

RAG Rating		Direction of Travel (DOT)	
GREEN	On or better than target On track	↑	Short Term: Performance is better than the previous quarter Long Term: Performance is better than at the same point last year
		→	Short Term: Performance is the same as the previous quarter Long Term: Performance is the same as at the same point last year
RED	Worse than target Off track	↓	Short Term: Performance is worse than the previous quarter Long Term: Performance is worse than at the same point last year

Description	
Outturns reported cumulatively	(C)
Outturns reported as a snapshot	(S)
Outturns reported as a rolling year	(R)

Line.no	Indicator and Description	Value	2017/18 Annual Target	2017/18 Q2 Target	2017/18 Q2 Performance	Short Term DOT against 2017/18 (Q1)	Long Term DOT against Q2 2016/17	Comments	Service & Supporting Service		
Communities: Healthy and Active Lives											
1	The number of people who die from preventable causes like deprivation, accidents, and air quality – but not related to clinical care, per 100,000 population (R)	Smaller is better	Better than England (Annual 3-year rolling period)	Better than England (Annual 3-year rolling period)	157 per 100,000 population (2013-2015) GREEN	→	157 per 100,000 population	-	NEW	The latest available data relates to the period 2013 - 2015. For this period, Havering's mortality rate from preventable causes was significantly lower than the London (169/100,000) and England (184/100,000) averages.	Public Health • Environment • Adult Services • Children's Services
2	Rates of reoffending for those individual offenders completing drug and alcohol treatment referrals (measured through a follow-up 6 months after completion)	Smaller is better	14% (Alcohol) 38% (Drugs)	14% (Alcohol) 38% (Drugs)	N/A	-	NEW	-	NEW	This corporate PI is available on an annual basis. The Drug Intervention Panel (DIP) meets monthly to monitor those individuals with drug and alcohol problems and associated offending behaviour. There are currently 11 offenders with drugs issues and 10 offenders with alcohol issues being monitored. At the end of Quarter 2, there have been 18 Drug Rehabilitation Requirements (DRR) starts and 12 Alcohol Treatment Requirements (ATR) starts. During the same period, we have achieved 17 DRR completions and 11 ATR completions, against annual targets of 17 DRR completions and 16 ATR completions, thus demonstrating the Havering Community Safety Partnership's ability to address harmful substance misuse.	Policy, Performance & Community • Public Health
3	% of people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services	Bigger is better	87%	N/A	N/A	-	N/A	-	N/A	This indicator is not measured until Q4	Adult Services
Communities: A good start for every child to reach their full potential											
4	% of LAC who are in long term foster placements (18 months+)	Bigger is better	65%	65%	64.4% RED	↑	62.3%	-	NEW	There are currently 87/135 Looked After Children who have been in their placement for at least 18 months. Corrective Action: At 64.4%, this is only just below the target of 65%. There are a number of LAC who have been in their placement for just short of 18 months so it is expected that there will be improvements against this indicator in the upcoming months.	Children's Services
5	School readiness - % of children achieving a good or better level of development at age 5 (EYFSP)	Bigger is better	73%	73%	72% RED	-	N/A	↑	71% (15/16 Results)	Results are currently provisional. Verified results are expected in December / January. Good or better levels of development at age 5 improved again this year and remain above national levels (currently 71%), but did not quite reach the local target. Corrective Action: The LA has applied to the Strategic School Improvement Fund (SSIF) to help improve pupil judgements. From the first round of funding, a bid for a joint venture with Redden Court and Royal Liberty was successful. The second round of applications for funding shut at the end of October with outcome of these bids expected to be published at the end of 2017.	Learning & Achievement • Children's Services
6	% of looked after children who ceased to be looked after as a result of permanency (Adoption and Special Guardianship Order)	Bigger is better	20%	20%	21.3% GREEN	↑	14.8%	↑	20.3%	So far in 2017/18 we have seen 3 children cease to be looked after due to the granting of an adoption order and 9 children cease to be looked after due to the granting of a special guardianship order, which gives a year to date outturn of 21.3%. This is a great improvement on the 16/17 outturn of 14.7%, and is now above the 17/18 target of 20%.	Children's Services
7	% of children in good or outstanding schools	Bigger is better	83%	83%	84% GREEN	↑	80%	↑	75%	Due to the school holidays there has been only two inspections since last quarter. Both schools were judged Good, one being an academy's first inspection and the other a school coming out of special measures.	Learning & Achievement • Children's Services

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8	Pupil progress in 8 subjects, from the end of primary school to the end of secondary school ("Progress 8" score)	Bigger is better	-0.1	N/A	-0.04 GREEN	-	N/A	↑ -0.14 (15/16 Results)	"Progress 8" was a new indicator introduced by the DfE in 2016. Results are currently provisional. Based on these, the local Progress 8 score has improved to be in line with national (State-Funded) levels.	Learning & Achievement • Children's Services	
9	% of parents receiving an offer of their first choice school	Bigger is better	85% primary 80% secondary	N/A	N/A	-	NEW	-	NEW	Data is available on an annual basis and will be available in the Q4 report	Learning & Achievement • Children's Services
Communities: Families and communities look after themselves and each other											
10	Carers receiving a needs assessment or review and a specific carer's service, or advice and information	Bigger is better	620	280.9	140 RED	↑	97	↓	234	To date 276 carers have been assessed, of whom 140 (50.7%) have received a specific service, advice or information. At the same stage last year there had been 456 assessments or reviews, resulting in 234 (51.3%) carers receiving a specific response. Corrective Action: Work is currently ongoing within the assessment process to improve the outturn against this indicator. A joint carers assessment form has been developed and is being rolled out to the service to be inputted onto the Adults Information System (AIS). It is believed that current performance is also at least partially attributable to recording issues (e.g. carers' assessments being recorded with clients' assessments), which are being investigated and addressed.	Adult Services
11	Number of volunteers supporting Council services	Bigger is better	1,135	1,042	1,226 GREEN	↑	1,129	-	NEW	Performance is very strong and the year end target has been exceeded in Quarter 2. The strong performance can particularly be attributed to the success of volunteering initiatives within Housing Services.	Policy, Performance and Community • Culture and Customer Access • Housing • Children's Services • Environment
12	Placeholder: Reported outcomes for residents delivered by the community and voluntary sector	Bigger is better	TBC (Annual)	N/A	N/A	-	N/A	-	N/A	This indicator is currently in development by the Joint Commissioning Unit and will be co-produced with newly commissioned providers. The start of the new contracts has been delayed from September to February, hence the delay in confirming the target and outturns associated with this indicator.	Adult Services • JCU
Communities: Supporting vulnerable residents in our communities											
13	% of care leavers in both education, employment or training and suitable accommodation	Bigger is better	75%	75%	55.2% RED	↓	60.9%	-	NEW	At the end of September, there were 80/145 care leavers in both education, employment or training and suitable accommodation. Corrective Action: The Leaving Care Service as a whole is being reviewed and strengthened as part of the Face-to-Face Pathways Programme. Six Pathway Co-ordinators have been recruited who will work directly with young people and care leavers to help them plan their transitions into adulthood. We expect these roles to support our care leavers in identifying their education/employment route and ensuring they have access to suitable accommodation. The introduction of these roles will also enable planning for adulthood to commence as soon as young people become eligible for leaving care services at age 15 years and 9 months.	Children's Services • Policy, Performance and Community
14	The proportion of repeat victims of domestic abuse (C)	Smaller is better	27%	27%	25.8% GREEN	↑	29.7%	↑	29.1%	Improved performance in Quarter 2 has reduced the outturn to 25.8% (where lower is better). There will always be an uncontrollable element in the previous history of victims reporting DA, however efforts continue to lower this rate further through raising awareness amongst professionals to complete referrals to multi-agency risk assessment conferences, and ensuring that support is offered through Independent DV Advocates (IDVAs) and other partners. Particular emphasis was placed on these services during LBH's recent Safeguarding Week, with the VAWG Officer presenting to colleagues in various departments.	Policy, Performance and Community • Adult Services • Children's Services
15	Number of families assisted in finding their own housing solution/prevented from becoming homeless per month	Bigger is better	40%	40%	69.4% (177/255) GREEN	→	69.4%	-	NEW	The number of new households placed into temporary accommodation and accepted as homeless remains low due to successful early intervention/prevention outcomes.	Housing

Line.no	Indicator and Description	Value	2017/18 Annual Target	2017/18 Q2 Target	2017/18 Q2 Performance	Short Term DOT against 2017/18 (Q1)	Long Term DOT against Q2 2016/17	Comments	Service & Supporting Service		
16	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	660	310	209.8 GREEN	↓	108.1	↑	344.5	To the end of quarter 2, there had been 97 older people newly admitted into long term residential or nursing care. At the same stage last year there had been 158. As with previous quarters the majority of new admissions are over the age of 85.	Adult Services
17	Number of adults and older people who can choose how their support is provided to meet agreed health and social care outcomes in the year (self-directed support)	Bigger is better	86%	86%	86.5% GREEN	↓	86.7%	↑	84.6%	There has been a slight decrease in the number of people who receive their care via self directed support from quarter 1 to quarter 2. There has, however, been an increase in the percentage of people who receive this service from September 2016 to September 2017. As at the end of September 2017 there were 1,739 people receiving their service in this way.	Adult Services
18	The number of instances where an adult patient is ready leave hospital for home or move to a less acute stage of care but is prevented from doing so, per 100,000 population (delayed transfers of care)	Smaller is better	TBC	TBC	N/A	-	N/A	-	N/A	The number of patients delayed on the snapshot night has no longer been collected since April 2017. A new measure has been published on the DTOC website looking at the average number of days delayed in the month and we are currently awaiting clarification that this is to become the new ASCOF measure 2C. Once clarification has been received, a local target can be set accordingly.	Adult Services
19	Placeholder: Residents reporting good outcomes from their community service (home care service)	Bigger is better	TBC	TBC	N/A	-	NEW	-	NEW	This indicator is currently in development by the Joint Commissioning Unit. The service has collected initial data, which appears largely positive, but is awaiting independent verification of these results from Healthwatch before reporting this.	Adult Services • JCU
Connections: A digitally enabled borough											
20	Improved Socitm score for the www.havering.gov.uk website	Bigger is better	3	N/A	3 GREEN	→	3	↑	2	The Council has been awarded 3 out of 4 stars in a review of its website and how it provides quick and easy 'customer journeys'. The Better Connected survey was carried out on 416 council websites by The Society of IT Managers in the Public Sector (Socitm). As well as performance in tasks, the survey looks at the quality of a website's search function and its accessibility for mobile devices and for people with disabilities. The result puts Havering in the 'providing a good service' category and recognises the improvements taking place as part of our Customer Experience Programme to improve the way we do business with our customers. A web review project was started in the wake of the web project ending to further improve the customer user experience and start the more detailed page rewrites to eliminate any customer confusion as they transacted with us. The Socitm report highlighted Adult Social Care as being in need of an improved journey and as such a dedicated working group has formed to bring Carepoint content onto the Havering website whilst overhauling the entire ASC offering on the site.	Culture and Customer Access / Transformation • OneSource (ICT)
21	Avoidable customer contact for Customer Services	Smaller is better	25%	25%	23.23% GREEN	↓	21.9%	-	NEW	The amount of avoidable contact recorded in Q2 was slightly up on Q1, but within the target of 25%. There are a number of reasons being recorded for contact being avoidable, with the highest proportion being that customers have to telephone the Council because they were expecting a call back or visit from the relevant service / department. Other reasons include customers chasing a service request / application yet to be completed; difficulties surrounding an online/digital transaction and customers seeking clarity around letters being issued. In total the Contact Centre handled 81,600 telephone calls in Q2. If 23.23% of these were avoidable that equates to 18,769 customers unnecessarily contacting us. This call volume takes the equivalent of approximately 3.7 FTE to handle.	Culture and Customer Access / Transformation • OneSource (ICT)
Connections: Capitalising on our location and connectivity											
22	Completion of Governance for Railway Investment Projects (GRIP) stage 3 at Beam Park station by November 2017	N/A	GRIP stage 3 achieved	N/A	Off Track	↓	On Track	-	NEW	Programme slippage to February 2018 for GRIP stage 3 completion. Corrective Action: There has been intrusion of a gas pipeline onto the platform area. The mitigation option may have a programme impact and is currently being assessed. A meeting with the gas company (Cadent) has taken place and it has been agreed that decommissioning of the pipeline is the preferred option. Cadent is preparing a report to its Board for December 2017, recommending asset decommissioning.	Development

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23	Delivery of public realm improvements at the borough's three Crossrail stations	N/A	Improvements delivered	N/A	Off Track	→	Off Track	-	NEW	Gidea Park and Romford Crossrail supplementary works are on track and progressing well. The Harold Wood scheme is not on track due to a slipped programme from a Crossrail contractor, over which Havering has no direct control. Corrective Action: It has been agreed with TFL to carry forward funding to 2018/19 to achieve full spend and deliver works. Consequently the end date has now changed to accommodate the delay.	Development
Connections: Fast and accessible transport links											
24	Improve air quality in the borough by reducing the level of NO2	Smaller is better	40 µgm-3	N/A	N/A	-	NEW	-	NEW	In Havering there are 60 NO2 monitoring sites using diffusion tubes. The mean average levels of NO2 in 2016/17 had a range of between 31 µgm3 at the lowest at Bedford Park Visitor Centre, and 91 µgm3 at the highest at Romford Battis. A 2013 study by Kings College London found Havering to be the London Borough with the fifth cleanest air. The Miles the Mole Communication programme has been positively received locally and by the London Mayor's office. The Air Quality Action Plan is currently being finalised for Lead Member consideration. The action plan will have 40 critical measures which will improve air quality in the borough with NO2 being one of the major pollutants being targeted.	Environment • Development
Connections: Access to jobs and opportunities											
25	Proportion of adults in contact with secondary mental health services in paid employment	Bigger is better	7.2%	7.2%	10.9% GREEN	-	N/A	↑	7.2%	There has been an increase in the number of service users with Mental Health needs who are in paid employment. As at September 2017 there were 58 people in employment compared to 41 in September 2016.	Adult Services • Policy, Performance and Community
26	Proportion of adults with learning disabilities in paid employment	Bigger is better	8.3%	N/A	N/A	-	N/A	-	N/A	Performance against this indicator is not measured until Q3	Adult Services • Policy, Performance and Community
Opportunities: First class business opportunities											
27	Number of jobs created and safeguarded through Economic Development's London Riverside Programmes	Bigger is better	10	0	0 GREEN	→	0	-	NEW	Jobs are being created and safeguarded via the Delivery Agreement with CEME (Driving Growth in the London Riverside Opportunity Area Project). No new jobs fall into the cohort reported here until they have been sustained for 26 weeks. A slight slippage is expected in Q3 due to staffing issues within CEME. Officers are working with CEME to address these issues.	Development • Policy, Performance and Community
28	Number of investment enquiries to the Borough converted into a new business or expansion	Bigger is better	50	25	28 GREEN	↑	20	-	NEW	8 inward investment enquiries have been converted into a new business for the borough in Q2. The remainder reported here are expansions and businesses safeguarded.	Development • Communications
29	Total number of planning applications approved for new or extended commercial floor space, providing at least or greater than 100sq of floor space.	Bigger is better	75	N/A	N/A	-	NEW	-	NEW	This indicator is only available on an annual basis. An early, provisional, year to date figure should be available next quarter	Development
Opportunities: High-quality skills and careers											
30	% of 16-18 year olds who are known not to be in education, employment or training	Smaller is better	4.3%	4.3%	3.6% GREEN	-	N/A	-	NEW	Performance for Havering is below the annual target of 4.3% (where lower is better). This is also below the national (6%) and London (5.3%) averages. The delivery of targeted Information, Advice and Guidance (IAG) services via Prospects has seen a significant decrease in the number of NEETs through an increased focus on moving NEETs into education, employment or training. LBH has continued to deliver the Havering Raising the Participation Age (RPA) transitions event to support post-16 learners into positive destinations. This year the event was attended by over 200 learners and 600 parents.	Learning & Achievement • Policy, Performance and Community

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31	Number of apprentices (aged 16-18) recruited in the borough	Bigger is better	770	331	N/A	-	N/A	-	450	Apprenticeship data is not available from the DfE's apprenticeship data library for quarter 2, however the DfE's quarterly participation data for Quarter 1 indicates the number of young people progressing onto apprenticeships at 16-18 in Havering is at 9.5%, which is above the London average (4.5%) and above the national average (6.7%). The outturn for the academic year 2016/17 is expected to be released at Christmas. LBH has continued to deliver the annual parent and learner apprenticeship event as part of National Apprenticeship Week to raise the profile of apprenticeships and pathways into higher apprenticeship routes. We had over 400 attendees at this year's event, with local employers Neopost, Kingston Smith and national employers TFL & Willmot Dixon attending.	Learning & Achievement • Policy, Performance and Community
32	Number of apprentices (aged 19+) recruited in the borough	Bigger is better	1330	758	N/A	-	N/A	-	NEW	Apprenticeship data is not available from DfE apprenticeship data library for quarter 2. The outturn for the academic year 2016/17 is expected to be released at Christmas.	Learning & Achievement • Policy, Performance and Community
Opportunities: Dynamic development and infrastructure											
33	New Hornchurch Sports Centre planning application approved and contract given to build the new centre	N/A	Timescale achieved	N/A	Off Track	→	Off Track	-	NEW	Members provided a steer to progress the 25m pool option for the new build Hornchurch Sports Centre on 30 May 2017. SLM has now gone to tender for build costs and submitted a programme for the development. Public engagement took place at the Havering Show and letters were sent to 4,500 residents within half a mile catchment of the Hornchurch Sports Centre notifying them of further public engagement sessions in early October 2017, of which approximately 200 residents attended. Corrective Action: Project progressing as Members requested following the decision to progress a new Hornchurch Sports Centre with a 25m swimming pool. Construction is due to commence by May 2018 (subject to a successful planning outcome). The new Centre would then open in December 2019, with demolition of the existing centre complete and a new car park created by June 2020.	Culture and Customer Access
34	New Romford Leisure Centre opened by Spring 2018	N/A	Facility opened	N/A	On Track	→	On Track	-	NEW	Romford Leisure Centre is on target to open early next year. Work is nearing completion at the leisure development. The ice rink structure is now complete and will have capacity for more than 1,200 skaters. The two pools are also nearing completion at the centre, with facilities including a fitness suite, and large dance and spinning studios.	OneSource (Asset Management) • Culture and Customer Access
Opportunities: A thriving local economy											
35	The number of businesses expressing an interest to relocate to the Borough with a turnover of £10m+ or international recognition.	Bigger is better	150 (Annual)	75	11 RED	↑	5	-	NEW	6 businesses with a turnover of £10m+ or international recognition have expressed an interest to relocate to the borough in quarter 2. 5 of those businesses have moved into premises in the borough. Corrective Action: The service is working on branding for the borough that can be used in large business engagement.	Development • Communications
36	Proportion of businesses showing employment growth	Bigger is better	78,780	N/A	N/A	-	N/A	-	78,000	This indicator will be reported at year end as data is only available annually and there is a time lag in it being published. The direction of travel is expected to be positive at this stage, given the number of new businesses and expansions reported. A new Inward Investment Delivery Plan is being developed, which aims to outline a number of new, proactive activities to support business growth and new investments into the Borough.	Development
37	Developments approved with an obligation requiring a Skills and Training Plan	Bigger is better	100%	N/A	N/A	-	NEW	-	NEW	This indicator stems from the work underway on the Planning Advice Note on Employment, Skills and Training. Data is only available on an annual basis with collection beginning once the Employment, Skills and Training Planning Advice Note, which will set out a basis for when a skills and training plan is needed, has been published	Development • Policy, Performance and Community
Places: A clean, safe environment for all											

Line.no	Indicator and Description	Value	2017/18 Annual Target	2017/18 Q2 Target	2017/18 Q2 Performance	Short Term DOT against 2017/18 (Q1)	Long Term DOT against Q2 2016/17	Comments	Service & Supporting Service		
38	The level of waste per head of population presented to the East London Waste Authority (ELWA)	Smaller is better	441.01 kg per head	220.50 kg per head	235.65 kg per head (Provisional) RED	↓	118.4kg per head (Provisional)	-	NEW	<p>This PI measures the total waste delivered to the ELWA. This includes collected household waste, waste from the reuse and recycling centre and municipal waste from Highways and Parks management activities. If tonnages continue at this level throughout the year we would outturn above target, however tonnages are projected to decrease through the winter months as the amount of garden waste reduces .</p> <p>Corrective Action: Various waste prevention campaigns focusing on home composting, reuse, and Love Food Hate Waste, particularly through the Sainsbury's funded food waste reduction activities and through the Rewards and Incentives Scheme's Food Waste Challenge, are in place to help achieve the target. We are also reviewing operations in Highways and Grounds Maintenance to reduce waste and, with ELWA, are considering strengthening policies targeting potential commercial waste entering the domestic waste stream at the household reuse and recycling centre.</p>	<p>Environment</p> <ul style="list-style-type: none"> • Communications
39	The number of burglary offences (C)	Smaller is better	1,812	906	1,070 RED	↑	555	↓	917	<p>The combined figure for Q1 and Q2 this financial year is 1,070 offences. This is 153 offences higher than the 917 offences seen at the end of Q2 2016/17. When looking at Q2 in isolation, we have seen 515 offences, compared to the 404 offences seen in Q2 last year.</p> <p>There were 164 more offences during the first half of the year than the target. There is a however a positive in that the 515 offences in Q2 17/18 is lower than the 555 offences seen in Q1.</p> <p>Corrective Action: A review of burglary levels was presented to the HCSP on 18th October. This showed that only two wards in Havering are currently showing an increase in Burglary levels compared to 2016. These are Hylands and Romford Town Centre. Targeted action is planned by the police in these areas. The Metropolitan Police (MPS) is planning to repeat a seasonal initiative in the run-up to Christmas to tackle the increase in burglaries which longer hours of darkness brings, with additional patrols in targeted areas and further roll out of the Met Trace property marking scheme. The MPS has also launched its BESAFE campaign, which will be supported by the Safer Havering Campaign over the autumn and winter period. .</p>	<p>Policy, Performance and Community</p>
40	The number of anti-social behaviour (ASB) offences (C)	Smaller is better	6,100	3,605	3,037 GREEN	↓	1,050	↑	3,488	<p>Q1 and Q2 combined have seen 3,037 offences, compared to 3,488 during Q1 and Q2 of 2016/17. The summer months traditionally count for a significant proportion of anti-social behaviour, so having a below-target figure at this point in the year suggests we will achieve our annual target.</p> <p>Work to reduce ongoing causes of ASB complaints continues with the evolution of the Tasking Enforcement Group (TEG) process to co-ordinate action against problem premises, and work to tackle vehicle nuisance in the Rainham BID area. Work to tackle moped-enabled crime continues under 'Operation Venice', with Havering the only London borough to have witnessed a reduction (by 27%) against levels seen last year.</p>	<p>Policy, Performance and Community</p> <ul style="list-style-type: none"> • Children's Services (YOS) • Culture and Customer Access (Youth Services)
41	Local Plan progressed and successfully adopted in accordance with the timeframe set out in the Local Development Scheme	N/A	Timescale achieved	N/A	On Track	→	On Track	-	NEW	<p>Currently on track. Consultation commenced on 7 August 2017 has now been completed. 130+ representations have started to be analysed.</p>	<p>Development</p>

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42	The number of non-domestic violence with injury offences (C)	Smaller is better	1,311	906	653 GREEN	↑	349	↑	664	Q1 and Q2 this financial year have seen a total figure of 653 offences, which is slightly less than the 664 seen up to the same point last year. Performance is currently over 250 offences under our target level (were lower is better) for this point in the year. We have also achieved a reduction against the 349 offences seen in Q1 17/18. Romford Town Centre has been identified as the ward responsible for the majority of non-domestic violence with injury, so targeted work to tackle this crime continues through partnerships with the police and other partners within the night-time economy. The Council and Safer Transport Police have been shortlisted for a Problem Orientated Policing (POP) award for their work to address violence in Romford town centre, with the final winner being decided in November.	Policy, Performance and Community • Children's Services (YOS) • Culture and Customer Access (Youth Services)
43	Making Safeguarding Personal: % of cases where desired outcomes were expressed and these were either partially or fully met	Bigger is better	90%	90%	93.6% GREEN	↑	90%	↑	92.9%	There has been an improvement in performance against this indicator when comparing Q1 to Q2. There has also been an increase in performance when comparing September 2017 to September 2016. As at the end of quarter 2, 141 service users who had gone through the safeguarding process had expressed their desired outcomes. This is compared with 128 at the same stage last year.	Adult Services
Places: High-quality homes											
44	Delivery partner selected for the HRA regeneration programme by March 2018	N/A	Delivery partner selected	N/A	On Track	→	On Track	-	NEW	Overall on track and progressing according to plan. The second stage of dialogue started on 11 October 2017 with 3 bidders	Housing
45	% of council homes that meet the decent homes standard which ensures standards of fitness, structure, energy efficiency and facilities in council properties.	Bigger is better	98%	98%	99.2% GREEN	→	99.2%	↓	99.8%	The number of council homes that meet the decent homes standard has remained at the same outturn since quarter 3 of 2016/17. During 2017/18 there has been an increase in the number of surveys of stock which has tightened up the programme by identifying works required and works not required under the decent homes standard. Due to the constant tightening up of the programme, the new builds being developed and the regeneration programme there should be a further increase in the number of decent homes by the end of December 2017.	Housing
Places: Award-winning parks and open spaces											
46	% of parks supported by a "Friends" group	Bigger is better	17%	17%	17% GREEN	→	17%	-	NEW	17 out of 100 parks and green spaces continue to be supported by a Friends Group	Environment • Policy, Performance and Community
47	Number of Green Flag Awards	Bigger is better	13	N/A	13 GREEN	→	13	↑	11	The Green Flag Award is the benchmark national standard for publicly accessible parks and green spaces. Havering has been awarded a further two awards from last year increasing the total to 13. The parks that currently hold the award are: Harrow Lodge Park, Haynes Park, Raphael Park, Bedfords Park, Cottons Park, Harold Wood Park, Hylands Park, Lawns Park, Lodge Farm Park, St. Andrew's Park, Upminster Park, Rise Park and Central Park.	Environment • Policy, Performance and Community
Places: A vibrant cultural and leisure destination											
48	Deliver the Romford Market Transformation Support Programme for 2017/18	N/A	Transformation support programme delivered	N/A	On Track	-	NEW	-	NEW	The Romford Market Transformation Support Programme is progressing. A revised action plan and business plan are being prepared setting out the short, medium and long term objectives.	Development
Perception / Engagement PIs											
Police public attitude survey	% of respondents worried about crime in the area (R)	Smaller is better	28%	28%	33% (Q4 16-17) RED	↓	32% (Q3 16-17)	↓	32% (Q4 15-16)	The survey results are published two quarters in arrears, therefore March 2017's is the most recent data available. Performance is worse than the London average (31% - where smaller is better) and is worse than both the previous quarter and the same period last year. Corrective Action: The police have developed a communications plan and monthly joint communications meetings are taking place between the police and the council. Havering Council has launched the Safer Havering Campaign and Feel Safe Friday twitter campaign. The MPS has worked closely with the Romford Recorder and there has been positive reporting on action taken to address crime and disorder in Romford town centre and moped-enabled crime.	Policy, Performance and Community
	% of respondents worried about ASB in the area (R)	Smaller is better	15%	15%	15% (Q4 16-17) GREEN	↓	14% (Q3 16-17)	↓	13% (Q4 15-16)	The survey results are published two quarters in arrears, therefore March 2017's is the most recent data available. Performance is better than the London average (21% - where smaller is better) but worse than the previous quarter and the same period last year	Policy, Performance and Community

Line.no	Indicator and Description	Value	2017/18 Annual Target	2017/18 Q2 Target	2017/18 Q2 Performance	Short Term DOT against 2017/18 (Q1)		Long Term DOT against Q2 2016/17		Comments	Service & Supporting Service
LCA / Populus Survey	Satisfaction with the way Havering Council runs things	Bigger is better	65%	N/A	N/A	-	N/A	-	61% (2016)	Performance against this PI is measured biennially. The last survey was completed in 2016. The next survey is scheduled to be carried out in 2018.	Communications
	Satisfaction with Havering as a place to live	Bigger is better	88%	N/A	N/A	-	N/A	-	88% (2016)		Communications
	Strength of belonging to the local area	Bigger is better	80%	N/A	N/A	-	N/A	-	79% (2016)		Communications
	Trust in Havering council	Bigger is better	70%	N/A	N/A	-	N/A	-	70% (2016)		Communications
Housing Status Survey	Satisfaction with the service provided by LBH Housing Services	Bigger is better	85%	N/A	N/A	-	NEW	-	NEW	The 2017/18 survey has been sent to residents and the responses are being collated and analysed. Results are expected to be available next quarter. No survey was completed in 2016/17. The outturns for 2015/16 were 85% and 73% respectively	Housing
	Satisfaction that LBH Housing Services listens to tenants' views and acts upon them	Bigger is better	75%	N/A	N/A	-	NEW	-	NEW		Housing
Adult Social Care Survey	% of respondents reporting control over their daily life?	Bigger is better	71%	N/A	N/A	-	N/A	-	75.5% (Annual 16-17)	The Adult Social Care Survey is completed annually. The 2017/18 survey will be distributed in January 2018 and provisional results should be available for Q4 17/18	Adult Services
	Overall satisfaction with the care and support services received	Bigger is better	61%	N/A	N/A	-	N/A	-	62.4% (Annual 16-17)		Adult Services
	% of respondents reporting feeling safe	Bigger is better	68%	N/A	N/A	-	N/A	-	69% (Annual 16-17)		Adult Services
Carers Survey	Overall carers' satisfaction with the support or services carers and service users have received from Social Services in the last 12 months	Bigger is better	35%	N/A	N/A	-	N/A	-	34.2% (Annual 16-17)	The Carers Survey is completed biennially. The last survey was completed last year, and is therefore not scheduled to be completed again until 2018/19.	Adult Services
	% carers reporting that, over the last 12 months, they have been involved or consulted as much as they wanted to be, in discussions about the support or services provided to the person they care for	Bigger is better	66%	N/A	N/A	-	N/A	-	71.4% (Annual 16-17)		Adult Services
	% carers reporting that, over the last 12 months, they have found it easy to find information and advice about support, services or benefits	Bigger is better	67%	N/A	N/A	-	N/A	-	66% (Annual 16-17)		Adult Services
Early Help Service	Proportion of families who show continued overall progress after their initial assessment.	Bigger is better	TBC	N/A	N/A	-	N/A	-	N/A	The Early Help Service Evaluation Questionnaire was piloted in 2016/17. Response rates were very low and currently there are no plans for a further survey this year. Work is ongoing to measure performance against this indicator through Outcome Star assessments. Data on these cannot be reported until staff have received training, which is expected imminently.	Children's Services
Public Health Outcomes Framework	Percentage of respondents scoring 0-4 in response to the question "Overall, how happy did you feel yesterday?"	Smaller is better	Better than England	N/A	7% (2015/16) GREEN	-	N/A	↑	9.8% (2014-15)	The most recent data available from Public Health England is for the period 2015-16. Havering's outturn of 7% is better than England's (8.8%, where smaller is better) and better than the year before.	Public Health
	Percentage of respondents scoring 6-10 in response to the question "Overall, how anxious did you feel yesterday?"	Smaller is better	Better than England	N/A	18% (2015/16) GREEN	-	N/A	↑	21% (2014/15)	The most recent data available from Public Health England is for the period 2015-16. Havering's outturn of 18% is better than England (19.4%, where smaller is better) and better than the year before.	Public Health
Annual Resident Survey	Questions to cover Environment services (TBC)	N/A	TBC	N/A	N/A	-	N/A	-	N/A	The Council has plans to undertake a full residents' survey which will include questions covering Environment services. The survey is planned for early 2018/19.	Environment & Communications