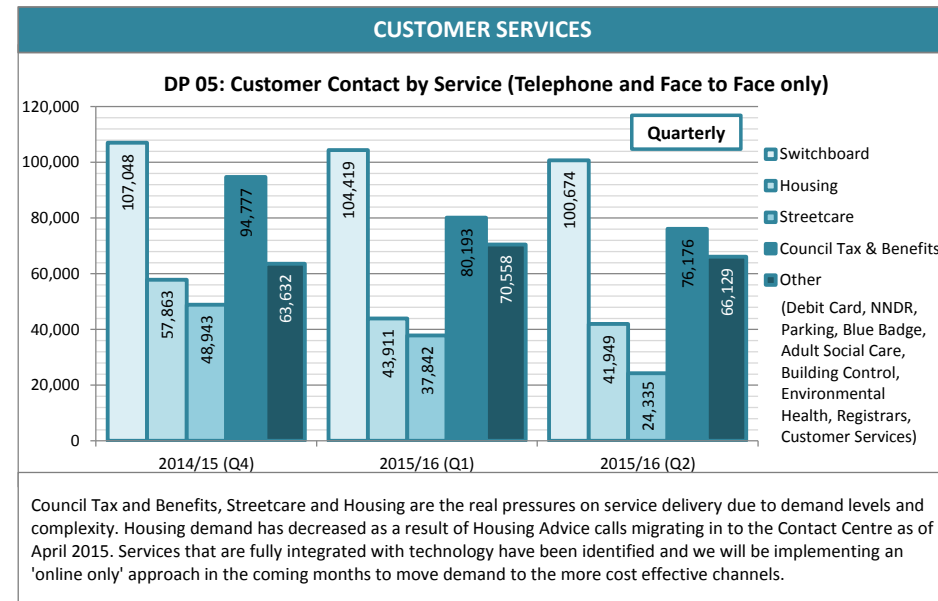
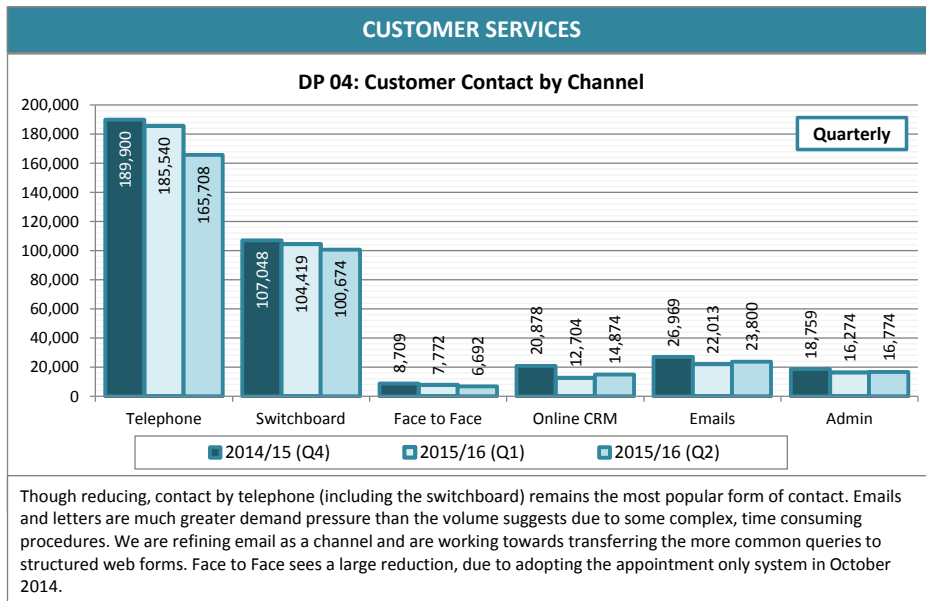
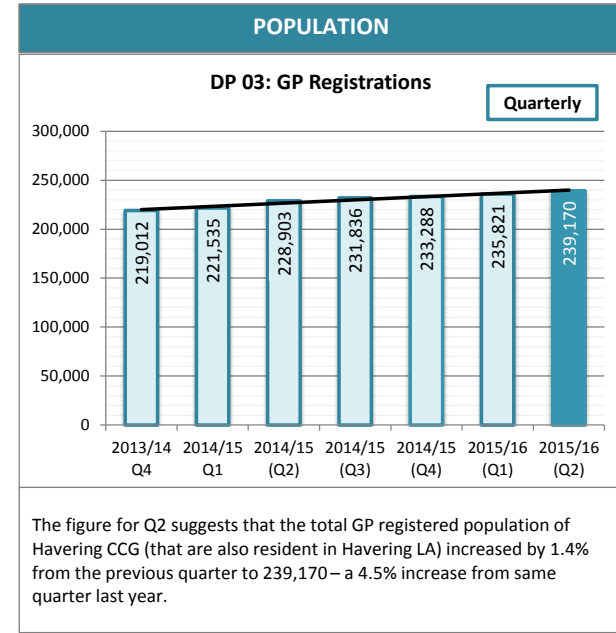
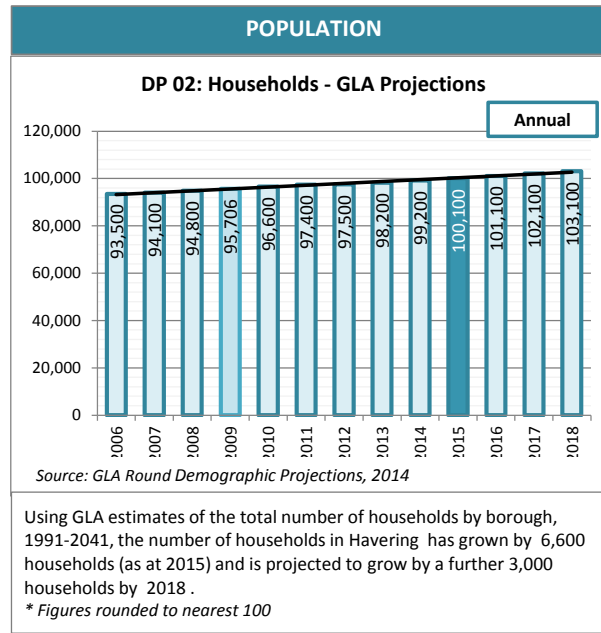
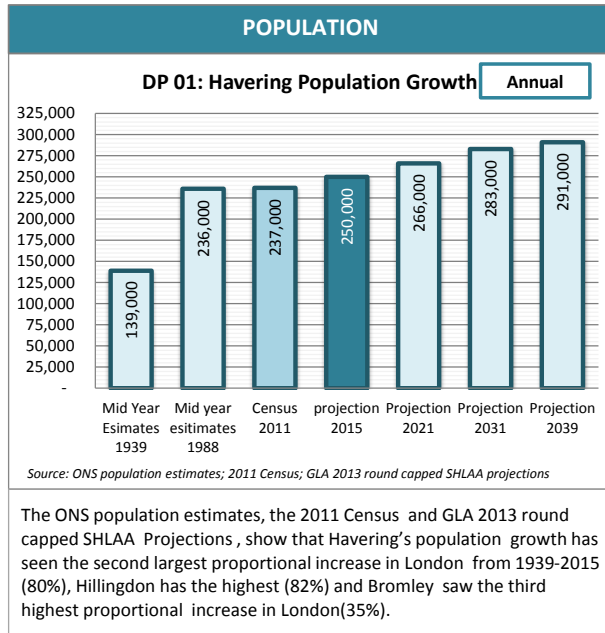
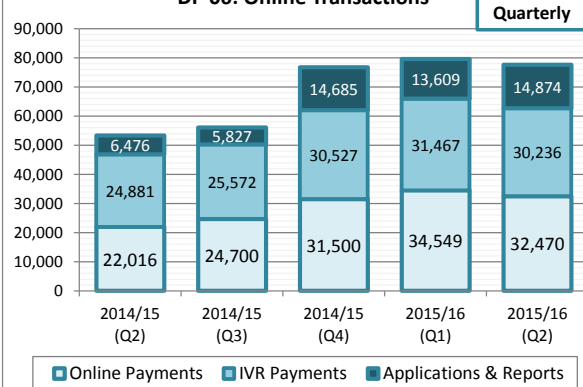


## Appendix 2: Quarter 2 2015/16 Demand Pressure Dashboard



### CUSTOMER SERVICES

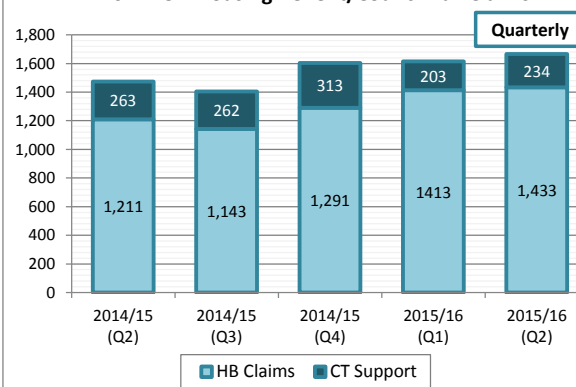
DP 06: Online Transactions



Online and Interactive Voice Response (IVR) payments have risen 47% and 22% respectively since the same period last year (Q2 2014/15). There has been a slight decline since Q1 2015/16 but still shows a promising trend compared to last year.

### HOUSING BENEFIT

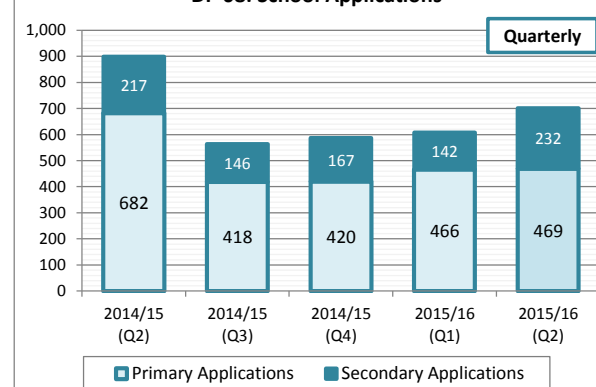
DP 07: New Housing Benefit/Council Tax Claims



HB and CT Support claims have increased by 193 (1,667) since the same period last year (1,474 Q2 2014/15). However, whilst more claims have been made, they do not all result in entitlement to benefit.

### SCHOOL APPLICATIONS

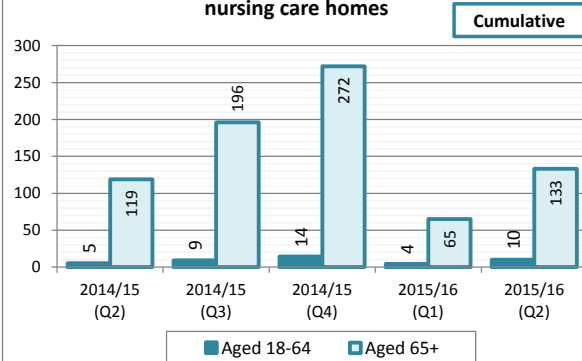
DP 08: School Applications



School applications have reduced by 198 applications since the same period last year (Q2 2014/15). The majority of these have come from Primary School applications.

### ADULT SOCIAL CARE

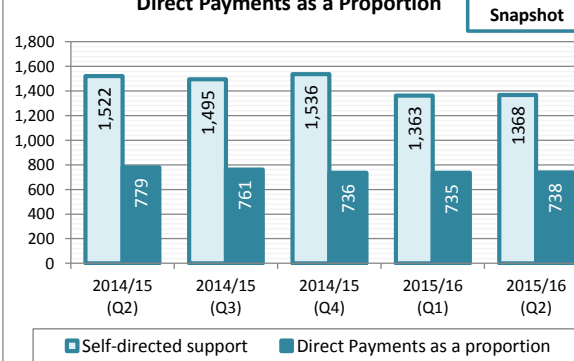
DP 09: Permanent admissions to residential and nursing care homes



Demand for residents aged 18-64 has doubled (10) compared with the same period last year (5), and is 12% higher for residents aged 65+ (119 Q2 2014/15 to 133 Q2 2015/16).

### ADULT SOCIAL CARE

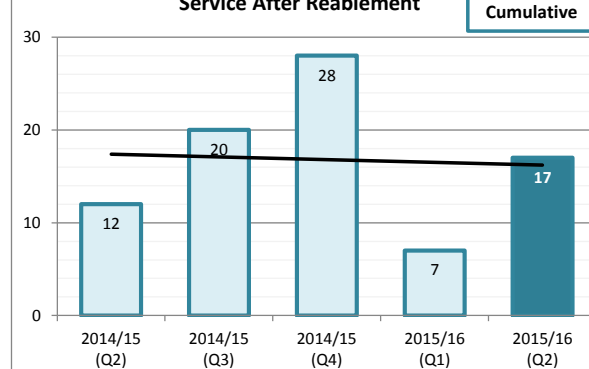
DP 10: Self Directed Support and Direct Payments as a Proportion



Self-directed support has decreased by 10% since Q2 2014/15 (from 1,522 to 1,368). Direct payments have fallen slightly (by 5%) from 779 to 738 since Q2 2014/15.

### ADULT SOCIAL CARE

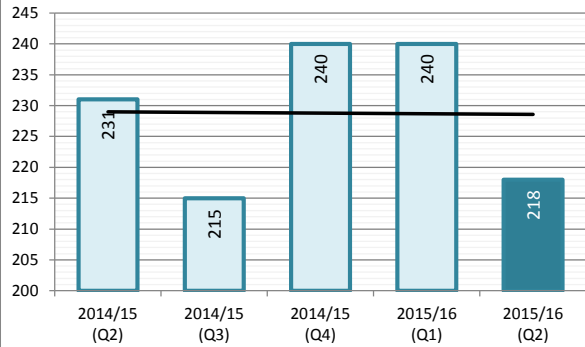
DP 11: Residents Requiring Ongoing Service After Reablement



This is a local indicator and is reported cumulatively. Demand has increased from 12 to 17 when compared to Q2 last year. The increase in demand from Q1 to Q2 2015/16 (10) is more than the demand from Q1 to Q2 2014/15 (9 (From 3 in Q1 to 12 in Q2)).

**CHILDREN'S SERVICES**

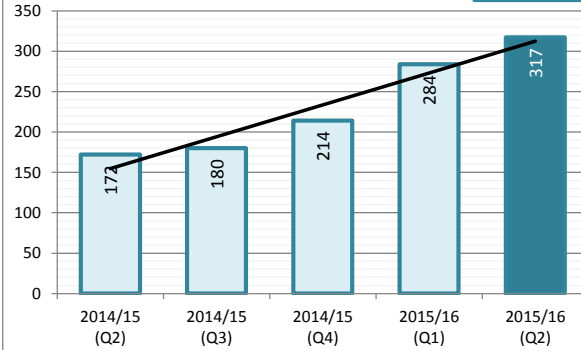
**DP 12: Number of Looked After Children (LAC)** Snapshot



Although the number of looked after children had risen to 240, we have returned to a similar number as at Q3 2014/15, which is a reduction of 13 when compared to the same period last year.

**CHILDREN'S SERVICES**

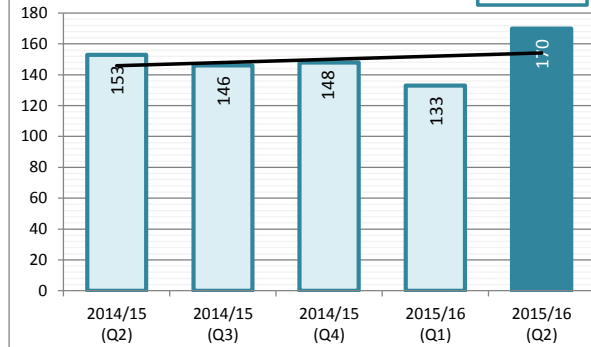
**DP 13: Number of Child Protection (CP) Plans** Snapshot



The number of CP cases (317) has continued to increase. There is an increase of 33 CP Plans since last quarter and an increase of 145 since the same period last year (Q2 2014/15).

**CHILDREN'S SERVICES**

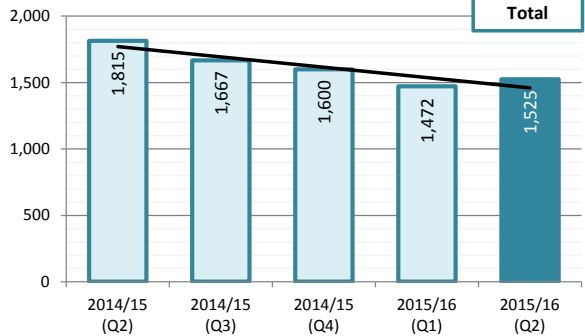
**DP 14: Number of Children in Need (CIN) Plans** Snapshot



The number of CIN plans started to reduce, however we have seen an increase of 37 on the previous quarter and an overall increase of 17 on the same period last year (Q2 2014/15).

**CHILDREN'S SERVICES**

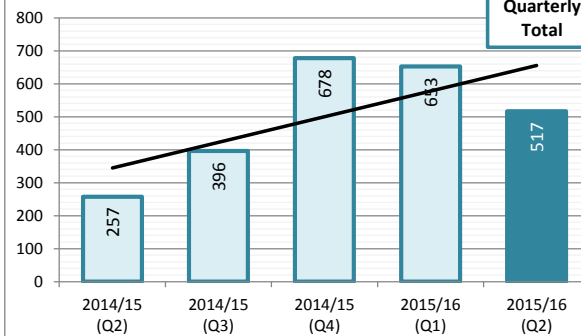
**DP 15: Number of Contacts received in Triage / MASH** Quarterly Total



There were 1,525 contacts received in Triage / MASH in Q2 2015/16; an increase of 53 on the previous quarter. This is an overall decrease of 290 on the same period last year (Q2 2014/15).

**CHILDREN'S SERVICES**

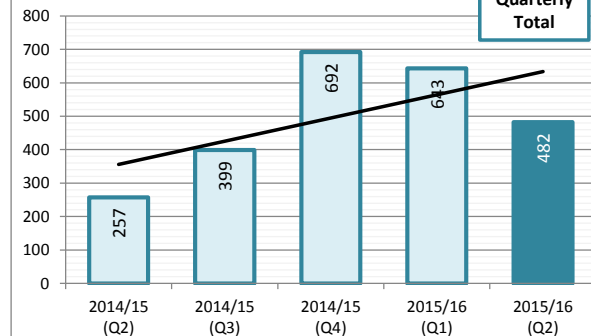
**DP 16: Number of contacts becoming referrals to Children's Social Care** Quarterly Total



There were 517 contacts becoming referrals to Children's Social Care in Q2 2015/16; a decrease of 136 on the previous quarter. However, this is an overall increase of 260 on the same period last year (Q2 2014/15).

**CHILDREN'S SERVICES**

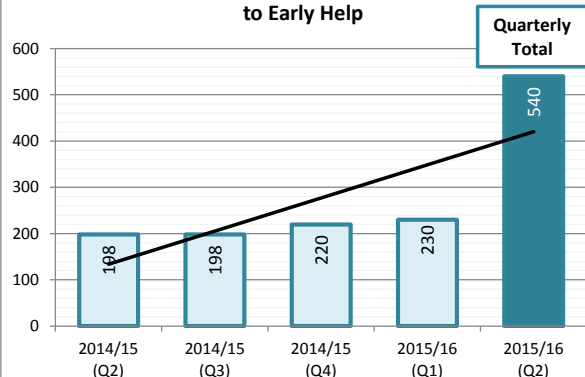
**DP 17: Number of referrals becoming assessments** Quarterly Total



There were 482 referrals becoming assessments in Q2 2015/16; a decrease of 161 on the previous quarter. However, this is an overall increase of 225 on the same period last year (Q2 2014/15).

### CHILDREN'S SERVICES

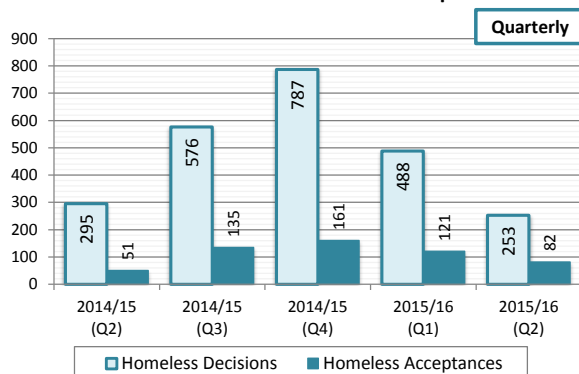
**DP 18: Number of contacts referred to Early Help**



There were 540 contacts referred to Early Help in Q2 2015/16; 310 more than the previous quarter and 342 more than the same period last year. The projection of EH Contacts for this year is more than double that of last year (2,236 vs 964) indicating that the Multi-Agency Safeguarding Hub (MASH) is referring more cases to the service.

### HOMELESSNESS

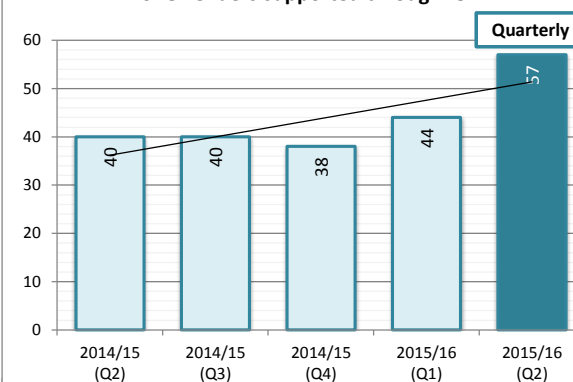
**DP 19: Homeless Decisions and Acceptances**



The performance at Quarter 2 2015/16 is 14% lower than the number of homeless decision made when compared to the same quarter in the previous year. However, the number of acceptances has increased by 61% over the same time period because residents are finding it increasingly difficult to access the private sector rental market.

### COMMUNITY SAFETY

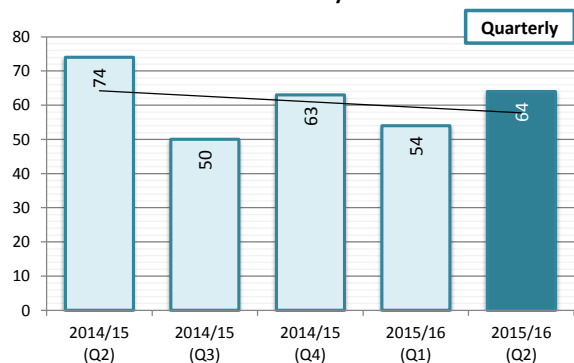
**DP 20: Offenders supported through IOM**



The number of offenders supported through Integrated Offender Management has increased by 17 to 57 from the same period last year (40 in Q2 2014/15). This was expected due to the move to a pan London model of Integrated Offender Management based on the risk of re-offending.

### COMMUNITY SAFETY

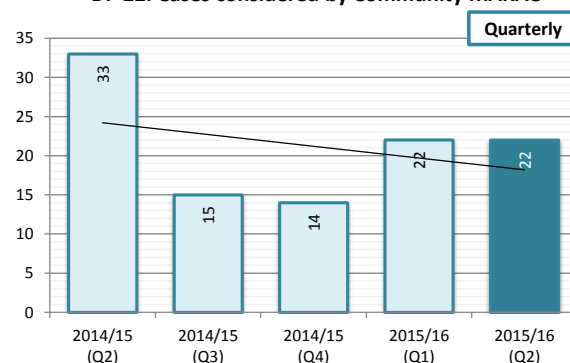
**DP 21: Cases considered by DV MARAC**



The number of cases considered by the Domestic Violence (DV) MARAC has fluctuated over the course of a year, and was 74 in Q2 2014/15, which has reduced by 10 in Q2 2015/16. There has been an increase in DV across London and cases are identified early through the MASH resulting in more referrals to the MARAC.

### COMMUNITY SAFETY

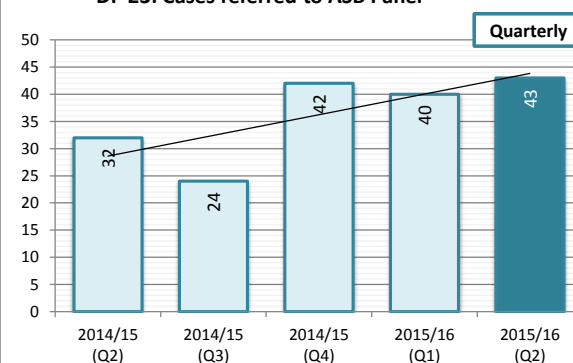
**DP 22: Cases considered by Community MARAC**



The number of cases considered by the Community MARAC fell from an initial 33 in Q2 2014/15 to 22 in Q1 2015/16, and remained the same in Q2. The MARAC was launched in Q2 2014/15 and received a high number of referrals initially. The co-location of key staff in the adult MASH has meant that more cases are resolved without referral to the MARAC.

### COMMUNITY SAFETY

**DP 23: Cases referred to ASB Panel**



The number of cases referred to the Anti-Social Behaviour Panel has risen from 32 in Q2 2014/15 to 43 in Q2 2015/16. The new ASB powers mean that there are improved remedies for addressing ASB. The police and other agencies are increasingly looking to use these civil powers as enforcement to tackle neighbourhood issues.