



Performance Report

Quarter 2, 2021/22




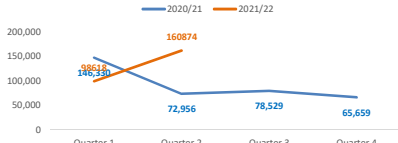
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Pillar 1

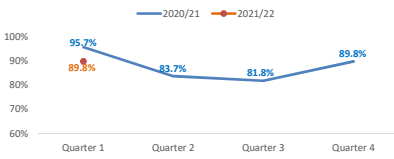
Our measures of success will be the health, happiness and wellbeing of our residents, rather than growth, productivity and land value.




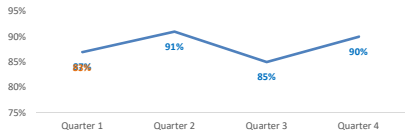
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary															
Corporate PI	CTB01	Percentage of Calls Answered by Council Tax & Benefits Contact Centre	Positive	86.60%	Sep	N/A	Green (Up)	86.61%	85.19%	95%	<table><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>88.05%</td><td>84.63%</td></tr><tr><td>Quarter 2</td><td>90.37%</td><td>85.79%</td></tr><tr><td>Quarter 3</td><td>86.60%</td><td></td></tr><tr><td>Quarter 4</td><td>82.24%</td><td></td></tr></tbody></table>	Quarter	2020/21	2021/22	Quarter 1	88.05%	84.63%	Quarter 2	90.37%	85.79%	Quarter 3	86.60%		Quarter 4	82.24%		<p>86.60% of calls were answered in September 2021. The direction of travel (DoT) displayed here compares September 2021 (86.6%) with August 2021 (84.39%)and is therefore marked as Green (up).</p> <p>This indicator is made up of both Benefits and Council Tax calls. The September 2021 answer rate for Council Tax calls was 89.9% and 82.2% for Benefits calls.</p> <p>This is a local performance measure and no external benchmarking data is available.</p>
	Quarter	2020/21	2021/22																								
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Corporate PI	CTB03	Processing times for Housing Benefits Claims (days): New Claims	Negative	27	Sep	N/A	Green (Up)	29	34	23	<table><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>18</td><td>37</td></tr><tr><td>Quarter 2</td><td>31</td><td>31</td></tr><tr><td>Quarter 3</td><td>32</td><td></td></tr><tr><td>Quarter 4</td><td>35</td><td></td></tr></tbody></table>	Quarter	2020/21	2021/22	Quarter 1	18	37	Quarter 2	31	31	Quarter 3	32		Quarter 4	35		<p>New claims were processed on average in 27 days in September 2021. While this remains outside the target level, this is improvement on performance previously reported this year when processing was taking on average 38 days.</p> <p>The latest Direction of travel (DoT) compares September 2021 (27 days) with August (28 days) and is therefore marked as green (up).</p> <p>As reported previously, overall 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>
Quarter	2020/21	2021/22																									
Quarter 1	18	37																									
Quarter 2	31	31																									
Quarter 3	32																										
Quarter 4	35																										
Corporate PI	CTB04	Processing times for Housing Benefits Claims (days): Change of Circumstance.	Negative	15	Sep	Red	Red (Down)	4	8	6	<table><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>4</td><td>5</td></tr><tr><td>Quarter 2</td><td>5</td><td>11</td></tr><tr><td>Quarter 3</td><td>4</td><td></td></tr><tr><td>Quarter 4</td><td>4</td><td></td></tr></tbody></table>	Quarter	2020/21	2021/22	Quarter 1	4	5	Quarter 2	5	11	Quarter 3	4		Quarter 4	4		<p>Change in Circumstances were processed on average in 15 days in September 2021. This has been marked as an exception because monthly performance is below the target level and last year's level.</p> <p>Direction of travel (DoT) compares September 2021 (15 Days) with August 2021 (10 days) and is therefore marked as 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>
Quarter	2020/21	2021/22																									
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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary		
Corporate PI	C02	Use of Libraries (Attendance to Libraries)	Positive	56,378	Sep-21	N/A	Green (Up)	217,144	259,492	500,000		<p>In September there were 56,378 attendances at libraries which is a reduction of 301 attendances on August 21. Performance for Q2 is 160,874 an increase of 63.1% from Q1. The indicator has been marked as an exception as the target has been revised to reflect the impact of Covid 19. Performance is currently on line to meet the year end target.</p> <p>Libraries continue to have some restrictions on operating with a reduced events programme and reduced numbers allowed to attend events. In August, Libraries were 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 from 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>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. Performance for this service will continue be impacted by Covid 19.</p>		

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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary		
Corporate PI	New33	Number of libraries New Joiners	Positive	835	Sep-21	N/A	Red (down)	N/A	42,169	6000.00		There were 835 new Joiners in September. This is down from August (851). New joiners will follow a seasonal trend and are higher in June & July 21 because of primary school membership project. June performance is a one-off and not indicative of the number of new joiners expected in other months / years. A target of 6000 new joiners has been set for the year (excluding the one off June performance) .		

Exception Criteria		
	Good Performance	
	Poor Performance	
	Other reason for selection	

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22	2021/22 Target	Chart	Commentary															
Corporate PI	New244	Reach of council communications (by channel)	Negative	N/A	N/A	N/A	N/A					New indicator - no data available. The Communications team is in the process of procuring a media monitoring system which is anticipated to be in place by the end of October 2021. Baselineing will commence once the system is in place. This platform will enable the council to measure its engagement and reach.															
	New252	% of interactions with the Council delivered digitally	Positive	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No Chart/Historical Data Available.	New Indicator - no data available. This is an ambitious cross-council measure which requires data collation across a number of services. It is anticipated that a mechanism for reporting this measure will be developed by December 2021.															
Corporate PI	CS01	Percentage of Calls Answered by Corporate PI Contact Centre (Customer Services).	Positive	83.4%	Sep	N/A	Green (Up)	87.4%	87.4%	95.0%	 <table><caption>Performance Data (Percentage of Calls Answered)</caption><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>95.7%</td><td>89.8%</td></tr><tr><td>Quarter 2</td><td>83.7%</td><td></td></tr><tr><td>Quarter 3</td><td>81.8%</td><td></td></tr><tr><td>Quarter 4</td><td>89.8%</td><td></td></tr></tbody></table>	Quarter	2020/21	2021/22	Quarter 1	95.7%	89.8%	Quarter 2	83.7%		Quarter 3	81.8%		Quarter 4	89.8%		83.4% of calls were answered in September 2021 (27,743 of 33,253 calls), falling below the target level. There are a number of factors which have been reported that are currently affecting the service's ability to handle calls. Customer Services have redeployed two members of staff who were previously on phone duty at the contact centre to support the Registrars Service as per a request from Gold due to the backlog of birth registrations and ceremonies. There remains an ongoing issue with the contact centre telephony system, which needs to be replaced and is resulting in calls being disconnected or sounding robotic. There is a project to replace the existing system however this is likely to continue for several months. Officers are also regularly reporting general connections/ICT issues across the council and this has resulted on staff regularly being logged off their system and unable to immediately log back, which all affect call handling performance.. The effects of the pandemic continues and has resulted in a number of staff being unavailable due to COVID related matters (either having the vaccine or off sick). Those absences previously, when the staff pool was larger, were more easily absorbed however with the existing FTE numbers the effect will be more significant on performance and more noticeable to residents. The Direction of travel (DoT) displayed here compares September 2021 (83.4%) with August 2021 (81.1%) and is therefore marked as Green. This is a local performance measure and no benchmarking data is available.
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Quarter 1	95.7%	89.8%																									
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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Other)	2021/22 (Other)	2021/22 Target	Chart	Commentary			
Corporate PI	CH01	Percentage of stage 1 complaints fully responded to within timescales (20 working days)	Positive	76%	Sep	N/A	Red (Down)	89%	85%	95%		Percentage of complaints fully responded to within timescales has decreased by 0.4% in Septmeber (76%) compared to August (80%). Complaints and Members Enquiries performance monitoring has moved to a monthly reporting cycle, based on cases closed in the previous month.			
	New269	The percentage of senior managers (graded SMRA and above) who are from Black, Asian and minority ethnic communities	Positive	29%	Quarter 2	N/A	Red (Down)	N/A	N/A	N/A	No Chart/Historical Data Available.	The percentage of senior managers (graded SMRA and above) who are from Black, Asian and minority ethnic communities has gone down by 0.5% at the end of Quarter 2 (29.3%) compared to Quarter 1 (29.8%)			

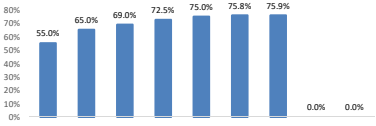
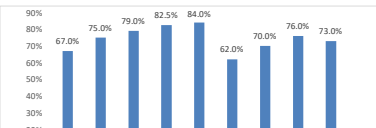
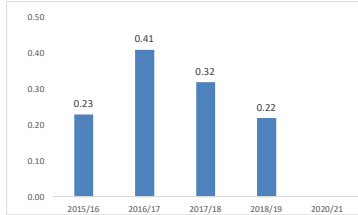


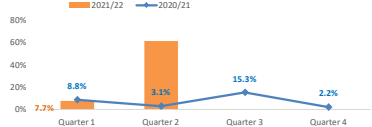
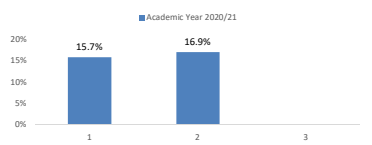
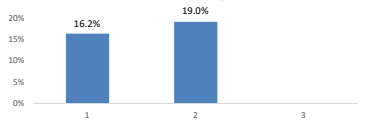
Pillar 2

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

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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	88.9%	Sep	N/A	Green (Up)	83.4%	89.7%	85% (tolerance of 80-85% which will be RAG'd Amber)	<table><thead><tr><th>Quarter</th><th>2020/21 (%)</th><th>2021/22 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>68.3</td><td>87.8</td></tr><tr><td>Quarter 2</td><td>85.5</td><td>91.3</td></tr><tr><td>Quarter 3</td><td>89.8</td><td></td></tr><tr><td>Quarter 4</td><td>90.0</td><td></td></tr></tbody></table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	68.3	87.8	Quarter 2	85.5	91.3	Quarter 3	89.8		Quarter 4	90.0		<p>The department continues to do well in meeting the target for this performance measure. Although there was a slight drop in September to 89%, the overall performance for quarter 2 was 91.3% which was higher than the target of 85%. There is a clear plan in place in Children Services to continue to monitor and improve practice in this area. A new assessment template and guidance went live on 11/10/21 to further improve the quality of assessments and to help social workers to write purposely and focused assessments based on the children and their family's needs.</p> <p>Direction of Travel (DOT): This is marked as green because performance remains above the 85% target level.</p> <p>Latest available benchmarking for this measure (2019/20) indicates an England average of 83.9%, London Average of 84.7% and Statistical Neighbour Average of 81.8%.</p>
Quarter	2020/21 (%)	2021/22 (%)																									
Quarter 1	68.3	87.8																									
Quarter 2	85.5	91.3																									
Quarter 3	89.8																										
Quarter 4	90.0																										
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	2.5%	Sep	N/A	Green (Up)	2.9%	2.5%	3.0%	<table><thead><tr><th>Quarter</th><th>2020/21 (%)</th><th>2021/22 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>4.5</td><td>2.1</td></tr><tr><td>Quarter 2</td><td>1.7</td><td>2.5</td></tr><tr><td>Quarter 3</td><td>2.1</td><td></td></tr><tr><td>Quarter 4</td><td>2.9</td><td></td></tr></tbody></table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	4.5	2.1	Quarter 2	1.7	2.5	Quarter 3	2.1		Quarter 4	2.9		<p>In percentage terms, children subject to a Child Protection Plans lasting 24 months or more marginally increased in September to 2.5% (up from 2.4% in August). However, this percentage increase is due to the denominator for the measure (the overall number of children subject to a Child Protection plan) increasing. The actual number of children subject to a Child Protection Plan lasting 24 months or longer at the end of September fell to 7 children (down from 8 at the end of August). Newham is above the Average in England (2.1%) but remains below both the London (2.8%) & Statistical Neighbours Average (3.8%).</p> <p>Direction of Travel (DOT): This is marked as green because performance remains within the 3% target level.</p>
Quarter	2020/21 (%)	2021/22 (%)																									
Quarter 1	4.5	2.1																									
Quarter 2	1.7	2.5																									
Quarter 3	2.1																										
Quarter 4	2.9																										
Corporate PI	CYP15a	% of children adopted (adoptions of children looked after) 6mths+. Cumulative	Positive	1.9%	Sep	N/A	N/A	6.2%	1.9%	6% (adoptions, Amber tolerance 6-4%)	<table><thead><tr><th>Quarter</th><th>2020/21 (%)</th><th>2021/22 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>0.4</td><td>0.0</td></tr><tr><td>Quarter 2</td><td>1.4</td><td>1.9</td></tr><tr><td>Quarter 3</td><td>3.0</td><td></td></tr><tr><td>Quarter 4</td><td>6.2</td><td></td></tr></tbody></table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	0.4	0.0	Quarter 2	1.4	1.9	Quarter 3	3.0		Quarter 4	6.2		<p>This indicator does not currently have a set target as the number of Adoptions are unique to specific care plans for children, however the return for 2020/21 is being used as a bench mark to track and review the position moving forward. The figures currently show that as of April 2021 to September 2021 there have been 5 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 and instead represent the cumulative increase with every Adoption order being granted over the year.</p> <p>Breakdown of Adoption Figures - 2020/21:</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 were part of a sibling group.
Quarter	2020/21 (%)	2021/22 (%)																									
Quarter 1	0.4	0.0																									
Quarter 2	1.4	1.9																									
Quarter 3	3.0																										
Quarter 4	6.2																										
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	61.8%	Sep	N/A	Red (Down)	62.2%	61.8%	68% (tolerance 65%-68% Amber)	<table><thead><tr><th>Quarter</th><th>2020/21 (%)</th><th>2021/22 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>60.9</td><td>65.3</td></tr><tr><td>Quarter 2</td><td>59.6</td><td>61.8</td></tr><tr><td>Quarter 3</td><td>61.6</td><td></td></tr><tr><td>Quarter 4</td><td>62.2</td><td></td></tr></tbody></table>	Quarter	2020/21 (%)	2021/22 (%)	Quarter 1	60.9	65.3	Quarter 2	59.6	61.8	Quarter 3	61.6		Quarter 4	62.2		<p>63 Children in Care 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 September 2021. 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 meets weekly 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 (DOT) is marked as red because performance remains below the target and tolerance levels.</p> <p>Latest benchmarking (2019/20): England Average = 68%, London Average = 70%, Statistical Neighbour Average = 72.5%.</p>
Quarter	2020/21 (%)	2021/22 (%)																									
Quarter 1	60.9	65.3																									
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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	CYP20	Care leavers in suitable accommodation (reported 2 months 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	74.4%	Jul	N/A	Red (Down)	81.5%	74.4%	Above 85% Green, between 80% and 85% Amber		<p>This measure follows the statutory definition set out by the Department of Education and reports on the accommodation status of care leavers at a single point in time in the year (in a window of time around the young person's birthday). This means that for a young person with a birthday in April the measure will report their status at that point in the year regardless of whether this changes as the year progresses.</p> <p>This measure is reported 2 months in arrears to enable recording after the birthday window closes.</p> <p>As previously reported, delays in recording have at times impacted the accuracy of performance reporting. The service continues to implement the plan to address recording and reports having made considerable progress. There is a monitoring process to ensure data 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 as factoring in harder to reach care leavers that may not currently be receiving a service but that the service must still make contact with.</p> <p>Success will be measured by an increase in the percentage of young people the service is in touch with overall. This was evidenced in 2020/21 year where year-end data finished with 81.5%. The service expects 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. 2020/21 saw a 6% increase on previous years and the service expects to exceed that this year in 2021/22.</p> <p>Of the care leavers that the council is 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. Newham has 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's leaving care service 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>Direction of Travel (DOT) is marked as red because performance remains below the target and tolerance levels.</p> <p>Latest available benchmarking for this measure (2019/20) indicates for 19-21 year olds: England Average = 85%, London Average = 83%, Statistical Neighbours Average = 83.4% and for 17-18 year olds: England Average = 90%, London Average = 90%, Statistical Neighbours Average = 89.3%.</p> <p>Notes on data: 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; Fosters 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 2 months in arrears.</p>
	CYP21	Care leavers in employment, education or training (reported 2 months 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	40.5%	Jul	N/A	Red (Down)	51.2%	40.5%	Above 60% Green, between 50% and 60% Amber		<p>As with CYP20, this measure follows the statutory definition set out by the Department of Education and reports on the activity status of care leavers at a single point in time in the year (in a window of time around the young person's birthday). This means that for a young person with a birthday in April the measure will report their status at that point in the year regardless of whether this changes as the year progresses.</p> <p>This measure is reported 2 months in arrears to enable recording after the birthday window closes.</p> <p>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 needs to be collated and reported on accurately. However it is also important to note that the Covid-19 pandemic has had an impact on young people as a whole and this has impacted care leavers significantly as well. The overall figure for care leavers in employment, education or training in 2020/21 was 51.2% (408 out of 406).</p> <p>As highlighted above the service is working with the Virtual School and has now recruited two posts that will be dedicated NEEET (Not in employment, Education or Training) 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.</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. The council has a duty of care to contact all of these children regularly in line with their birthday, however some children who are not open to the Newham leaving care service 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>ACTIONS:</p> <ol style="list-style-type: none"> 1. Specialist NEEET Workers to support this work have been recruited and are now in post since Mid-July 2021. It is therefore hoped that these roles will support these numbers to reduce within the next 6 months. 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 NEEET into employment education or training. <p>Direction of Travel (DOT) is marked as red because the outturn falls below tolerance level.</p> <p>Latest available benchmarking for this measure (2019/20) indicates for 19-21 year olds: England Average = 53%, London Average = 55%, Statistical Neighbours Average = 56.9% and for 17-18 year olds: England Average = 64%, London Average = 67%, Statistical Neighbours Average = 69.1%.</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 months prior to a young person's birthday or within one month following a birthday.</p>

Exception Criteria												
<div><div></div> Good Performance</div> <div><div></div> Poor Performance</div> <div><div></div> Other reason for selection</div>												
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary
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	75.9%	2018/19	N/A	N/A	0.0%	0.0%	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 it's 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>
	CYP31	Key stage 2: Percentage of pupils achieving the expected standard in all of reading, writing and mathematics	Positive	73.0%	2018/19	N/A	N/A	0.0%	0.0%	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. Benchmarking 2018/19 (Provisional) Inner London average: 69% Statistical Neighbours average: 67% National average: 65%</p>
Corporate PI	CYP34	Key stage 4 (GCSE): Progress 8	Positive	0.22	2018/19	N/A	N/A	0	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. Benchmarking 2018/19 (final data) Inner London average: 0.18 Statistical Neighbours average: 0.22 National average: -0.03</p>

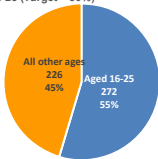
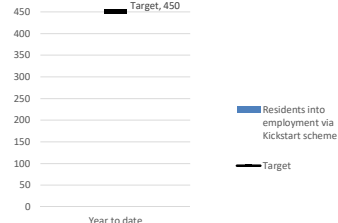
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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21 (Outturn)	2021/22 (YTD)	2021/22 Target	Chart	Commentary	
Corporate PI	CYP45	SEN: % of Education, Health and Care Plans(EHCPs) issued within 20 weeks from initial request	Positive	75.00%	September	N/A	Green (Up)	7.8%	35.5%	60.0%		<p>This indicator exceeded the 60% target level in September with 75% of plans issued on time.</p> <p>As reported previously, the SEND Service is now in a more robust position with additional staff to both 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.</p> <p>Direction of Travel: compares September with August 2021. 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	16.9% autumn and spring term 2020/21	Academic Year 2020/21	N/A	Red (Down)	N/A	N/A	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 was 16.2% and cumulatively for the autumn and spring terms was 19%.</p> <p>Direction of travel: compares term on term and is therefore marked red as the percentage increased between the autumn and spring terms. Benchmarking; 2020 (autumn term -final data): Inner London average: 15.9%; National average: 16.3%</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	19.0% autumn and spring term 2020/21	Academic Year 2021/22	N/A	Red (Down)	N/A	N/A	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 was 16.2% and cumulatively for the autumn and spring terms was 19%.</p> <p>Direction of travel: compares term on term and is therefore marked red as the percentage increased between the autumn and spring terms. Benchmarking; 2020 (autumn term -final data): Inner London average: 15.9%; National average: 16.3%</p>	
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	Negative	45.1%	Autumn 2020/21	N/A	N/A	N/A	N/A	N/A		<p>New performance measure introduced for 2021/22 - Key measure focussing on those pupils with high absence rates (10 per cent or more of their possible sessions of attendance). No target set for this measure but outturn for Newham special schools in 2019 was 148th nationally and absence rates have historically been very high.</p> <p>Latest data is for Autumn term 2020.</p>	
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	Negative	-	-	N/A	N/A	N/A	N/A	N/A		<p>Placeholder for new performance measure introduced for 2021/22 - Key measure focussing on those pupils with high absence rates (10 per cent or more of their possible sessions of attendance). No target set for this measure but performance for Newham AP settings (aggregated figure) in 2019 was 52nd nationally and has historically been slightly below national average.</p> <p>Available data is being reviewed and an update will be provided in September 2021 report.</p>	

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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	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 (1 quarter in arrears)	Positive	92.3%	Q1 2021/22	N/A	Green (Up)	91.9%	92.3%	90%	<table border="1"><caption>2021/22 vs 2020/21</caption><thead><tr><th>Quarter</th><th>2021/22</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>92.3%</td><td>91.5%</td></tr><tr><td>Quarter 2</td><td></td><td>91.5%</td></tr><tr><td>Quarter 3</td><td></td><td>91.5%</td></tr><tr><td>Quarter 4</td><td></td><td>91.9%</td></tr></tbody></table>	Quarter	2021/22	2020/21	Quarter 1	92.3%	91.5%	Quarter 2		91.5%	Quarter 3		91.5%	Quarter 4		91.9%	<p>Latest data is for Quarter 1 2021/22, presenting the overall rating of active early years providers at their most recent Ofsted inspection.</p> <p>Latest data shows that out of 156 providers with a valid Inspection judgement, 144 (92.3%) 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 a period of being halted due to COVID. There will also be a revised EYFS (Early Years Foundation Stage) 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: Q1 2021/22 compared to Q4 20/21.</p>
	Quarter	2021/22	2020/21																								
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CYP02	% take up of eligible 2 year olds of the 15 hour Early Education Funding offer	Positive	60%	Summer (2020/21)	N/A	Green (Up)	60%	Reported termly after term ends. Next data release will cover autumn 2021 term	70% (2020/21)	<table border="1"><caption>Academic Year 2020/21</caption><thead><tr><th>Term</th><th>Performance</th></tr></thead><tbody><tr><td>Summer</td><td>60%</td></tr><tr><td>Autumn</td><td>54%</td></tr><tr><td>Spring</td><td>60%</td></tr></tbody></table>	Term	Performance	Summer	60%	Autumn	54%	Spring	60%	<p>Latest data is for the summer term 2021.</p> <p>The percentage of eligible 2 year olds taking up entitlement in the 2020/21 Summer term was 60%. While this was below the 70% target, this was up from 54% reported for the previous term (spring 2020/21). This year Covid has impacted on take up and while some recovery in the 2 year old take-up started after the initial summer lockdown last year, the second lockdown further reduced uptake. The council is working with Hemsells who have been commissioned by the Department for Education (DfE) to support 2 year old up-take. The Best Start in Life service is 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 (keeping in touch) 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 Department for Work and Pensions (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 as 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 (DOT): Summer 20/21 term take up was 60% compared to the spring term take up of 54% and is therefore marked as green.</p>								
Term	Performance																										
Summer	60%																										
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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	92.4%	Quarter 2 (2021/22)	N/A	Red (Down)	94.8%	93.6%	96% (tolerance of RAG Amber 2% point either side)	<table border="1"><caption>2021/22 vs 2020/21</caption><thead><tr><th>Quarter</th><th>2021/22</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td></td><td>94.7%</td></tr><tr><td>Quarter 2</td><td>92.4%</td><td>94.9%</td></tr><tr><td>Quarter 3</td><td></td><td>95.1%</td></tr><tr><td>Quarter 4</td><td></td><td>95.8%</td></tr></tbody></table>	Quarter	2021/22	2020/21	Quarter 1		94.7%	Quarter 2	92.4%	94.9%	Quarter 3		95.1%	Quarter 4		95.8%	<p>92.4% of infants received a face-to-face New Birth visit within 14 days of birth in Q2 21/22. Performance remains below the 96% target level and is outside of the amber tolerance level. A recruitment freeze in the service may impact improving performance before the service reorganisation as the case ratio is higher than the agreed model and may impact on performance in the short term. The service is working hard to reduce the impact this may have on service delivery.</p> <p>Note there have been delays to procuring our own clinical system so a decision was made to extend the contract with East London Foundation Trust (ELFT) until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year. The data therefore remains to be from RIO, via our ELFT contract.</p> <p>Benchmarking data (2019/20): London average 92.6% and England average 86.8%.</p> <p>Direction of travel: Quarter to quarter.</p>
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PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary																																										
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	75.4%	Quarter 2 (2021/22)	N/A	Amber (Static)	75.5%	75.3%	80% (tolerance of RAG Amber 3% point either side)	<table border="1"><caption>BF04 Performance Data</caption><thead><tr><th>Quarter</th><th>2021/22</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>72%</td><td>75%</td></tr><tr><td>Quarter 2</td><td>74%</td><td>75%</td></tr><tr><td>Quarter 3</td><td>-</td><td>77%</td></tr><tr><td>Quarter 4</td><td>-</td><td>78%</td></tr></tbody></table>	Quarter	2021/22	2020/21	Quarter 1	72%	75%	Quarter 2	74%	75%	Quarter 3	-	77%	Quarter 4	-	78%	75.4% of children who turned 15 months in Q2, received a 12 month review by the age of 15 months. Performance remains below Newham's target tolerance range. The recruitment freeze in the service may impact on improving performance before the reorganisation as the case ratio is higher than the agreed model so performance may be affected in the short term. The service is working hard to reduce the impact of this on service delivery. Note there have been delays to procuring our own clinical system so a decision was made to extend the contract with East London Foundation Trust (ELFT) until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year. The data therefore remains to be from RIO, via our ELFT contract. Benchmarking data (2019/20): London Average 79.7% and England average 83.6%. Direction of Travel - Quarter on quarter.																											
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Quarter 3	-	77%																																																				
Quarter 4	-	78%																																																				
Corporate PI	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	67.5%	Quarter 2 (2021/22)	N/A	Red (Down)	64.3%	68.8%	98% tolerance Amber 9% point either side)	<table border="1"><caption>BF06 Performance Data</caption><thead><tr><th>Quarter</th><th>2021/22</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>64%</td><td>70%</td></tr><tr><td>Quarter 2</td><td>61%</td><td>65%</td></tr><tr><td>Quarter 3</td><td>-</td><td>65%</td></tr><tr><td>Quarter 4</td><td>-</td><td>68%</td></tr></tbody></table>	Quarter	2021/22	2020/21	Quarter 1	64%	70%	Quarter 2	61%	65%	Quarter 3	-	65%	Quarter 4	-	68%	67.5% of children who received a 2-2.5 year review during Q2 had a ASQ-3 completed as part of the review. This is below benchmarking averages and Newham's target range. The recruitment freeze in the service may impact on improving performance before the reorganisation as the case ratio is higher than the agreed model so performance may be affected in the short term. The service is working hard to reduce the impact of this on service delivery. Note there have been delays to procuring our own clinical system so a decision was made to extend the contract with East London Foundation Trust (ELFT) until Oct 2021, allowing us time to develop a clinical system under the LAs control by the end of the financial year. The data therefore remains to be from RIO, via our ELFT contract. A refresh of all quarters was completed in quarter 4 Benchmarking data (2019/20): London 91.1% and England average 92.6%. Direction of travel: Quarter on quarter.																											
Quarter	2021/22	2020/21																																																				
Quarter 1	64%	70%																																																				
Quarter 2	61%	65%																																																				
Quarter 3	-	65%																																																				
Quarter 4	-	68%																																																				
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	63%	Q2 21/22	N/A	Green (Up)	54%	62%	70%	<table border="1"><caption>Y15 Performance Data</caption><thead><tr><th>Quarter</th><th>2021/22</th><th>2020/21</th></tr></thead><tbody><tr><td>Quarter 1</td><td>61%</td><td>55%</td></tr><tr><td>Quarter 2</td><td>63%</td><td>49%</td></tr><tr><td>Quarter 3</td><td>-</td><td>49%</td></tr><tr><td>Quarter 4</td><td>-</td><td>68%</td></tr></tbody></table>	Quarter	2021/22	2020/21	Quarter 1	61%	55%	Quarter 2	63%	49%	Quarter 3	-	49%	Quarter 4	-	68%	This is a statutory duty, set by the Department for Education. Intelligence gathered from young people via this process is to help safeguard vulnerable young persons and potentially safeguard other young people. While performance is below the 70% target level, the direction of travel is positive with 63% of return home interviews that did take place being completed within 3 working days in quarter 2 (113 of 180). This was up from 61% in quarter 1 when 94 of the 155 interviews that did take place were completed within 3 working days. Direction of travel (DOT) compares latest period (Q2 2021-22) 63% with (Q1 2021-22) 61%.																											
Quarter	2021/22	2020/21																																																				
Quarter 1	61%	55%																																																				
Quarter 2	63%	49%																																																				
Quarter 3	-	49%																																																				
Quarter 4	-	68%																																																				
Corporate PI	New161	% CYP engaged in early help intervention shows sustained change over 12 months	Positive	N/A	N/A	N/A	N/A	N/A	N/A	N/A		This is a new performance indicator which will measure - for cases 12 months after closure - whether there has been a referral back to Early Help or to statutory social care via the Multiagency Safeguarding Hub (MASH) in that period of time. The workflow for this service was launched in March 2021. Therefore, data will only be reported for this measure once cases are 12 months post closure. The details for how this measure will be captured have been agreed by the service (September 2021) and the report to extract this data is being built. The report is being built with shorter intervals post closure (e.g. at 6 month point) to enable internal monitoring during the year. Please see related indicator New162 below which reports the cases status at the point of closure.																																										
Corporate PI	New162	% CYP engaged in early help intervention remaining below threshold	Positive	92.3%	Quarter 2	N/A	Green (Up)	New PI for 2021/22	91.5%	N/A	<table border="1"><caption>New162 Performance Data</caption><thead><tr><th>Month</th><th>Negative</th><th>Other</th><th>Positive</th><th>Step up - Social Care</th><th>Total Closed</th></tr></thead><tbody><tr><td>Apr 2021</td><td>22</td><td>9</td><td>41</td><td>9</td><td>81</td></tr><tr><td>May 2021</td><td>19</td><td>11</td><td>28</td><td>5</td><td>55</td></tr><tr><td>Jun 2021</td><td>18</td><td>11</td><td>30</td><td>7</td><td>66</td></tr><tr><td>Jul 2021</td><td>26</td><td>13</td><td>43</td><td>11</td><td>113</td></tr><tr><td>Aug 2021</td><td>24</td><td>21</td><td>44</td><td>6</td><td>92</td></tr><tr><td>Sep 2021</td><td>27</td><td>24</td><td>58</td><td>8</td><td>117</td></tr></tbody></table>	Month	Negative	Other	Positive	Step up - Social Care	Total Closed	Apr 2021	22	9	41	9	81	May 2021	19	11	28	5	55	Jun 2021	18	11	30	7	66	Jul 2021	26	13	43	11	113	Aug 2021	24	21	44	6	92	Sep 2021	27	24	58	8	117	This is a new PI for 2021/22 measuring the outcome for Early Help cases at the point of case closure. Cases where the outcome at closure was not 'Step up to statutory social work service' are counted as remaining below the threshold for this measure. In quarter 2 (July - Sept 2021), of 325 cases closed, 25 cases were stepped up to statutory social work services (7.7%) and 92.3% did not meet this threshold. Direction of travel (DOT) compares Q2 (92.3%) with Q1 (90.1%) and is therefore marked as positive because a larger proportion of closed cases did not meet the threshold to step up to statutory social work services. Of the cases closed in quarter 2, 50.8% (165) were classed as having a positive outcome: Step down to Universal Services (26 cases); Needs were met and no further early help needed (106 cases); Actions completed and referred to other services (33 cases). (If not classed as a positive outcomes, cases may be classed as closing for neither positive nor negative outcome (e.g. moved away) or as a negative outcome (e.g. Consent was withdrawn or the family disengaged).
Month	Negative	Other	Positive	Step up - Social Care	Total Closed																																																	
Apr 2021	22	9	41	9	81																																																	
May 2021	19	11	28	5	55																																																	
Jun 2021	18	11	30	7	66																																																	
Jul 2021	26	13	43	11	113																																																	
Aug 2021	24	21	44	6	92																																																	
Sep 2021	27	24	58	8	117																																																	

												Exception Criteria										
												Good Performance	Poor Performance	Other reason for selection								
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary										
Corporate PI	New170	Number of young people are accessing the Youth Offer – Unique users	Positive	2,914	Q2 21/22	N/A	Green (Up)	New PI for 2021/22	2,914 (Q2)	Reach 20 % of target population (age 9-25)	<table><caption>Unique users for Youth Offer</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Quarter 1</td><td>1,785</td></tr><tr><td>Quarter 2</td><td>2,914</td></tr><tr><td>Quarter 3</td><td></td></tr><tr><td>Quarter 4</td><td></td></tr></tbody></table>	Quarter	Value	Quarter 1	1,785	Quarter 2	2,914	Quarter 3		Quarter 4		This is a new PI introduced for 2021-22. The Youth Empowerment Service (YES) measures this KPI via membership forma which capture key demographics of young people accessing the service. This helps YES to understand how many unique young people are registering for the service and to which service area the young people are registering for. Additionally this enables YES to know how often and which service areas young people are accessing. The unique use count for quarter 2 was 2,914 - up from 1,785 in quarter 1 - and the direction of travel for this measure is therefore marked as green (up).
	Quarter	Value																				
Quarter 1	1,785																					
Quarter 2	2,914																					
Quarter 3																						
Quarter 4																						
Corporate PI	New174	Number of young people report feeling safer (physically, socially, emotionally etc.) as a result of accessing the Youth Empowerment Service offer (Feel Safe)	Positive	67%	Quarter 2	N/A	N/A	New PI for 2021/22	N/A	75 % of service users who complete survey report feeling safer	<table><caption>Percentage of service users reporting feeling safer</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Quarter 1</td><td></td></tr><tr><td>Quarter 2</td><td>67%</td></tr><tr><td>Quarter 3</td><td></td></tr><tr><td>Quarter 4</td><td></td></tr></tbody></table>	Quarter	Value	Quarter 1		Quarter 2	67%	Quarter 3		Quarter 4		<p>This is a new performance indicator and data is being reported for the first time this quarter. The data for this measure comes from the newly developed quarterly Life Effectiveness Questionnaire.</p> <p>Of the young people who completed the “LEQ’s Life Effectiveness Questionnaire” in quarter 2, 67% of young people experiencing positive change overall.</p> <ul style="list-style-type: none">• The areas were the most young people saw an improvement were feeling they belonged in their neighbourhood and feeling that they were achieving their goals.• Females and those aged 12 and under also saw statistically significant improvements to their wellbeing overall with 69% (females) and 55% (12 and under) of the cohort experiencing positive change. <p>No direction of travel is being displayed because this is the first set of results from the questionnaire and this will therefore be used as a baseline for assessing direction of travel for the next reporting period.</p>
Quarter	Value																					
Quarter 1																						
Quarter 2	67%																					
Quarter 3																						
Quarter 4																						

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

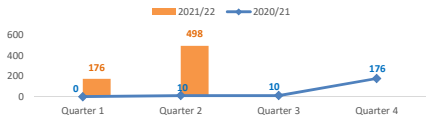
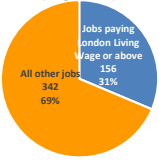
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary
CORPORATE PI	New50	Residents securing a job through Our Newham Work - 50% of jobs starts are young people 16 – 25 (Cumulative Indicator)	Positive	55%	Sep-21	N/A	Green (Up)	38%	55%	50%	<p>Our Newham Work - proportion of job starts this year where resident was aged 16-25 (Target = 50%)</p> 	<p>162 residents between the ages of 16-25 secured employment using the Our Newham service in September (equating to 70% of all outcomes in the month). From April 2021, 272 (55%) young residents have been supported into employment.</p> <p>This is a new Corporate performance measure introduced for 2021/22. In 2020/21 37.5% of job starts were for residents in this age group - providing a baseline to track the direction of travel this year. The target for this measure has been set at 50% of jobs starts.</p> <p>Direction of travel (DOT) compares latest data (year to September 2021 = 55%) with previous period (year to August 2021 = 48%) and is therefore marked as green.</p>
	New56	Young people into Kickstart Placements (Cumulative)	Positive	101	Year to end of Q2	N/A	N/A	New for 2021-22	101	450	<p>Residents starting work in Kickstart placements</p> 	<p>101 Kickstarts have been formally confirmed to the end of quarter 2. This means that the resident has been offered, accepted and started in the role and this start has been confirmed and verified by the Our Newham service with both the resident and employer after they have been in post for 4 weeks (this is the same audit standard applied to all job outcomes reported by the Our Newham service).</p> <p>Prior to this auditable confirmation, the service does track residents at all stages of the process and to the end of September 2021 in the region of 160 young residents have been supported into employment via the scheme.</p> <p>The Kickstart scheme operates in two distinct functions. External: The Our Newham service is a regional gateway and is commissioned with engaging employers and managing opportunities on behalf of the Department for Work and Pensions (DWP). Internal: Newham council have created 60 placements with internal council services recruiting 60 young residents for their respective service areas.</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, 96 employers have agreed to participate with the service in its capacity as a gateway. These employers have created 402 opportunities for young people (which equates to 151 roles) and the Our Newham advisory teams are working hard to match suitable residents to these vacancies. To the end of September, the service has supported 115 young 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 90 submissions have been received for these positions. As a result, a total of 22 offers have been made. Of the 22 offers, 6 resident commenced employment since April (13 placement starts in total for the internal scheme) with an additional 9 offers pending HR checks.



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.

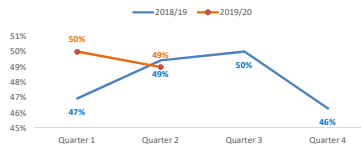
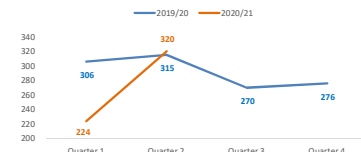
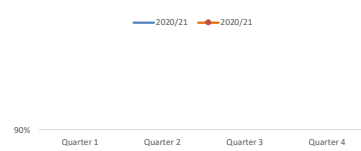
Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD	2021/22 Target	Chart	Commentary
CORPORATE PI	LE04	Residents securing a job through Our Newham Work (Cumulative indicator)	Positive	498	Sep-21	N/A	Green (Up)	176	498	1500		<p>At the end of quarter 2 (September) 2021, Our Newham Work has supported 498 residents into employment since the start of April 2021. The year target for 2021/22 is 1,500 job starts.</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 September 2021 (498) with September 2020 (10) and is therefore marked as up (green).</p>
	New51	Residents securing a job through Our Newham Work - 40% of jobs paid at London Living Wage (LLW) or above (Cumulative Indicator)	Positive	31%	Sep-21	N/A	Red (Down)	27%	31%	40%	<p>Our Newham Work - proportion of job starts where job was paying London Living Wage or above (Target = 40%)</p> 	<p>Of those supported in to employment in September, 43 residents (19%) are employed in roles where the employers pays the London Living Wage (LLW) or above; the year to date figure from April 2021 is 156 (31%) of residents into LLW or above jobs.</p> <p>This is a new Corporate performance measure introduced for 2021/22.</p> <p>In 2020/21 27% 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 (year to September 2021 = 31%) with previous period (year to August 2021 = 42%) and is therefore marked as red.</p>






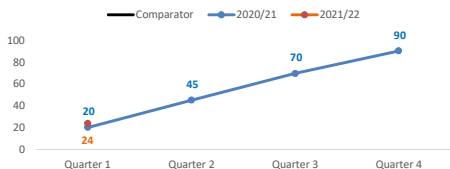
Pillar 4

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	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	49.0%	Quarter 2 (2019/20)	N/A	Amber (Static)	46.4% 2018/19		Less than the London Average		<p>For the cohorts tracked up until Q2 2019/20, the proportion of offenders who reoffend was 49%. This is in comparison to the London average of 40.7%.</p> <p>Please note: this measure is reported one year after the offence and ordinarily one quarter in arrears and therefore the latest data presented here relates to quarter 2 (July-Sept) 2020.</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 reoffender (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>	
	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	301	Quarter 3 (2020/21)	N/A	Amber (Static)	276 2019/20		Less than the London Average		<p>For the year 2020/21 up to Q3, the rate of First time entrants (FTE) to Newham's Youth Justice System per 1,000 of 10 -17 population was 301 for Jan 2020 - Dec 2020. This was higher than the London rate (227) but lower than the national average (170).</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).	Negative	1.62	Quarter 1 (2021/22)	N/A	Green (Up)	1.54	1.62	<=1.00		<p>For the year 2021/22 up to Q1, of the youths entering the Yot 42% were from a Black caribbean, Black African or Black British background. Black youths however make up 26% of the boroughs young people. As such the ratio between these two percentages, 1.62 demonstrates that black children are disproportionately more likely to enter the YOT when compared to the size of their youth population. The ratio for other ethnic groups is as follows, White (0.83), Mixed (1.21), Asian (0.44) and Other (2.50).</p> <p>Definition</p> <p>This indicator looks at the difference between the offending population by ethnicity and the 10 - 17 population by ethnicity (2011, ONS).</p>	

											Exception Criteria																
											<div><div></div>Good Performance</div>	<div><div></div>Poor Performance</div>	<div><div></div>Other reason for selection</div>														
PI Type	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 Discharge to Assess (D2A) and assessed within 28 days Reported 1 month in arrears.	Positive	75%	Aug	Red	Red (Down)	N/A	75%	80%		<p>New indicator with an August-21 commencement.</p> <p>75.0% of acute patients have been assessed within 28 days of discharge on to Discharge to Assess pathway in August-21. However, year to date performance is 35 points below the 80% target.</p> <p>This PI shows patients discharged via Newham IDH on the Discharge to Assess (D2A) pathway who were Care Act assessed within 28 days of discharge. These are individuals who have new or increased care needs since their hospital admission. This is reported 1 month in arrears and relies on manual collection which has created a number of data quality issues. Work is ongoing to move-away from manual reporting to allow this PI to be reported via AzeusCare to better assure its accuracy.</p> <p>Direction of travel (DoT) compared against Target (80%)</p>															
Corporate PI	A06	Percentage of customers with Direct Payments Snapshot	Positive	26%	Sep	Red	Red (Down)	27%	26%	29%	<table border="1"><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>28.8%</td><td>27.4%</td></tr><tr><td>Quarter 2</td><td>27.4%</td><td>26.2%</td></tr><tr><td>Quarter 3</td><td>27.1%</td><td>27.1%</td></tr><tr><td>Quarter 4</td><td>27.1%</td><td>27.1%</td></tr></tbody></table> <p>26.2% of customers were in receipt of a direct payment at the end of September-21. A Direct Payment Project Group has been set up to take forward wider improvements to our direct payments offer, increasing the uptake. This includes staff surveys to determine barriers, training requirements, improved information for people wishing to take up a direct payment, proactive targeting to encourage DP take up and improved processes to shorten set up time and reduce bureaucracy. This group is also maximising opportunities to increase the number of DP's, including developing a plan to transfer ILSS clients onto a Direct Payment to support continuity of care and support. The project group is closely overseeing this data.</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>	Quarter	2020/21	2021/22	Quarter 1	28.8%	27.4%	Quarter 2	27.4%	26.2%	Quarter 3	27.1%	27.1%	Quarter 4	27.1%	27.1%	<p>26.2% of customers were in receipt of a direct payment at the end of September-21. A Direct Payment Project Group has been set up to take forward wider improvements to our direct payments offer, increasing the uptake. This includes staff surveys to determine barriers, training requirements, improved information for people wishing to take up a direct payment, proactive targeting to encourage DP take up and improved processes to shorten set up time and reduce bureaucracy. This group is also maximising opportunities to increase the number of DP's, including developing a plan to transfer ILSS clients onto a Direct Payment to support continuity of care and support. The project group is closely overseeing this data.</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>
Quarter	2020/21	2021/22																									
Quarter 1	28.8%	27.4%																									
Quarter 2	27.4%	26.2%																									
Quarter 3	27.1%	27.1%																									
Quarter 4	27.1%	27.1%																									
Corporate PI	A09	Permanent admissions to residential and nursing care homes (Adults 18-64) (number of new admissions) Cumulative	Negative	2.1	Sep	Green	Green (Up)	7.1	2.1	22 or 9.1 rate	<table border="1"><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>10.8</td><td>0.8</td></tr><tr><td>Quarter 2</td><td>3.7</td><td>2.1</td></tr><tr><td>Quarter 3</td><td>5.8</td><td>5.8</td></tr><tr><td>Quarter 4</td><td>7.1</td><td>7.1</td></tr></tbody></table> <p>There have been 5 permanent admissions to residential and nursing for people aged 18-64 since April-2021, which is a 2.1 rate per 100,000 population of the population aged 18-64. Newham performs well against the London and national benchmarking averages.</p> <p>ASC managers are reviewing the list of customers temporarily placed in Residential / Nursing care homes to ensure accuracy of this indicator.</p> <p>Direction of travel (DoT) compared against the 2nd Quarter Target (4.6)</p>	Quarter	2020/21	2021/22	Quarter 1	10.8	0.8	Quarter 2	3.7	2.1	Quarter 3	5.8	5.8	Quarter 4	7.1	7.1	<p>There have been 5 permanent admissions to residential and nursing for people aged 18-64 since April-2021, which is a 2.1 rate per 100,000 population of the population aged 18-64. Newham performs well against the London and national benchmarking averages.</p> <p>ASC managers are reviewing the list of customers temporarily placed in Residential / Nursing care homes to ensure accuracy of this indicator.</p> <p>Direction of travel (DoT) compared against the 2nd Quarter Target (4.6)</p>
Quarter	2020/21	2021/22																									
Quarter 1	10.8	0.8																									
Quarter 2	3.7	2.1																									
Quarter 3	5.8	5.8																									
Quarter 4	7.1	7.1																									
Corporate PI	A10	Permanent admissions to residential and nursing care homes (adults 65+) (number of admissions) Cumulative	Negative	107.3	Sep	Green	Green (Up)	236.0	107.3	105 or 375.5 rate	<table border="1"><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>415.8</td><td>28.5</td></tr><tr><td>Quarter 2</td><td>107.3</td><td>78.5</td></tr><tr><td>Quarter 3</td><td>171.6</td><td>171.6</td></tr><tr><td>Quarter 4</td><td>236.0</td><td>236.0</td></tr></tbody></table> <p>There have been 30 permanent admissions to nursing and residential care for customers aged 65+ since April 2021. This indicator is reported nationally as 107.3 rate per 100,000 of the population aged 65+, which is good when compared to benchmarking averages.</p> <p>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.</p> <p>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.</p> <p>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 2nd Quarter Target (189.5)</p>	Quarter	2020/21	2021/22	Quarter 1	415.8	28.5	Quarter 2	107.3	78.5	Quarter 3	171.6	171.6	Quarter 4	236.0	236.0	<p>There have been 30 permanent admissions to nursing and residential care for customers aged 65+ since April 2021. This indicator is reported nationally as 107.3 rate per 100,000 of the population aged 65+, which is good when compared to benchmarking averages.</p> <p>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.</p> <p>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.</p> <p>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 2nd Quarter Target (189.5)</p>
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Quarter 4	236.0	236.0																									
Corporate PI	New213	% of people reviewed or re-assessed in the last 12 months, based on customers that have been accessing long term support for 12 months or more at month end (Snapshot)	Positive	58%	Sep	Red	Red (Down)	63%	58%	68%	<table border="1"><thead><tr><th>Quarter</th><th>2020/21</th><th>2021/22</th></tr></thead><tbody><tr><td>Quarter 1</td><td>64.00%</td><td>65.96%</td></tr><tr><td>Quarter 2</td><td>65.96%</td><td>68.00%</td></tr><tr><td>Quarter 3</td><td>68.00%</td><td>68.00%</td></tr><tr><td>Quarter 4</td><td>68.00%</td><td>68.00%</td></tr></tbody></table> <p>58.4% of customers have been reviewed or re-assessed as at snapshot end of September-21, for those customers that have been receiving a service for 12 months or more. Performance is 9 points below target.</p> <p>This indicator is comparable to the benchmarking data from the SALT Return showing the proportion of customers accessing long term support for more than 12 months at 31st march, who have been re-assessed or Reviewed. Performance at the end of 2020/21 was 63.5% (1819 out of 2865). 2020/21 benchmarking figures are due to be published during October 2021.</p> <p>2019/20 SALT Data Return: Newham achieved 68%, 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 Target (68.0%)</p>	Quarter	2020/21	2021/22	Quarter 1	64.00%	65.96%	Quarter 2	65.96%	68.00%	Quarter 3	68.00%	68.00%	Quarter 4	68.00%	68.00%	<p>58.4% of customers have been reviewed or re-assessed as at snapshot end of September-21, for those customers that have been receiving a service for 12 months or more. Performance is 9 points below target.</p> <p>This indicator is comparable to the benchmarking data from the SALT Return showing the proportion of customers accessing long term support for more than 12 months at 31st march, who have been re-assessed or Reviewed. Performance at the end of 2020/21 was 63.5% (1819 out of 2865). 2020/21 benchmarking figures are due to be published during October 2021.</p> <p>2019/20 SALT Data Return: Newham achieved 68%, 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 Target (68.0%)</p>
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											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)	Proposed 2021/22 Target	Chart	Commentary
Corporate PI	A18	Percentage of safeguarding enquiries where the desired outcomes of the person at risk were fully or partially achieved Cumulative	Positive	94%	Sep	Green	Green (Up)	97%	94%	90%		<p>In 94.4% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved. This is above the target of 90.0% but below the outturn of 98.6% for the Same Period Last Year. It is anticipated that outturn may continue to 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>A deep dive is underway to understand the reasons why adult were not asked what their desired outcomes were, this will also include understanding why outcomes were partially achieved or not achieved at all. The outcome of this work will be used to develop our approach to Making Safeguarding Personal.</p> <p>Some 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%)</p>
	New212	Rough Sleepers – Number on Street counts Bi-monthly	Negative	10	Sep	Other	N/A	55	28	N/A		<p>Data is reported on a bi-monthly basis, with 7 counts in May-21, 11 counts in July-21 and 10 counts in Sept-21. There is a seasonal pattern, where more people choose to stay on the streets during the summer period. A national street count will be in November -21.</p> <p>Rough sleeping data is available from an existing powerBI dashboard. ,</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	Negative	48.3	Sep	N/A	Amber (Static)	90.2	48.3	See Commentary		Performance for the year to date shows a 7.48% increase in the rate (3.4) when compared with the same cumulative period last year (48.3 vs 44.9). Current monthly performance shows a 3.56% increase in the rate when compared with the same period last year (8.4 vs 8.2). 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). 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. Offence categories include: Theft and Handling, Violence Against the Person, Burglary, Criminal Damage, Drugs, Robbery, Sexual Offences, Other Notifiable and Fraud.	
		Cumulative Indicator											



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.




												<div>Exception Criteria</div> <div> <div>Good Performance</div> <div>Poor Performance</div> <div>Other reason for selection</div> </div>
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary
Corporate PI	Env24	Resident satisfaction with parks and open spaces	Positive	81%	2019/20	N/A	Green (Up)	76% (2018/19)	81% (2019/20)	N/A		<p>Resident satisfaction with parks and open spaces, as measured by the Newham survey, (2019) shows that views of parks and open spaces have also improved significantly with 81% having a positive opinion compared to 76% in 2018.. More residents than in 2018 and 2017 have a positive view of the overall quality, cleanliness, security and play areas.</p> <p>Overall cleanliness of the park – 88% (Very good/good) The overall quality of the park- 81% (Very good/good) The play areas in the park- 78%(Very good/good) The sports facilities available at the park-74% (Very good/good) Security in the park – 74% (Very good/good)</p> <p>Note this is an annual performance indicator and data is usually available in quarter 4. 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 and will be published in April 2022.</p>
	New24	Number of parks with green flag status	Positive	1	2020/21	N/A	N/A	1	N/A	N/A		<p>This is an annual indicator and measures the number of parks awarded green flag status. Currently, the number of parks with green flag status is one.</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			
	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	N/A	Sep-21	N/A	N/A	N/A	N/A	N/A		This is a new indicator and the data is not currently collected. It needs to be defined further.			



Pillar 6

We will become London's greenest local economy.

											Exception Criteria		
											 Good Performance	 Poor Performance	 Other reason for selection
PI Type	ID	Measure	Polarity	Outturn	Period	Exception Criteria	DoT	2020/21	2021/22 YTD (Other)	2021/22 Target	Chart	Commentary	
Corporate PI	Env18	Percentage of Household Waste sent for Reuse, Recycling, or Composting. (Reported one quarter in arrears)	Positive	23.78%	Aug	N/A	Green (Up)	20.68%	22.38%	18%		<p>The outturn for Aug stands at 23.8% is better than the 18.00% performance target, with higher performance typified as better performance.</p> <p>There are a number of factors that explain 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 PI	Env23	Modal shift against Mayor of London transport targets (% shift of travel modes to public transport, cycling and walking). (Reported 1 year in arrears).	Positive	N/A	N/A	N/A	N/A	N/A	N/A	76%		<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. The data for this indicator will be collated and released in December 2021.</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 difficult to achieve this target.</p> <p>Data for this indicator began collection in August 2019. Therefore there is only one financial years' worth of data 2020/21. In 2020/21 the average NO2 (Nitrogen dioxide) levels outside schools was 26.3 ug/m3 as an annual mean. Data for 2021/22 will be available in April 2022 to calculate the percentage reduction.</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 PI	New22	Percentage reduction in NO2 and PM10 and PM2.5 outside Healthy School Streets areas.	Positive	N/A	N/A	N/A	N/A	N/A	N/A	N/A		<p>This is new corporate PI for 2021/22.</p> <p>The baseline for 2020/1 was 412 trees, plus 2500 whips. There is currently no data for this financial year 2021/22 - planting will be taking place in Q3 and Q4.</p>	
Corporate PI	New23	The number of trees planted every year	Positive	412	2020/21	N/A	N/A	412	N/A	N/A		<p>This is new corporate PI for 2021/22.</p> <p>The baseline for 2020/1 was 412 trees, plus 2500 whips. There is currently no data for this financial year 2021/22 - planting will be taking place in Q3 and Q4.</p>	
Corporate PI	New191	Number of people killed or seriously injured in road traffic accidents on LBN (by mode and cluster sites)	Positive	101	2020/21	N/A	Green (Up)	101	N/A	N/A		<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. The number of people killed or seriously injured in LBN in 2020/21 was 101, a reduction from 125 on the previous year. This is a reduction of 24 cases or 19.2%.</p> <p>Production of Annual Status Report which provides a comprehension</p>	

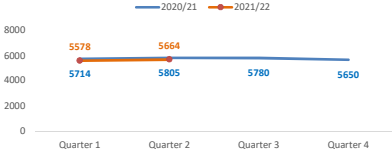


Pillar 7

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

											Exception Criteria							
											Good Performance	Poor Performance	Other reason for selection					
PI Type	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	98%	Sep-21	N/A	Green (Up)	99.8%	98.2%	80%	<table><thead><tr><th>Year</th><th>Performance (%)</th></tr></thead><tbody><tr><td>2020/21</td><td>99.8%</td></tr><tr><td>2021/22</td><td>98%</td></tr></tbody></table>	Year	Performance (%)	2020/21	99.8%	2021/22	98%	98 percent of applications have been determined on time in the year to date. This is well within the 80% target level. Direction of travel (DOT) is marked as green as performance has been maintained above target level for all months in the year to date. Latest benchmarking data which covers only minor (non-major) applications indicated that in the 24 months to June 2021, on average in England 88% of non-major development decisions were on time. Newham's performance was 99.7% in this period ranking Newham as a top performing borough in this area.
	Year	Performance (%)																
2020/21	99.8%																	
2021/22	98%																	
CORPORATE PI	RP07	Number of genuinely affordable homes started (Cumulative PI)	Positive	28	Quarter 2	N/A	Amber (Static)	201	28	539	<table><thead><tr><th>Year</th><th>Performance</th></tr></thead><tbody><tr><td>2020/21</td><td>201</td></tr><tr><td>2021/22</td><td>28</td></tr></tbody></table>	Year	Performance	2020/21	201	2021/22	28	This performance indicator was introduced in 2019/20 to track the 1,000 new home starts planned under the Affordable Homes for Newham programme. 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. To achieve this overall target, 539 starts are scheduled for 2021/22. In quarter 1, there was one site start – New City Road – with 28 London Affordable Rent (LAR) homes. There were no new starts in quarter 2 but progress towards the overall target is as planned with a number of sites progressing through Planning and out to procurement for main works. Direction of travel (DOT) remains amber with performance unchanged from last period.
Year	Performance																	
2020/21	201																	
2021/22	28																	

Exception Criteria			
	Good Performance		Poor Performance
	Other reason for selection		

PI Type	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	5,664	Sep-21	N/A	Red (Down)	5,650	5,664	N/A		<p>At the end of September there were 5,664 households in temporary accommodation (TA).</p> <p>Direction of travel is marked as red because the number of households in temporary accommodation has increased from August (5658) to September (5664). The number of new homeless applications has been relatively consistent throughout the year, at just over 300 applications per month, although September has seen an increase (348). This is due to a combination of factors:</p> <ul style="list-style-type: none"> - Seasonal: It is not unusual to see an increase during the school holiday periods. This is linked to family presentations (particularly where there may be a risk of Domestic Abuse) and the intention of minimising the impact on children having to change school. - Lifting of the eviction ban: since the eviction ban was lifted, we have experienced a steady increase in the number of households in private rented accommodation, who are at risk of homelessness. - Domestic Abuse Act: Since the changes to 'Priority Need' were implemented as a result of the Domestic Abuse Act, there has been a doubling of the number of households presenting as homeless due to domestic abuse. <p>However, this has not resulted in a significant increase in number of households in TA (6 more households than August). This indicates that despite the increased demand, the prevention approach is having a positive impact. It should also be noted that, during this period, 29 'Mears cases' also had a duty accepted and were subsequently placed into temporary accommodation. Taking this into consideration, we would have otherwise seen an ongoing reduction in TA numbers (23)</p> <p>The number of new acceptances remains consistent with 73 new duties accepted during September (compared to a YTD average of 70 per month). However, as new cases will have a minimum of 56 days before a 'main duty decision' is required, it's reasonable to assume that any such impact will not be seen until November 21.</p> <p>In the year to date, the number of homelessness preventions continues to be double that from previous years, with 38 households being assisted into alternative private rented accommodation throughout the month.</p>
	New29	Resident satisfaction with repairs	Positive	8.41	Sep-21	Red	Red (Down)	N/A	8.41	9.00		<p>Performance for September was 8.41 out of 10, but was below the target of 9, the indicator has therefore been identified as an exception.</p> <p>Resident satisfaction with the overall repair has remained relatively stable over the past 4 months with September at a score of 8.41 out of a maximum of 10.</p>






Pillar 8

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

PI Typ	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	0.13%	Sep	N/A	Amber (Static)	0.09%	0.13%	0.46%		Overpayments of Housing Benefit remain within the threshold of 0.46% to receive full subsidy. Direction of travel (DoT) compares September (0.13%) and August (also 0.13%). No benchmarking data is available for this performance measure.
	New57	Council Tax - Budgeted income collected Cumulative indicator	Positive	£60,420K	Sep	N/A	N/A	New for 2021/22	£60,420K	£117,880k		This is a new Corporate performance measure introduced for reporting in 2021/22. The annual target for 2021/22 = Budgeted income of £117,880k (This figure is based on the target collection rate of 96% of £121,777k expected net collectable debits for 2021/22 Council Tax). As at the end of September 2021 £60,420k had been collected against the budgeted annual income (44%).



Organisational Health

												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 (Other)	2021/22 Target	Chart	Commentary		
Corporate PI	CH09	No. of Agency Workers	Negative	739	Sep	N/A	Red (Down)	590	739	471	No Chart/Historical Data Available.	From January 2021, the totals excludes additional agency workers who were recruited specifically for COVID-19. Number of Agency staff in September has increased to 739 from August's 717.		
	CH10	Agency Workers as a % of workforce	Negative	16%	Sep	Red	Red (Down)	14%	16%	N/A	No Chart/Historical Data Available.	Agency Workers as a % of workforce has also increased (in line the number of Agency Workers) by 0.2% in Septemrber compared to August 2021.		
Corporate PI	CH11	Spend on Agency Workers - Em	Negative	9.2M	Quarter 1	N/A	N/A	£42.1m	9.2M	N/A	No Chart/Historical Data Available.	Awaiting Quarter 2 data. Quarter 1 spend at £9.2M was £2.2M less compared against the same period of last year, (Quarter 1 2020/21, £11.4M)		
Corporate PI	CH12	No. of new Apprenticeships starting (excluding schools & EBU's)	Positive	30	Aug	N/A	Green (Up)	22	37	101	No Chart/Historical Data Available.	This is a new indicator. To date, there have been 37 new Apprenticeship starts to date (excluding schools and EBU's). The target for the year is 101.		
Corporate PI	CH13	Apprenticeships starts as a % of workforce	Positive	0.44%	Quarter 2	N/A	Red (Down)	0.63%	0.44%	N/A	No Chart/Historical Data Available.	This is a new indicator. To date, there have been 37 new Apprenticeship starts to date (excluding schools and EBU's) which is 0.44% of the total worlcorce..		
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.	The indicator proposed is '% of employees who have appraisal objectives set for 21/22'. Reports to extract this data are currently being developed and therefore an update will be provided when supplied by HR.		
Corporate PI	New271	% of annual leave booked in time	Positive	75%	Sep	N/A	Red (Down)	56%	86%	N/A	No Chart/Historical Data Available.	% of Annual leave booked in time has decreased in September (75%) compared to August (82.4%)		