Council Performance Report - Quarter 1 (2019/20)
Overview

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

Priority 1: Bright Futures: supporting children and young people's aspirations, keeping them safe and removing barriers to success

1	Education Care & Health Plans issued on time	**43.6%**
2	Care leavers in employment, education or training	**51.2%**
3	Children on a Child Protection Plan (rate per 10,000 under 18s)	**36**
4	Children's social care Single Assessments carried out on time	**63.9%**
5	Knife crime Injury Victims aged 1-24	**17 victims**
6	Ambulance calls to alcohol related incidents involving under 25s	**117 incidents**
7	Ambulance calls to assault incidents involving under 25s	**81 incidents**

Priority 2: Building Communities - a housing offer for residents that delivers more genuinely affordable homes in well-designed neighbourhoods

8	Genuinely affordable homes started	**25**
9	Families in Temporary Accommodation	**5,293**
10	Satisfaction with the Repairs Service	**83%**
11	Housing repairs completed on time	**88.51%**

Priority 3: Community Wealth Building a strong economy that supports local businesses, nurtures talent and provides opportunities

12	Employment rate	**69.8%**
13	Jobs below London Living Wage	**33.8%**
14	Council spend locally	**28.34%**

Priority 4: An environment for all - an attractive borough which encourages active lifestyles, social integration and civic responsibility

15	Street cleanliness: Litter	**97.60%**
16	Street cleanliness: Detritus	**97.60%**
17	Street cleanliness: Fly-posting	**98.00%**
18	Fly tips collected on time	**83.18%**

Priority 5: Quality of life - improving our health and social care system so it works for Newham residents

19	Adult Social Care Carer Satisfaction	**36%**
20	Adult Social Care Customer Satisfaction	**58.1%**
21	Adult Social Care customers reassessed and reviewed in year	**15.1%**
22	Safeguarding enquiries - desired outcomes achieved	**95.3%**
23	Safeguarding enquiries - risk reduced or removed	**96.5%**
24	Adult Social Care new Customers Assessed on time	**65.7%**

Priority 6: An efficient and effective Council: making Newham Council work better for everyone

25	Stage 1 complaints responded to on time	**62.5%**
26	Expenditure in line with budget and financial plans	**No**
27	Sickness absence (Average days)	**9.6 days**
28	Levels of staff engagement	**N/A**
29	Resident satisfaction	**81.52%**

Bright Futures

ID	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
1	Education Care & Health Plans issued on time	2019/20 - Q1	43.6%	60%	▲	Q1 performance for this indicator has improved from 3% in the same quarter last year to 43.6%. However, it is still below the target of 60% which is also the national average . In response a new Assessment Team was established in April 2019 (consisting of a manager and four officers) and three new educational psychologists have been recruited to start at the beginning of the autumn school term, with another starting later in the term.	London Average = 80%
2	Care leavers in employment, education or training	2018/19 - Q4	51.2%	65%	▲	We were in touch with 73.2% of care leavers of which at the end of May 19, 46.4% of care leavers were in EET. 51.2% for 2018/19 - Q4 is above benchmarking averages. This indicator is improving due to the combined efforts of the Service and the Virtual School.	London Average = 52% England Average = 50%
3	Children on a Child Protection Plan (rate per 10,000 under 18s)	2019/20 - Q1	36	N/A	-	Children subject to a Child Protection (CP) Plan at the end of June 19 is 312 (36 per 10,000), remaining lower than benchmarking averages and lower than the same period last year	England Average = 45.3 London Average = 39.6 Statistical Neighbours Average = 38.3
4	Children's social care Single Assessments carried out on time	2019/20 - Q1	63.9%	90%	▲	The average performance for Q1 is 63.9%, which is below 90% target and benchmarking averages. However, this indicator has improved significantly, as 81.0% was achieved in June-19. Changes in the leadership of the Assessment Service from mid May 19 has enabled a project approach to address the timeliness of assessments. Management oversight of this area of practice will continue to provide more consistently timely outcomes for children subject to assessment.	England Average = 82.7% London Average = 83.3% Statistical Neighbours Average = 80.8%
5	Knife crime Injury Victims aged 1-24	2018/19 - Q4	17 victims	N/A	-	Knife crime for this indicator decreased by 41 victims in 2018/19 compared to 2017/18, (71 vs 112). When comparing 2018/19 - Q4 and 2017/18 -Q4, there was no change in figures (17 vs 17).	N/A
6	Ambulance calls to alcohol related incidents involving under 25s	2018/19 - Q4	117 incidents	N/A	-	2018/19 shows a decrease of 81 victims when compared to 2017/18 (539 vs 620). 2018/19-Q4 shows an increase of 10 victims when compared to the same quarter of 2017/18, (117 vs 127).	N/A
7	Ambulance calls to assault incidents involving under 25s	2018/19 - Q4	81 incidents	N/A	-	2018/19 shows a decrease of 41 related incidents when compared to 2017/18 (370 vs 411). 2018/19-Q4 shows an increase of 7 related incidents when compared to the same quarter of 2017/18, (81 vs 74).	N/A

Building Communities

ID ▲	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
8	Genuinely affordable homes started	2019/20 - Q1	25	N/A	-	25 starts in Q1 against year target of 226. Cumulative total since start of programme is 226 starts in 2019/18 against 1000 target (4 year target).	Local PI - no comparator
9	Families in Temporary Accommodation	2019/20 - Q1	5,293	N/A	▼	We are tracking the number of households in our borough living in temporary accommodation, which rose to 5,239 in quarter 1. There was a net increase of 247 households in the same period last year when 4,992 households were in temporary accommodation. The Homelessness Reduction Act 2017 that was enacted in April 2018 anticipated an increase. A targeted approach is now being developed to look at opportunities to reduce the number (in temporary accommodation) while offering alternative solutions to households through early intervention to improve individuals' financial wellbeing and employment prospects to prevent homelessness by supporting the household out of the benefit cap, maximising access to benefits and securing employment.	N/A
10	Satisfaction with the Repairs Service	2018/19	83%	80%	▲	In the 2018 survey, 83% of tenants were satisfied with the overall repairs service which is above the target of 80%.	Local PI - no comparator
11	Housing repairs completed on time	2019/20 - Q1	88.51%	90%	▼	Q1 performance was 88.51%, this is just below the target of 90%. Same quarter last year was 93.03%. The service continues to work on plans to improve its performance; this includes:- • recruitment and training of staff • working on the IT systems to enable the service to use cloud based systems • removing the labour intensive hard systems that are currently in place	Local PI - no comparator

Community Wealth Building

ID	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
12	Employment rate	2018/19 - Q4	69.8%	N/A	▲	The gap between Newham's current employment rate of 69.8% and the London average of 74.2% has reduced from 14% to 4.4% point gap.	London average (32 boroughs, excluding City of London). 74.2%
13	Jobs below London Living Wage	43191	33.8%	N/A	▲	33.8% of jobs in Newham are paying below the London Living Wage (LLW) of £10.20 per hour - this equates to 23,000 jobs earning below the LLW per hour in Newham.	London average: 20.4%
14	Council spend locally	2018/19	28.34%	N/A	-	28.34% of supplier spend in 2018-19 was procured with providers with a Newham postcode.	Local PI - no comparator

An Environment for All

ID	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
15	Street cleanliness: Litter	2019/20 - Q1	97.60%	94%	▲	97.60% of sites inspected were marked acceptable for litter in Q1 .This is above the 94% target and benchmarking average. (The Quality Assurance Team are responsible for conducting the monthly Local Environmental Quality Index (LEQs) inspection surveys and they are independent of the three District providers (PRS, Mint and iXact) who have the responsibility for cleansing and maintaining the boroughs streets and estates. The Quality Assurance Team adhere to a robust and a nationally recognised inspection regime and have been trained and certified by Keep Britain Tidy)	LAPS Benchmarking Quarter 4, 2018/19: (10 boroughs submitted) London average = 94.08%
16	Street cleanliness: Detritus	2019/20 - Q1	97.60%	94%	▲	97.60% of sites inspected were marked acceptable for detritus in Q1 . This is above the 94% target and benchmarking average.	LAPS Benchmarking Quarter 4, 2018/19: (9 boroughs submitted) London average = 91.95%)
17	Street cleanliness: Fly-posting	2019/20 - Q1	98.00%	95%	▲	98% of sites inspected were marked acceptable for fly-posting in Q1. This is better than the 95.00% target and above the benchmarking average.	LAPS Benchmarking London Boroughs Quarter 4, 2018/19: London average: 97.80% (8 boroughs submitted)
18	Fly tips collected on time	2019/20 - Q1	83.18%	80%	-	83.18% of the 5,082 fly tips reported (by residents and staff) were collected within 24 hours of reporting and this is better than the 80.00% performance target.	N/A local PI

Quality of Life

ID	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
19	Adult Social Care Carer Satisfaction	2016/17 - Q4	36%	36%	▼	2016/17 performance was 36%, which was higher than London benchmarking averages (35.7%). This result fell by 0.6% when compared to the previous survey, 36.6% (2014/15). However the target has been met (36%).	2016/17 England: 39% London: 35.7%
20	Adult Social Care Customer Satisfaction	2017/18 - Q4	58.1%	59%	▼	In 2017/18, 58.1% of people who use services, say that they are satisfied with the care and support they are receiving, which is lower than benchmarking averages. This result fell by 1.7% when compared to the previous year (59.8%).	2017/18 England: 65% London: 59.3%
21	Adult Social Care customers reassessed and reviewed in year	2019/20 - Q1	15.1%	20%	▼	15.1% of customers have been reviewed or re-assessed, out of the 20% target for Q1. Workshops for managers are being organised and the service is exploring options for streamlining review activity as well as developing a trajectory for the year ahead. A full action plan is being developed and the service is considering a suite of options for improving this indicator.	Local PI 2018/19 outturn:75.1% 2019/20 Target: 80% 2019/20 Q1 Target: 20%
22	Safeguarding enquiries - desired outcomes achieved	2019/20 - Q1	95.3%	90%	▲	In 95.3% of safeguarding investigations where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved.	17-18 SAC (final) England ave = 94.2% London ave = 91.5% CIPFA Statistical Neighbours ave = 91.6%
23	Safeguarding enquiries - risk reduced or removed	2019/20 - Q1	96.5%	90%	▲	96.5% of safeguarding enquiries resulted in the risk being reduced or removed this year to date.	17-18 SAC (final) Newham = 94.1% England ave = 90.4% London ave = 90.0% CIPFA Statistical Neighbours ave = 93.5%
24	Adult Social Care new Customers Assessed on time	2019/20 - Q1	65.7%	65%	▲	65.7% of new customer contacts led to an assessment which was completed within 28 days year to date (April 2019 to June 2019). This meets the target of 65.0%.	Local PI 2018/19 outturn:63.5% 2019/20 Target: 65%

An Efficient and Effective Council

ID	Measure	Data Period	Outturn	Target for period	DOT	Commentary	Comparator
25	Stage 1 complaints responded to on time	2019/20 - Q1	62.5%	95%	▲	Complaint performance for quarter 1 at 62.5% is an improvement from the previous quarters (Q4 2018/19) outturn of 56.69%. To improve Complaints and Members' Enquiries performance, work has commenced: • To procure an interim case management solution. • Staff Recruitment. • Draw up revised guidance which differentiates between a service request, a corporate complaint and a members' enquiry. • Provide refresher training to all staff within services.	N/A
26	Expenditure in line with budget and financial plans	2019/20 - Q1	No	Yes	▲	The forecasted overspend of £12.9 million for 2019/20 is a lower as compared to last year which had an initial forecasted overspend of £17.2 million until the quarter 3 budget review (reset). Our Medium Term Financial Strategy (MTFS) contains remedial actions.	N/A
27	Sickness absence (Average days)	2018/19	9.6 days	N/A	▲	2018/19 performance at 9.6 days has declined by 0.1 days compared to 2017/18 outturn of 9.5 days.	London average 2017/18: 8.2 Days
28	Levels of staff engagement	N/A	N/A	N/A	-	This will be measured via a staff survey which will take place in early 2020.	N/A
29	Resident satisfaction	2018	81.52%	80%	▲	Satisfaction with the Council remains high in 2018 at 81.52%, a slight improvement over 81% for 2017.	N/A