure in 2020 the task force consists of one senior and two officers Introduced the visiting team in 2016 who have visited each property in the borough promoting the various services available to manage 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>The service is also currently working on the development of the Better Streets campaign which aims to involve residents in finding solutions to local environmental issues and aims to devise and test new methods for tackling litter and fly-tipping in Newham. The service will shortly deliver a resident led project to implement pilots that will raise awareness of what constitutes a fly-tip and highlights the illegalities of fly-tipping. The results of each pilot will be analysed at the end of the year with successful pilots being considered for wider implementation across the Borough.</p> <p>The service is also carrying out the pilot projects to reduce fly-tipping from the Better Streets campaign. Results so far show 2/3 hotspots have seen a decrease in fly tipping and up to a 63% reduction seen after the intervention has been implemented. Locations where the pilot projects were not successful are being scrutinised to improve results in the future.</p>	
	ENV13	Percentage of reported fly tips collected in 24 hours (All reports) (New indicator for 2019/20)	Positive	92%	Mar	N/A	↑	93%	94%	80%		<p>The end of year performance target has been achieved with an outturn of 94.39% this is better than the 80.00% performance target. This year, a total of 31,736 (out of 33,621) fly tips reported (by residents and staff) were collected within 24 hours of reporting.</p>	
	ENV14	Number of fly-posting incidents reported by the public	Positive	4	Mar	N/A	↓	132	31	N/A		<p>This indicator measures reports of fly-posting made by members of the public and there is no target set and it was initially created to gauge resident engagement in keeping the borough clean. The expectation is that numbers will rise due to improved reporting mechanisms. This year, a total of 31 fly-posting incidents have been reported compared the 132 incidents reported last year (2019/20).</p>	

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENV15	Volume of Domestic Bulky Waste collections (Tonnage) (Reported one month in arrears)	Positive	81.22	Mar	N/A	↑	1481.48	1231.77	N/A		<p>This indicator measures the volume of domestic bulky waste collections. There is no target set for this measure as it was initially created for monitoring only and to provide context for the percentage of domestic bulky waste collected within target.</p> <p>The tonnage levels reported reflect the number of bulky waste collections which was dropped as result of the service being seized during the start of the pandemic.</p> <p>The service currently:</p> <ul style="list-style-type: none"> Promotes the reuse of items through donations to charity via a newly created Re-use web page Subsidises compost bins so that garden waste can be composted at home and thus decrease the tonnages the council incur a cost for Promotes the bulky waste service and green waste collections through the visiting team
ENV16	Percentage of Domestic Bulky Waste collected within target (2 working days)	Positive	99.77%	Mar	N/A	↑	99.03%	90.36%	98.00%		<p>Although the end of year performance target has not been achieved at 90.36% - it's worth noting the service has achieved its monthly target for the last six periods. However, performance was affected from July to September due to staff shortages as result of the pandemic and this has lead to the service not achieving their end of year performance target.</p> <p>In addition, the bulky waste service was suspended from the 11th of January due to staff shortages pertaining to Covid-19. The suspension of the service lead to a lower number of requests being made in January compared to the previous period (471 v 1,595, December, 2020).</p> <p>The number of requests made so far this year at 27,040 is significantly lower than the 37,259 requests made last year (2019/20). The service returned to chargeable service for bulky waste collections in October and this may explain the reduction in demand when comparing to the previous year.</p>
ENV26	Percentage of Domestic Green Waste collected within target (2 working days)	Positive	99.75%	Mar	N/A	↑	93.90%	89.04%	98.00%		<p>Although the end of end of year performance target has not been achieved, the service has achieved its monthly target for the March period. Performance was affected in July and September due to staff shortages as result of the pandemic. In addition, the green waste service was suspended in January due to staff shortages pertaining to Covid-19.</p> <p>The number of requests made so far this year at 11,684 is lower than the 15,688 requests made last year (2019/20).</p>

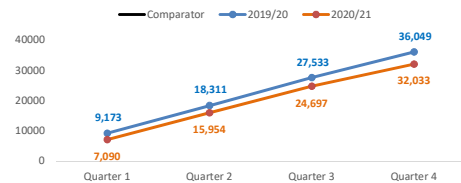
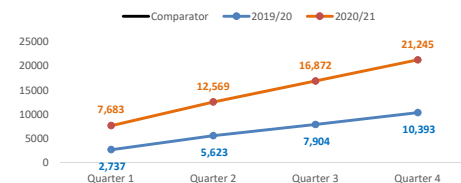
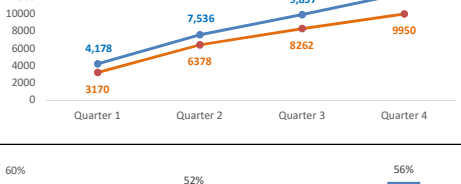

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary	
CORPORATE PI	ENV17	Total Waste subject to Levy (tonnage). (Reported one month in arrears)	Negative	10531.79	Mar	N/A	↑	111,500	118,672	N/A		This indicator measures the Total Waste subject to Levy (tonnage). There is no target set for this measure as it was initially created for monitoring only. This indicator tracks the waste for which Newham is directly charged in the East London Waste Authority levy, so excludes commercial waste and Re-use & Recycling Centre (RRC) waste.	
	ENV18	Percentage of Household Waste sent for Reuse, Recycling, or Composting. (Reported one quarter in arrears)	Positive	21.27%	Mar	N/A	↑	20.36%	20.44%	18.00%		<p>The end of year performance target at 20.44% is better than the 18.00% performance target, with higher performance typified as better performance. 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 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. The Mechanical Biological Treatment facility at Jenkins Lane which treats our rubbish has been improved to extract more recycling out of the waste. <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 trial 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 having launched in September 2020 the Newham Recycles Facebook and Twitter pages</p> <p>Comparator: London average: 34.56% (LAPS Benchmarking Quarter 3, 2020/21)</p>	
	ENV20	Percentage of emergency repair defects on the carriageway / footway completed within 2 hours. (New PI in 2019/20)	Positive	100%	Mar	N/A	↑	97%	98%	90%		<p>The end of performance target has been achieved with an outturn of 98.07% against a target of 90%.</p> <p>NB: This new indicator was introduced in 2019/20 to address gaps in monitoring core business in Highways at corporate level.</p>	

											Exception Criteria		
											Good Performance	Poor Performance	Other reason for selection
CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart		Commentary
	ENV21	Average time taken to repair street light fault where response time is under control of the local authority (working days)	Negative	0.36	Mar	N/A	↑	2.46	1.88	3.00			<p>The end of performance target has been achieved with an outturn of 1.88 days against a target of 3.00 days.</p> <p>The service did not carry out any routine maintenance work on street lighting for April and May. Due to the Covid-19 pandemic the service prioritised critical safety works. In addition, some staff in this area have been redeployed to deliver food across the borough. Street lighting maintenance works will resume from the 1st of June.</p> <p>NB: Street Light Fault report includes all illuminated highway furniture, street lights, belisha beacons, zebra crossing beacons, illuminated signs, illuminated bollards, subway and underpass light.</p>
	ENV22	Nitrogen Dioxide (NO2) levels at all local authority primary and secondary schools in the borough (Reported a one month in arrears)	Negative	32	Dec	N/A	↑	31.8 avg (baseline)	24.61111111	40			<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. The quarter three average at 31.7 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 19 schools, and of those the 10 highest are; Rokeby School, St Edward's Catholic Primary School, West Ham Church Primary School, Plashed School, Royal Docks Academy, Sarah Bonnell School, Beckton and Royal Docks Children's Centre, Lathom Junior School, Vicarage Primary School, and St Helen's Catholic Primary School.</p> <p>The Team have already started with the top 20 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, indoor plants, anti-idling workshops and monitoring, relocating playgrounds away from busy roads, school travel plans and safer routes to schools. 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> <p>NB: Data will be reported three month 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>


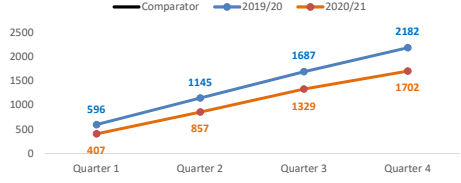

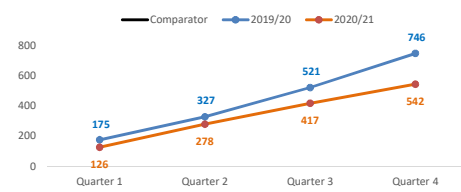

Exception Criteria		
	Good Performance	 
	Poor Performance	Other reason for selection

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
CORPORATE PI	ENV23	Modal shift against Mayor of London transport targets.	Polarity	N/A	N/A	N/A	↑↑	72.00%	N/A	00/01/1900	No Chart Data	<p>The quarter one performance score at 19.43% 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. These include 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. Additionally, there are an increasing number of blocks of flats opening in the borough and recycling in flats is much poorer than other household types in general. The East London Waste Authority (ELWA) levy means increased recycling does not incur a saving as it does in other boroughs. Historically, investment in recycling has been lower compare to other areas where investments would lead to savings in disposal.</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. 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, the full Q1 (2020/21) data is not available and the most recent quarterly data is Q4 of 2019/20.</p>
	ENV24	Resident satisfaction with parks and open spaces	Positive	N/A	N/A	N/A	↑	81.00%	N/A	N/A	No Chart Data	<p>The quarter one performance score at 19.43% 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. These include 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. Additionally, there are an increasing number of blocks of flats opening in the borough and recycling in flats is much poorer than other household types in general. The East London Waste Authority (ELWA) levy means increased recycling does not incur a saving as it does in other boroughs. Historically, investment in recycling has been lower compare to other areas where investments would lead to savings in disposal.</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. 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, the full Q1 (2020/21) data is not available and the most recent quarterly data is Q4 of 2019/20.</p>


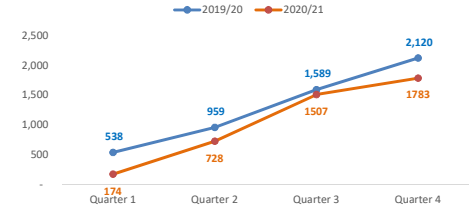

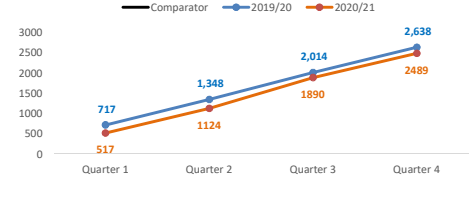

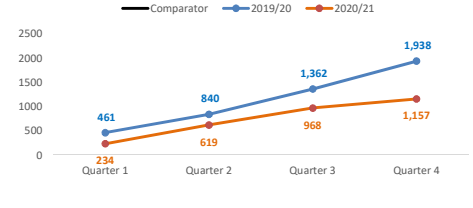

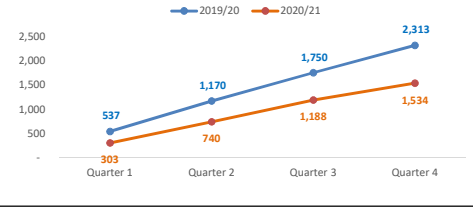
Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF01	Crime levels (Police) - Total Notifiable offences (TNOs) Cumulative Indicator	Negative	32033	Mar-21	N/A	↑	36,049	32,033	See Commentary		<p>Performance for the year to date shows a -11.14% decrease in offences (-4016 offences) when compared with the same cumulative period last year (32033 vs 36049). Current monthly performance shows a 0.62% increase in TNOs (16 offences) when compared with the same period last year (2603 vs 2587).</p> <p>Actions and Activity This indicator reports the total number of Notifiable offences recorded by Metropolitan Police service (MPS), which is widely used as a measure of overall crime. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p> <p>Definition and Context A combined total of all incidents reported to the Metropolitan Police Service that results in an offence being recorded and widely used as a measure of overall crime. Crime statistics are a live data set, and change in real-time as crimes are re-classified. Therefore, each month that data is presented, all months for last year and this year are updated where necessary. This means the current year data will provide slight variances from previous months. This explains why there are differences between the latest performance sheet and any previously published sheets: the current month's data (including all historic data on this sheet) are therefore the most up-to-date available. Offence categories include: 01. Theft and Handling, 02. Violence Against the Person, 03. Burglary, 04. Criminal Damage, 05. Drugs, 06. Robbery, 07. Sexual Offences, 08. Other Notifiable, 09. Fraud.</p>
ENF02	Anti-social Behaviour (ASB) levels - Police recorded CAD (Computer Aided Dispatch) calls Cumulative Indicator	Negative	21245	Mar-21	N/A	↓	10,393	21,245	See Commentary		<p>This indicator has been impacted by the Covid-19 pandemic. Performance for the year to date shows an increase in police recorded ASB, 104.4%, (10852 calls) when compared with the same cumulative period last year (21245 vs 10393). In comparison council reported ASB has seen a decrease by -19.3% (-2383 calls) when compared with the same period last year. Monthly performance shows a 48.1% increase in police recorded CAD ASB calls (476 calls) when compared with the same period last year (1465 vs 989).</p> <p>Definition and Context Note these are calls received regarding ASB, not offences detected. CAD - ASB (Opening codes 1/2/3 = Code 11 Drug Offences or one of the Home Office ASB codes 200-216). Definition; ASB calls are recorded and dealt with in the police CAD (Computer Aided Dispatch) control room and includes drugs, fireworks, nuisance/rowdy/inconsiderate behaviour, street drinking, prostitution, etc. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF03	Anti-social Behaviour (ASB) levels - Council recorded, reactive, external ASB service requests Cumulative Indicator	Negative	9950	Mar-21	N/A	↑	12,333	9,950	See Commentary		<p>Performance for the year to date shows that council reported ASB by the general public decrease by -19.3% (-2383 calls) when compared with the same cumulative period last year (9950 vs 12333).</p> <p>Definition and Context All externally received ASB incidents that are reported to the service by the general public, and excludes internally reported ASB by colleagues elsewhere in the Council and ASB investigations initiated by the service (such as those witnessed by CCTV, Law Enforcement Officers etc.) A target is inappropriate for this measure as it is a demand driven measure.</p>
ENF04	Perceptions of anti-social behaviour (Annual Indicator)	Negative	56%	2019	N/A	↓	56%	n/a	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 did not occur. The next survey is expected to be conducted in September 2021.</p>

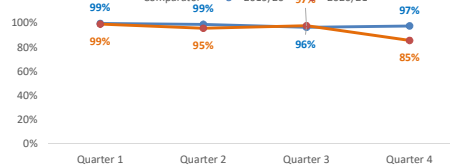
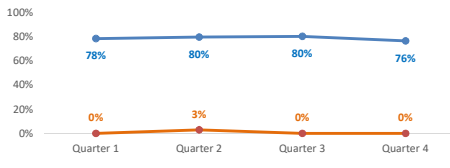
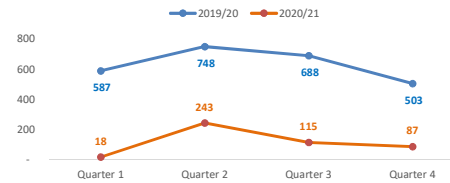
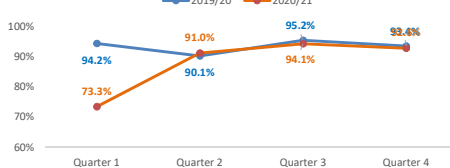
Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF05	Non-Domestic Violence with injury offences (Non-Dom VWI) Cumulative Indicator	Negative	1702	Mar-21	N/A		2,182	1,702	See Commentary		<p>Performance for the year to date shows a decrease of -22.0% (-480 offences) when compared with the same cumulative period last year (1702 vs 2182). Monthly performance shows a decrease of -13.6% in violence with injury offences (-22 offences) when compared with the same period last year (140 vs 162).</p> <p>Definition and Context There are no targets set by the Mayor's Office for Policing and Crime (MOPAC). Violence with injury offences are a combination of assault with injury offences and most serious violence offences. This crime category screens out the lower profile violent offences such as common assault, harassment and possession of a weapon. This indicator is a refinement of the one that was used in previous years - Serious Violent Crime - and is consistent with the MOPAC seven priorities for Newham Police who have undertaken targeted a number of coordinated operations around Stratford centre, Stratford park and other hotspots to tackle VWI.</p> <p>Crime statistics are a live data set, and change in real-time as crimes are re-classified. Therefore, each month that data is presented, all months for last year and this year are updated where necessary. This means the current year target will change slightly each month. This explains why there are differences between the latest performance sheet and any previously published sheets - the current month's data (including all historic data on this sheet) are therefore the most up-to-date available.</p>
ENF06	Knife crime offences Cumulative Indicator	Negative	542	Mar-21	N/A		746	542	See Commentary		<p>Performance for the year to date shows a decrease of -27.3% (-204 offences) when compared with the same cumulative period last year (542 vs 746). Monthly performance shows a decrease of -32.9% in knife crime offences (-23 offences) when compared with the same period last year (47 vs 70).</p> <p>Definition and Context A person is guilty of a knife offence if – (a) they commit an offence involving bladed instruments such as needles, scissors, broken glass and razor blades. (b) they use another to look after, hide or transport a dangerous weapon for them; and (c) does so under arrangements or in circumstances that facilitate, or are intended to facilitate, the weapon's being available to use for an unlawful purpose.</p> <p>There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF07	Gun crime offences. Cumulative Indicator	Negative	71	Mar-21	N/A		86	71	See Commentary		<p>Performance for the year to date shows a decrease of -17.4% (-15 offences) when compared with the same cumulative period last year (71 vs 86). Monthly performance shows a decrease of 0.0% in gun crime offences (0 offences) when compared with the same period last year (7 vs 7).</p> <p>Actions and Activity Tackling gang and gun crime is a major partnership priority, and there are both tactical and strategic gangs forums involving senior police and council officers to ensure a joined up approach. Due to recent changes in the Metropolitan Police reporting processes the breakdown of Gun crime offences (used/seen/intimated) is not currently available.</p> <p>Definition and Context Gun crime is crime (violence against the person, robbery, burglary and sexual offences) in which guns are taken to be involved in an offence. A gun is taken to be involved in an offence if it is fired, used as a blunt instrument, or used as a threat. Where the victim is convinced of the presence of a firearm, even if it is concealed, and there is evidence of the suspect's intention to create this impression, then the incident counts. Both real, and fake firearms, and air weapons are counted within this category.</p> <p>There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>

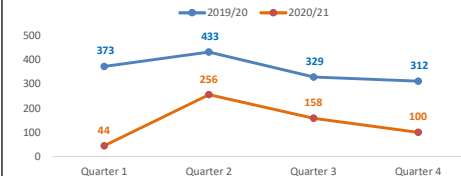
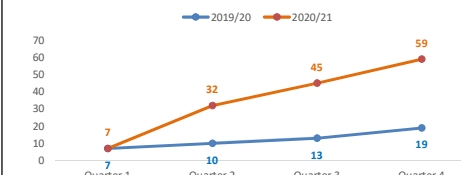
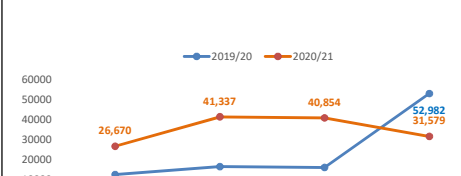
Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF08	Theft from the person offences Cumulative Indicator	Negative	1783	Mar-21	N/A		2,120	1,783	See Commentary		<p>Performance for the year to date shows an decrease of -15.9% (-337 offences) when compared with the same cumulative period last year (1783 vs 2120). Monthly performance shows an decrease of -40.5% in theft from person offences (-62 offences) when compared with the same period last year (91 vs 153).</p> <p>Definition and Context "Persons are guilty of theft if they dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it" Crime statistics are a live data set, and change in real-time as crimes are re-classified. Therefore, each month that data is presented, all months for last year and this year are updated where necessary. This means the current year target will change slightly each month. This explains why there are differences between the latest performance sheet and any previously published sheets - the current month's data (including all historic data on this sheet) are therefore the most up-to-date available. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF09	Theft from a motor vehicle offences Cumulative Indicator	Negative	2489	Mar-21	N/A		2,638	2,489	See Commentary		<p>Performance for the year to date shows an decrease of -5.6% (-149 offences) when compared with the same cumulative period last year (2489 vs 2638). Monthly performance shows an increase of 4.3% in theft from a MV offences (7 offences) when compared with the same period last year (169 vs 162).</p> <p>Definition and Context "Persons are guilty of theft if they dishonestly appropriate property belonging to another with the intention of permanently depriving the other of it" Crime statistics are a live data set, and change in real-time as crimes are re-classified. Therefore, each month that data is presented, all months for last year and this year are updated where necessary. This means the current year target will change slightly each month. This explains why there are differences between the latest performance sheet and any previously published sheets - the current month's data (including all historic data on this sheet) are therefore the most up-to-date available. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF10	Personal Robbery offences Cumulative Indicator	Negative	1157	Mar-21	N/A		1,938	1,157	See Commentary		<p>Performance for the year to date shows a decrease of -40.3% (-781 offences) when compared with the same cumulative period last year (1157 vs 1938). Monthly performance shows a decrease of -62.8% in personal robbery offences (-120 offences) when compared with the same period last year (71 vs 191).</p> <p>Definition and Context "A person is guilty of robbery if they steal, and immediately before or at the time of doing so, and in order to do so, uses force on any person or puts or seeks to put any person in fear of being then and there subjected to force."</p> <p>Crime statistics are a live data set, and change in real-time as crimes are re-classified. Therefore, each month that data is presented, all months for last year and this year are updated where necessary. This means the current year target will change slightly each month. This explains why there are differences between the latest performance sheet and any previously published sheets - the current month's data (including all historic data on this sheet) are therefore the most up-to-date available. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF11	Shoplifting offences Cumulative Indicator	Negative	1534	Mar-21	N/A		2,313	1,534	See Commentary		<p>Performance for the year to date shows a decrease of -33.7% (-779 offences) when compared with the same cumulative period last year (1534 vs 2313). Monthly performance shows a decrease of -19.4% in shoplifting offences (-32 offences) when compared with the same period last year (133 vs 165).</p> <p>Definition and Context "A person is guilty of theft if they dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it". The terms in this basic definition are amplified in Sections 2-6 of the Theft Act. Theft of any property within a shop, whether or not it is for sale, should be recorded as theft from a shop. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>

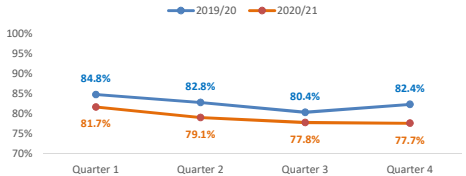
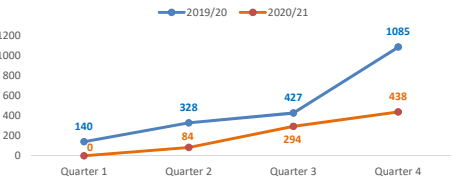
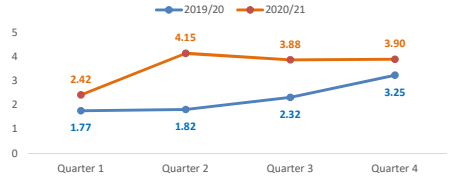
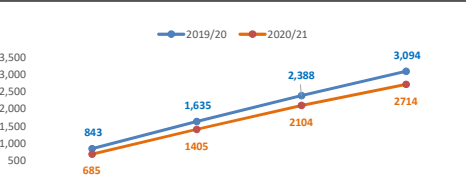
Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF12	Percentage of noise cases completed within 3 months	Positive	91.78%	Mar-21	N/A	↑	98%	92%	90%		<p>Performance for the year to date shows that 91.78% (4,901/5,340) of noise records were closed as completed, this compared with 97.89% (5649/5771) for the same period last year.</p> <p>Definition and Context This indicator measures the Council's ability to resolve noise investigations in a timely manner. It considers all service requests that have been closed in the month and concludes whether they were closed within the target time of three months.</p>
ENF13	Percentage of urgent noise reports that are received during operational hours and responded to within one hour. (Snapshot)	Positive	0.6%	Mar-21	N/A	↓	79%	0.6%	90%		<p>This indicator has been impacted by the Covid-19 pandemic. Performance for the year to date shows that 0.64% (1 / 157) of noise complaints were responded to within 1 hour, compared with 78.77% (2004 / 2544) for the same period last year.</p> <p>The percentage of noise complaints not hitting the 1hr target is primarily being affected by recording issues within the responsible team. Management will look to remedy this.</p> <p>Definition and Context This indicator measures the speed of the council's response to urgent noise calls. An urgent call is one where the noise was happening at the time of the complaint, and therefore requiring an immediate response in order to gather evidence where appropriate. Callers who wish to remain anonymous are not counted in the measure. Note that performance is measured from data during "operational" periods only (e.g. no service Monday and Tuesday evenings/night). The target is to achieve an initial response of 90% in 60 minutes.</p>
ENF14	Waste in Front Gardens - Notices Issued (CPW/CPN/FPN)	Positive	504	Mar-21	N/A	↑	2,526	504	See Commentary		<p>This indicator has been impacted by the Covid-19 pandemic. Performance for the year to date shows a -80.0% decrease (2022) in waste in front gardens enforcement warnings and notices issued when compared with the same period last year (504 vs 2526). Current monthly performance shows a -59.7% reduction in total enforcement notices issued (-77) when compared with the same period last year (52 vs 129).</p> <p>Actions and Activity The service believes that a focused approach to neighbourhood enforcement has led to clearer guidance and better community relationships, resulting in greater compliance. In addition a CPW issued remains in force for the time a person resides at a property, and will only be re-issued if there is a change of ownership/residential status.</p> <p>Definition and Context Upon discovery of accumulative waste, on open land and in a front or rear garden which could include but not limited to mattresses, furniture, building waste, and other refuse/litter, a Community Protection Warning (CPW) is issued. If this notice is not complied with a Community Protection Notice (CPN) is issued. If this CPN is not complied with Fixed Penalty Notice (FPN) will be issued.</p>
ENF15	Percentage of Abandoned Vehicles inspected within 24 hours of being reported	Positive	89.9%	Mar-21	Red	↓	94.2%	89.9%	95%		<p>Performance for the year to date shows that 89.9% (505 / 562) of abandoned vehicles have been inspected within the target period (24 hours), this compared with 94.2% (893 / 948) for the same period last year. Current monthly performance shows that 92.5% (49 / 53) of abandoned vehicles were visited within 24 hours of being reported, this compared with 92.9% (68 / 70) for the same period last year. The number of abandoned vehicles visited shows a decrease of 40.7% when compared with the same period last year, (562 vs 948).</p> <p>The number of vehicles that have been reported as abandoned by a member of the public or by a law enforcement officer and meets the written criteria relating to an abandoned vehicle upon visitation.</p>

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF17	Hate crime offences Cumulative indicator	Negative	813	Mar-21	N/A	↓	718	813	See Commentary		<p>Performance for the year to date shows an increase of 13.2% (95 offences) when compared with the same cumulative period last year (813 vs 718). Monthly performance shows an increase of 58.1% in hate crimes, (36 offences) when compared with the same period last year (98 vs 62).</p> <p>Definition and Context The hate crime figures provided contain the following offences: Racist, Religious, Homophobic, Transphobic and Disability-related. There are no targets set by the Mayor's Office for Policing and Crime (MOPAC).</p>
ENF18	Total number of Fixed Penalty Notices issued for Flytipping, Littering and Other.	Positive	558	Mar-21	N/A	↑	1,447	558	See Commentary		<p>This indicator has been impacted by the Covid-19 pandemic. This indicator is being included as an exception as the number of FPNs issued has declined significantly. Performance for the year to date shows that 558 FPN have been issued, this compared with 1,447 for the same cumulative period last year. Monthly performance shows that 16 Fly tipping FPNs had been issued, 24 for Littering, and 18 for all other FPNs.</p> <p>Definition and Context This indicator measures the number of Fixed Penalty Notices issued by a Law Enforcement Officer (LEO) to a member of the public as a result of an action that is covered by governmental legislation.</p>
ENF19	Number of dogs seized by LBN Animal Welfare Cumulative indicator	Positive	59	Mar-21	Green	↑	19	59	See Commentary		<p>Performance for the year to date shows that 59 dogs have been seized to date, compared with 19 for the same period last year. There is no target set as this is a demand led service.</p> <p>Definition and Context This indicator reflect the total number of dogs seized by LBN Animal Welfare. This includes dangerous dogs, aggressive dogs, dogs that may pose a threat to public safety, for examples, stray dogs on the public highway or on school property, dogs that are loose in the public domain and dogs that are subject to cruel treatment by their keepers.</p>
ENF20	Parking Service - Moving traffic violations.	Positive	140,440	Mar-21	N/A	↑	98,055	140,440	See Commentary		<p>This data set has not been available or provided since September. Performance for the year up till March, shows that there have been 140,440 moving traffic violations to date.</p> <p>Definition and Context The Deregulation Act which came into effect in 2015 prohibited the enforcement of certain offences via CCTV, namely; Yellow Lines, Double yellow lines, double parking, footway parking, etc). As a result the only offences that can be enforced are moving traffic and bus lane violations (detailed list is shown below).</p> <p>From 1 April 2015, local authorities can only enforce parking restrictions by camera in the following instances:</p> <ul style="list-style-type: none"> - school keep clear markings - bus stop/stand clearways - red routes - bus lanes - Moving traffic contraventions <p>CCTV can still be used to guide on foot and mobile officers to offences as required.</p>

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

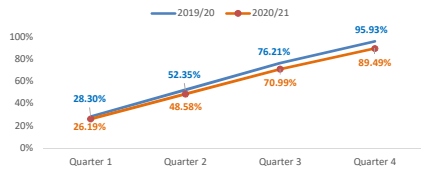
ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary
ENF24	Percentage of food establishments which are broadly compliant with food hygiene law - including new and unrated premises	Positive	79.2%	Mar-21	N/A	↓	82.6%	79.2%	80%		This indicator is being included as an exception because it is performing below the 2020/21 target during the last three months. It must be noted that this indicator is a measure of local food establishments, not the licensing department. The performance snapshot for the latest month shows that 78.0% (2,055 / 2,634) of premises which had been inspected in Newham have been found to be broadly compliant with food hygiene law. This is compared with 84.0% (1,823 / 2,169) for the same period last year.
ENF25	Food safety enforcement actions (cumulative indicator)	Positive	438	Mar-21	Other	↑	1,085	438	See Commentary		This indicator has been impacted by the Covid-19 pandemic. Due to the pandemic there were no food premises inspections for the months of Apr-Jun. All interventions of this kind were deferred by the Food Standards Agency till July. Current performance for the latest month shows that 438 enforcement actions have been undertaken, this compared with 1085 actions for the same period last year. Current total enforcement actions breakdown: 413 Warnings; 17 Notices; 0 Seizures; 8 Closures; 0 Cautions; 0 Prosecutions.
ENF26	Parking Contract Productivity - PCNs issued per deployed hour Snapshot indicator	Positive	3.49	Mar-21	N/A	↑	2.26	3.49	1.32		Current performance for the year shows that there have been 3.49 PCNs issued per deployed hour, which is an increase in the rate of PCN's issued per deployed hour when compared with the same period last year 2.26. 222,964 PCN's have been issued this year to date, compared with 273,857 for the same period last year. There has been an increase in deployed hours (63,895 vs 121,013). Definition and Context It is unlawful to set targets for any aspect of PCN issuance, however we review officer productivity to ensure the council obtains value for money from the contractor. It is important that enforcement activities are aligned to need, thus ensuring that resources are directed to both general enforcement to support fair parking policy, and to target specific, intelligence lead requirements such as repeat offending hotspots, etc.
ENF27	Violence with Injury Offences (cumulative indicator)	Negative	2714	Mar-21	N/A	↑	3,094	2,714	See Comments		Performance for the reporting period shows a decrease in the number of violence with injury offences (-380 offences) when compared with the same cumulative period last year (2714 vs 3094).

											Exception Criteria																		
											<div></div> Good Performance	<div></div> Poor Performance	<div></div> Other reason for selection																
	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21 YTD	2020/21 Target	Chart	Commentary																	
	ENF28	Domestic Violence Offences (cumulative indicator)	Negative	4266	Mar-21	N/A	<div>⬇️</div>	3,780	4,266	See Comments	<div><div><div></div> 2019/20<div></div> 2020/21</div><table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>952</td><td>1,072</td></tr><tr><td>Quarter 2</td><td>1,922</td><td>2,209</td></tr><tr><td>Quarter 3</td><td>2,880</td><td>3,233</td></tr><tr><td>Quarter 4</td><td>3,780</td><td>4,266</td></tr></tbody></table></div>	Quarter	2019/20	2020/21	Quarter 1	952	1,072	Quarter 2	1,922	2,209	Quarter 3	2,880	3,233	Quarter 4	3,780	4,266	This indicator has been impacted by the Covid-19 pandemic. Performance for the year to date shows an increase in the number of Domestic Abuse offences (486 offences) when compared with the same cumulative period last year (4266 vs 3780), (12.9%).		
Quarter	2019/20	2020/21																											
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Quarter 2	1,922	2,209																											
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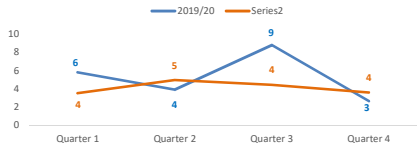
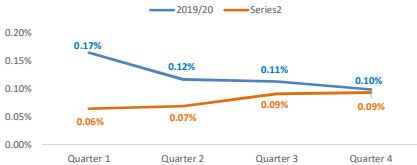


Resources

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary	
CTB01	Percentage of Calls Answered by Council Tax & Benefits Contact Centre	Positive	81.22%	Mar-21		Red	Red (Down)	90.90%	86.61%	95%		<p>86.61% of calls were answered in the year period April 2020 - March 2021, falling below the 95% target level. The direction of travel (DoT) displayed here compares March 2021 (81.22%) with February 2021 (81.77%).</p> <p>This indicator is made up of both Benefits and Council Tax calls. The year answer rate for Council Tax calls was 90.4% and 82.6% for Benefits calls.</p> <p>Work was undertaken in year to try to align resources to peak call times to reduce abandonment levels, however overall performance was impacted by demand pressures on the service as set out in CTB03 Housing Benefits Claims processing below.</p> <p>This is a local performance measure and no external benchmarking data is available.</p>
CTB02	Percentage of council tax collected Cumulative indicator	Positive	89.49%	Mar-21		Red	Red (Down)	95.93%	89.49%	96.3%		<p>Council Tax collection in 2020/21 was lower than last year and below the target level (which was set pre-pandemic). Collection rates this year were 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.</p> <p>Collection levels continued to be impacted all year by the economic and administrative impacts of the Covid pandemic. Increases in financial stress on residents and the phased return of recovery activity meant that collection remained below normal levels.</p> <p>Performance reports the cumulative collection rate throughout the year, with the Direction of Travel displayed comparing March 2021 (89.49%) and March 2020 (95.93%).</p> <p>Latest available London wide benchmarking data is to the end of 2019/20 which indicated that 96.5% of Council Tax was collected on average in London, compared to 95.93% in Newham.</p> <p>LAPS Benchmarking data for quarters 1-3 2020/21 based on returns from only 11 London Boroughs, indicated an average collection rate of 77.4% April-December 2020 (Newham's collection rate was 70.99% in that period).</p>
CTB03	Processing times for Housing Benefits Claims (days): New Claims	Negative	29	Mar-21		Red	Green (Up)	18	29	23		<p>New claims were processed on average in 29 days in 2020/21, below the 23 day target.</p> <p>The latest Direction of travel (DoT) is green because performance improved in March 2021 (29 days) when compared to February 2021 (30 days).</p> <p>Performance for this measure has been impacted by the increase in demand pressure on the service more broadly as a result of Covid-19. The service has seen increases in demand in other areas of benefit administration resulting from the pandemic. Council Tax Reduction claims have increased significantly and changes in Universal Credit income and increasing numbers of residents migrating away from Housing Benefit are being handled. At the same time the level of movement of residents in temporary accommodation have been prioritised to ensure income for the Council and to assist vulnerable residents.</p> <p>Performance has also been influenced by work being done with Temporary accommodation teams to address high arrears cases in an attempt to maximise housing benefit entitlement for residents and minimise housing arrears. Changes to housing benefit entitlement mean that volumes of new claims are much reduced on previous years so these cases have a disproportionate impact on the average.</p> <p>Latest available London wide benchmarking data is for 2019/20 and indicates that Newham's previous processing rate (18 days) was consistent with the London average (18.9 days).</p>

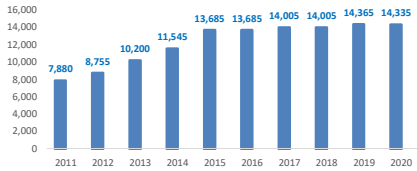
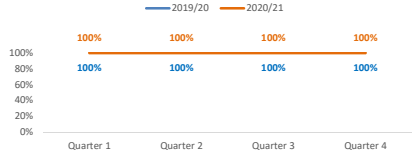
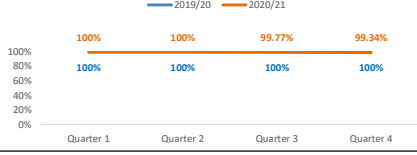
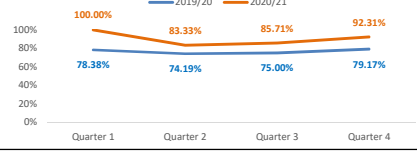
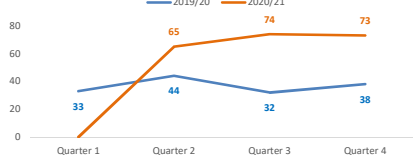
Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
CTB04	Processing times for Housing Benefits Claims (days): Change of Circumstance.	Negative	2	Mar-21	N/A	Green (Up)	5	4	7		<p>Change is Circumstances were processed on average in 4 days in 2020/21, head of the 7 day target and last year's performance (when claims were processed on average in 5 days).</p> <p>Direction of travel (DoT) compares March 2021 (2 days)and February 2021 (5 days).</p> <p>Latest available London wide benchmarking data is for 2019/20 and indicates that Newham's previous processing rate (5 days) was consistent with the London average (5.1 days).</p>
CTB05	Overpayments - Local authority (LA) error as a percentage of fully subsidised housing benefit	Negative	0.09%	Mar-21	N/A	Green (Up)	0.10%	0.09%	0.46%		<p>At year end, overpayments of Housing Benefit are within the threshold of 0.46% to receive full subsidy.</p> <p>Direction of travel (DoT) compares March 2021 and February 2021.</p> <p>No benchmarking data is available for this performance measure.</p>

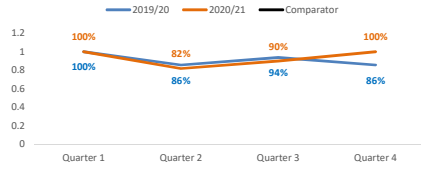
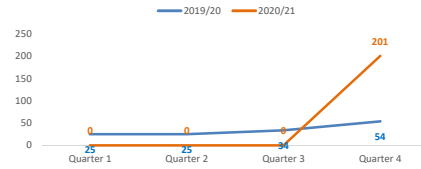


Inclusive Economy & Housing

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21	2020/21 Target	Chart	Commentary
RP01	Number of businesses in Newham (Number of local units in VAT/ PAYE-based enterprises - Inter-Departmental Business Register).	Positive	14,335 (2020)	2020	N/A	Red (Down)	14,365 (2019)	14,335 (2020)	N/A		<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 capture the impact of Covid-19 on business units in Newham.</p> <p>This data is included in the performance report for information and 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>Benchmarking indicates that the average number of business units reported for Newham's neighbouring boroughs* in the 2020 snapshot was 15,363.</p> <p>*Barking & Dagenham, Greenwich, Tower Hamlets, Hackney, Waltham Forest & Redbridge.</p>
RP02	Processing of Major Planning Applications (development of over nine residential units or 1000 square metres of commercial floor space) - proportion determined in time (within 13 weeks or in accordance with Project Planning Performance Agreement (PPPA)).	Positive	100%	Mar-21	Green	Green (Up)	100%	100%	80%		<p>100% performance was maintained throughout 2020/21 with all Major applications determined on time.</p> <p>Direction of travel (DOT) is marked Up (green) as no higher performance could be achieved.</p> <p>Latest benchmarking data (published March 2021) indicates that in the 24 months to December 2020, on average in England 88% of Major development decisions were on time. Newham's performance was 100% in this period ranking Newham as a top performing borough in this area.</p>
RP03	Processing of planning applications - minor and other - proportion determined in time	Positive	100%	Mar-21	Green	Green (Up)	100%	99.79%	80%		<p>Over 99.79% of applications were processed on time in 2020/21. 3 decisions (from over 1,400) fell outside of agreed timescales in the year.</p> <p>Direction of travel (DOT) is marked Up (green) because 100% of applications were processed on time in March 2021 and so no higher performance could be achieved.</p> <p>Latest benchmarking data (published March 2021) which covers only minor (non-major) applications indicated that in the 24 months to December 2020, on average in England 88.7% of non-major development decisions were on time. Newham's performance was 100% in this period ranking Newham as a top performing borough in this area.</p>
RP04	Planning appeals: percentage dismissed	Positive	100%	Mar-21	Green	Green (Up)	76.85%	89.13%	75%		<p>The 75% target year target was achieved with 41 of 46 (89.13%) appeals decided by the Planning Inspectorate in the year to date being dismissed (found in favour of the council).</p> <p>Direction of travel (DOT) compares March 2021 (100%) with February 2021 (100%) and is marked as green because no higher performance could be achieved.</p> <p>This is a local performance indicator and benchmarking data is not available for this specific measure.</p>
RP05	Planning enforcement notices served	None	45	Mar-21	Green	Green (Up)	147	212	N/A		<p>Please note that due to Covid 19, no planning enforcement notices were served in quarter 1 2020-21 and therefore the outturn displayed on the chart for that quarter is zero.</p> <p>The direction of travel (DOT) displayed compares March 2021 (45) with February 2021 (28) and is therefore marked as up.</p> <p>No target is set for this indicator - the service priority is to resolve breaches of planning control when they occur rather than have a specific target around the volume of notices served.</p> <p>The service continues to perform well in securing compliance with Enforcement Notices and negotiating remedy avoiding the need to serve a formal enforcement notice, particularly in terms of keeping hold of our family housing stock (for example 7 HMOs and 2 flat conversions were returned to family homes in the latest monthly reporting period, March 2021).</p> <p>Benchmarking data is published covering a sub-set of the notices types covered by this performance measure - S.172 Enforcement notices. Ministry of Housing, Communities & Local Government (MHCLG) Benchmarking for the 1 year period to September 2020 (released Dec 2020) reported that on average in London 40 S.172 enforcement notices were served (compared to 62 in Newham).</p>

Exception Criteria		
	Good Performance	 
	Poor Performance	Other reason for selection

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20	2020/21	2020/21 Target	Chart	Commentary
	RP06	% of planning enforcement appeals dismissed (including those dismissed with variation)	Positive	100%	Feb-21	Green	Green (Up)	89%	90%	80%		<p>28 planning enforcement appeals were determined by the planning inspectorate in 2020/21. 27 (90%) were dismissed (found in favour of the council's decision) and three were allowed. Performance was above the 80% target level.</p> <p>No appeals were determined in March and so latest data from February 2021 is displayed.</p> <p>Direction of travel (DOT) compares latest data February 2021 (100%) and January 2021 (100%) so is marked as green because no higher performance could be achieved.</p> <p>This is a local performance measure and no benchmarking data is available.</p>
	RP07	Number of genuinely affordable homes started (Cumulative PI)	Positive	201	Quarter 4	Other	Green (Up)	54	201	228		<p>This performance indicator was introduced in 2019/20 to track the 1,000 new home starts planned under the Affordable Homes for Newham programme.</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>201 homes were started under the Affordable Homes for Newham in 2020/21. The programme had originally forecast 228 starts in this period, but owing to technical issues with one site, the GLA allowed these starts to be deferred into 2021/22.</p> <p>In addition to the 201 starts under the programme in 2020/21, a further 289 starts have been recorded since the programme started: 2020/21: 201 2019/20: 54 (33 London Affordable Rent + 21 Shared ownership) 2018/19: 235 (227 London Affordable Rent + 8 Shared ownership)</p> <p>Direction of travel (DOT) compares 2020/21 (201 starts) with 2019/20 (54 starts) and is therefore marked as up (green).</p>

Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
	H01	Homelessness – Number of new applications	Negative	402	Mar-21	Red	Red (Down)	3,740	3,967	N/A		In March there were 402 homelessness applications. The total number of applications in 2021 was 3,967. The journey in reducing the numbers of households in temporary accommodation continues for a fifth consecutive month, as we again buck the trend across the rest of London. The emphasis on preventing homelessness and increasing people's access to private rented accommodation, will be further enhanced, with the Homelessness Prevention and Advice Service commencing consultation on a restructure during March, with the new service being embedded in June. The approach of a greater emphasis on prevention, better utilising our private rented sector and targeting alternative options for those already in temporary accommodation, has delivered demonstrable results already, but we are aware this is only the first steps of a long journey ahead.
	H02	Homelessness – Number accepted as homeless	Negative	91	Mar-21	Other	Red (Down)	905	768	N/A		There have been 91 applicants accepted as homeless in March 2021 (768 for 20/21). This is up from February 2021 (14). The journey in reducing the numbers of households in temporary accommodation continues for a fifth consecutive month, as we again buck the trend across the rest of London. The emphasis on preventing homelessness and increasing people's access to private rented accommodation, will be further enhanced, with the Homelessness Prevention and Advice Service commencing consultation on a restructure during March, with the new service being embedded in June. The approach of a greater emphasis on prevention, better utilising our private rented sector and targeting alternative options for those already in temporary accommodation, has delivered demonstrable results already, but we are aware this is only the first steps of a long journey ahead. NOTE: Data has been corrected going back to April 2020 as it was discovered an element of double counting had occurred where claimants had been counted more than once where multiple applications for housing had been made.
	H03	Homelessness - Numbers in temporary accommodation	Negative	5650	Mar-21	Red	Green (Up)	5,449	5,650	N/A		At the end of March there were 5,650 households in temporary accommodation (TA). The number in Temporary Accommodation was comprised of 1,367 in accommodation provided by Local Space Ltd and 4,283 in other forms of temporary accommodation. The journey in reducing the numbers of households in temporary accommodation continues for a fifth consecutive month, as we again buck the trend across the rest of London. The emphasis on preventing homelessness and increasing people's access to private rented accommodation, will be further enhanced, with the Homelessness Prevention and Advice Service commencing consultation on a restructure during March, with the new service being embedded in June. The approach of a greater emphasis on prevention, better utilising our private rented sector and targeting alternative options for those already in temporary accommodation, has delivered demonstrable results already, but we are aware this is only the first steps of a long journey ahead.
	H04	Average number of weeks tenants are in rent arrears (Snapshot) LBN Managed Properties.	Negative	4.20	Mar-21	Red	Green (Up)	3.18	4.20	N/A		The average number of weeks that Newham tenants are in arrears at the end of March is 4.2 weeks. Following the recommencement of collection activity in September 2021, a concerted effort has been made to stabilise the collection rate and bring the levels of collection back to that of the pre-pandemic level. The end of year processing included the use of DHP to reduce the arrears accumulated by those impacted by welfare reform and the final week of the financial year was a rent free period owing to the increased levels of collection in March 2021. Moving into 2021-22 there will be an increase focus on early intervention and prevention of arrears, in a bid to restore collection to levels to pre-COVID-19 rates.
	H05	Average number of weeks temporary accommodation tenants are in rent arrears (Snapshot). (Ave. gross arrears per temporary accommodation tenant)	Negative	3.60	Mar-21	Red	Green (Up)	3.27	3.60	1.65		The average number of weeks that temporary accommodation tenants are in arrears at the end of March is 3.6 weeks. Following the recommencement of collection activity in September 2021, a concerted effort has been made to reduce the total number of debtors and to reduce the overall live debt for our temporary accommodation residents. The approach taken was a combination of additional resources, collaborative working with the Emergency Accommodation team, housing benefit and the rent team, an increase collection drive, utilising evening to call difficult to reach residents and a number of exercises to improve payments from the point of placement and resolution of long standing payment issues with the Local Space Growth managed properties. The results of these initiatives are reflective of the trends above in the data. Moving into 2021-22 there will be a continues focus on the join work streams and preventative collection.

Exception Criteria			
● Good Performance	● Poor Performance	● Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary																				
H06	Tenant Compliance - Number of properties under investigation for unauthorised occupancy (counterfraud) (snapshot)	Negative	120	Mar-21		N/A	83	120	00/01/1900	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>66</td><td>89</td><td></td></tr><tr><td>Quarter 2</td><td>73</td><td>92</td><td></td></tr><tr><td>Quarter 3</td><td>77</td><td>97</td><td></td></tr><tr><td>Quarter 4</td><td>83</td><td>120</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	66	89		Quarter 2	73	92		Quarter 3	77	97		Quarter 4	83	120		<p>In March there were 120 properties under investigation by counter fraud for unauthorised occupation.</p> <p>This is a snapshot of the number of tenancies/properties under investigation in the councils social housing stock. This includes sub-letting, unauthorised occupation, abandonment, rights to succession, and cases where a tenancy has been obtained by false statement.</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	66	89																													
Quarter 2	73	92																													
Quarter 3	77	97																													
Quarter 4	83	120																													
H07	Tenant Compliance - Number of properties recovered through casework or eviction (Cumulative)	Positive	54	Mar-21		N/A	417	275	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>130</td><td>35</td><td></td></tr><tr><td>Quarter 2</td><td>101</td><td>60</td><td></td></tr><tr><td>Quarter 3</td><td>67</td><td>84</td><td></td></tr><tr><td>Quarter 4</td><td>98</td><td>111</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	130	35		Quarter 2	101	60		Quarter 3	67	84		Quarter 4	98	111		<p>In March 54 properties were recovered from unauthorised occupancy by housing services. The total number of proprieties recovered for 20/21 was 275. There has been a recent increase in numbers of properties under investigation for unauthorised occupancy and also cases resulting in properties recovered as a result of investigations. It is likely that the rise is due to reduced action being taken during the COVID pandemic although this trend will be closely monitored over the coming months.</p> <p>Scope of this PI includes sublet, abandoned, squatted and other properties not occupied by the lawful tenants and other tenancy breaches. Property recovered includes properties where an eviction warrant has been executed or possession has been obtained during the month as a result of proactive casework undertaken by the Investigating officer.</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	130	35																													
Quarter 2	101	60																													
Quarter 3	67	84																													
Quarter 4	98	111																													
H08	Tenant Compliance - Number of properties recovered from unauthorised occupancy (Cumulative)	Positive	3	Mar-21		N/A	18	10	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>3</td><td>0</td><td></td></tr><tr><td>Quarter 2</td><td>4</td><td>2</td><td></td></tr><tr><td>Quarter 3</td><td>6</td><td>2</td><td></td></tr><tr><td>Quarter 4</td><td>5</td><td>6</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	3	0		Quarter 2	4	2		Quarter 3	6	2		Quarter 4	5	6		<p>Three properties was recovered in March. For 20/21 the total number of properties recovered was 10.</p> <p>This is a sub-set of indicator GH0o9.3, this includes properties where the premises have been obtained fraudulently, sub let or evidence has been obtained the tenant has left and allowed other persons to reside at the property. This will include cases where a possession order has been obtained on other grounds (e.g. due to failure to occupy as a principal home) but there is evidence to support the property was sub let.</p> <p>This will also include cases where the tenant has died , other persons including family members have moved in around the time of the death and have refused to return possession to the council, resulting in enforcement action</p> <p>Property is deemed to be recovered where the council has obtained a possession order or possession has been obtained as a result of proactive casework by the Investigating officer. An enforcement action includes a written warning of legal action or higher.</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	3	0																													
Quarter 2	4	2																													
Quarter 3	6	2																													
Quarter 4	5	6																													
H09	Private sector rented properties licensed (cumulative)	Positive	39,572	Mar-21		N/A	36,846	39,572	N/A	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>34,594</td><td>37,922</td><td></td></tr><tr><td>Quarter 2</td><td>35,490</td><td>38,268</td><td></td></tr><tr><td>Quarter 3</td><td>36,257</td><td>39,012</td><td></td></tr><tr><td>Quarter 4</td><td>36,846</td><td>39,572</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	34,594	37,922		Quarter 2	35,490	38,268		Quarter 3	36,257	39,012		Quarter 4	36,846	39,572		<p>At the end of March the number of private sector rented properties licenced stood at 39,572.The Property Licensing Team remain active reviewing current licences, Mandatory HMO's in the Borough and landlords/portfolios/properties of concern. The increase in the number of licences is reflecting the continued growth of the PRS in Newham.</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	34,594	37,922																													
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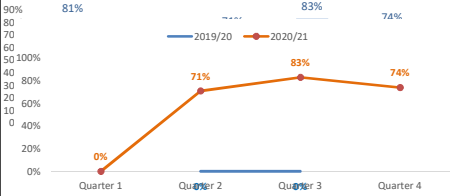
Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary																				
H10	Private sector licensing – Enforcement activity, prosecutions, ASB. (Cumulative)	Negative	78	Mar-21		N/A	116	1,631	N/A	 <table><caption>H10 Chart Data</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>36.00</td><td>36.00</td><td>36.00</td></tr><tr><td>Quarter 2</td><td>36.00</td><td>58.00</td><td>36.00</td></tr><tr><td>Quarter 3</td><td>36.00</td><td>881.00</td><td>36.00</td></tr><tr><td>Quarter 4</td><td>36.00</td><td>328.00</td><td>36.00</td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	36.00	36.00	36.00	Quarter 2	36.00	58.00	36.00	Quarter 3	36.00	881.00	36.00	Quarter 4	36.00	328.00	36.00	<p>At the end of March 4 penalties, prosecutions or notices have been reported in addition to 74 failure to licence investigations.</p> <ul style="list-style-type: none">Financial Penalties - 3Prosecutions - 0Notices served – 1Property Licence Compliance Inspections – 0Failure to licence investigations - 74Total: 78 <p>The Property Licensing Team remain active reviewing current licences, Mandatory HMO’s in the Borough and landlords/portfolios/properties of concern. The increase in the number of licences is reflecting the continued growth of the PRS in Newham. Enforcement activity has been severely curtailed due to the C19 position in Newham. This has meant that virtually no key enforcement visits (unannounced) have taken place since March 2020 and these produce the FPN and prosecution cases. Property Licence compliance inspections also ceased during Lockdown periods. Visits/inspections are due to re commence for the service mid-late April.</p> <p>The March figure of 78 is low as a direct result of the Lockdown over this continued period. We have continued to provide a service in relation to urgent complaints of disrepair and investigations regarding illegal evictions + cases where tenants/landlords are pre notified of a visit/inspections.</p> <p>Performance for 2020/21 is not comparable to performance for 2019/20 as the performance for 20/21 includes Failure to Licence investigations which were not reported in 2019/20</p> <p>There is no target set for this indicator as enforcement notices are issued as and when appropriate. For the same reason, the direction of travel is not RAG-rated, it simply shows whether the volume of notices and prosecutions has increased or decreased.</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	36.00	36.00	36.00																												
Quarter 2	36.00	58.00	36.00																												
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Quarter 4	36.00	328.00	36.00																												
H11	Number of dwellings completed or purchased (within Housing for social housing).	Positive	17	Mar-21		N/A	0	71	N/A	 <table><caption>H11 Chart Data</caption><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th><th>Comparator</th></tr></thead><tbody><tr><td>Quarter 1</td><td>4.00</td><td>4.00</td><td>4.00</td></tr><tr><td>Quarter 2</td><td>4.00</td><td>7.00</td><td>4.00</td></tr><tr><td>Quarter 3</td><td>9.00</td><td>23.00</td><td>4.00</td></tr><tr><td>Quarter 4</td><td>4.00</td><td>37.00</td><td>4.00</td></tr></tbody></table>	Quarter	2019/20	2020/21	Comparator	Quarter 1	4.00	4.00	4.00	Quarter 2	4.00	7.00	4.00	Quarter 3	9.00	23.00	4.00	Quarter 4	4.00	37.00	4.00	<p>In March 17 dwelling were completed or purchased. Giving a total end of year purchases of 71 properties for 20/21. In 19/20 a total of 21 properties were purchased.</p> <p>The units acquired throughout the month of March comprise properties which we have both purchased from leaseholders within local authority blocks where the Council is the freeholder (acquired under RTB or privately), and also the re-acquisition of units sold under the Newshare programme. The unit split is as follows;</p> <p>RTB & Private acquisitions – 13 Newshare – 4</p> <p>The properties included in this indicator relate to Housing Management Services and do not include activities relating to Regeneration Services</p>
Quarter	2019/20	2020/21	Comparator																												
Quarter 1	4.00	4.00	4.00																												
Quarter 2	4.00	7.00	4.00																												
Quarter 3	9.00	23.00	4.00																												
Quarter 4	4.00	37.00	4.00																												

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
CORPORATE PI	H12	Average time taken to re-let Local Authority Housing - Redevelopment and Lettings, inc. Sheltered (days)	Negative	46.41	Mar-21		Red	46.35	84.43	22.00		<p>In March the average time taken to relet properties was 46.4 days. The void turnaround for this period continues to fall significantly to 46.4 days.</p> <p>This can be attributed to the work of the void task force and this month in particular due to the review of the tenancy termination process and associated audit work of cases which may lead to tenancy terminations. The case review identified opportunities to improve our processes, including carrying out some repairs during the tenant's notice period, something practised more widely in the sector. We have also improved our processes for circumstances where the property becomes void due to the death of the tenant. Also contributing to the reduction in void turnaround time was the fact that 17 voids met the criteria to be classified as major works.</p> <p>We have been successful this month in turning around 49 void properties for relet as social housing – more than double the scale of the previous two months. The majority of properties are now being let within the 22 day target and where we fail to let within target they are still very close ranging between 28 - 35 days.</p> <p>Further to the number of voids let that count towards this BV212 KPI, a further 21 properties were let as temporary accommodation, including 11 properties in the regeneration areas.</p> <p>Note: this PI measures voids at the point of letting and not the total number of voids the Repairs and Maintenance Service team is dealing with. It includes all properties that the LA has taken possession of but excludes properties let through mutual exchange, those undergoing major works and those that the council intends to sell or demolish.</p>
	H13	Percentage of units with a current gas safety certificate (snapshot indicator)	Positive	99.52%	Mar-21		Red	99.58%	99.49%	100%		<p>99.74% of units had a gas safety certificate at the end of March 2021. The target for this PI is 100%. Performance has increased slightly with the revised lockdown.</p> <p>The Service has implemented a recovery process to bring back gas servicing performance into line.</p> <ul style="list-style-type: none"> - There is a full staff team and are able to provide a wide range of appointment times to maximise access opportunities. - We have increased resources to lead communication with residents to encourage access where the household is currently refusing this, and providing information about our Covid-secure working practices to provide assurance. <p>The service is not experiencing any issues with supply chain or PPE.</p>
	H14	Total housing repairs completed within target	Positive	86.00%	Mar-21		Red	86.57%	86.51%	90%		<p>At the end of March performance for the percentage of housing repairs completed within target was 86%.</p> <p>For the Responsive Repairs team (not including gas breakdowns) 1942 or 79% of the orders received in the month were either E (emergency) or EO (emergency OOH) priority, with a creditable completion against target performance of 92.74%.</p> <p>Volume of Gas breakdown orders for March 21 was high as expected due to prevailing weather conditions, with 1311 attendances and a completion against target performance of 88.8%.</p> <p>Performance against target in the longer Planned and routine priorities continues to be challenging which reduced the overall performance of RMS across all categories in March 21 to 86%.</p> <p>RMS continues to provide Emergency and Essential repairs only through March 21, though expectation is that the service will gradually return to BAU in the new financial year in line with government easing of Covid-19 restrictions down through the tiers. RMS are now actively planning the phased return to BAU and have secured additional resources to assist meeting the backlog of shelved Non Essential Routine orders whilst maintaining new orders to target.</p>

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
CORPORATE PI	H24	Quality of repairs and maintenance (planned maintenance and reactive)	Positive	74.00%	2019/20			83% 2018/19	74% 2019/20	80%		<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.</p> <p>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.</p> <p>Improvements in complaints management are also being introduced to improve our speed of response.</p> <p>The results of the 2020 survey are awaited.</p>
						Red	Red (Down)					

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
	LE01	Residents in Employment: Employment rate (Annual Population Survey, ONS)	Positive	72.7%	Q3 2020/21	N/A	Green (Up)	71.1%	72.7%	N/A		Please note that Employment Rate data is released in arrears by the Office for National Statistics (ONS) and therefore the latest data relates to the year period to December 2020. Benchmarking data indicates that the employment rate in London for this latest period was 75.2%, compared to Newham's rate of 72.7%. Notes on data: Employment Rate is based on the Annual Population Survey (APS) and is published quarterly by the Office for National Statistics (ONS) at www.nomisweb.co.uk . ONS advise that data should be compared year on year and not quarter on quarter. Therefore the Direction of Travel displayed here compares the 12 months to December 2020 (72.7%) with the 12 months to December 2019 (71.1%). As the APS is a sample survey, it provides estimates of population characteristics rather than exact measures. Employment Rates are published by ONS with a 95% confidence interval. For the latest period, confidence range at this level is + or - 5.8%. When considering Employment Rate, trends over longer time periods will give a fuller picture.
	LE02	Total Claimant Count (Job Seekers Allowance plus Universal Credit Claimants actively seeking work) Reported 1 month in arrears	Negative	28,245	Mar-21	Red	Red (Down)	8,170	28,245	National data included for information.		Newham's claimant count rose by over 20 thousand between March 2020 and March 2021, up from 8,170 in March to 28,245 at latest figures published for March 2021. This indicator therefore remains a Red exception. The claimant count is a combined figure covering both Job Seekers Allowance and Universal Credit claimants actively seeking work. Direction of travel (DoT) compares March 2021 (28,245) with February 2021 (27,865). Comparator: As a % of the working age (16-64) population in Newham, claimants have risen from 3.3% to 11.4% since March 2020. Whilst Covid-19 has resulted in rises in the claimant count across the country, benchmarking indicates that there has been a bigger impact in Newham than on average in London with claimants making up 8.5% of the working age population overall across London. (Source: ONS, April 2021)
	LE03	Claimant Count for residents aged 18 to 24 (Job Seekers Allowance plus Universal Credit Claimants actively seeking work) Reported 1 month in arrears	Negative	4,580	Mar-21	Red	Red (Down)	1,325	4,580	National data included for information.		This is a subset of the overall claimant count reported above. The claimant count in Newham for residents aged 18-24 rose from 1,325 in March 2020 to 4,580 in March 2021 and therefore this indicator remains a Red exception. Direction of travel (DoT) compares March 2021 (4,580) with February 2021 (4,560) and is therefore marked as red. Comparator: Claimants in this age bracket make up 13.2% of the 18-24 aged population, which compares to 11.0% across London. (Source: ONS, April 2021)

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
CORPORATE PI	LE04	Number of residents securing a job outcome through Our Newham Work (formerly Workplace) (Cumulative indicator)	Positive	176	Mar-21	Red	Red (Down)	1,244	176	N/A		<p>Our Newham Money have supported 176 residents into employment since April 2020. Of those supported into employment, 26% (47 residents) are employed in roles where the employer pays the London Living Wage or above. 66 residents between the ages of 16-24 have secured employment using the Our Newham Money service this year; this equates to 37% of Workplace's overall job outcomes.</p> <p>Our Newham Youth has been working to support Universal Credit Claimants under the current Government Kickstart Placement opportunities. 31 young people aged 16-24 have attended Interviews with London Borough of Newham with 7 offers to employment. Each young person completed extensive Interview Preparation and Virtual Etiquette sessions. Phase 2 of the internal Kickstart programme will be commencing in April and will be looking to support another 10 residents in roles with the council.</p> <p>The external aspect of the government's Kickstart Scheme currently has approved 91 opportunities which have been advertised for local employers. We currently have 4 offers of employment for external employers.</p> <p>Throughout the year, this measure has been marked as a red exception due to impact of Covid-19.</p> <p>During the first phase Covid-19 response, Workplace staff were redeployed to support residents and local businesses. This included staff deployed to the Help Newham programme, staffing the Newham Business Desk and many other activities.</p> <p>Staff have been working remotely but fully engaging with residents on their caseload while the office has been closed to service users during the 3rd national lockdown. 6,600 interventions were recorded with residents in March 2021: these includes face to face Information, Advice and Guidance (IAG) meetings, telephone meetings and support via Zoom, Skype and phone. 72,425 interventions of the same criteria have been undertaken since the beginning of this financial year.</p> <p>This is a local performance measure and no benchmarking data is available.</p> <p>Performance is reported as a cumulative figure and the direction of travel (DoT) compares March 2021 (176) with March 2020 (1,244) and is therefore marked as down (red).</p>
	LE05	Residents paid London Living Wage Proxy measure: % jobs based in Newham paying below London Living Wage (ONS Annual Survey of Hours and Earnings (ASHE))	Negative	29.2%	2019	N/A	Green (Up)	0	0	N/A		<p>Latest data indicates that 29.2% of jobs in Newham were paying below the London Living Wage (LLW) of £10.55 per hour at the point when the survey was conducted. This equates to 23,000 jobs earning below the LLW per hour in Newham. Benchmarking indicates that 19.8% of jobs overall in London pay below LLW. The proportion of jobs paying below LLW in both Newham and across London has increased over the past decade. Earliest published figures for 2005 (based on a LLW rate of £6.70 when that survey was conducted) show that 12.7% of jobs in Newham and 13.3% of jobs in London were paying below the LLW per hour.</p> <p>Following requests from local authorities, ONS published 2019 data at local authority level based on employee residence. This indicates 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) indicates 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>Notes on data: The London Living Wage is set annually by the Living Wage Foundation. For the latest available data (April 2019 Annual Survey of Hours and Earnings) the London Living Wage was £10.55 per hour (this rate was set in November 2018). The Annual Survey of Hours and Earnings (ASHE) is based on a 1% sample of employee jobs taken from HM Revenue and Customs (HMRC) Pay As You Earn (PAYE) records. Information on earnings and hours is obtained from employers. ASHE does not cover the self-employed nor does it cover employees not paid during the reference period. Results are published annually via the ONS website.</p>

Exception Criteria		
	Good Performance	
		Poor Performance
	Other reason for selection	

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary
CORPORATE PI	LE06	Increase in % of council spending locally	Positive	29.04%	Q3	N/A	Green (Up)	21.40%	23.80%	N/A		Latest available data is for quarter 3 and is based on new reporting built from the Fusion system. This measure is based on a list of providers which it is possible to influence through procurement activity.
		1 quarter in arrears										Direction of travel compares quarter 3 to quarter 2 2020/21. This is a local performance measure and no comparator data is available.



People, Policy & Performance

Exception Criteria			
● Good Performance	● Poor Performance	● Other reason for selection	

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Full year)	2020/21 (Year to date)	2020/21 Target	Chart	Commentary															
CS01	Percentage of Calls Answered by Corporate Contact Centre (Customer Services).	Positive	92.68%	Mar-21	N/A	Red (Down)	89.51%	87.43%	95%	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>83.0%</td><td>95.7%</td></tr><tr><td>Quarter 2</td><td>97.5%</td><td>83.7%</td></tr><tr><td>Quarter 3</td><td>88.9%</td><td>81.8%</td></tr><tr><td>Quarter 4</td><td>88.4%</td><td>89.8%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	83.0%	95.7%	Quarter 2	97.5%	83.7%	Quarter 3	88.9%	81.8%	Quarter 4	88.4%	89.8%	<p>87.43% of calls received in 2020/21 were answered (310,959 of 355,669 calls), falling below the 95% target level.</p> <p>Following a decline in performance in quarters 2 and 3, recent performance has been much improved, with 95.27% of calls answered in February 2021 and 92.68% in March 2021.</p> <p>Across the year since April 2020, call performance was affected significantly due to COVID 19. From June, as services previously restricted by the first national lockdown were resumed, the return to some Business as Usual increased the number of calls to the contact centre requesting a service or information.</p> <p>In addition, with the requirement for officers to work from home, performance was impacted by regular ICT performance issues as officers experience slowness of systems and downtime on a daily basis - from late October this started to stabilise due to improved support from ICT.</p> <p>With the closure of the Customer Service Centre and the need to send out more parking permits by post until implementation of the paperless permit solution in January 2021, the increase in calls relating to parking permits also impacted performance. These were often residents calling to check that their permits had been sent in the post as well as relating to PCNs where residents had received a fine whilst waiting for their permits to be received in the post. The implementation of the paperless permit solution will now bring an improved resident experience.</p> <p>Performance was further impacted by an increase in online complaints requiring officers to be deployed from taking calls to deal with the additional since June 2020.</p> <p>Finally due to a number of new initiatives, including the development of the paperless permits solution and new Dynamics CRM, officers were fully involved in workshops, testing and project meetings which again reduced the ability to meet service targets. This requirement is reducing as new solutions are finally implemented.</p> <p>The Direction of travel (DoT) displayed here compares March 2021 (92.68%) with February 2021 (95.27%). This is a local performance measure and no benchmarking data is available.</p>
Quarter	2019/20	2020/21																								
Quarter 1	83.0%	95.7%																								
Quarter 2	97.5%	83.7%																								
Quarter 3	88.9%	81.8%																								
Quarter 4	88.4%	89.8%																								
CS03	Average wait time for a customer in the East Ham Customer Service Centre to see an officer	Negative	No activity in 2020/21	N/A	Red	N/A	14:14	No activity in 2020/21	15:00	<table><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>14:02</td><td></td></tr><tr><td>Quarter 2</td><td>12:13</td><td></td></tr><tr><td>Quarter 3</td><td>14:45</td><td></td></tr><tr><td>Quarter 4</td><td>16:49</td><td></td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	14:02		Quarter 2	12:13		Quarter 3	14:45		Quarter 4	16:49		<p>The indicator measures average wait time for in person visits to the East Ham customer Service Centre. As the customer service centre was closed for face to face contacts due to Covid-19 in 2020/21, no activity is reported.</p> <p>This is a local performance measure and no benchmarking data is available.</p>
Quarter	2019/20	2020/21																								
Quarter 1	14:02																									
Quarter 2	12:13																									
Quarter 3	14:45																									
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Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary															
C02	Use of Libraries (Attendance to Libraries)	Positive	23866	Mar-21	Red	N/A	1,616,181	217,144	1,678,850	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>438,990</td><td>72,956</td></tr><tr><td>Quarter 2</td><td>411,129</td><td>78,529</td></tr><tr><td>Quarter 3</td><td>406,656</td><td>78,529</td></tr><tr><td>Quarter 4</td><td>359,406</td><td>65,659</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	438,990	72,956	Quarter 2	411,129	78,529	Quarter 3	406,656	78,529	Quarter 4	359,406	65,659	<p>In March there were 23,866 attendances at libraries, giving a year end total of 217,144. The country entered a 2nd lockdown in November which restricted the services provided by the library service to a click & collect service with essential use only of Public PCs. Lockdown 3 started on 5th January. There was no data for April, May or June due to Covid 19 library closures. Libraries opened with reduced services and reduced hours on 13th July, this included only allowing customers in for prebooked computers, collecting books etc. Libraries are now open 10am-5pm 6 days a week with Stratford open on a Sunday afternoon. However, the third lockdown which only allows libraries to operate a Click & Collect service and access to PCs for essential use has reduced visits. Covid19 Impact on service began from Thursday 19 March which initially started with reduction of the hours the libraries were open by closing most sites at 4pm. Custom House and Green Street were closed from the 19th March, by 24 March all libraries were closed following government guidance to help slow the spread of Covid19. Newham libraries sign-posted residents to the digital library, updated online resources, adding to eBook/eAudio collections where it was possible and removing limits. Joining the library online was also made easier to allow non-members to get access to online library resources; this has resulted in an increase in digital issues. As usage of libraries remains limited, this will continue to have an effect on physical visits to the building. The annual target of 1,678,850 was set pre Covid 19 and as such is unlikely to be met. The target has been divided by 12 to give an average monthly target of 139,904. However, visits are seasonal and monthly figures can be affected by bank holidays / school holiday dates or the day that fixed public holidays fall on.</p> <p>Benchmarking: At the end of Q4 19/20 total visits per 1,000 population for newham were 4,575 (LAPS Data) (there was no data for Q1 20/21 due to Covid 19 closures). Eight boroughs returned data out of which Newham was ranked 4th. The average total visits per 1,000 population for the 8 boroughs that returned date was 4,182 visits. Preformance for this service will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
Quarter 1	438,990	72,956																								
Quarter 2	411,129	78,529																								
Quarter 3	406,656	78,529																								
Quarter 4	359,406	65,659																								
C03	Active Library Users (Provides a monthly Snapshot based on the number of members using library card in previous 12 months)	Positive	22883	Mar-21	Red	Red (Down)	60,938	22,883	N/A	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>53,373</td><td>47,503</td></tr><tr><td>Quarter 2</td><td>47,503</td><td>39,046</td></tr><tr><td>Quarter 3</td><td>59,046</td><td>34,638</td></tr><tr><td>Quarter 4</td><td>60,938</td><td>22,883</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	53,373	47,503	Quarter 2	47,503	39,046	Quarter 3	59,046	34,638	Quarter 4	60,938	22,883	<p>In March there were 22,883 active users. This is an decrease in users from February (27,005). As physical library issues and use of Public PCs/Wi-Fi are the key library services that keep the library users active (using the service at least once a year) we have seen a decrease due to the closure of libraries during the lockdown as a result of Covid-19. As usage of libraries remains limited and was further restricted in the 2nd and 3rd Lockdown, this will continue to have an effect on active usage. Active Usage figures are a snapshot of a point in time and are not cumulative.</p> <p>Benchmarking: Latest LAPS data (Q4 2019/20): total issues per 1000 population, Newham = 1974, 8 boroughs returned data, average 2264, 6 out of 8. NB this is issues only, not active users which is not available. This outturn will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
Quarter 1	53,373	47,503																								
Quarter 2	47,503	39,046																								
Quarter 3	59,046	34,638																								
Quarter 4	60,938	22,883																								
C04	Active Library Users (16 and under) (Provides a monthly Snapshot based on the number of members using library card in previous 12 months)	Positive	8863	Mar-21	Red	Red (Down)	29,381	8,863	N/A	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>26,178</td><td>16,138</td></tr><tr><td>Quarter 2</td><td>16,138</td><td>14,314</td></tr><tr><td>Quarter 3</td><td>28,934</td><td>14,314</td></tr><tr><td>Quarter 4</td><td>29,381</td><td>8,863</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	26,178	16,138	Quarter 2	16,138	14,314	Quarter 3	28,934	14,314	Quarter 4	29,381	8,863	<p>In March, there were 8,863 active users aged 16 and under. This is an decrease from February (10,546). As physical library issues and use of Public PCs/Wi-Fi are the key library services that keep the library users active (using the service at least once a year) we have seen a decrease due to the closure of libraries during the lockdown as a result of Covid-19. As usage of libraries remains limited and was further restricted during the 2nd and 3rd lockdown, this will continue to have an effect on active usage. Active Usage figures are a snapshot of a point in time and are not cumulative.</p> <p>Benchmarking: There is no benchmarking available for this indicator. This indicator will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
Quarter 1	26,178	16,138																								
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Quarter 3	28,934	14,314																								
Quarter 4	29,381	8,863																								
C05	Active Library Users (17 and over) (Reports a Snapshot each month based on the number of members (aged 17 years and over) using library card in previous 12 months)	Positive	14020	Mar-21	Red	Red (Down)	31,557	14,020	N/A	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>27,195</td><td>23,859</td></tr><tr><td>Quarter 2</td><td>23,859</td><td>20,620</td></tr><tr><td>Quarter 3</td><td>30,318</td><td>20,620</td></tr><tr><td>Quarter 4</td><td>31,557</td><td>14,020</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	27,195	23,859	Quarter 2	23,859	20,620	Quarter 3	30,318	20,620	Quarter 4	31,557	14,020	<p>In March there were 14,020 active users aged 17 and over. This is a decrease from February (16,459). As physical library issues and use of Public PCs/Wi-Fi are the key library services that keep the library users active (using the service at least once a year) we have seen a decrease due to the closure of libraries during the lockdown as a result of Covid-19. As usage of libraries remains limited and were further restricted during the 2nd and 3rd lockdown, this will continue to have an effect on active usage. Active Usage figures are a snapshot of a point in time and are not cumulative.</p> <p>Benchmarking: There is no benchmarking available for this indicator. This indicator will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
Quarter 1	27,195	23,859																								
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Exception Criteria		
● Good Performance	● Poor Performance	● Other reason for selection




ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Chart	Commentary															
C06	Total issues.	Positive	73264	Mar-21	Red	Green (Up)	700,472	369,267	166,500	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>168,655</td><td>15,619</td></tr><tr><td>Quarter 2</td><td>200,034</td><td>54,269</td></tr><tr><td>Quarter 3</td><td>167,356</td><td>105,296</td></tr><tr><td>Quarter 4</td><td>164,427</td><td>194,092</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	168,655	15,619	Quarter 2	200,034	54,269	Quarter 3	167,356	105,296	Quarter 4	164,427	194,092	<p>Libraries opened with reduced services and reduced hours on 13th July, this included only allowing customers in for prebooked computers, collecting books etc. The country entered a 2nd lockdown in November which restricted the services provided by the library service to a click & collect service with essential use only of Public PCs. The 3rd lockdown has reduced services to Click and Collect and Essential PC usage.</p> <p>Library issues in March were 73,264 because renewal of books was turned back on in Dec - for the last 9 months due dates have been extended rather than renewed - this has seen a spike in issue figures since December. As libraries continue to open issues are expected to increase however last years performance is unlikely to be matched. July and August generally have higher book issues due to school visits and the Summer Reading Challenge. School visits did not happen due to Covid19 restrictions. Likewise the Summer Reading Challenge was reduced in scope with no physical cultural programme. The smaller number of children taking part resulted in lower book issues.</p> <p>Covid19 Impact on service began from Thursday 19 March which initially started with reduction of the hours the libraries were open by closing most sites at 4pm. Custom House and Green Street were closed from the 19th March, by 24 March all libraries were closed following government guidance to help slow the spread of Covid19. Newham libraries sign-posted residents to the digital library, updated online resources, adding to eBook/eAudio collections where it was possible and removing limits. Joining the library online was also made easier to allow non-members to get access to online library resources; this has resulted in an increase in digital issues.</p> <p>Please note the target on the chart shows the average quarterly target required to achieve the end of year target of 666,000 (666,000/4 = 166,500). However, book issue is seasonal so a flat target across quarters does not reflect the key spikes across the year in book issues.</p> <p>Benchmarking: Latest LAPS data (Q4 2019/20): total issues per 1000 population, Newham = 1974, 8 boroughs returned data, average 2264, 6 out of 8. This indicator will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
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C07	% of time library PCs are utilised.	Positive	22.35%	Mar-21	Red	N/A	51%	19%	N/A	<table border="1"><thead><tr><th>Quarter</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>55%</td><td>13%</td></tr><tr><td>Quarter 2</td><td>51%</td><td>25%</td></tr><tr><td>Quarter 3</td><td>50%</td><td>25%</td></tr><tr><td>Quarter 4</td><td>48%</td><td>18%</td></tr></tbody></table>	Quarter	2019/20	2020/21	Quarter 1	55%	13%	Quarter 2	51%	25%	Quarter 3	50%	25%	Quarter 4	48%	18%	<p>In March PC's were utilised for 22.35% of availability. Year end performance was 19.03%. The country entered a 2nd lockdown in November and a 3rd in January which restricted the services provided by the library service to a click & collect service with essential use only of Public PCs. There was no data for April, May or June due to Covid 19 Closures, - Libraries opened with reduced services and reduced hours on 13th July, this included only allowing customers in for prebooked computers, collecting books etc. accordingly performance is significantly down on last year. As usage of libraries remains limited during its phased reopening, this will continue to have an effect on PC usage. There are also fewer PCs available to maintain social distancing and sessions are limited to enable PC areas to be cleaned & sanitised before the next customer.</p> <p>Benchmarking: There is no benchmarking data available for this indicator. This indicator will be impacted by Covid 19.</p>
Quarter	2019/20	2020/21																								
Quarter 1	55%	13%																								
Quarter 2	51%	25%																								
Quarter 3	50%	25%																								
Quarter 4	48%	18%																								



Corporate Health

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2019/20 (Other)	2020/21 (Other)	2020/21 Target	Commentary
	CH01	Percentage of stage 1 complaints fully responded to within timescales in the previous months.	Positive	90%	Quarter 4	Green	Green (Up)	67%	89%	95%	Percentage of complaints fully responded to within timescales has improved by 5% in Quarter 4 performance at 90% from Quarter 3 (85%). The overall performance for 2020/21 at 89% is a significant improvement over 2019/20's outturn of 67.5%. Complaints and Members Enquiries performance monitoring has moved to a monthly reporting cycle, based on cases closed in the previous month.
	CH02	Percentage of Members' Enquiries fully responded to within timescales in the previous month.	Positive	81%	Quarter 4	Green	Green (Up)	49%	80%	95%	Members Enquiries performance monitoring has moved to a monthly reporting cycle, based on cases closed in the previous month. Quarter 4 performance at 81% has improved from Quarter 3 by 4% (77%). The overall performance for 2020/21 at 80% is a significant improvement over 2019/20's outturn of 49%.
	CH03	Ombudsman SLA/cases closed in the previous month	Positive	86%	Quarter 4	Green	Green (Up)	63%	94%	N/A	Ombudsman cases don't have a set fixed target. Usually the ombudsman writes to ask for information with a deadline date, after we send the initial information, we usually await further contact from the ombudsman, which at times can take months. The ombudsman may contact us few times for the same case to request further information (with further deadlines). The overall performance for 2020/21 at 94% is a significant improvement over 2019/20's outturn of 62.5%.
	CH05	Average days lost to sickness	Negative	6.9	Quarter 4	Green	Green (Up)	11	7	N/A	2020/21 Quarter 4 performance at 6.9 days has improved by 0.9 days compared to the previous Quarter (Quarter 3, 2020/21 - 7.8 days). Direction of Travel (DoT): 2020/21 Quarter 4 (6.9 days) compared to Quarter 3, 2020/21 - (7.8 days) The overall level of sickness absence for 2020/21 at 6.9 days is an improvement over 2019/20's outturn of 10.5 days.
	CH09	No. of Agency Workers	Negative	590	Quarter 4	Green	Green (Up)	788	590	N/A	Number of agency workers has been further reduced by 34 during quarter 4 bringing the total down to 590 from 833 (as at the end of quarter 1), 29% reduction overall. Please note: Quarter 4 data (2019/20, 590) excludes 99 agency staff recruited during January to March specifically to support the Council's Covid-19 response.
	CH11	Spend on Agency Workers - £m	Negative	£8.9 m	Quarter 4	Green	Green (Up)	£35.5m	£11.2m	N/A	Spend on agency workers has reduced by £1.4M for quarter 4 at £8.9m compared to quarter 3 at £10.3m. Overall Agency spend has increased by £6.6m compared against 2019/20 (£35.5m spent in 2019-20 against £42.5m during 2020/21).

											Exception Criteria			
												 Good Performance	 Poor Performance	 Other reason for selection
CH12	No. of new Apprenticeships starting (excluding schools & EBUs)	Positive	1	Quarter 4	Red	Red (Down)	45	22	N/A	1 new apprenticeship starts in Quarter 4 compared to 8 in Quarter 3 (due to impact of Covid 19).				