

| RAG Rating | Direction of Travel (DOT) |
|--------------|---|
| GREEN | On or better than target On track ↑ |
| AMBER | Worse than target but within target tolerance → |
| RED | Worse than target and outside tolerance Off track ↓ |

| Description |
|-------------------------------------|
| Outturns reported cumulatively |
| Outturns reported as a snapshot |
| Outturns reported as a rolling year |

| Line.no | Indicator and Description | Value | 2018/19 Annual Target | 2018/19 Q1 Target | Tolerance | 2018/19 Q1 Performance | Short Term DOT against Q4 2017/18 | Long Term DOT against Q1 2017/18 | Comments | | Service & Supporting Service | |
|---|--|-------------------|---|---|--------------------|---|-----------------------------------|----------------------------------|----------|--|---|---|
| Communities: Healthy and Active Lives | | | | | | | | | | | | |
| 1 | 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) | ±5% | N/A | - | 44% ATR 14% DRR | - | NEW | This figure will be calculated at the end of Q2 in order to allow a sufficient period of time to pass following completion of the treatment programme to evaluate efficacy. | Policy, Performance & Community • Public Health |
| 2 | 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) (2014-2016 = 183 per 100,000 population) | Better than England (Annual 3-year rolling period) (2014-2016 = 183 per 100,000 population) | Similar to England | 164 per 100,000 population (2014-2016) GREEN | - | N/A | ↓ | 157 per 100,000 population (2013-2015) | Data is published for three-year rolling periods. The latest available data relates to the period 2014 - 2016. For this period, Havering's mortality rate from preventable causes (164/100,000, with a range of 154 - 174 per 100,000) was lower than the England average (183/100,000) but higher than the previous period (2013-2015). The observed rise from the previous period's rate of 157/100,000 is however not statistically significant. The latest annual data for Havering (2017) indicates an improved figure of 155 per 100,000. National data will next be available in May 2019, so the England average shown here as a target is indicative only as this too will change. Performance will be considered "Similar to England" if the latest England average falls within Havering's latest range | Public Health • Environment • Adult Services • Children's Services |
| 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 | 88.4% | N/A | ±5% | N/A | - | 88.2% | - | N/A | Performance against 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 | 62% | 62% | ±2.5% | 59.6% RED | ↓ | 60.6% | ↓ | 65% | The outturn for 2018/19 Q1 for this KPI is 59.6% (87/146). Corrective Action: Stability for children in care remains an overarching aim but the service is also clear that placement moves are at times necessary to best meet the needs of the child or young person. This is particularly the case for long term looked after children who may benefit from a move to a semi-independent placement as they begin the transition to adulthood. Through the in-care strand of the innovation programme we have bolstered our in-house provision and, as a result, have been able to move some children from agency placements to in-house provision. As well as being more cost effective, an in-house placement is often more local and therefore enables the child in care to access familiar settings, such as school and health services, to aid minimal disruption to their lives. Planning for looked after children is overseen at regular permanency planning meetings, and LAC reviews ensure oversight and challenge from Independent Reviewing Officers. The focus on permanency within the service will continue and will always be considered with the views of the child or young person in mind. | Children's Services |
| 5 | School readiness - % of children achieving a good or better level of development at age 5 (EYFSP) | Bigger is better | 74% | N/A | ±3% | N/A | - | 72% (2016-17) | - | 71% (2015-16 results) | Foundation Stage Profile (FSP) results are yet to be published by the Department for Education (DfE) | Learning & Achievement • Children's Services |
| 6 | % of children in good or outstanding schools | Bigger is better | 84% | 84% | ±1.5% | 85% GREEN | ↑ | 82% | ↑ | 80% | Performance is above target. Since last quarter, one academy has had its first inspection (with an outcome of Good) and another Academy converted to sponsor led and reopened with a 'Fresh Start' | Learning & Achievement • Children's Services |
| 7 | Pupil progress in 8 subjects, from the end of primary school to the end of secondary school ("Progress 8" score) | Bigger is better | N/A | N/A | +/- 0.05 | N/A | - | -0.04 (2016/17) | - | -0.14 (15/16 Results) | 2018/19 academic year target to be set in September as part of the Secondary Improvement Action Plan | Learning & Achievement • Children's Services |

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| 8 | % of looked after children who ceased to be looked after as a result of permanency (Adoption and Special Guardianship Order) | Bigger is better | 27.5% | 6.9% | ±10% | 13.3% GREEN | ↓ | 24.6% | ↓ | 14.8% | During June, two more children ceased to be looked after as a result of permanency, giving us a year to date figure of four and an outturn of 13.3% Comparing our performance to this time last year, we are in a similar position which suggests that the momentum and focus on permanency is continuing. As of the end of June we currently have 22 looked after children subject to placement orders, which means that the local authority can actively seek adoptive placements. With the development of the Regional Adoption Agency and the increased focus on supporting families through the Adoption Support Fund, we anticipate an increase in performance against this KPI as the year progresses. | Children's Services |
| 9 | % of Havering parents receiving an offer of their first preference primary school | Bigger is better | 87% | N/A | ±2.5% | N/A | - | 88% (2017-18) | - | NEW | The outturn for this financial year will be reported in the Autumn term | Learning & Achievement • Children's Services |
| 10 | % of Havering parents receiving an offer of their first preference secondary school | Bigger is better | 80% | N/A | ±2.5% | N/A | - | 79% (2017-18) | - | NEW | The outturn for this financial year will be reported in the Autumn term | Learning & Achievement • Children's Services |
| Communities: Families and communities look after themselves and each other | | | | | | | | | | | | |
| 11 | Carers receiving a needs assessment or review and a specific carer's service, or advice and information (rate per 100,000) | Bigger is better | 600 | 150 | ±5% | 70 RED | ↓ | 570.6 | ↓ | 97 | To date there have been 138 assessments undertaken of carers, whereas at the same stage last year there had been 192. Corrective Action: Performance in this area will be discussed at the regular meeting between the service and Performance Team and, in the meantime, a number of reports are going to be run to identify possible carers assessments which will be sent out to the service as part of data cleansing. | Adult Services |
| 12 | Number of volunteers supporting Council services | Bigger is better | 1,129 | 1,069 | ±10% | 1249 GREEN | ↓ | 1,333 | ↑ | 1,129 | The number of volunteers supporting services across the council is above target. This PI counts the number of volunteers who assist in Libraries, Youth Services, Health and Wellbeing, the London Youth Games, Housing Services, Community Clean-ups, as active members of a Friends of Park group, and in the Early Help Service. | Policy, Performance and Community • Culture and Customer Access • Housing • Children's Services • Environment |
| 13 | Placeholder: Reported outcomes for residents delivered by the community and voluntary sector | Bigger is better | TBC | TBC | TBC | 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 was 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 | | | | | | | | | | | | |
| 14 | % of care leavers in both education, employment or training and suitable accommodation | Bigger is better | 60% | 60% | ±5% | 57.4% AMBER | ↓ | 58.8% | ↓ | 60.9% | <p>Of 148 care leavers, 85 are in both EET and suitable accommodation. The percentage of care leavers in suitable accommodation remains above 90% and consideration is being given to ensuring that the categorising of the accommodation as 'suitable' takes into account the young person's view as well as that of the professionals involved. The proportion in education, employment or training is lower, although still better than national and London averages. Performance often dips at this point in the year, as young people's destinations post September are not known. Another factor is young people coming into care later, and the service therefore having less time to work with them in preparing for the transition to adulthood.</p> <p>Corrective Action: There is an ongoing focus on the outcomes of care leavers through the Face to Face Pathways Innovation Programme. A recent successful application to the DWP's Community Budget will enable us to deliver a programme which will support young people to attain employment and / or embark on further education. The programme will focus on functional skills qualifications, becoming 'work-ready' and stepping into employment.</p> <p>Funding from the DWP has also allowed the Council to set up a fortnightly Work Club at The Cocoon providing drop-in sessions which offer practical support and help to unemployed young people in care and care leavers.</p> | Children's Services • Policy, Performance and Community |

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| 15 | The proportion of repeat victims of domestic abuse (C) | Smaller is better | 27% | 27% | ±5% | N/A | - | 28.2% (Provisional 2017-18 average) | - | 30.5% (2016-17 average) | The Mayor's Office for Policing and Crime (MOPAC) has not yet launched its revised domestic abuse dashboard which will provide a consistently calculated figure. At a recent meeting of the London Partnership Analysts Group, a MOPAC representative explained the difficulties in calculating this figure. For this reason we will wait until MOPAC provides a standardised figure, from which we will provide a reliable update on whether the 2017/18 target was met, and how this has figure has changed since the last available figure was reported in December 2017. The target for 2018/19 may be revisited in light of this. | Policy, Performance and Community • Adult Services • Children's Services |
| 16 | Percentage of homeless preventions and reliefs (homelessness resolved without the provision of temporary accommodation) | Bigger is better | 70% | 70% | ±0% | 86% GREEN | - | NEW | - | NEW | 207 households were prevented from becoming homeless or found alternative accommodation before becoming homeless during Quarter 1. Higher prevention and relief figures mean that the need for temporary accommodation which is costly and can be unsuitable for families is reduced. This PI's definition has been amended for 2018/19 to reflect the changes introduced by the Homelessness Reduction Act | Housing |
| 17 | Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+) | Smaller is better | 660 | 165 | ±5% | 106 GREEN | ↑ | 519.01 | ↑ | 108.1 | At the end of Q1 there had been 49 new admissions into long term residential / nursing care. At the same stage last year there had been 50. The target has been set higher than last year's outturn due to this indicator being a BCF indicator, against which 2 year targets were previously submitted to NHS England for both 2017/18 and 2018/19. | Adult Services |
| 18 | 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 | 95% | 95% | ±5% | 96.7% GREEN | ↑ | 95.3% | ↑ | 86.7% | Currently there are 1,903 service users receiving their Adult Social Care via Self Directed Support. At the same stage last year there were 1,778. | Adult Services |
| 19 | The number of instances where an adult patient is ready to 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 | 7 | 7 | ±10% | 7.8 RED | ↓ | 5.46 | ↓ | 4.92 | To date there has been an average of 15 delays to discharges per month, whereas at the same stage last year there had been an average of 10. The vast majority of delays are in the acute sector and are the responsibility of Health. | Adult Services |
| 20 | Residents reporting good outcomes from their community service (home care service) | Bigger is better | TBC | TBC | ±5% | N/A | - | 85.6 | - | N/A | The indicator is not measured until Q4 and will be based on the proportion of 216 homecare service users scoring their service 'Good' or better in an annual survey. | Adult Services • JCU |
| Connections: A digitally enabled borough | | | | | | | | | | | | |
| 21 | Improved Socitm score for the www.havering.gov.uk website | Bigger is better | 3 | N/A | N/A | 3 (2016/17) GREEN | → | 3 | → | 3 | Whilst retaining a 3 Star rating, our direction of travel is still one of continued improvement as we moved from a score of 9 out of 16 to 13 out of 16 for online tasks (the user journey across pages to complete a transaction). Current SOCTIM testing rules mean a final accessibility test that would give sites enough 'points' to reach 4 star status is only open to members. It is not clear if that scoring system will be in place for 2018/19 ratings at the time of writing. | Culture and Customer Access / Transformation • OneSource (ICT) |
| 22 | Avoidable customer contact for Customer Services (S) | Smaller is better | 20% | 20% | ±5% | 16.79% GREEN | ↑ | 19.6% | ↑ | 21.9% | Recorded monthly by Contact Centre staff during a two hour window, the level of avoidable contact was comparatively low given that demand in the first quarter of each financial year is high following annual Council Tax billing, Green Waste Renewals, annual rent billing and other demands at that time of year. | Culture and Customer Access / Transformation • OneSource (ICT) |
| Connections: Capitalising on our location and connectivity | | | | | | | | | | | | |
| 23 | Delivery of public realm improvements at the borough's three Crossrail stations | N/A | Improvements delivered | N/A | N/A | On Track | ↑ | Off Track | ↑ | Off Track | Romford station's Crossrail supplementary works have now been completed. Gidea Park's works are on track and progressing well. The Harold Wood scheme is now on track following recent discussions with Network Rail and works are due to commence in September / October. | Development |
| Connections: Fast and accessible transport links | | | | | | | | | | | | |
| 24a | Improve air quality in the borough by | Smaller is | 40 µgm-3 | 40 µgm-3 | 40% | Battis: 69.1 RED | - | N/A | ↑ | Battis: 71.7 | Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year. The outturns and targets are set on this basis, in line with GLA guidance. For the purposes of monitoring performance against this indicator, two sites have been selected: Romford Battis (where the highest NO2 levels have been recorded) and | Environment |

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| 24b | reducing the level of NO2 | better | 10 ppm | 10 ppm | ±5% | Langton's: 21.7 GREEN | - | N/A | ↓ | Langton's: 20.1 | Langton's (where the lowest NO2 levels have been recorded) When comparing the 2017 and the 2018 Q1 outturns, there is a slight decrease in NO2 at Battis and a slight increase at Langton's. However, given the varying weather conditions over the year and that air quality is influenced by weather conditions, it is difficult to draw safe conclusions from the quarterly outturn. | • Development |
| Connections: Access to jobs and opportunities | | | | | | | | | | | | |
| 25 | Proportion of adults in contact with secondary mental health services in paid employment | Bigger is better | 8.6% | 8.6% | ±5% | 8.2% AMBER | ↓ | 8.5% | ↑ | 6.9% | Currently there are 37 service users on a Care Programme Approach (CPA) who are in employment. At the same stage last year there were 38. There were, however, less service users on a CPA in June 2018, compared to June 2017. | Adult Services • Policy, Performance and Community |
| 26 | Proportion of adults with learning disabilities in paid employment | Bigger is better | 8.1% | N/A | ±5% | N/A | - | 8.1% | - | 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 | 49.6 | 0 | ±10% | 0 GREEN | → | 0 | → | 0 | Job Creation Targets Q1 - 0 Q2 – 14.6 Q3 – 10 Q4 – 15 Job Safeguarded Targets Q1 - 0 Q2 – 5 Q3 – 3 Q4 – 2 These targets will be achieved through the project 'Driving Growth in the London Riverside Opportunity Area (LROA)'. The project is a partnership between GLA, LBH and CEME running from 01/11/16 until 31/03/19. This project has four key milestones, of which one is to create 39.6 FTE posts and another to safeguard 10 FTE posts. CEME will be managing a new workspace, Launchpad, whose aim is to nurture and support young businesses in the Manufacturing, Engineering & Technology (MET) sector. It is through this workspace that most of the outcomes will be achieved. | Development • Policy, Performance and Community |
| 28 | Number of investment enquiries to the Borough converted into a new business or expansion | Bigger is better | 50 | 12 | ±10% | 8 RED | ↓ | 96 | ↓ | 20 | Performance is below the quarterly target (12) and lower than for the same period last year. Corrective Action: The service is currently progressing actions designed to highlight the borough's offer and secure inward investment. Whilst this is likely to be successful in relation to town centre retail and the industrial sector, there are limitations in relation to the availability of office space. This will be addressed via the master planning process for Romford, through discussions with developers. | Development • Communications |
| Opportunities: High-quality skills and careers | | | | | | | | | | | | |
| 29 | Number of apprentices (aged 16-18) recruited in the borough | Bigger is better | 800 (August 2017 to July 2018) | N/A | ±10% | N/A | - | 680 (provisional 2016/17) | - | N/A | Data has not yet been published by the DfE for 2017/18 and is not expected to be available until Q3 | Learning & Achievement • Policy, Performance and Community |
| 30 | Number of apprentices (aged 19+) recruited in the borough | Bigger is better | 1340 (August 2017 to July 2018) | N/A | ±10% | N/A | - | 1330 (provisional 2016/17) | - | N/A | Data has not yet been published by the DfE for 2017/18 and is not expected to be available until Q3 | Learning & Achievement • Policy, Performance and Community |
| 31 | % of 16-18 year olds who are not in education, employment or training or not known (S) | Smaller is better | 3.0% | N/A | ±15% | N/A | - | 2.9% | - | N/A | Data has not yet been published and is not expected to be available until Q4 | Learning & Achievement • Policy, Performance and Community |
| Opportunities: Dynamic development and infrastructure | | | | | | | | | | | | |

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| 32 | New Hornchurch Sports Centre planning application approved and contract awarded to build the new centre | N/A | Timescale achieved | N/A | N/A | On Track | ➡ | On Track | ⬆ | Off Track | The planning decision was referred to the Mayor of London which caused a slight delay due to the requirement to have a completed S106 agreement in place before the referral was considered by the Mayor. The Mayor has now agreed the Council's planning decision and start on site is being agreed with the contractor. There has been an estimated two month delay from original timescales as a result. | Culture and Customer Access |
| Opportunities: A thriving local economy | | | | | | | | | | | | |
| 33 | The number of businesses expressing an interest to relocate to the Borough with a turnover of £10m+ or international recognition. | Bigger is better | 150 | 37 | ±10% | 8 RED | ⬇ | 31 | ⬆ | 5 | 8 businesses that have a turnover of £10m + or international recognition expressed an interest to relocate to the Borough in Q1. Corrective Action: The Economic Development Strategy will agree and set out the level of ambition in relation to the level of intervention in the property market, and develop an offer we can promote through inward investment and marketing. | Development • Communications |
| 34 | Proportion of businesses showing employment growth | Bigger is better | 83,830 (+1% growth) | N/A | ±10% | N/A | - | N/A | - | 83,000 (2016) | This indicator measures the total employee count in Havering and is only available annually using Business Register and Employment Survey data. | Development |
| Places: A clean, safe environment for all | | | | | | | | | | | | |
| 35 | The number of burglary offences (C) | Smaller is better | 1,812 | 543 | ±5% | 382 GREEN | ⬆ | 2,310 | ⬆ | 555 | Q1 2018/19 saw a 29% reduction in burglary offences from Q4 2017/18; and when compared to Q1 2017/18, this year was 31% lower. Levels in Quarter 1 have fallen to the lowest seen in the previous 12 months, and June experienced the lowest total level since October 2016. When broken down into the two categories of burglary, burglary of a dwelling has fallen by 421 offences, down to 290, while burglary other than of a dwelling has also fallen by 134 offences, down to 92. The reductions demonstrate continued success for the Police priority crime team, carrying on from the work of Operation Mexico which was set up to tackle the spike in burglaries over the winter months. | Policy, Performance and Community |
| 36 | The level of waste per head of population presented to the East London Waste Authority (ELWA) | Smaller is better | 441.01 kg per head | 110.25kg per head | ±10% | 120.20kg per head (provisional) RED | ⬆ | 436.07 kg per head | ⬇ | 118.4kg per head | Performance is above target (where lower is better) but this will be as a consequence of high levels of green waste during the Spring. Corrective Action: Various waste prevention campaigns focusing on home composting, reuse, and the Love Food Hate Waste campaign 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 strengthening processes targeting potential commercial waste entering the domestic waste stream at the household reuse and recycling centre. Without restrictions on the amount of waste we collect through the household waste collection service, containing and reducing tonnages is very challenging and relies on attitudinal change. | Environment • Communications |
| 37 | The number of non-domestic violence with injury offences (C) | Smaller is better | 1,311 | 349 | ±5% | 349 GREEN | ⬆ | 1,296 | ➡ | 349 | The level of non-domestic violence with injury offences remains the same as for Q1 2017/18. The wards which have accounted for higher proportions of violence within this period have been St Andrews, in April and June, and Gooshays in April, May, and June; however Romford Town Centre saw a reduction in the level it accounted for in June (22.5% compared to figures closer to 30% in most other months). A number of the offences committed in St. Andrews concerned events in and outside night-time economy premises; and disputes starting in shops and fast-food vendors. The offences in Gooshays ward occurred primarily in residential addresses and encompassed a variety of situations, with several being neighbour disputes which turned violent. Operations to tackle violence in Romford town centre during night time economy hours continue to be carried out, with use of drugs dogs and knife arches to detect offenders and provide a highly visible deterrent. | Policy, Performance and Community • Children's Services (YOS) • Culture and Customer Access (Youth Services) |
| 38 | The number of anti-social behaviour (ASB) offences (C) | Smaller is better | 6,100 | 1,378 | ±5% | 1490 AMBER | ⬆ | 5,368 | ⬇ | 1,050 | Over the last two years the period from February onwards throughout Quarter 1 has seen an increase in ASB, and this trend is repeated this year, to a higher level than previously. The ASB increase can be attributed to a rise in incidents of rowdy or inconsiderate behaviour across the borough but with particular increases in the Hylands ward in April and May. Corrective Action: Meetings are held involving relevant partners when persistent issues arise. Discussions are ongoing with the Parks Constabulary to attempt to turn their patrol notes into an intelligence product which can be learnt from and shared with other agencies such as the Fire Brigade, which may also be able to task resources. | Policy, Performance and Community • Children's Services (YOS) • Culture and Customer Access (Youth Services) |

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| 39 | Local Plan progressed and successfully adopted in accordance with the timeframe set out in the Local Development Scheme (LDS) | N/A | Timescale achieved | N/A | N/A | On Track | ➡ | On Track | ➡ | On Track | The LDS anticipated the Local Plan would be subject to Examination in Summer 2018 and adopted in early 2019. Delays by the Planning Inspectorate (outside the control of the Council) have pushed back the start of the Examination and this is now due to take place in Autumn 2018. | Development |
| 40 | Making Safeguarding Personal: % of cases where desired outcomes were expressed and these were either partially or fully met | Bigger is better | 90% | 90% | ±5% | 96.1% GREEN | ➡ | 96.1% | ⬆ | 90% | Performance is currently exceeding target. To date 51 people have completed a safeguarding enquiry and have been asked and expressed their desired outcomes, of which those expressed by 49 have been either fully or partially met. At the same stage last year, 40 people had expressed desired outcomes, of which those expressed by 36 people had been fully or partially met. | Adult Services |
| Places: High-quality homes | | | | | | | | | | | | |
| 41 | % 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 | 99.9% | 99.9% | ±0% | 99.9% GREEN | ⬆ | 99.8% | ⬆ | 99.2% | The focus of the programme for 2018/19 is to increase further the percentage of decent homes and to prevent other homes, by virtue of the age of their components, becoming non-decent during the course of the year. These figures exclude properties due for regeneration through the joint venture, for which capital investment has been put on hold. | Housing |
| Places: Award-winning parks and open spaces | | | | | | | | | | | | |
| 42 | % of parks supported by a “Friends” group | Bigger is better | 17% | 17% | ±0% | 17% GREEN | ➡ | 17% | ➡ | 17% | 17 out of 100 parks and green spaces continue to be supported by a Friends Group | Environment • Policy, Performance and Community |
| 43 | Number of Green Flag Awards | Bigger is better | 14 | N/A | ±0% | 14 GREEN | ⬆ | 13 | ⬆ | 11 | 14 Green Flags have been achieved for 2018/19 but the results are not formally announced until Quarter 3. | Environment • Policy, Performance and Community |
| Places: A vibrant cultural and leisure destination | | | | | | | | | | | | |
| 44 | Deliver the Romford Market Transformation Support Programme | N/A | Transformation support programme delivered | N/A | N/A | On Track | ➡ | On Track | - | NEW | The Romford Market Transformation Support Programme is progressing. A business plan and brief is being prepared setting out the short, medium and long term objectives of the programme. This business plan will be presented to the Leader and Cabinet. | Development |
| Perception / Engagement PIs | | | | | | | | | | | | |
| Police public attitude survey | % of respondents worried about ASB in the area (R) | Smaller is better | 15% | 15% | ±5% | 22% RED | ⬇ | 21% | - | N/A | Locally, levels in excess of 20% have not been recorded since Q1 2015/16; however the London figure has also increased, to 32% up from 21% last Q1. Corrective Action: Meetings are held involving relevant partners when persistent issues arise. Discussions are ongoing with the Parks Constabulary to attempt to turn their patrol notes into an intelligence product which can be learnt from, and shared with other agencies such as the Fire Brigade, which may also be able to task resources. | Policy, Performance and Community |
| | % of respondents worried about crime in the area (R) | Smaller is better | 28% | 28% | ±5% | 28% GREEN | ⬆ | 29% | - | N/A | The proportion of respondents to the survey who are worried about crime is slightly down on the last period. The London-wide figure has seen an increase to 29%. | Policy, Performance and Community |
| Residents Survey | Satisfaction with the way Havering Council runs things | Bigger is better | 65% | N/A | ±6% | 58% RED | - | N/A | ⬇ | 61% (2016) | Ipsos MORI undertook a telephone survey of 800 residents aged 18+ between 27 March and 26 April 2018. The results indicate that satisfaction with the local area is broadly comparable with national averages, but the London benchmark suggests that Havering's residents are less positive about community cohesion than those of other London boroughs. Whilst trust in the Council compares favourably with the national average, residents in Havering feel less positive about how the Council runs things. | Communications |
| | Satisfaction with Havering as a place to live | Bigger is better | 88% | N/A | ±8% | 80% RED | - | N/A | ⬇ | 88% (2016) | | Communications |
| | Strength of belonging to the local area | Bigger is better | 80% | N/A | ±5% | 77% AMBER | - | N/A | ⬇ | 79% (2016) | | Communications |
| | Trust in Havering Council | Bigger is better | 70% | N/A | ±20% | 62% AMBER | - | N/A | ⬇ | 70% (2016) | | Communications |
| Housing Status Survey | Satisfaction with the service provided by LBH Housing Services | Bigger is better | 85% | N/A | ±0% | N/A | - | N/A | - | 79% | The survey has not yet been completed for 2018/19. | Housing |
| | Satisfaction that LBH Housing Services listen to tenants' views and act upon them | Bigger is better | 75% | N/A | ±0% | N/A | - | N/A | - | 53% | The survey has not yet been completed for 2018/19. | Housing |
| Adult Social Care Survey | % of respondents reporting control over their daily life | Bigger is better | N/A | N/A | N/A | N/A | - | 77% | - | N/A | The Adult Social Care Survey is completed annually. The 2018/19 survey will be distributed in January 2019. | Adult Services |
| | Overall satisfaction with the care and support services received | Bigger is better | N/A | N/A | N/A | N/A | - | 60% | - | N/A | | Adult Services |

| Line.no | Indicator and Description | Value | 2018/19 Annual Target | 2018/19 Q1 Target | Tolerance | 2018/19 Q1 Performance | Short Term DOT against Q4 2017/18 | | Long Term DOT against Q1 2017/18 | | Comments | Service & Supporting Service |
|--|--|-------------------|---------------------------------------|---------------------------------------|--------------------|------------------------|-----------------------------------|-----------------|----------------------------------|-----------------|---|------------------------------|
| Ad | % of respondents reporting feeling safe | Bigger is better | N/A | N/A | N/A | N/A | - | 71% | - | N/A | | 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 | N/A | N/A | N/A | N/A | - | N/A | - | 34.2% (2016/17) | The Carers Survey is completed biennially. The last survey was completed in 2016/17, and is due to be completed again later in 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 | N/A | N/A | N/A | N/A | - | N/A | - | 71.4% (2016/17) | | 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 | N/A | N/A | N/A | N/A | - | N/A | - | 66% (2016/17) | | Adult Services |
| Early Help Service | Proportion of families who show continued overall progress after their initial assessment (C) | Bigger is better | 50% | 50% | ±5% | 73% GREEN | ↑ | 66% | - | N/A | Performance against this indicator is measured through the 'Outcome Star Family Star Plus Assessments' used by practitioners with families in Early Help. Performance has increased compared to last quarter. | 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 (2015/16 = 8.8%) | Better than England (2015/16 = 8.8%) | Similar to England | 7% (2015/16) AMBER | → | 7% (2015/16) | ↑ | 9.8% (2014-15) | Data is published annually. 2016/17 data has been published but there were insufficient respondents to produce a Havering value. The most recent data available from Public Health England for Havering is therefore still for the period 2015-16. Havering's outturn of 7% (with a range of 4.6% to 9.4%) is better than England's (8.8%, where smaller is better) but similar once the confidence interval is applied, hence the amber rating. Performance was however better than the year before. 2017/18 data will be available in May 2019, so the England average shown here as a target is indicative only as this too will change. Performance will be considered "Similar to England" if the latest England average falls within Havering's latest range. | 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 (2016/17 = 19.9%) | Better than England (2016/17 = 19.9%) | Similar to England | 17.7% (2016/17) AMBER | → | 17.7% (2016/17) | ↑ | 18% (2015/16) | Data is published annually. The most recent data available from Public Health England is still for the period 2016-17. Havering's outturn of 17.7% (with a range of 13.2% to 22.1%) is better than England (19.9%, where smaller is better) but similar once the confidence interval is applied, hence the amber rating. Performance was also better than the year before. 2017/18 data will be available in May 2019, so the England average shown here as a target is indicative only as this too will change. Performance will be considered "Similar to England" if the latest England average falls within Havering's latest range. | Public Health |
| Resident Survey - Environment Services | % respondents satisfied with refuse collection | Bigger is better | N/A | N/A | N/A | 88% | - | NEW | - | NEW | Ipsos MORI undertook a telephone survey of 800 residents aged 18+ between 27 March and 26 April 2018. The results indicate that satisfaction with Environment services is generally holding up well, with the notable exceptions of road and pavement maintenance and parking, and that, among service users, experiences are, in the main, positive. | Environment & Communications |
| | % respondents satisfied with street lighting | Bigger is better | N/A | N/A | N/A | 85% | - | NEW | - | NEW | | Environment & Communications |
| | % respondents satisfied with recycling | Bigger is better | N/A | N/A | N/A | 75% | - | NEW | - | NEW | | Environment & Communications |
| | % respondents satisfied with street cleaning | Bigger is better | N/A | N/A | N/A | 67% | - | NEW | - | NEW | | Environment & Communications |
| | % respondents satisfied with pavement maintenance | Bigger is better | N/A | N/A | N/A | 46% | - | NEW | - | NEW | | Environment & Communications |
| | % respondents satisfied with parking | Bigger is better | N/A | N/A | N/A | 39% | - | NEW | - | NEW | | Environment & Communications |
| | % respondents satisfied with road maintenance | Bigger is better | N/A | N/A | N/A | 30% | - | NEW | - | NEW | | Environment & Communications |
| | % service users satisfied with parks and open spaces | Bigger is better | N/A | N/A | N/A | 91% | - | NEW | - | NEW | | Environment & Communications |