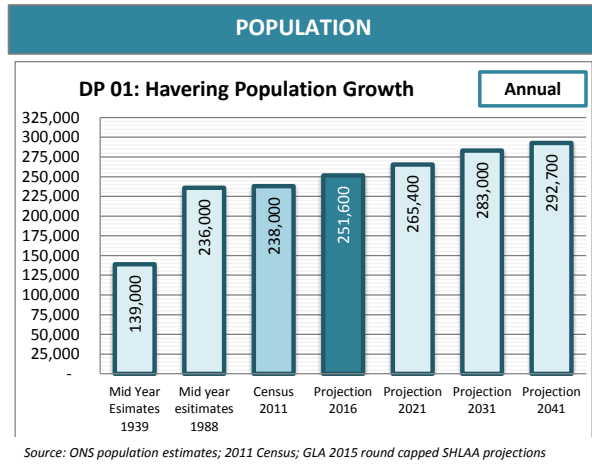
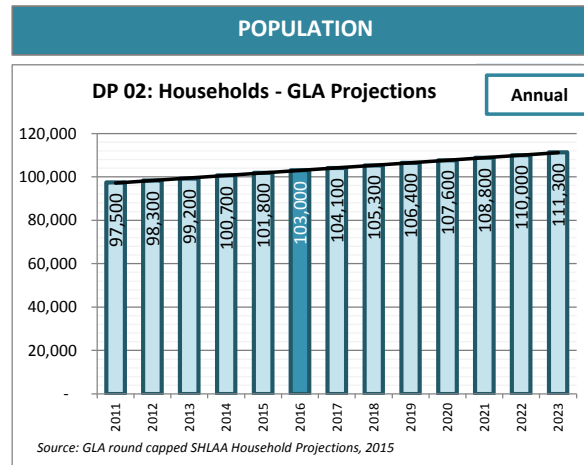


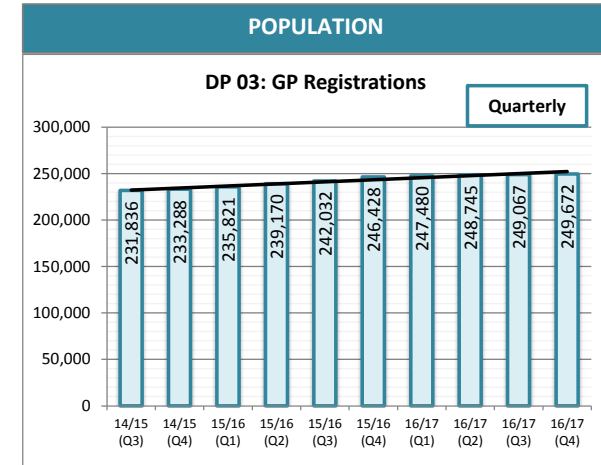
Appendix 2: Quarter 4 2016/17 Demand Pressure Dashboard



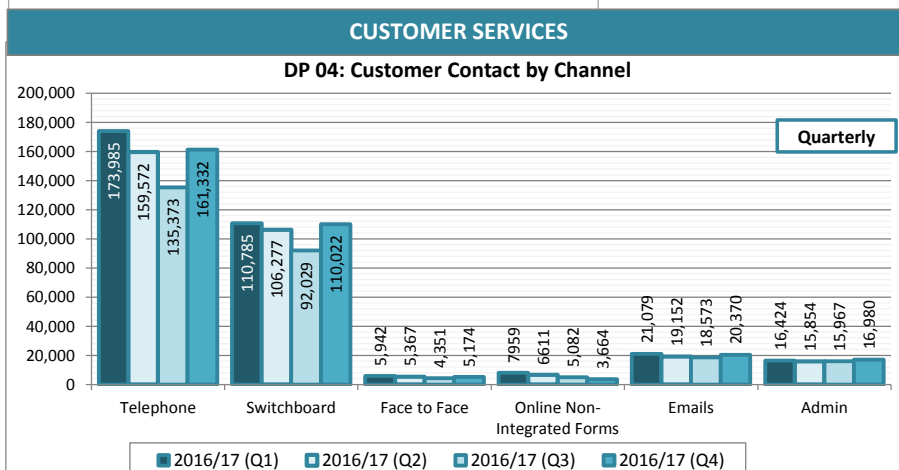
The ONS population estimates, the 2011 Census and GLA 2015 round capped SHLAA population projections show that Havering's population has seen the second largest proportional increase in London from 1939-2016 (at 81%). Hillingdon has the highest increase (at 88%) and Hounslow saw the third highest proportional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



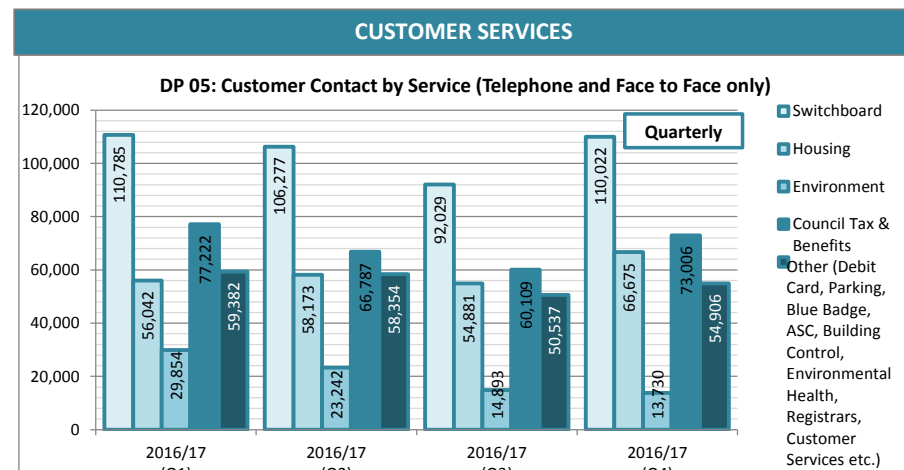
Using GLA estimates of the total number of households by borough, 1991-2041, the number of households in Havering has grown by 5,500 households (as at 2016) since 2011 and is projected to grow by a further 3,400 households by 2019.
* Figures rounded to nearest 100



The most current data shows Havering's GP registrations are continuing to increase each quarter, with 605 additional registrations between Q3 2016/17 and Q4 2016/17.

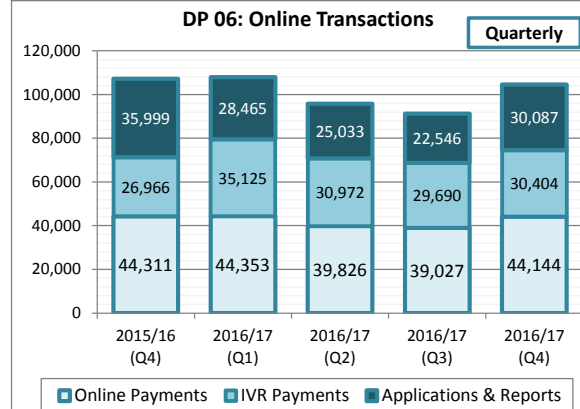


The planned introduction and promotion of further services available online will assist in the reduction of telephone contact, which continues to be the preferred method of customer contact. Email channels are being refined where applicable in order to transfer the most common queries into online structured 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.



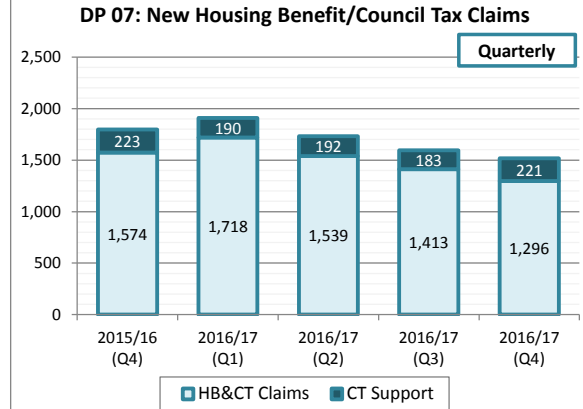
Council Tax, Benefits, Environment and Housing are the real pressures on service delivery due to the volume and complexity of enquiries. Services that are fully integrated with technology have been identified and work has begun to implement an online approach to move this demand to the most cost effective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

CUSTOMER SERVICES



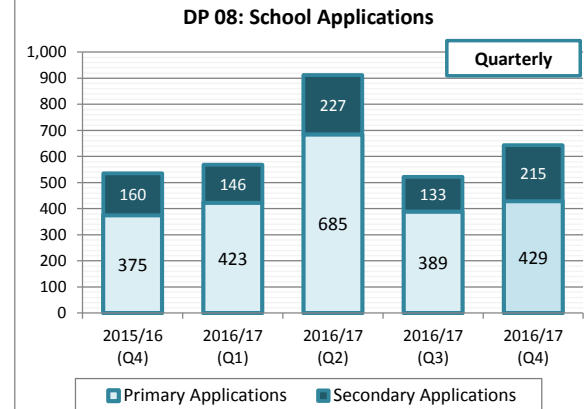
Compared with last quarter, there have been increases in online payments, IVR payments and service requests / applications. This is to be expected, as high profile projects such as Green Waste and Council Tax Annual Billing began in March.

HOUSING BENEFIT



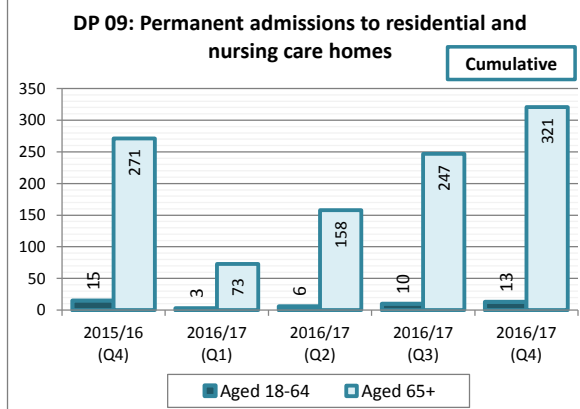
The total number of applications has decreased by 8% from Q3 2016/17 to Q4 2016/17. The Universal Credit (UC) rollout did not significantly affect numbers of claims during 2016/17 given that new customers will claim UC instead of Housing Benefit and UC is administered by the DWP.

SCHOOL APPLICATIONS



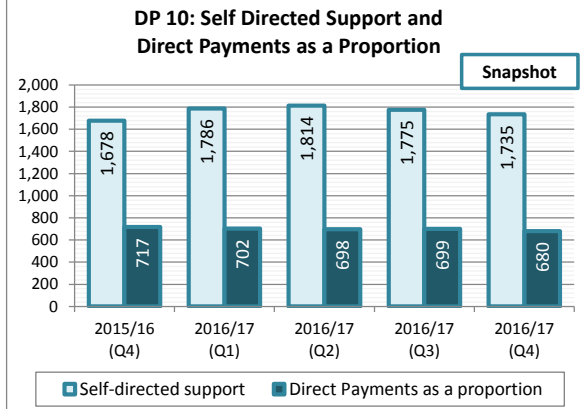
Compared to Q4 2015/16, the number of applications continues to increase across both primary and secondary schools.

ADULT SOCIAL CARE



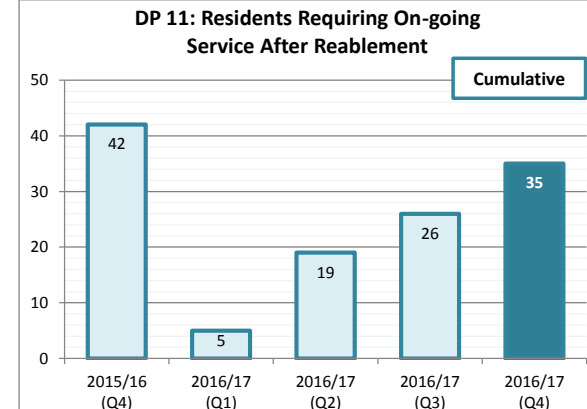
By the end of 2016/17, there had been 13 adults aged 18-64 in council-supported permanent admissions to residential and nursing care, representing a slight reduction (of 2) compared with 2015/16. However there had also been 321 adults aged over 65 in council-supported permanent admissions, representing an 18% increase on the previous year.

ADULT SOCIAL CARE

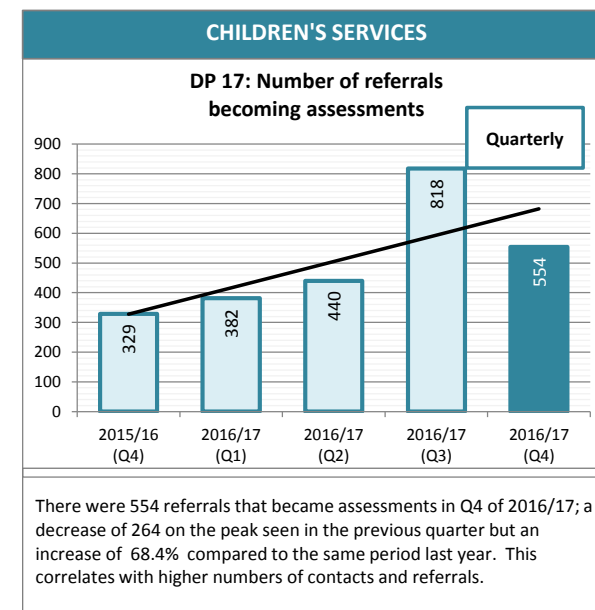
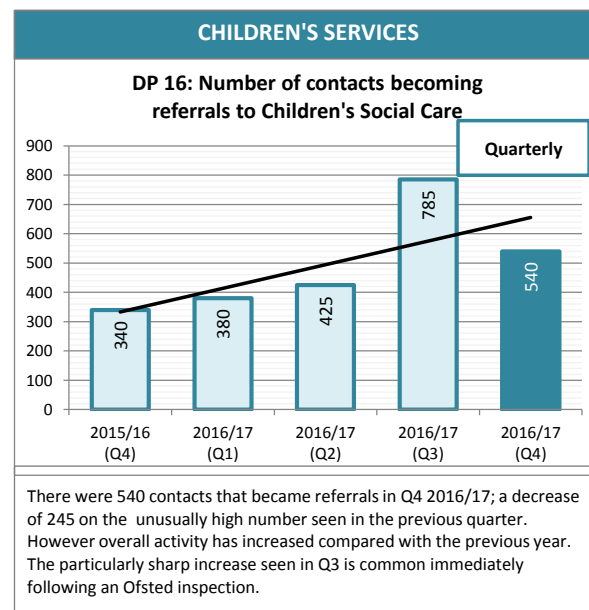
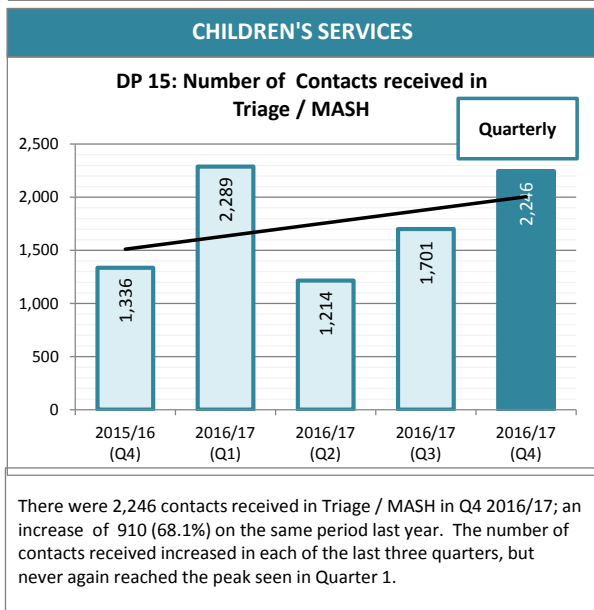
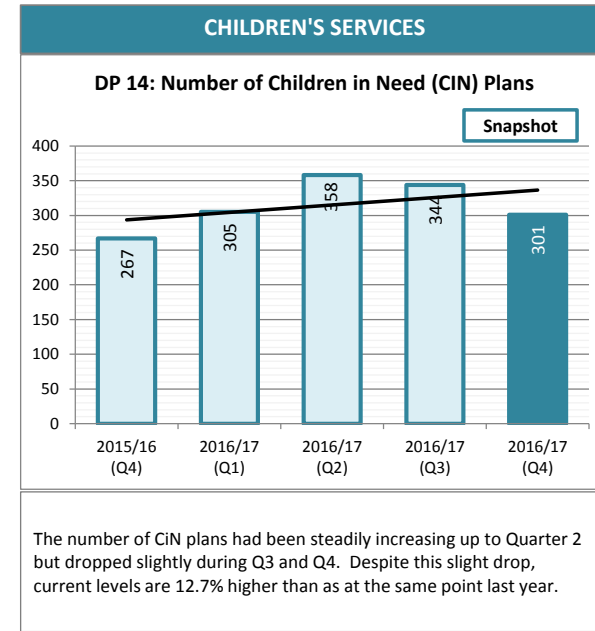
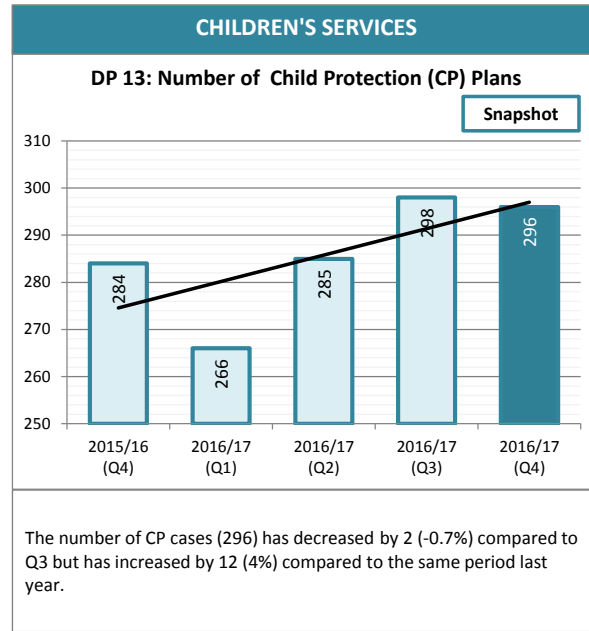
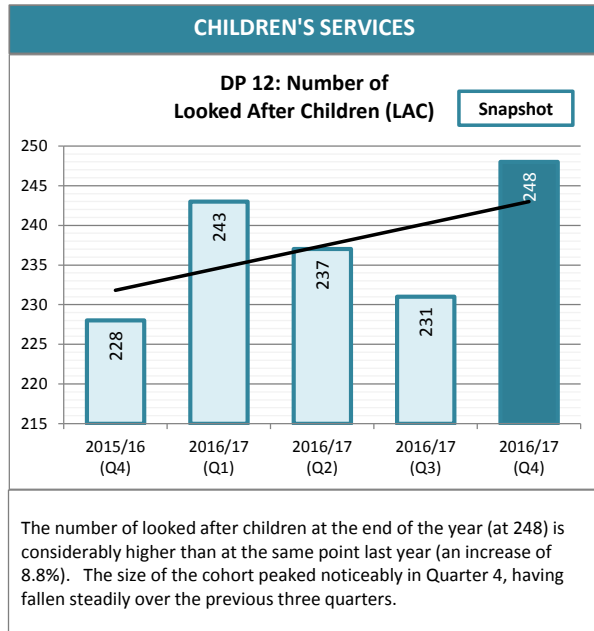


During 2016/17, there was a 3% increase in the take-up of self-directed support compared with the previous year, but a 5% reduction in the take-up of direct payments. Despite outturning higher than the previous year, take-up of self-directed support fell in the second half of the year compared with Quarters 1 and 2.

ADULT SOCIAL CARE

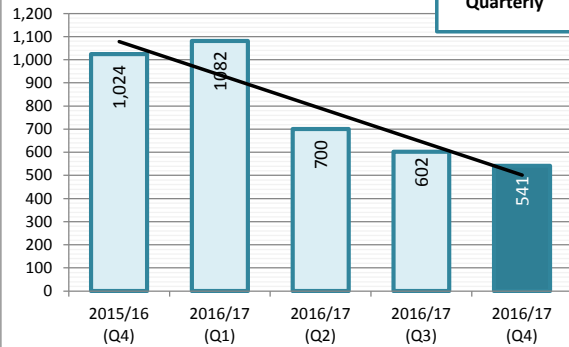


This is a local indicator and is reported cumulatively. Demand has decreased from 42 to 35 when compared to Q4 last year.



CHILDREN'S SERVICES

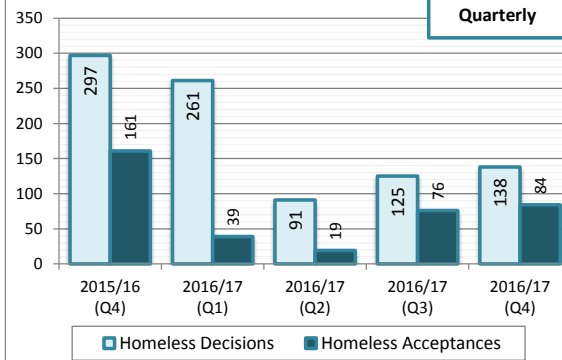
DP 18: Number of contacts referred to Early Help



There were 541 contacts referred to Early Help in Q4 2016/17; 61 less than the previous quarter and 483 less than the same period last year. Overall we are seeing 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

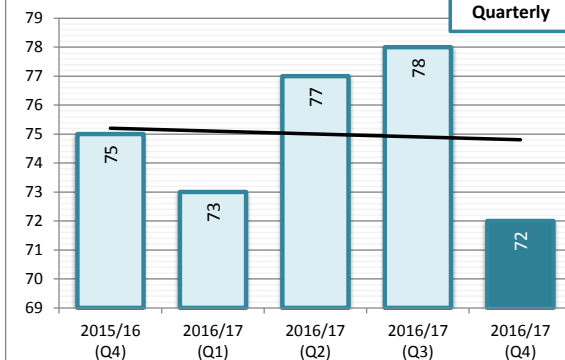
DP 19: Homeless Decisions and Acceptances



The number of homeless decisions dramatically dropped for Q2 2016/17, by 65% compared to Q1 2016/17. The number of acceptances also reduced, by 51%. Demand then increased again in Q3 2016/17 and Q4 2016/17 but not to previous levels.

COMMUNITY SAFETY

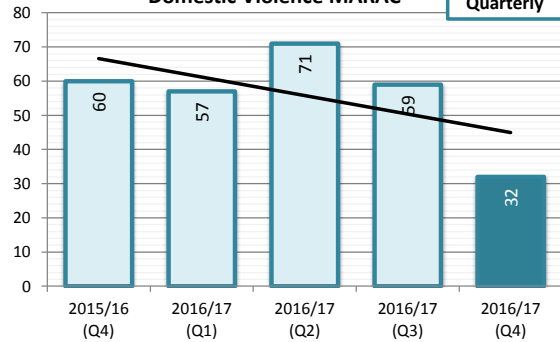
DP 20: Offenders supported through IOM



The number of offenders being managed through Integrated Offender Management was 72 at the end of Q4 2016/17, a reduction of 6 from Q3 2016/17 and a reduction of 3 compared with the same time the previous year. The maximum number that can be supported in Havering is 80.

COMMUNITY SAFETY

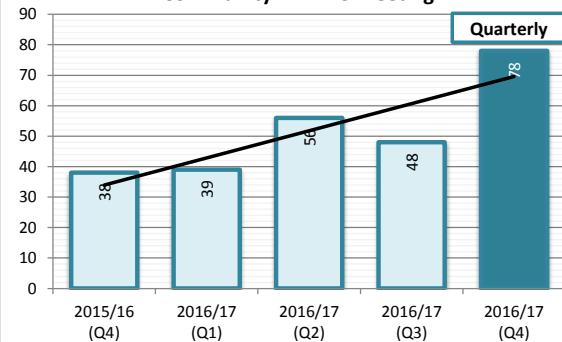
DP 21: Number of cases referred to the Domestic Violence MARAC



The number of cases of Domestic Violence dealt with by the MARAC (Multi-Agency Risk Assessment Conference) had been increasing long term from 157 in 2012-13 to 240 in 2014-15 and 250 in 2015-16. This dropped for the first time in several years, to 219 cases in 2016/17.

COMMUNITY SAFETY

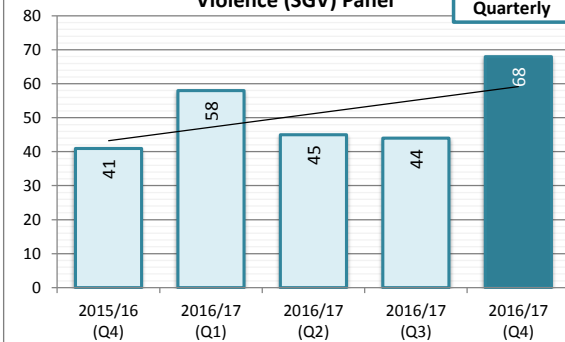
DP 22: Number of cases referred to the ASB & Community MARAC Meeting



The ASB Panel and Community MARAC meetings were combined in January 2016 to reduce duplication of cases being represented at both panels. There has been a large increase in demand in Q4 with an extra 40 cases compared to same period last year.

COMMUNITY SAFETY

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



The number of clients coming to notice and requiring more intensive support through the SGV Panel in the most recent quarter was 68, an increase of 24 compared to the previous quarter and an increase of 27 compared with the same period last year.