



Performance Report

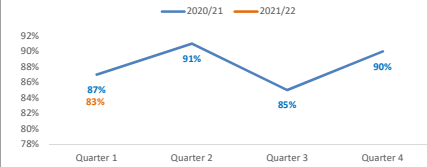
June 2021/22

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Pillar 1: Our measures of success will be the health, happiness and wellbeing of our residents, rather than growth, productivity and land value.

Exception Criteria		
 Good Performance	 Poor Performance	 Other reason for selection

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 (Other)	2021/22 Target	Chart	Commentary														
	CH01	Percentage of stage 1 complaints fully responded to within timescales in the previous months.	Positive	83%	Quarter 1	Red	Red (Down)	89%	83%	95%	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2021/22 (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>87%</td> <td>83%</td> </tr> <tr> <td>Quarter 2</td> <td>91%</td> <td>-</td> </tr> <tr> <td>Quarter 3</td> <td>85%</td> <td>-</td> </tr> <tr> <td>Quarter 4</td> <td>90%</td> <td>-</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	87%	83%	Quarter 2	91%	-	Quarter 3	85%	-	Quarter 4	90%	-
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CORPORATE PI	New269	The percentage of senior managers (graded SMRA and above) who are from Black, Asian and minority ethnic communities	Positive	27.1%	May-21	N/A	N/A	N/A	27.1%	N/A	No Chart/Historical Data Available.	This is a new indicator for 21/22.														

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

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary
Corporate PI CS01	Percentage of Calls Answered by Corporate Contact Centre (Customer Services).	Positive	86.33%	Jun-21	Red	Red (Down)	87.43%	89.84%	95%		<p>89.84 % of calls were answered in quarter 1 2021 (81,357 of 90,557).</p> <p>The Direction of travel (DoT) displayed here compares June 2021 (86.33%) with May 2021 (91.24%) and is therefore marked as red. Since February 2021 there has been an improvement in call answering, with monthly answer rates being maintained above 90%. In June this dipped to 86.33% with an increase in the volume of calls noted. Factors impacting performance included:</p> <ul style="list-style-type: none"> Regular IT issues with officers being disconnected from the phone system. Additional laptop issues which have been reported to ICT and will require a long term solution. 20% increase in calls overall in June to the corporate contact centre due to the following: <ul style="list-style-type: none"> 24% increase in Letting calls due to 5,000 EU Nationals being contacted (twice) to provide details of eligibility to remain on council housing waiting list. 28% increase in ASB calls due to residents' concerns with social distancing and confusion about current restrictions (complaints have increased at the same time) 20% increase in Street Cleansing and Parks – significant increase in calls about street cleansing, due to leaves and un-swept roads. 27% in calls to Housing and Rents – Some related to Housing Benefit payments and others to housing conditions <p>During this period there has also been an increase in absence associated with time lost after officers have received their Covid-19 vaccinations.</p> <p>This is a local performance measure and no benchmarking data is available.</p>
Corporate PI C02	Use of Libraries (Attendance to Libraries)	Positive	38,753	Jun-21	Red	Green (Up)	217,144	98,618	1,678,850		<p>In June there were 38,758 attendances at libraries which is a 20% increase on May 21. Libraries continue to have restrictions placed upon their activity as defined by Step 3 of government regulations. Libraries are now open 10am-5pm 6 days a week with Stratford open on a Sunday afternoon, which is approximately 2/3 of non-pandemic opening hours. Covid19 impact on service began on Thursday 19 March 2020 and continues. As usage of libraries remains limited, this will continue to have an effect on physical visits to the building, as will the reluctance of many residents to enter public buildings.</p> <p>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 data was 4,182 visits. Performance for this service will continue be impacted by Covid 19.</p>
Corporate PI New33	Number of libraries New Joiners	Positive	39,414	Quarter 1	N/A	N/A	0	39,414	N/A		This is a new indicator and the data is not currently collected. It needs to be defined further.

Corporate PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary
	Corporate PI	CTB01	Percentage of Calls Answered by Council Tax & Benefits Contact Centre	Positive	84.62%	Jun-21	Red	Green (Up)	86.61%	84.63%	95%	
Corporate PI	CTB03	Processing times for Housing Benefits Claims (days): New Claims	Negative	37	Jun-21	Red	Green (Up)	29	38	23		<p>New claims were processed on average in 38 days in quarter 1 2021/22.</p> <p>The latest Direction of travel (DoT) compares June (37 days) with May 2021 (39 days) and is therefore marked as green. 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>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> <p>LAPS Benchmarking data is available for Q1-3 2020/21 based on returns from 31 London Boroughs and indicated an average processing time of 19.7 days.</p>
Corporate PI	CTB04	Processing times for Housing Benefits Claims (days): Change of Circumstance.	Negative	8	Jun-21	N/A	Red (Down)	4	5	7		<p>Change is Circumstances were processed on average in 5 days in quarter 1 2021/22.</p> <p>Direction of travel (DoT) compares June 2021 (8 days) with May 2021 (4 days) and is therefore marked red.</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> <p>LAPS Benchmarking data is available for Q1-3 2020/21 based on returns from 32 London Boroughs and indicated an average processing time of 5.6 days.</p>



Pillar 2: The Council will ensure every resident under 25 is safe, happy and cared for, with positive activity to secure their long-term wellbeing.

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

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary
Corporate PI 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	Amber (Static)	91.9%	N/A	90%		<p>Q1 data will be available in August. 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 reinstated inspections following them being halted due to COVID. 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.</p> <p>Direction of travel: Q4 20/21 compared to Q3 20/21.</p>
Corporate PI CYP02	% take up of eligible 2 year olds of the 15 hour Early Education Funding offer	Positive	54.0%	Spring (2020/21)	Red	Red (Down)	54.0%	0.0%	70% (2020/21)		<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 see 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>Direction of Travel: Spring 20/21 compared to Spring 19/20</p>
Corporate PI 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	94.9%	Quarter 1 (2021/22)	N/A	Amber (Static)	94.8%	94.9%	96% (tolerance of RAG Amber 2% point either side)		<p>94.9% of infants received a face-to-face New Birth visit within 14 days of birth in Q1 21/22, this is consistent with performance during 20/21, above London and England averages, and within the 2% point target range.</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>BENCHMARKING - 19/20 London Average 92.6%</p>
Corporate PI BF04	% of children who turned 15 months in the quarter, who received a 12 month review, by the age of 15 months.	Positive	75.6%	Quarter 1 (2021/22)	N/A	Red (Down)	75.5%	75.6%	80% (tolerance of RAG Amber 3% point either side)		<p>75.6% of children who turned 15 months in Q1, received a 12 month review by the age of 15 months, below benchmarking averages and below Newham's target tolerance range.</p> <p>Note 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. A refresh of all quarters was completed in quarter 4</p> <p>Benchmarking London Average 19/20 79.7%</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	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary																				
Corporate PI BF06	% of children who received a 2-2.5 year review during the quarter for whom the ASQ-3 is completed as part of their 2-2.5 year review	Positive	70.0%	Quarter 1 (2021/22)	Red	Green (Up)	64.3%	70.0%	98% tolerance Amber 9% point either side)	<table border="1"> <caption>Line Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2021/22</th> <th>London Average</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>64%</td> <td>61%</td> <td>87%</td> </tr> <tr> <td>Quarter 2</td> <td>-</td> <td>61%</td> <td>87%</td> </tr> <tr> <td>Quarter 3</td> <td>-</td> <td>65%</td> <td>87%</td> </tr> <tr> <td>Quarter 4</td> <td>-</td> <td>68%</td> <td>87%</td> </tr> </tbody> </table>	Quarter	2020/21	2021/22	London Average	Quarter 1	64%	61%	87%	Quarter 2	-	61%	87%	Quarter 3	-	65%	87%	Quarter 4	-	68%	87%	<p>70% of children who received a 2-2.5 year review during Q1 had a ASQ-3 completed as part of the review. This is below benchmarking averages and Newham's target range.</p> <p>Note 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. A refresh of all quarters was completed in quarter 4</p> <p>BENCHMARKING - 19/20 London 91.1%</p> <p>Direction of travel: Quarter on quarter.</p>
Quarter	2020/21	2021/22	London Average																												
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Quarter 2	-	61%	87%																												
Quarter 3	-	65%	87%																												
Quarter 4	-	68%	87%																												
Corporate PI Y15	Number of Return Home Interviews for children who have been missing from care or home carried out in a timely way: % of RHI that took place within 3 working days of return home date	Positive	61%	Q1 21/22	N/A	Red (Down)	54%	61%	70%	<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>54%</td> </tr> <tr> <td>2021/22</td> <td>61%</td> </tr> </tbody> </table>	Year	Performance (%)	2020/21	54%	2021/22	61%	<p>This is a statutory duty, set by DfE. YES can use the intel from young people to help safeguard vulnerable young persons and potentially safeguard other young people.</p> <p>Please note that since originally reported at the end of quarter 1, this figure has been updated to 61%. (Performance was originally reported as 34% in error due to a new reporting dashboard going live and the wrong metrics being used).</p> <p>This % is based on those interview that did take place. During quarter 1, 155 return home interviews were completed with 94 completed within the 3 working day timescale.</p> <p>Direction of travel (DOT) complies latest period (Q1 2021-22) 61% with previous period (Q4 2020-21) 68% and is therefore marked ad down.</p>														
Year	Performance (%)																														
2020/21	54%																														
2021/22	61%																														
Corporate PI New161	% CYP engaged in early help intervention shows sustained change over 12 months	Negative	N/A	N/A	N/A	N/A	N/A	N/A	N/A		The workflow for this measure in order to extract the data to report on this measure is currently being built into Azeus.																				
Corporate PI New162	% CYP engaged in early help intervention remaining below threshold	Negative	N/A	N/A	N/A	N/A	N/A	N/A	N/A		The workflow for this measure in order to extract the data to report on this measure is currently being built into Azeus.																				
Corporate PI New170	Number of young people are accessing the Youth Offer – Unique users	Negative	1785	Q1 21/22	N/A	N/A	N/A	1785	Reach 20 % of target population (age 9-25)		Note the outturn for Q1 is likely to increase when Q2 is reported due to absent data from commissioning organisations - this should be resolved by the next report. YES measures this KPI via our membership form which captures key demographics of young people and session registers for each service areas. These KPIs help YES to know how many unique young people are registering for our service and to which service area the young people are registering for. These KPIs also enables YES to know how often and which services areas young people are accessing.																				

Exception Criteria

Good Performance
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 Other reason for selection

Corporate PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary
	New174	Number of young people report feeling safer (physically, socially, emotionally etc.) as a result of accessing the Youth Empowerment Service offer (Feel Safe)	Negative	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75 % of service users who complete survey report feeling safer	

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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	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	91.3%	June	N/A	Green (Up)	83.4%	87.8%	85% (tolerance of 80-85% which will be RAG'd Amber)		<p>The team across Children's Service have worked hard to improve performance after it only achieved 84% in May. The performance for single assessments completed within 45 working days for June was at 91.3% (an increase in 7.3% points). This took the quarter 1 performance to 87.8%, which is positive and above the new target of 85%. Targeted work with teams outside the assessment service is being carried out to ensure performance remains consistently high.</p> <p>Direction of Travel: May 21 compared to June 21.</p>
CORPORATE PI	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	2.1%	June	N/A	Amber (Static)	2.9%	2.1%	3.0%		<p>2.1% of the children subject to a Child Protection Plan, have been subject to the Child Protection Plan for 24 months or more. Whilst this remains an improvement on the performance in April 2021 the percentage is higher than May 2021 when the percentage was at 1.7%. The children subject to a Child Protection Plan, who have been subject to the Child Protection Plan for 24 months or more, in Newham is in line with the average in England (2.1) but still below both the London (2.8) & Statistical Neighbours average.</p> <p>In May there were six children in 4 families who have been subject to Child protection plans lasting 24 months or more. The Child Protection Plan for two children in one family has been stepped down from Child Protection to a CIN Plan whilst 1 family with four children have now been the subject of Child Protections for 24 months. Five children in two families are due to be transferred out of Newham & the court proceedings regarding one child has been adjourned until September 2021. There are no other children due to be added to this core group within the next 4 months</p> <p>Direction of travel: June vs May 21.</p>
CORPORATE PI	CYP15a	% of children adopted (adoptions of children looked after) 6mths+. Cumulative	Positive	0.0%	June 21	N/A	N/A	6.2%	N/A	6% (adoptions, amber tolerance 6-4%)		<p>This is a new indicator so for the purpose of this commentary we will focus on summarizing the recent 2020 / 2021 statutory return. This indicator does not currently have a set target as the number of Adoptions are unique to specific care plans for children however using the return for 2020 / 2021 as a benchmark we can track and review position moving forward. The figures currently show that as of April 2021 to June 2021 there have been 0 children subject to an Adoption. It is also important to note that the figures provided are overall and the number is not indicative of Adoptions being made in that one month alone instead increases with every Adoption being granted over the year.</p> <p>Breakdown of Adoption Figures - 2020/2021:</p> <ul style="list-style-type: none"> At the 31st March 21 there were 16 Adoptions. 34 children were active in the adoption process in 2020/21 (18 male, 16 female, 2 with a disability). 9 are part of a sibling group. <p>It is important to note the figures above are subject to change.</p>

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PT Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	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	63.3%	June	N/A	Green (Up)	62.2%	65.3%	68% (tolerance 65%-68% amber)		<p>65.3% i.e. 64 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 June 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. A permanency tracking panel has been introduced to strengthen senior management oversight of improvement. 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.</p> <p>Direction of Travel: Junel 21 compared to May 21.</p>
CORPORATE PI	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	65.0%	May	Red	Red (Down)	82%	65%	Above 85% Green, between 80% and 85% amber		<p>Of the young people that are eligible for support, according to the data 65% are in suitable accommodation (39 out of 60). This figure is not understood to be an accurate reflection of actual performance given that it is taken on a specific moment in time. For example the previous months update reported that 70% were in date of April 2021. However looking at the figures provided the final figure for April 2021 was 83.3% (25 out of 30). This highlights the continued delay in the figures being taken dependent on the specific moment when collected and that date not being at the end of the month or the time period available to obtain and record the information.</p> <p>We have continued to implement the plan to address recording and have made considerable progress. We now have a process to ensure data is monitored and to ensure it is as accurate and as up to date as possible, however given that this information is taken in arrears there will always be a natural delay as well factoring in harder to reach care leavers that may not currently be receiving a service that we still must make contact with. Our success will be measured by an increase in the percentage of young people we are in touch with overall. This was evidenced in 2020/21 year where we finished with 81.5%. We expect to see this rise as we progress within the year and will continue to monitor as this is now an area that the Teams on Duty focus on a weekly basis. 2019 /2020 saw a 6% increase on previous years and we expect to exceed that this year in 2021 / 2022. We can confirm that of the care leavers that we are in contact with 95% are in accommodation that is considered suitable. 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 - outturn falls below tolerance level for ongoing months. Direction of Travel: Compares April 21 to May 21.</p> <p>For the purposes of this data set young people are included if</p> <ul style="list-style-type: none"> • their 17th, 18th, 19th, 20th or 21st birthday fell within the collection period • the child was looked after for a period of at least 13 weeks after they reached the age of 14 and ended after they reached the age of 16 (excluding pre-planned short breaks) and • the child is no longer looked after. <p>SUITABLE ACCOMMODATION = With parents or relatives, residential care such as an NHS establishment, Semi-independent, transitional accommodation (e.g. supported hostel); self-contained accommodation with specialist personal assistance support or floating support; Supported lodgings; Ordinary lodgings, without formal support e.g. young people lodging with former foster carers; Foyers and similar supported accommodation which combines the accommodation with opportunities for education, training or employment; independent living, (e.g. independent tenancy of flat, house or bedsit; or accommodation provided by a college or university; flat sharing.</p> <p>UNSUITABLE ACCOMMODATION = Emergency accommodation (night shelters, emergency hostels); Bed and Breakfast, in custody.</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>

Exception Criteria

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- Other reason for selection

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	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	30.00%	May	Red	Red (Down)	51.2%	30.0%	Abpve 60% green, between 50% and 60% Amber		<p>Of the young people that are eligible for support, according to the data for May 2021 is 30.0% (18 out of 60) are in employment, education or training. The target for this is 60%. This figure is not understood to be an accurate reflection of actual performance given that it is taken on a specific moment in time. There has been a historic recording issue in the service resulting in an underreporting of actual performance, however this is being addressed and the service is working with the Virtual School to improve on the quality of the data that is needed to be collated and reported on accurately. 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 overall figures for NEET in 2019 / 2021 were 51.2% (208 out of 406).</p> <p>We have an action plan in place to address recording and have made considerable progress. We continue to have a process to ensure data is monitored to ensure it is accurate and as up to date as possible, however given that this information is taken in arrears there will always be a natural delay as well factoring in harder to reach care leavers that may not currently be receiving a service but are still eligible for a service. As highlighted above the service is working with the Virtual School and we have now recruited two posts that will dedicated NEET workers that will sit in the service to focus on these harder to engage care leavers and get them into a form of education, employment, or training, another area that is expected to improve is the quality of the data being collected and reported for scrutiny. It is anticipated that the service will see a rise in the overall figures in 2021 / 2022 from the previous year with recruitment of the additional support.</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. 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"> Specialist NEET Workers to support this work have been recruited and it is anticipated that they will be in post by the end of July 2021. 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. 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: outturn falls below tolerance level for consecutive months. Direction of Travel: compares April to May 21.</p> <p>For the purposes of this data set young people are included if</p> <ul style="list-style-type: none"> their 17th, 18th, 19th 20th or 21st birthday fell within the collection period the child was looked after for a period of at least 13 weeks after they reached the age of 14 and ended after they reached the age of 16 (excluding pre-planned short breaks) and the child is no longer looked after. <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</p>
CORPORATE PI	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	0.0%	2019/20	N/A	N/A	55%	75%	N/A		<p>There has been no update to this indicator as assessments at the end of the 2020/21 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.</p> <p>Benchmarking 2018/19 (final) National average: 71.8% London average: 74.1%</p>

Exception Criteria

- Good Performance
- Poor Performance
- Other reason for selection




PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	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	67%	62%	N/A		<p>There has been no update to this indicator as assessments at the end of the 2020/21 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.</p> <p>Benchmarking 2018/19 (provisional data) Inner London average: 69% Statistical Neighbours average: 67% National average: 65%</p>
CORPORATE PI	CYP34	Key stage 4 (GCSE): Progress 8	Positive	22%	2018/19	N/A	N/A	23%	0%	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

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	CYP45	SEN: % of Education, Health and Care Plans(EHCs) issued within 20 weeks from initial request	Positive	13.0%	June	Red	Green (Up)	7.8%	7.7%	75%		<p>No commentary provided for June: The May figure of 0% with regard to timeliness is clearly very disappointing. It was due to an unexpectedly prolonged staff absence for two members of the Assessment Team due to hospitalisation and also newly recruited staff did not start to the end of May/beginning of June. Their positive impact therefore is yet to be felt. However the SEND Service is now a far more robust position going forward details of which are as follows:</p> <ul style="list-style-type: none"> -The Team is expected to be at full capacity from 14/06/21 onwards and the additional staff will be able both to clear the backlog of requests for Assessment and also ensure that new assessments are completed within the 20 weeks. The impact of this will be seen most clearly in the Autumn term. Two members of the Team will focus on the new requests for assessment and ensuring the timeliness of these whilst the rest of the Team will focus on a combination of current requests and backlog cases -Increased monitoring of timeliness by the SEND Service Group Managers started on 09/06 and will be carried out on a weekly basis. This monitoring will focus on the analysis of the output and timeliness of the Plans issued by each Individual Officer and the data against which their performance will be measured will be held on Impulse and a new Master EHC Spreadsheet. -Following discussions with the EP Service, in response to current capacity issues in that Service, it has been agreed that further meetings will be held before the end of w/c 14/06 to ensure that, as far as possible, EP requests for advice are prioritised in such a way as to ensure maximum timeliness in the issuing of EHC Plans by the Assessment Team. Regular meetings will then be held on a monthly basis from July onwards. -The launch of a Parent Online Request for an EHC Assessment Form, accessible via the Local Offer, will take place w/c 05/07. Details will be shared with the Parent Carer Forum/School SENCOs who will help disseminate information about this improved application service to the wider parent/carer community. The Online Request Form will ensure a more streamlined and robust application system which will improve timeliness. A similar electronic Form has also been produced and will be available to School and College SENCOs week commencing 05/07 -The launch of a Master Spreadsheet, referenced above, at the beginning of June will ensure more accurate and consistent data to help ensure timeliness. As indicated this data will be analysed and discussed with the EHC Assessment Team on a weekly basis <p>The expected impact of everything detailed above is that timeliness will steadily increase from June onwards.</p> <p>Direction of Travel: compares May to April 21.</p> <p>Reason for exception: continually below target and last years outturns.</p> <p>Benchmarking: England average = 60%</p>
CORPORATE PI	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 2021/22	N/A	Red (Down)	0%	0%	N/A		<p>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 2020/21 school year.</p> <p>The total persistent absence in Newham primary schools for Autumn term 2019 was 12.3%.</p> <p>Direction of travel: term on term.</p> <p>Benchmarking: 2018/19 (final data)</p> <p>Inner London average: 8.70%</p> <p>Statistical Neighbours average: 8.59%</p> <p>National average: 8.20%</p>
CORPORATE PI	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 2020/21	N/A	Green (Up)	0%	0%	N/A		<p>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 2020/21 school year.</p> <p>The total persistent absence in Newham secondary schools for Autumn term 2019 was 11.6%.</p> <p>Direction of travel: term on term.</p> <p>Benchmarking: 2018/19 (final data)</p> <p>Inner London average: 12.0%</p> <p>Statistical Neighbours average: 12.63%</p> <p>National average: 13.70%</p>

Exception Criteria		
 Good Performance	 Poor Performance	 Other reason for selection

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	New85	Persistent absence special schools: 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 special schools	Positive	N/A	N/A	N/A	Negative	N/A	N/A	N/A		Persistent absence special schools: 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 special schools
CORPORATE PI	New122	Persistent absence alternative provision centres 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 special schools	Positive	20	Quarter 3 (2020/21)	N/A	N/A	N/A	N/A	N/A		Persistent absence alternative provision centres 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 special schools

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary
		New50	Residents securing a job through Our Newham Work - 50% of jobs starts are young people 16 – 25	Positive	40.1%	Jun-21	N/A	Green (Up)	37.5%	40%	50%	
	New56	Young people into Kickstart Placements	Positive	New (please see narrative update for Q1)	Quarter 1	N/A	N/A	New for 2021/22	New (please see narrative update for Q1)	450		<p>The Kickstart scheme operates in two distinct functions. The Our Newham service is a regional gateway and is commissioned with engaging employers and managing opportunities on behalf of DWP. Internally, LBN departments will be recruiting 60 young residents for their respective services</p> <p>Kickstart Scheme: External</p> <ul style="list-style-type: none"> After an initial delay, Our Newham Work and Our Newham Youth were able to commence the Kickstart scheme in February 2021. Since this date, 75 employers have agreed to participate with the service in its capacity as a gateway. These employers have created 292 opportunities for young people and our advisory teams are working hard to match suitable residents to these vacancies. We have supported 32 residents in to employment and are waiting on outcomes from employer interviews to conclude recruitment activity. <p>Kickstart Scheme: Internal</p> <ul style="list-style-type: none"> 15 Internal Newham departments have created 60 opportunities for the scheme. Of the departments that begun their recruitment 89 submissions have been received for these positions. As a result, 55 interviews have been created and 3 residents commenced employment in June and 11 offers of employment have made to young residents pending suitable references.



Pillar 3: The Council will take action to ensure all residents are supported and enabled to access work and other opportunities in the new economy.

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

CORPORATE PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary														
	LE04	Number of residents securing a job outcome through Our Newham Work (formerly Workplace) (Cumulative indicator)	Positive	172	Jun-21	N/A	Green (Up)	176	172	1,500	<table border="1"> <caption>Chart Data for LE04</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2021/22</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>0</td> <td>172</td> </tr> <tr> <td>Quarter 2</td> <td>10</td> <td></td> </tr> <tr> <td>Quarter 3</td> <td>10</td> <td></td> </tr> <tr> <td>Quarter 4</td> <td>176</td> <td></td> </tr> </tbody> </table>	Quarter	2020/21	2021/22	Quarter 1	0	172	Quarter 2	10		Quarter 3	10		Quarter 4	176	
Quarter	2020/21	2021/22																								
Quarter 1	0	172																								
Quarter 2	10																									
Quarter 3	10																									
Quarter 4	176																									
New51	Residents securing a job through Our Newham Work - 40% of jobs paid at London Living Wage (LLW) or above	Positive	47.1%	Jun-21	N/A	Green (Up)	26.7%	47.1%	40%		<p>From April 2021, 81 (47.1%) jobs secured via Our Newham Work were paying London Living Wage or above.</p> <p>This is a new Corporate performance measure introduced for 2021/22, although it should be noted that the % of jobs paid at London Living Wage or above had already been reported for the last year via the commentary for LE04 above.</p> <p>In 2020/21 26.7% of job starts were in this category - providing a baseline to track the direction of travel this year. The target for this measure has been set at 40% of jobs starts.</p> <p>Direction of travel (DOT) compares latest data (June 2021 = 47.1%) with last year's baseline (26.7%) and is therefore marked as green.</p>															



Pillar 4: The Council will make sure our residents are healthy, happy, safe and cared for to enable them to thrive during times of recession and in the new economy.

Exception Criteria

- Good Performance
- Poor Performance
- Other reason for selection

PI Type: N	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	Proposed 2021/22 Target	Chart	Commentary
Corporate PI	New211	% of acute patients discharged on D2A and assessed within 6 weeks	Positive	N/A	N/A	Other	N/A	N/A	N/A	80%		Will be reported from September-21.
Corporate PI	A06	Percentage of customers with Direct Payments Snapshot	Positive	26%	Jun	Red	Red (Down)	27%	26%	29%		<p>26.3% of customers were in receipt of a direct payment at the end of June 2021. This is below the 29% target. A Direct Payment Task and Finish Group has been set up to take forward wider improvements to our direct payments offer, with a view to increasing the uptake. This includes staff surveys to determine barriers, training requirements etc. Improved information for people wishing to take up a direct payment, proactive targeting to encourage DP take up, improved processes to shorten set up time and reduce bureaucracy.</p> <p>National, London and statistical neighbours averages for 2019/20 are: National Average = 27.6% London Average = 28.4% Statistical Neighbours average = 27.0%.</p> <p>Direction of travel (DoT) compared against Target (29.0%)</p>
Corporate PI	A09	Permanent admissions to residential and nursing care homes (Adults 18-64) (number of new admissions) Cumulative	Negative	0.0	Jun	Green	Green (Up)	7.1	0.0	9.1		<p>There were no permanent admissions to residential and nursing for people aged 18-64 since April-2021. Newham performs well against the London and national benchmarking averages. ASC managers are reviewing the list of customers temporarily placed in Residential and Nursing care homes to ensure the accuracy of this indicator.</p> <p>Direction of travel (DoT) compared against the 1st Quarter Target (2.1)</p>
Corporate PI	A10	Permanent admissions to residential and nursing care homes (adults 65+) (number of admissions) Cumulative	Negative	60.8	Jun	Green	Green (Up)	236.0	60.8	375.5		<p>There have been 17 permanent admissions to nursing and residential care for customers aged 65+ since April 2021. This indicator is reported nationally as 60.8 rate per 100,000 of the population aged 65+, which is good when compared to benchmarking averages. The number of older people admitted to permanent care is slightly higher than this time last year, however it is still very low. This time last year residential and nursing homes were closed due to Covid and people were only admitted into permanent care in extreme circumstances. The hospital discharge pathway remains HomeFirst with all options for supporting a person at home being explored and a permanent placement being a last resort. ASC managers are also reviewing the list of customers temporarily placed in Residential and Nursing care homes to ensure accuracy of this indicator.</p> <p>Direction of travel (DoT) compared against the 1st Quarter Target (93.0) ASCOF indicator - 2A PART 2</p>

Exception Criteria

- Good Performance
- Poor Performance
- Other reason for selection

PI Type: N	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	Proposed 2021/22 Target	Chart	Commentary															
Corporate PI	A13	% of all customers reviewed or reassessed (Cumulative)	Positive	17%	Jun	Red	Red (Down)	63%	17%	80%	<table border="1"> <caption>Performance Data for A13</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>13.6%</td> </tr> <tr> <td>Quarter 2</td> <td>32.1%</td> </tr> <tr> <td>Quarter 3</td> <td>52.0%</td> </tr> <tr> <td>Quarter 4</td> <td>63.4%</td> </tr> </tbody> </table>	Quarter	Value (%)	Quarter 1	13.6%	Quarter 2	32.1%	Quarter 3	52.0%	Quarter 4	63.4%	<p>17.0% of customers have been reviewed or re-assessed since April 2021. Performance is 3 points below the first quarter target of 20%.</p> <p>Compared to the same period last year, performance has improved. Performance reflects the focus that has been given across all ASC teams to improving this KPI as part of their service and team plans, this is reflected by the volume reviewed this period compared to the same period last year.</p> <p>ASC have proposed to have a subset indicator to show performance at snapshot, which would be comparable to other boroughs. The proposed indicator would clearly show the volume of customers that need a review, while this indicator continues to show the volume of activity that has been carried out (i.e. including customers that have been reviewed but have since died or ceased having a service).</p> <p>Proposed indicator would be comparable to the benchmarking data from the SALT Return showing the proportion of customers accessing long term support for more than 12 months at the end of the month who have been re-assessed or Reviewed.</p> <p>2019/20 SALT Data Return: Newham achieved 68% for the proposed indicator, which is above London average of 64% and 62% nationally and 60% for CIPFA statistical neighbours average.</p> <p>Direction of travel (DoT) compared against the 1st Quarter Target (20.0%)</p> <p>Local PI - no direct comparator</p>					
Quarter	Value (%)																										
Quarter 1	13.6%																										
Quarter 2	32.1%																										
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Corporate PI	New213	% of people reviewed or re-assessed during the year, based on people that have been accessing long term support for more than 12 months (snapshot)	Positive	13%	Jun	N/A	N/A	0%	13%	68%		Will be reported from September-21															
Corporate PI	A18	Percentage of safeguarding enquiries where the desired outcomes of the person at risk were fully or partially achieved Cumulative	Positive	88%	Jun	Red	Red (Down)	97%	88%	90%	<table border="1"> <caption>Performance Data for A18</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>London Average (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>98.5%</td> <td>93.6%</td> </tr> <tr> <td>Quarter 2</td> <td>98.6%</td> <td>93.6%</td> </tr> <tr> <td>Quarter 3</td> <td>96.5%</td> <td>93.6%</td> </tr> <tr> <td>Quarter 4</td> <td>96.7%</td> <td>93.6%</td> </tr> </tbody> </table>	Quarter	2020/21 (%)	London Average (%)	Quarter 1	98.5%	93.6%	Quarter 2	98.6%	93.6%	Quarter 3	96.5%	93.6%	Quarter 4	96.7%	93.6%	<p>In 88.3% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved. Although this is slightly below target, figures are cumulative and may improve during the course of the year.</p> <p>This measure reflects personalised outcomes for safeguarding and the cases where the person's desired outcomes are not met is due to a number of personal factors, which may include desired outcomes that are not possible to achieve.</p> <p>Each enquiry where desired outcomes were not achieved have been ratified by a manager. Reasons for outcomes not being achieved include: the person at risk wanted to remain in an unsafe property but was subsequently detained and moved to another location for safety; chaotic lifestyles e.g. customers with capacity but substance abuse issues who decline a referral to be made for support; customers with capacity at risk of financial abuse from undesirable 'friends' who decline recommendations made to protect finances.</p> <p>Direction of travel (DoT) compared against Target (90.0%)</p>
Quarter	2020/21 (%)	London Average (%)																									
Quarter 1	98.5%	93.6%																									
Quarter 2	98.6%	93.6%																									
Quarter 3	96.5%	93.6%																									
Quarter 4	96.7%	93.6%																									
Corporate PI	New212	Rough Sleepers – Number on Street counts Bi-monthly	Negative	N/A	N/A	Other	N/A	N/A	N/A	N/A	<table border="1"> <caption>Performance Data for New212</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>0</td> </tr> <tr> <td>Quarter 2</td> <td>0</td> </tr> <tr> <td>Quarter 3</td> <td>0</td> </tr> <tr> <td>Quarter 4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Quarter 1	0	Quarter 2	0	Quarter 3	0	Quarter 4	0	<p>Work In Progress - Simon Reid</p> <p>General Comment: Rough sleeping data can be pulled from an existing dashboard in the COVID-19 database. Bi-monthly count is a good indicator for system health.</p>					
Quarter	Value																										
Quarter 1	0																										
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Quarter 3	0																										
Quarter 4	0																										

Exception Criteria

- Good Performance
- Poor Performance
- Other reason for selection

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
CORPORATE PI	CYP50	Youth reoffending - Proportion of offenders who Reoffend. Cumulative Indicator (Ordinarily Reported one year after offence and ordinarily one quarter in arrears, Cumulative).	Negative	0.50	Quarter 3 (2018/19)	N/A	Green (Up)	0.41	50%	Less than the London Average		<p>This indicator has been affected by the pandemic and so is in arrears. For the cohorts tracked up until Q3 2018/19, the proportion of offenders who reoffend was 50%. An update from the latest period was not included as MoJ analysts were not been able to access the PNC during the pandemic.</p> <p>Definition and Context</p> <p>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.</p> <p>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 offender (calculated by dividing reoffences by reoffenders).</p> <p>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.</p>
CORPORATE PI	CYP52	First time entrants (FTE) to Youth Justice System, rate per 1,000 of 10-17 population. (Ordinarily Reported one quarter in arrears, Rolling 12-months).	Negative	270	Quarter 3 (2019/20)	N/A	Amber (Static)	N/A	270	Less than the London Average		<p>This indicator has been affected by the pandemic and so is in arrears. For the year 2019/20 up to Q3, the rate of First time entrants (FTE) to Newham's Youth Justice System per 1,000 of 10-17 population was 270 for Jan 2019 - Dec 2020. This was higher than the London rate (260) but lower than the national average (270).</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>
CORPORATE PI	New237	Disproportionality - Ratio between the proportion of offenders who are Black, Asian and Minority Ethnic and the proportion of 10-17yr population that are Black, Asian and Minority Ethnic. (More than 1.00 is disproportionate) (Cumulative, Ordinarily Reported one quarter in arrears).	Positive	94.0%	Quarter 3 (2020/21)	N/A	Green (Up)	94.0%	N/A	<=1.00		<p>Because of the pandemic this indicator is being reported in arrears. For the year 2020/21 up to Q3, of the young people entering the YoT 77% were of a Black, Asian and Minority Ethnic background. This is in comparison to the Black, Asian and Minority Ethnic youth population which is at 82%. As such the ratio between these two percentages, 0.94 demonstrates that the percentage of Black, Asian and Minority Ethnic young people entering the YOT is proportional to the makeup of the borough's 2011 10-17 youth population. Nonetheless the ratio of individual ethnic groups is as follows, White (1.22), Mixed (1.58), Asian (0.44), Black (1.52), Other (1.30).</p> <p>Definition</p> <p>This indicator looks at the offending population by ethnicity, Custodial sentences by ethnicity and the 10-17 population by ethnicity (ONS).</p>
CORPORATE PI	New237	Disproportionality - Ratio between the proportion of offenders who are Black, Asian and Minority Ethnic and the proportion of 10-17yr population that are Black, Asian and Minority Ethnic. (More than 1.00 is disproportionate) (Cumulative, Ordinarily Reported one quarter in arrears).	Positive	0.94	Quarter 3 (2020/21)	N/A	Green (Up)	0.94	0.00	<=1.00		<p>Because of the pandemic this indicator is being reported in arrears. For the year 2020/21 up to Q3, of the young people entering the YoT 77% were of a Black, Asian and Minority Ethnic background. This is in comparison to the Black, Asian and Minority Ethnic youth population which is at 82%. As such the ratio between these two percentages, 0.94 demonstrates that the percentage of Black, Asian and Minority Ethnic young people entering the YOT is proportional to the makeup of the borough's 2011 10-17 youth population. Nonetheless the ratio of individual ethnic groups is as follows, White (1.22), Mixed (1.58), Asian (0.44), Black (1.52), Other (1.30).</p> <p>Definition</p> <p>This indicator looks at the offending population by ethnicity, Custodial sentences by ethnicity and the 10-17 population by ethnicity (ONS).</p>

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




PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary																				
CORPORATE PI	ENF01	Crime levels (Police) - Total Notifiable offences (TNOs) per 1000 population Cumulative Indicator	Negative	23.6	Jun-21	N/A	↓	90.2	23.6	See Commentary	<table border="1"> <caption>Crime Levels per 1000 Population</caption> <thead> <tr> <th>Quarter</th> <th>Comparator</th> <th>2020/21</th> <th>2021/22</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>20</td> <td>20</td> <td>24</td> </tr> <tr> <td>Quarter 2</td> <td>20</td> <td>45</td> <td>0</td> </tr> <tr> <td>Quarter 3</td> <td>20</td> <td>70</td> <td>0</td> </tr> <tr> <td>Quarter 4</td> <td>20</td> <td>90</td> <td>0</td> </tr> </tbody> </table>	Quarter	Comparator	2020/21	2021/22	Quarter 1	20	20	24	Quarter 2	20	45	0	Quarter 3	20	70	0	Quarter 4	20	90	0	<p>Performance for the year to date shows a 18.14% increase in the rate (3.6) when compared with the same cumulative period last year (23.6 vs 20.0). Current monthly performance shows a 6.50% increase in in the rate when compared with the same period last year (8.1 vs 7.6).</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>
Quarter	Comparator	2020/21	2021/22																													
Quarter 1	20	20	24																													
Quarter 2	20	45	0																													
Quarter 3	20	70	0																													
Quarter 4	20	90	0																													



Pillar 5: The Council will enable every resident to live in an accessible and inclusive neighbourhood which will provide all of their social, civic and economic essentials.

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

Corporate PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary
	New32	Percentage of residents who have participated in cultural and community events and activities reporting a positive impact/outcome on their wellbeing as a result of participation (to include participatory forums, cultural events and activities and library-run activities events)	Positive	0	Quarter 1	N/A	N/A	0	0	N/A		

Corporate PI Type: No Ma	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD (Other)	2021/22 Target	Chart	Exception Criteria		
												 Good Performance	 Poor Performance	 Other reason for selection
Corporate	ENV24	Resident satisfaction with parks and open spaces	Positive	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No Chart Data	<p>Resident satisfaction with parks and open spaces, as measured by the Newham survey, (2019) shows that views of parks and open spaces have also improved significantly with 81% having a positive opinion compared to 76% in 2018. More residents than in 2018 and 2017 have a positive view of the overall quality, cleanliness, security and play areas.</p> <p>Overall cleanliness of the park – 88% (Very good/good) The overall quality of the park- 81% (Very good/good) The play areas in the park- 78%(Very good/good) The sports facilities available at the park-74% (Very good/good) Security in the park – 74% (Very good/good)</p> <p>Note this is an annual performance indicator and data is usually available in quarter 4.</p>		
Corporate	New24	Number of parks with green flag status.	Negative	1 (2020/21)	2020/21	N/A	N/A	1 (2020/21)	0	2	No Chart Data	Number of parks with green flag status is currently 1.		



Pillar 6: We will become London's greenest local economy.

Corporate PI Type: No Ma	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD (Other)	2021/22 Target	Chart	Exception Criteria		
												Good Performance	Poor Performance	Other reason for selection
Corporate	ENV18	Percentage of Household Waste sent for Reuse, Recycling, or Composting. (Reported one quarter in arrears)	Positive	20.08%	May	N/A	Green (Up)	20.68%	20.68%	18%		<p>The May performance outturn at 20.08% 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>		
Corporate	ENV23	Modal shift against Mayor of London transport targets (% shift of travel modes to public transport, cycling and walking)	Polarity	Data reported 1 year in arrears	N/A	N/A	N/A	N/A	N/A	76%	No Chart Data	<p>This is a new corporate PI for 2020/21 and the initial data covers 2018/19. The data is derived from the TfL's Annual London Travel Demand Survey. Although the data is usually collated and released annually in December every year, the data will be delayed for numbers months this year given the circumstances.</p> <p>This indicator measures modal shift against the Mayor of London target. The current target for Newham is 76% of trips by walking, cycling and public transport by 2021 (83% by 2041).</p> <p>The most recent data (72%) shows Newham is slightly below the target of 76%, and while measures are in place to encourage modal shift to walking and cycling (as set out in full in the Local Implementation Plan and Air Quality Action Plan documents), complementary public transport improvements are also needed - which are in the control of TfL. Newham does not entirely have all the tools to achieve this target and remain dependent upon TfL for public transport improvements that will encourage the higher levels of use that will enable us to reach this target.</p> <p>Due to the impact of Covid-19 on both local government transport funding from TfL (which has severely curtailed our behavioural change initiatives as set out in the Local Implementation Plan) and on public transport usage, it is now very unlikely that these targets will be met across London and boroughs are engaging with TfL to have the targets revised to more realistic post Covid -19 levels.</p> <p>NB: Data is reported a year in arrears.</p> <p>Comparator: London average: 63% (TfL's Annual London Travel Demand Survey, 2018/19)</p>		
Corporate	New191	Number of people killed or seriously injured in road traffic accidents on LBN (by mode and cluster sites)	Positive	Data TBC	N/A	N/A	N/A	0.00	0.00	0.00	No Chart Data	Data to be confirmed.		
Corporate	New22	Percentage reduction in NO2 and PM10 and PM2.5 outside Healthy School Streets areas.	Positive	Data TBC	N/A	N/A	N/A	N/A	N/A	N/A	No Chart Data	<p>Data to be Confirmed.</p> <p>Through borough-wide permanent monitoring and more targeted monitoring for schemes aimed at reducing AQ, such as Healthy School Streets and low traffic neighbourhoods.</p> <p>Production of Annual Status Report which provides a comprehensive review of all Newham's monitoring data and progress against Newham's Air Quality Action Plan.</p>		
Corporate	New23	The number of trees planted every year	Negative	412 (2020/21)	2020/21	N/A	N/A	412	0	N/A	No Chart Data	<p>This is new corporate PI for 2021/22.</p> <p>The baseline for 2020/1 was 412 trees, plus 2500 whips. No data for this financial year 2021/22 - planting will be taking place in Q3 and Q4.</p>		



Pillar Pillar 7: The Council will deliver genuinely high-quality and affordable homes for Newham

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

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary															
CORPORATE PI H03	Homelessness - Numbers in temporary accommodation	Negative	5,578	Jun-21	N/A	Amber (Static)	5,650	5,578	N/A	<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21</th> <th>2021/22</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>5714</td> <td>5578</td> </tr> <tr> <td>Quarter 2</td> <td>5805</td> <td></td> </tr> <tr> <td>Quarter 3</td> <td>5780</td> <td></td> </tr> <tr> <td>Quarter 4</td> <td>5650</td> <td></td> </tr> </tbody> </table>	Quarter	2020/21	2021/22	Quarter 1	5714	5578	Quarter 2	5805		Quarter 3	5780		Quarter 4	5650		<p>At the end of June there were 5,578 households in temporary accommodation (TA).</p> <p>Direction of travel is marked as Amber because the number of households in temporary accommodation has remained static from May to June. The number of households in temporary accommodation is consistent with the previous month, which was the 7th consecutive month to report a decrease in the overall number of households in TA. However, this also reflects a period where an additional 99 households moved into temporary accommodation as a result of properties previously managed by Mears, being returned to the management of the Council, with those households having a 'main housing duty' accepted. Excluding these would have resulted in the TA numbers reducing to 5,479.</p> <p>This indicator is not flagged as an exception this month because the number of households in temporary accommodation has stayed static.</p>
Quarter	2020/21	2021/22																								
Quarter 1	5714	5578																								
Quarter 2	5805																									
Quarter 3	5780																									
Quarter 4	5650																									
CORPORATE PI New29	Resident satisfaction with repairs	Positive	N/A	N/A	Other	N/A	N/A	N/A	N/A		New indicator - Highlighted as an exception as data not available -															

Exception Criteria

● Good Performance
 ● Poor Performance
 ● Other reason for selection

ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary															
CORPORATE PI	RP03 Processing of planning applications - minor and other - proportion determined in time	Positive	100.00%	Jun-21	Green	Green (Up)	99.79%	97.71%	80%	<table border="1"> <caption>RP03 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>99%</td> </tr> <tr> <td>2021/22</td> <td>98%</td> <td>100%</td> <td>100%</td> <td>99%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2020/21	100%	100%	100%	99%	2021/22	98%	100%	100%	99%	<p>97.71% of applications were determined on time in quarter 1 2021/22.</p> <p>Direction of travel (DOT) compares June 2021 (100%) with May (96.57) and is therefore marked green.</p> <p>Latest benchmarking data (published June 2021) which covers only minor (non-major) applications indicated that in the 24 months to December 2020, on average in England 88.5% of non-major development decisions were on time. Newham's performance was 99.9% in this period ranking Newham as a top performing borough in this area. Performance is noted as a 'green' exception as a result.</p>
Year	Q1	Q2	Q3	Q4																						
2020/21	100%	100%	100%	99%																						
2021/22	98%	100%	100%	99%																						
CORPORATE PI	RP07 Number of genuinely affordable homes started (Cumulative PI)	Positive	28	Quarter 1	N/A	Green (Up)	201	28	539	<table border="1"> <caption>RP07 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>25</td> <td>25</td> <td>34</td> <td>54</td> </tr> <tr> <td>2020/21</td> <td>25</td> <td>25</td> <td>34</td> <td>54</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2019/20	25	25	34	54	2020/21	25	25	34	54	<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>The target for 2021/22 is 539 starts. In quarter 1, there was one site start – New City Road – with 28 London Affordable Rent (LAR) homes.</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:</p> <p>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>
Year	Q1	Q2	Q3	Q4																						
2019/20	25	25	34	54																						
2020/21	25	25	34	54																						



Pillar 8: The Council will only welcome investment that secures a fair deal and a fair economy for Newham

Corporate PI	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary															
	Corporate PI	CTB05	Overpayments - Local authority (LA) error as a percentage of fully subsidised housing benefit	Negative	0.15%	Jun-21	N/A	Red (Down)	0.09%	0.15%	0.46%	<table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>2020/21 (%)</th> <th>2021/22 (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>0.06%</td> <td>0.15%</td> </tr> <tr> <td>Quarter 2</td> <td>0.07%</td> <td></td> </tr> <tr> <td>Quarter 3</td> <td>0.09%</td> <td></td> </tr> <tr> <td>Quarter 4</td> <td>0.09%</td> <td></td> </tr> </tbody> </table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	0.06%	0.15%	Quarter 2	0.07%		Quarter 3	0.09%		Quarter 4	0.09%	
Quarter	2020/21 (%)	2021/22 (%)																									
Quarter 1	0.06%	0.15%																									
Quarter 2	0.07%																										
Quarter 3	0.09%																										
Quarter 4	0.09%																										
Corporate PI	New57	Council Tax - Budgeted income collected Cumulative indicator	Positive	£32,882k	Jun-21	Other	N/A	New for 2021/22	£32,882k	£117,880k		<p>This is a new Corporate performance measures introduced for reporting in 2021/22. This has therefore been marked as an exception for information as data is being presented in this format for the first time.</p> <p>The annual Target for 2021/22 = Budgeted income of £117,880k (This figures is based on the target collection rate of 96% of £121,777k expected net collectable debits for 2021/22 Council Tax).</p> <p>As at the end of quarter 1 £32,882k had been collected against the budgeted annual income (27.89%).</p>															



Organisational health

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

	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 (Other)	2021/22 Target	Chart	Commentary
CORPORATE PI	CH09	No. of Agency Workers	Negative	597	Quarter 1	Red	Red (Down)	590	597	N/A		<p>Number of agency workers has increased by 7 during quarter 1 bringing the total to 597 from 590 (as at the end of 2020/21).</p> <p>Please note: Quarter 1 data excludes 43 agency staff recruited during January to March specifically to support the Council's Covid-19 response.</p>
CORPORATE PI	CH10	Agency Workers as a % of workforce	Negative	14%	Quarter 1	N/A	Green (Up)	14%	14%	N/A		Overall percentage of Agency Workers as a workforce has come down by 0.1% between quarter 1 (14.2%) and quarter 4, 2019/20 (14.3%).
CORPORATE PI	CH11	Spend on Agency Workers - Em	Negative	TBC	Quarter 1	Green	Green (Up)	£42.1m	£11.2m	N/A		<p>Quarter 1 Agency spend data will be available for July's report.</p> <p>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).</p>
CORPORATE PI	CH12	No. of new Apprenticeships starting (excluding schools & EBUs)	Positive	19	Quarter 1	Green	Green (Up)	22	19	N/A		19 new apprenticeship starts in Quarter 1 compared to 1 in Quarter 4, 2020/21 (due to impact of Covid 19).
CORPORATE PI	CH13	Apprenticeships starts as a % of workforce	Positive	0.52%	Quarter 1	Green	Green (Up)	0.63%	0.52%	N/A		0.52% Apprenticeships starts as a % of workforce in Quarter 1, which is an improvement from Quarter 4 outturn of 0.03% (2020/21).
CORPORATE PI	New270	% of appraisals completed	Positive	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No Chart/Historical Data Available.	This is a new indicator for 21/22.
CORPORATE PI	New271	% of annual leave booked in time	Positive	85.8%	June	Other	Green (Up)	N/A	85.8%	N/A	No Chart/Historical Data Available.	This is a new indicator for 21/22.