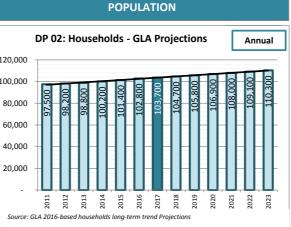
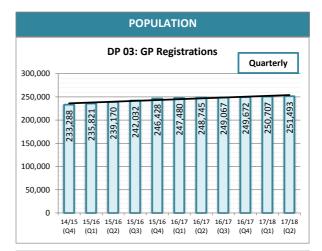


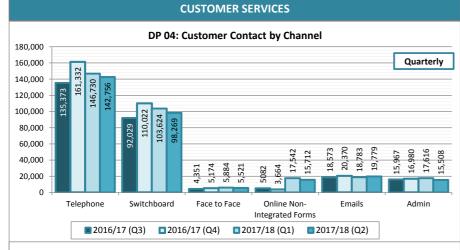
Population projections show that Havering's population has seen the second largest proportional increase in London from 1939-2016 (at 81%). Hillingdon has the highest increase (at 88%) and Hounslow saw the third highest proportional increase in London (at 39%). * *Figures rounded to nearest 100*



GLA estimates of the total number of households by borough indicate that the number of households in Havering has grown by 6,200 households from 2011 to 2017 and is projected to grow by a further 4,300 households by 2021. * Figures rounded to nearest 100

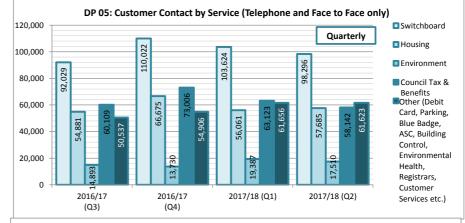


GP registrations are continuing to increase each quarter, with 786 additional registrations between Q1 2017/18 and Q2 2017/18

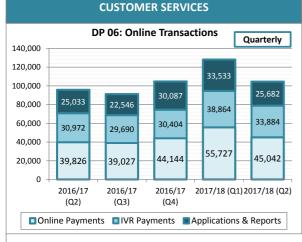


The planned introduction and promotion of further services available online will assist in the reduction of telephone contact, which continues to be the preferred method of customer contact. Online non-integrated structured web forms are preferred to email channels but still create a demand on Customer 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.

CUSTOMER SERVICES

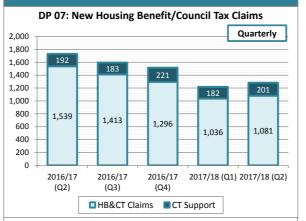


Council Tax, Benefits, Environment and Housing are the real pressures on service delivery due to the volume and complexity of enquiries. Services that are fully integrated with technology have been identified and work has begun to implement an online approach to move this demand to the most cost effective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

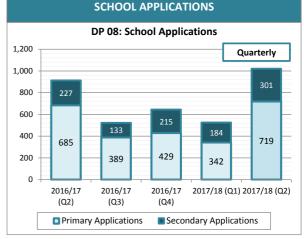


There have been a decrease during Q2 in online payments, IVR payments and service requests / applications. This was expected as the green waste renewal period ended. However online engagement is higher than at the same point last year, indicating some success in shifting customers online

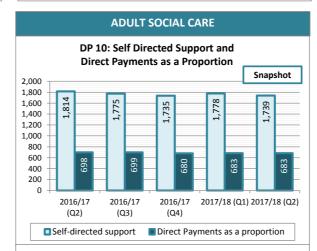
HOUSING BENEFIT



The total number of applications has increased by 5% from Q1 2017/18 to Q2 2017/18. The Universal Credit (UC) rollout did not significantly affect numbers of claims given that new customers will claim UC instead of Housing Benefit and UC is administered by the DWP.

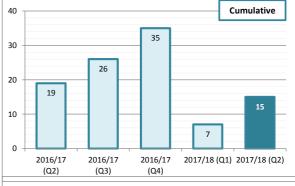


Compared to Q2 2016/17, the total number of applications has increased. We have experienced many applications this quarter where pupils are new to the country or moving into Havering from another part of the UK



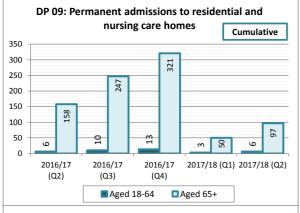
At the end of Q2, there were 1,739 service users receiving self directed support, compared to 1,814 at the same stage last year (representing a 4.1% reduction). There was also a 2.1% reduction in the take-up of direct payments from September 2016 compared to September 2017.

ADULT SOCIAL CARE DP 11: Residents Requiring On-going Service After Reablement

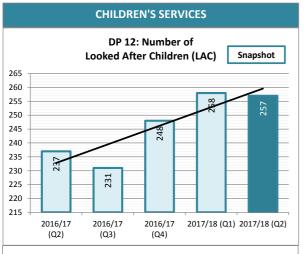


There has been a decrease in the number of service users requiring long term services after a succesful reablement episode from 19 (50%) in September 2016 to 15 (25%) in September 2017.

ADULT SOCIAL CARE

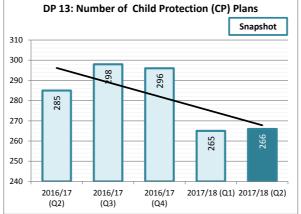


By the end of Q2, there had been 6 adults aged 18-64 in councilsupported permanent admissions to residential and nursing care, which is the same as in Q1 in 16/17. There had been 97 adults aged over 65 in council-supported permanent admissions, representing a 39% decrease on the same period the previous year.

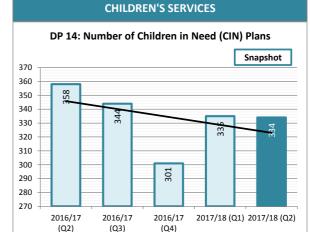


The number of looked after children in Q2 (at 257) is considerably higher than at the same point last year (an increase of 8.4%). However the size of the cohort has dropped very slightly since Quarter 1.

CHILDREN'S SERVICES

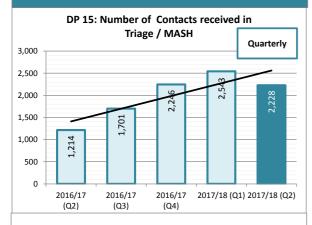


The number of CP cases (266) has decreased by 30 (-10.1%) compared to Q4 2016/17, and is currently lower than at this point last year.



The number of CiN plans has now stabilised after the sharp increase that took place in Q1. This rise is likely to be linked to the changes in the number of CP Plans

CHILDREN'S SERVICES



There were 2,228 contacts received in Triage / MASH in Q2 2017/18; a decrease of 315 (-12.4%) on Q1 but 1,014 (83.5%) greater than the same period last year. The dip was anticipated due to school holidays

CHILDREN'S SERVICES DP 16: Number of contacts becoming referrals to Children's Social Care Quarterly 785 5 540 425

900

800

700

600

500

400

300

200

100

0

2016/17

(Q2)

decrease since the previous quarter

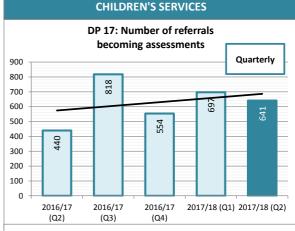
2016/17

(Q3)

There were 630 contacts that became referrals in Q2 2017/18; a 48.2% increase on this point last year. Overall activity has increased compared with the previous year however there has been a slight

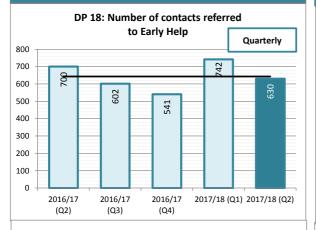
(Q4)

2016/17 2017/18 (Q1) 2017/18 (Q2)



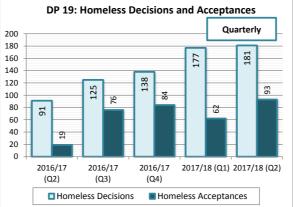
There were 641 referrals that became assessments in Q2 of 2017/18; a decrease of 8% on the previous guarter but an increase of 45.7% compared to the same period last year. This correlates with higher numbers of contacts and referrals.

CHILDREN'S SERVICES



After Q1's sharp increase, the number of contacts referred to Early Help has reduced again to 630 contacts for Q2. Whilst this is not as high as last year's 700 outturn, it is more reassuring than the end of Q4 16/17 outturn of 541.

HOMELESSNESS



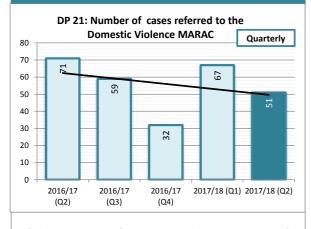
The number of homeless decisions and acceptances continue to increase. The number of homeless decisions have increased by 99% since Q2 16/17

COMMUNITY SAFETY

DP 20: Offenders supported through IOM Quarterly 84 82 82 80 78 76 1 74 72 72 70 68 66 2016/17 2016/17 2016/17 2017/18 (Q1) 2017/18 (Q2) (Q2) (Q3) (Q4)

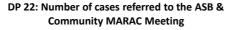
The ideal capacity of the group is 80 persons. Despite being lower than in Q1, a cohort of 76 persons at the end of Q2 demonstrates both that there is demand for the service, and that effective work can be carried out with current resources.

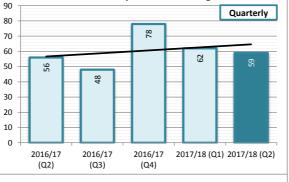
COMMUNITY SAFETY



Referrals have decreased for Q2 however work to raise awareness of the process continues in an effort to ensure everyone who needs support is referred to the panel.

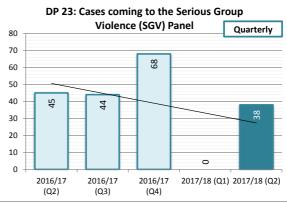
COMMUNITY SAFETY





The ASB Panel and Community MARAC meetings were combined in January 2016 to reduce duplication of cases being represented at both panels. Q2 demonstrates a consistent level with Q1 and the same period last year.

COMMUNITY SAFETY



SGV meetings were not held in Q1 due to a problem with receiving data from the Police. This has now been rectified, and monthly meetings have resumed, with an emphasis on quality discussion of risk subjects rather than quantity.