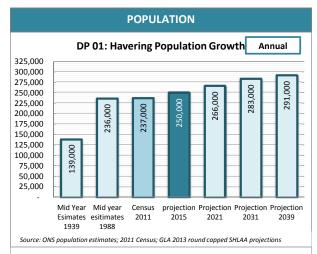
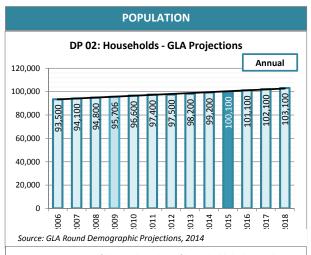
Appendix 2: Quarter 2 2015/16 Demand Pressure Dashboard

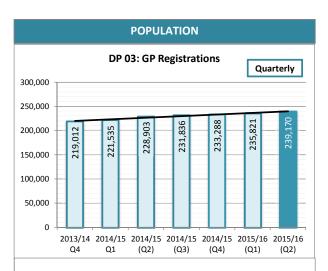


The ONS population estimates, the 2011 Census and GLA 2013 round capped SHLAA Projections, shows that Havering's population growth has seen the second largest proportional increase in London from 1939-2015 (80%) Hillingdon has the highest (82%) and Bromley saw the third highest proportional increase in London(35%).

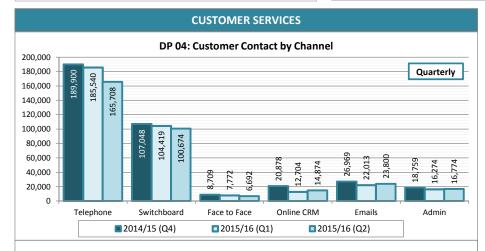


Using GLA estimates of the total number of households by borough, 1991-2041, the number of households in Havering has grown by 6,600 households (as at 2015) and is projected to grow by a further 3,000 households by 2018.

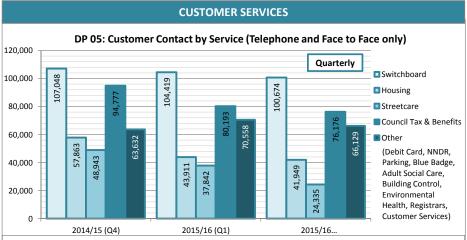
* Figures rounded to nearest 100



The figure for Q2 suggests that the total GP registered population of Havering CCG (that are also resident in Havering LA) increased by 1.4% from the previous quarter to 239,170 – a 4.5% increase from same quarter last year.

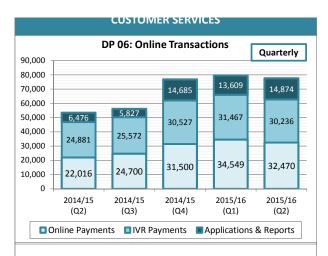


Though reducing, contact by telephone (including switchboard) remains the most popular form of contact. Email and letter are much greater demand pressure that the volume suggests due to some complex, time consuming procedures. We are refining email as a channel and are working towards transferring the more common queries to structured web forms. Face to Face sees a large reduction, due to adopting the appointment only system in October 2014.



Council Tax and Benefits, Streetcare and Housing are the real pressures on service delivery due to demand levels and complexity. Housing demand has decreased as a result of Housing Advice calls migrating in to the Contact Centre as of April 2015. Services that are fully integrated with technology have been identified and we will be implementing an 'online only' approach in the coming months to move deman to the more cost effective channels.

CUCTOMED CEDVICES



Online and 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.