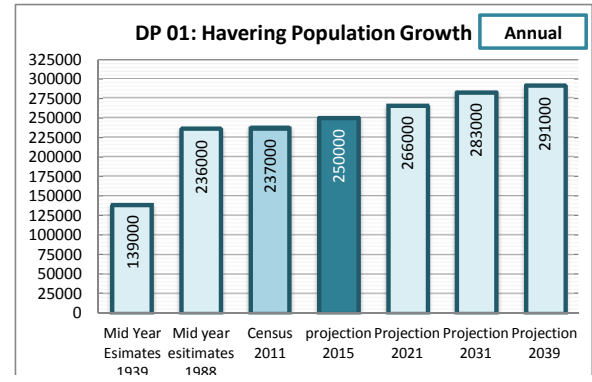


Appendix 3: Annual Demand Pressure Dashboard

POPULATION

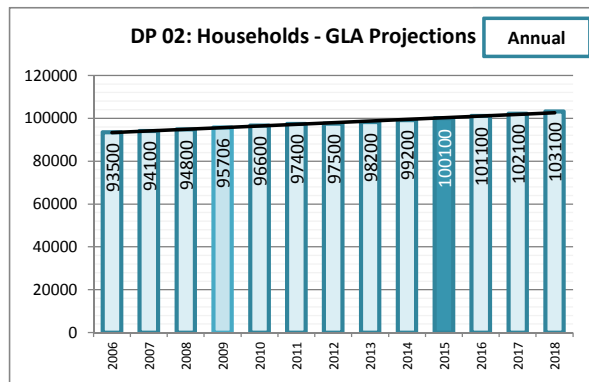


Source: ONS population estimates; 2011 Census; GLA 2013 round capped SHLAA projections

The ONS population estimates, the 2011 Census and GLA 2013 round capped SHLAA Projections show that Havering's population 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%).

* Figures rounded to nearest 100

POPULATION

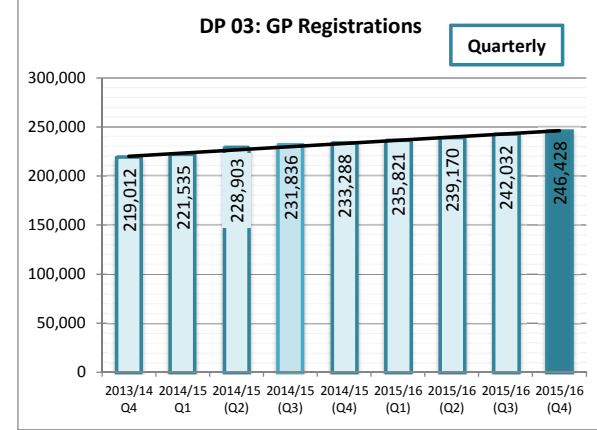


Source: GLA Round Demographic Projections, 2014

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.

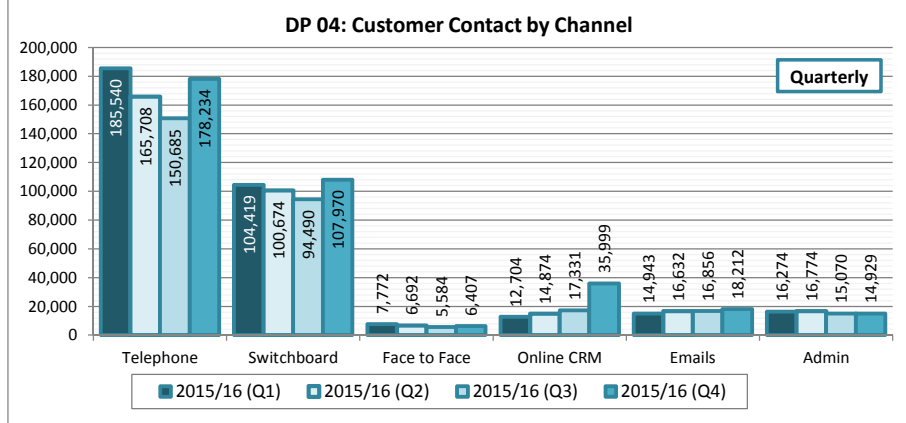
* Figures rounded to nearest 100

POPULATION



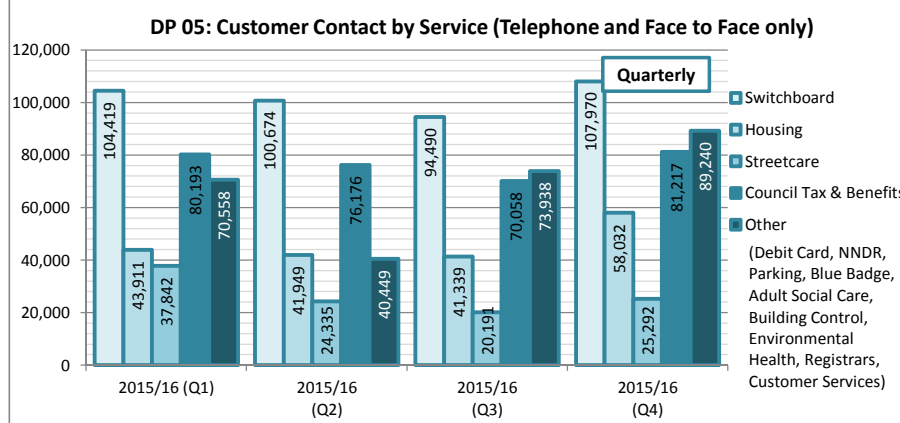
Q4 data shows Havering's GP registrations are continuing to increase each quarter, with 4,396 additional registrations between Q3 2015/16 and Q4 2015/16.

CUSTOMER SERVICES



Online volumes continue to increase each quarter and saw a particular increase in Q4. The introduction and promotion of further services online is planned. This will assist us to reduce telephone contact which continues to be the preferred method of contact by customers. We are refining email as a channel and where applicable transferring the more common queries to online structured web forms for many services.

CUSTOMER SERVICES



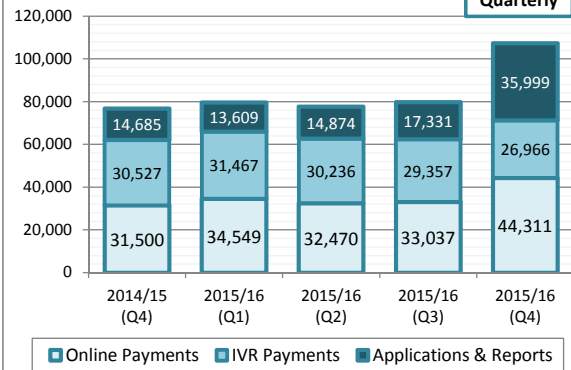
Council Tax, Benefits, StreetCare and Housing are the real pressures on service delivery due to demand levels and complexity. Services that are fully integrated with technology have been identified and we have begun to implement an online approach to move demand to the most cost effective channels.

Footnote: Admin relates to a variety of work including processing Blue Badge applications, actioning online forms where the service is not integrated with back office systems, cheque processing, etc

CUSTOMER SERVICES

DP 06: Online Transactions

Quarterly



Promising channel shift to online services compared to 14/15, particularly during Q4. An 'online only' approach was implemented in many StreetCare, Registrars and Revenue services during Q3. The high volume of Green Waste renewals being completed via the web has increased the number of online transactions still further.