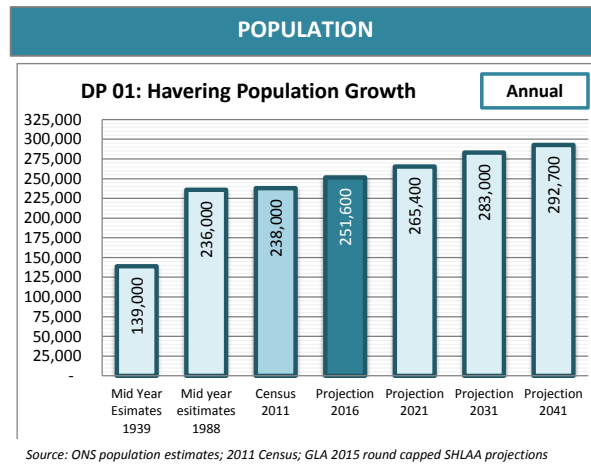
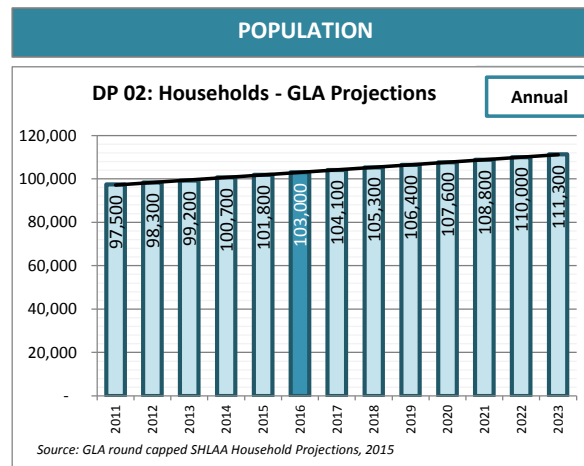


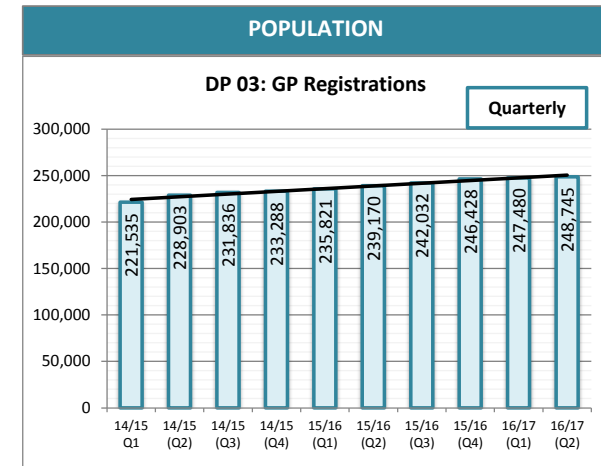
## Appendix 2: Quarter 3 2016/17 Demand Pressure Dashboard



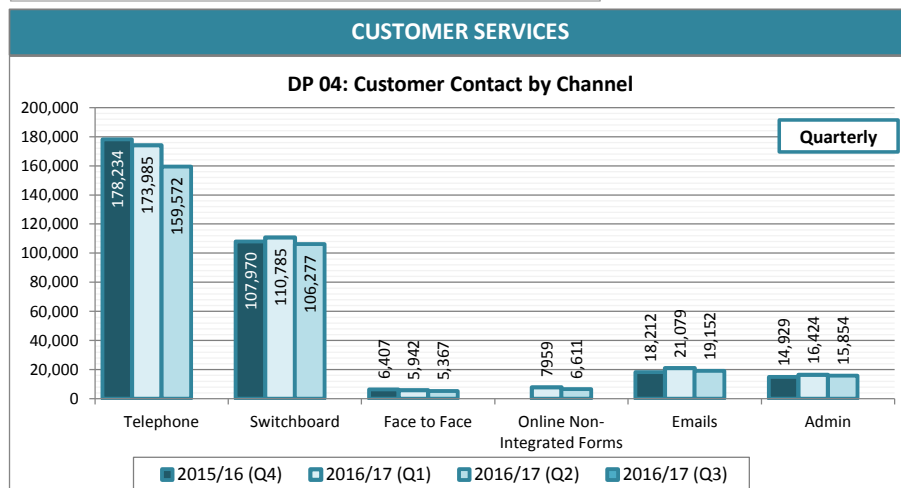
The ONS population estimates, the 2011 Census and GLA 2015 round capped SHLAA population projections show that Havering's population has seen the second largest proportional increase in London from 1939-2016 (81%). Hillingdon has the highest (88%) and Hounslow saw the third highest proportional increase in London (39%).  
\* Figures rounded to nearest 100



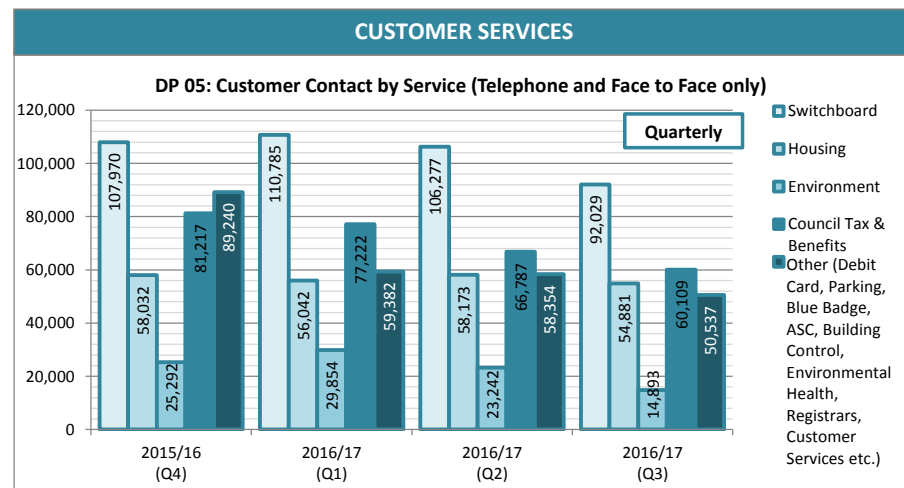
Using GLA estimates of the total number of households by borough, 1991-2041, the number of households in Havering has grown by 5,500 households (as at 2016) since 2011 and is projected to grow by a further 3,400 households by 2019.  
\* Figures rounded to nearest 100



Quarter 3 data shows that Havering's GP registrations are continuing to increase each quarter, with 1,265 additional registrations between Q2 2016/17 and Q3 2016/17.



The planned introduction and promotion of further services available online will assist in the reduction of telephone contact, which continues to be the preferred method of customer contact. Email channels are being refined where applicable in order to transfer the most common queries into online structured web forms. Online non-integrated structured web forms are preferred to email channels but still create a demand on Customer Services as the form requires processing by an agent. Online integrated forms are not handled by an agent and are directly sent to the appropriate service area.

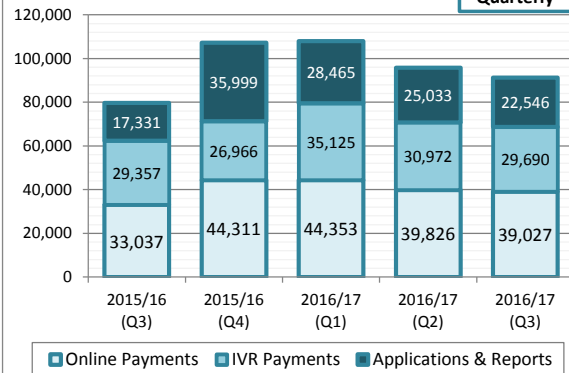


Council Tax, Benefits, Environment and Housing are the real pressures on service delivery due to the volume and complexity of enquiries. Services that are fully integrated with technology have been identified and work has begun to implement an online approach to move this demand to the most cost effective channels.

### CUSTOMER SERVICES

DP 06: Online Transactions

Quarterly

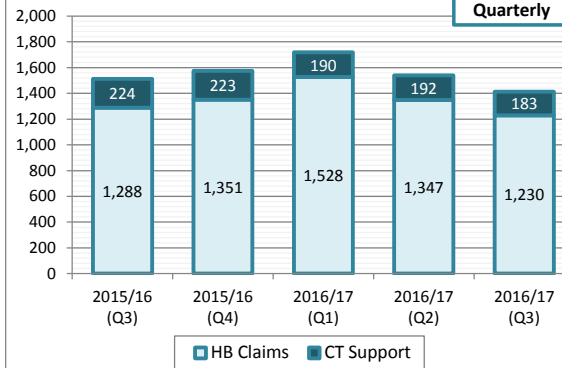


Compared with Q3 last year, we have experienced increases with online payments and service requests / applications. This is to be expected, as customers begin to become more familiar with going online and through choice too. The volume of IVR payments has however remained similar to the same time last year, which would be the case, with increased numbers of customers going on line. It is expected that throughout Q4, the trend will continue to increase across the three strands through seasonal demand addition to high profile projects such as Green Waste and Annual Billing, beginning in March.

### HOUSING BENEFIT

DP 07: New Housing Benefit/Council Tax Claims

Quarterly

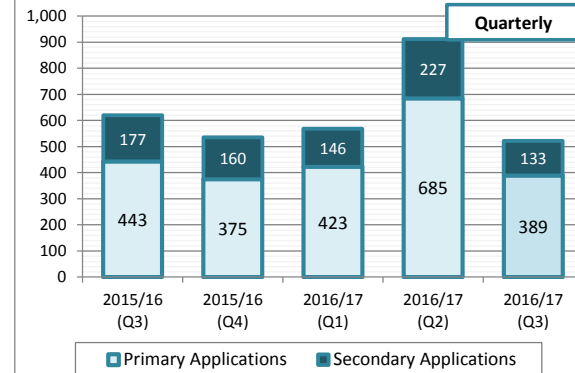


The total number of applications has decreased by 8% from Q2 2016/17 to Q3 2016/17. The Universal Credit (UC) rollout will not significantly affect numbers of claims during 2016/17 given that new customers will claim UC instead of Housing Benefit and UC is administered by the DWP.

### SCHOOL APPLICATIONS

DP 08: School Applications

Quarterly

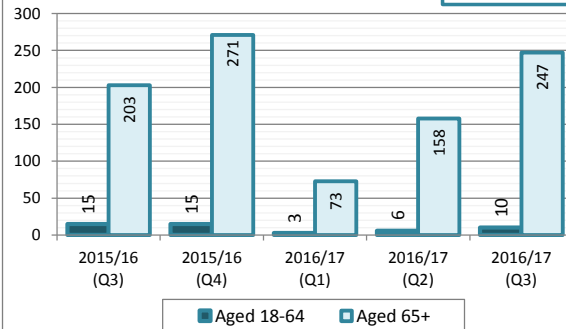


Whilst the number of applications for Q3 has decreased compared with previous quarters, the complexity of applications has increased.

### ADULT SOCIAL CARE

DP 09: Permanent admissions to residential and nursing care homes

Cumulative

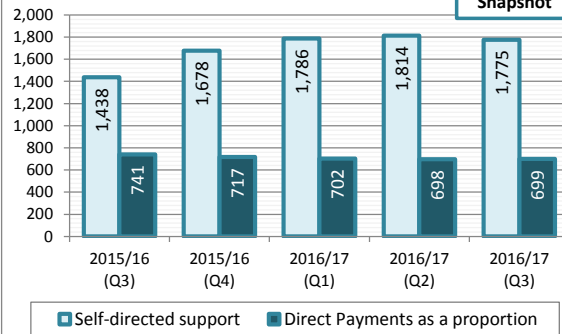


Demand for residents aged 18-64 (10) has decreased by a third compared to the same period last year (15), but has increased by 22% for residents aged 65+ (to 247 in Q3 2016/17 from 203 in Q3 2015/16).

### ADULT SOCIAL CARE

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

Snapshot

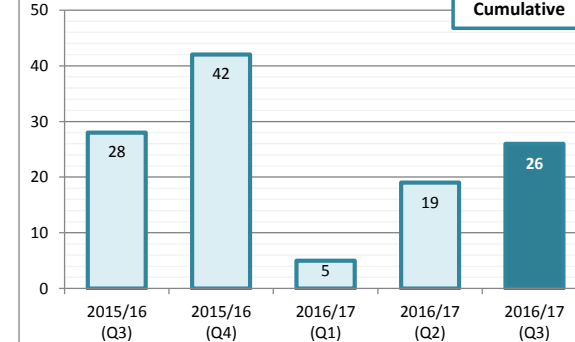


Take-up of self-directed support has increased by 23% since Q3 2015/16 (from 1,438 to 1,775). However take-up of Direct Payments has fallen slightly from 741 to 699 since Q3 2015/16.

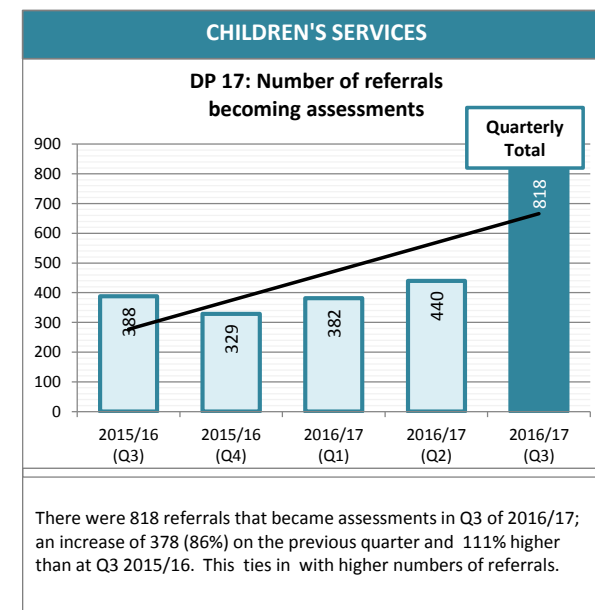
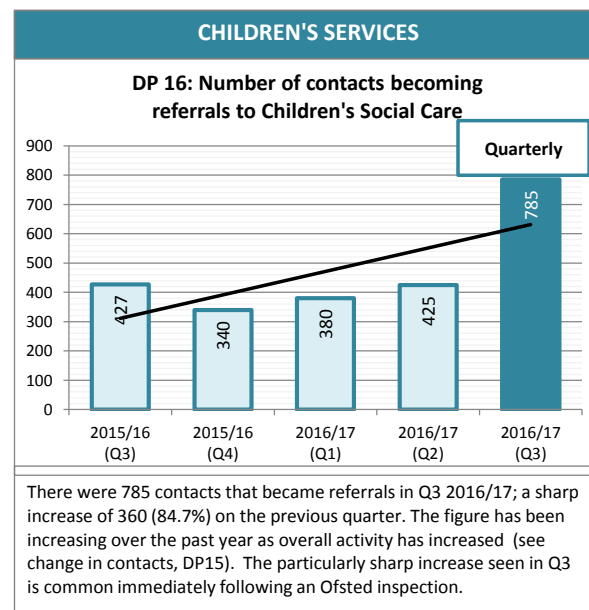
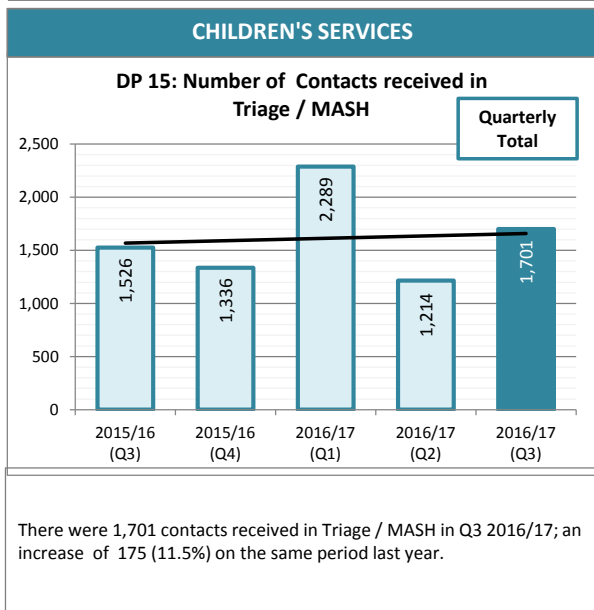
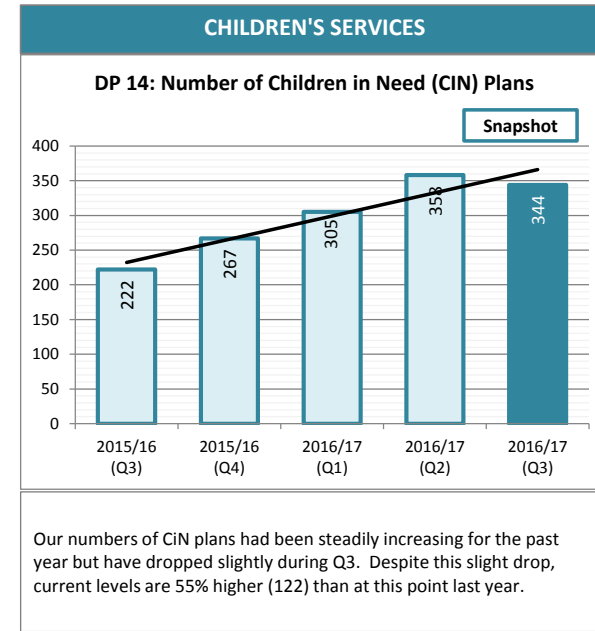
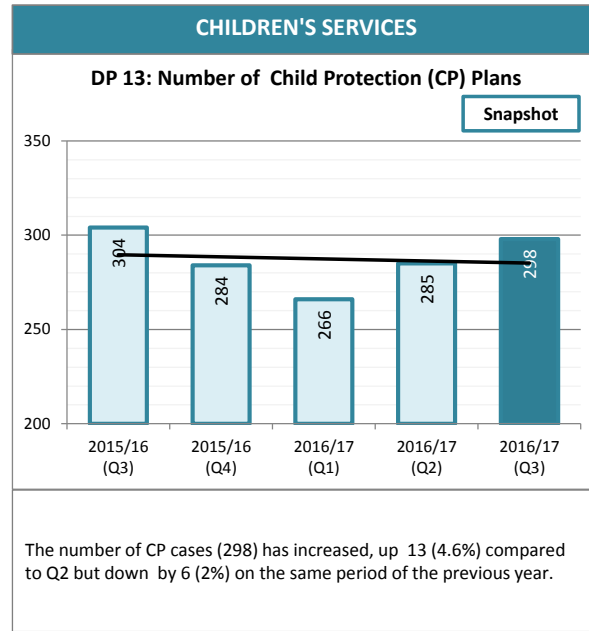
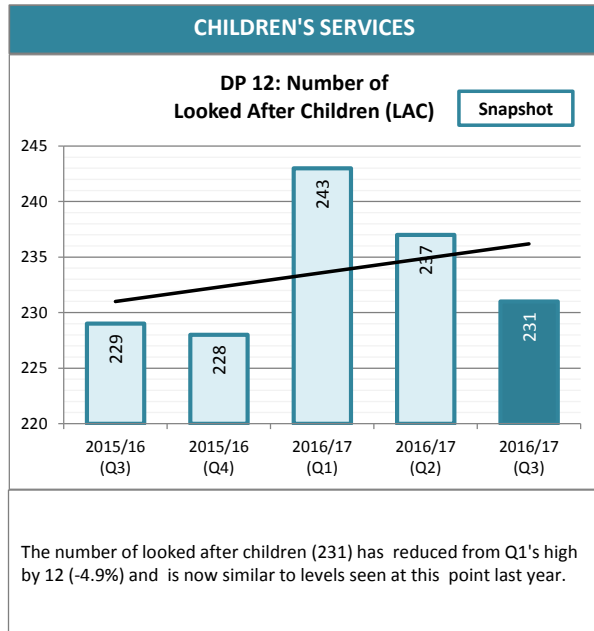
### ADULT SOCIAL CARE

DP 11: Residents Requiring On-going Service After Reablement

Cumulative

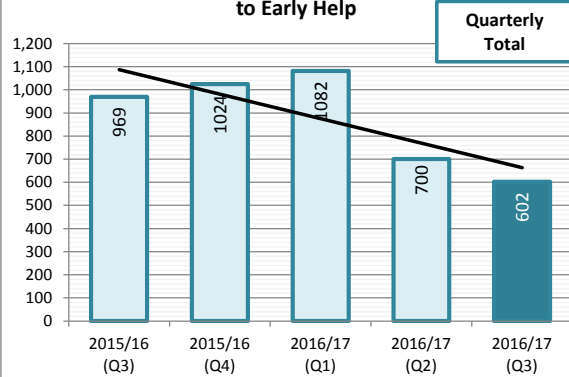


This is a local indicator and is reported cumulatively. Demand has decreased very slightly from 28 to 26 when compared to Q3 last year.



### CHILDREN'S SERVICES

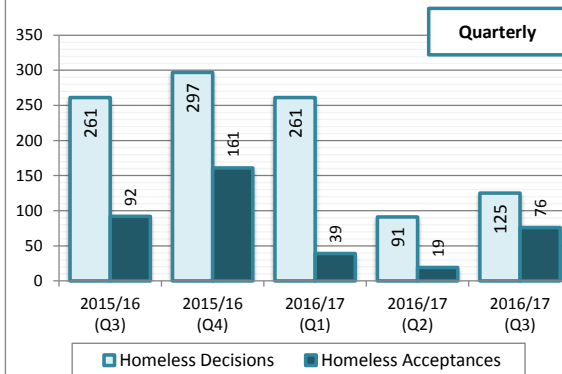
**DP 18: Number of contacts referred to Early Help**



There were 602 contacts referred to Early Help in Q3 2016/17; 98 less than the previous quarter and 367 less than the same period last year. Q3 saw a concerning pattern of an increasing proportion of contacts becoming referrals to social care and a declining proportion progressing to Early Help. Again, this is often observed in the period immediately following an Ofsted inspection.

### HOMELESSNESS

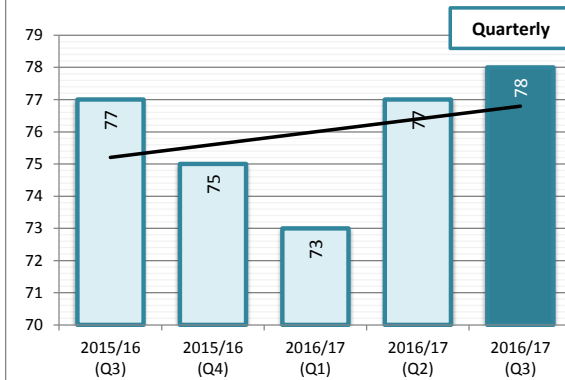
**DP 19: Homeless Decisions and Acceptances**



The number of Homeless decisions dramatically dropped for Q2 2016/17, by 65% compared to Q1 2016/17. The number of acceptances has also reduced, by 51%. Demand has increased again in Q3 2016/17 but not to previous levels.

### COMMUNITY SAFETY

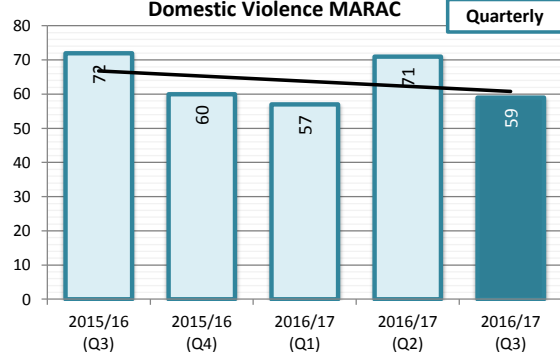
**DP 20: Offenders supported through IOM**



The number of offenders being managed through Integrated Offender Management is 78 at the end of Q3 2016/17. This is now almost at full capacity. The maximum number that can be supported in Havering is 80.

### COMMUNITY SAFETY

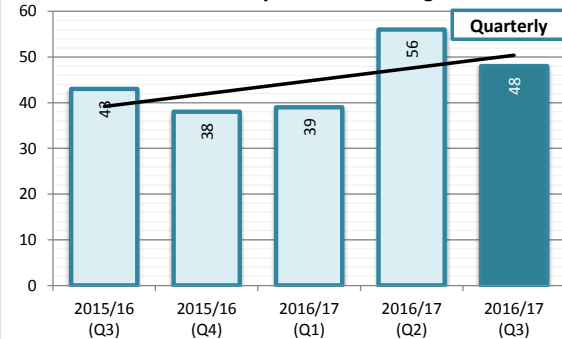
**DP 21: Number of cases referred to the Domestic Violence MARAC**



The number of cases of DV dealt with by the MARAC has increased long term from 157 in 2012-13 to 240 in 2014-15. This was exceeded again in 2015-16 with 250 cases, and we are expecting to outturn at a similar level this year.

### COMMUNITY SAFETY

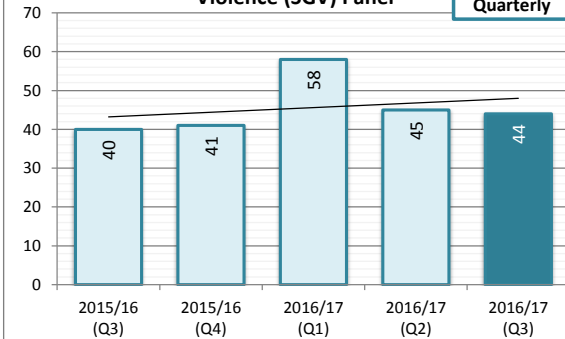
**DP 22: Number of cases referred to the ASB & Community MARAC Meeting**



The ASB Panel and Community MARAC were combined in January 2016 to reduce duplication. 2016-17 has seen an overall reduction from the previous year as cases are identified earlier and diverted to preventative services.

### COMMUNITY SAFETY

**DP 23: Cases coming to the Serious Group Violence (SGV) Panel**



The total number of clients being monitored for SGV is currently 103, with 45 of these being on the Met Police Trident Gangs Matrix. The number of clients coming to notice and requiring more intensive support through the SGV Panel in Q3 was 44.