

## Quarter 2 Corporate Performance Report 2018/19

RAG Rating		Direction of Travel (DOT)	
GREEN	On or better than target On track	↑	<b>Short Term:</b> Performance is better than the previous quarter <b>Long Term:</b> Performance is better than at the same point last year
AMBER	Worse than target but within target tolerance	→	<b>Short Term:</b> Performance is the same as the previous quarter <b>Long Term:</b> Performance is the same as at the same point last year
RED	Worse than target and outside tolerance Off track	↓	<b>Short Term:</b> Performance is worse than the previous quarter <b>Long Term:</b> 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	2018/19 Annual Target	2018/19 Q2 Target	Tolerance	2018/19 Q2 Performance	Short Ter		Long Term DOT		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%	0% Alcohol 25% Drugs GREEN	-	N/A	-	NEW	Apr-to date - those who successfully completed Alcohol Treatment Referrals (ATR's) did not re-offend within 6 months post completing their community Orders. This is a 100% positive reduced re-offending rate.  Of those who successfully completed Drug Rehabilitation Referrals(DRR) community sentences 75% did not re-offend.	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 (see comments)	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	-	N/A	-	88.2% (2017/18)	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%	63.9% GREEN	↑	59.6%	→	64%	There is a continued focus within the service on early permanence, ensuring matched and ratified long term placements are signed off, and ongoing diligence following a 6 month period of a child being looked after to consider their long term care arrangements. This has led to further improvements against this indicator over the last quarter.	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%	72% (2017-18) AMBER	→	72% (2016-17)	↑	71% (2015-16 results)	Standards for children in reception classes (five year olds) in Havering were average when compared to all children in England in 2018. This is measured by assessing if children have reached a "Good Level of Development", which covers a very wide range of areas such as speech, reading, maths, and such things as physical development and social interaction. The proportion of children achieving a Good Level of Development (GLD) in Havering remained at 72% – exactly the same as the national average.	Learning & Achievement • Children's Services
6	% of children in good or outstanding schools	Bigger is better	84%	84%	±1.5%	83% AMBER	↑	81% (85% Old methodology)	-	84% (Old methodology)	Two schools were inspected in June 2018 and have since been published; both receiving a 'Good' judgement.  Between November 2017 and January 2018, Ofsted consulted on changes to official statistics and management information. As a result of this consultation Ofsted now include the grades from the predecessor schools for schools that have not yet been inspected in their current form. This provides a more comprehensive view of the sector. The methodology change is reflected in official statistics published from June 2018 and this has re-introduced fresh start and sponsor-led academies, resulting in percentages appearing lower than previous quarters.	Learning & Achievement • Children's Services

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7	Pupil progress in 8 subjects, from the end of primary school to the end of secondary school ("Progress 8" score)	Bigger is better	-0.03 (National State-Funded ave.)	N/A	+/- 0.05	-0.08 (provisional AY 2017/18) AMBER	↓	-0.04 (AY 2016/17)	↑	-0.14 (AY 2015/16)	Provisional Progress 8 figures in Havering saw a slight drop on the previous academic year.  The Council will push for improved standards through alerting the Regional Schools Commissioner, through our link with Havering Learning Partnership (all secondaries) and through our Quality Assurance process, where academies agree to this role. With all secondary schools now having academy status, our ability to affect outcomes is very much limited to an influencing role.	<b>Learning &amp; Achievement</b> • Children's Services
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%	13.7%	±10%	13.8% GREEN	↑	13.3%	↓	21.3%	There has been an increase in family placements converting from Regulation 24 (a temporary approval) to Special Guardianship (a permanent order). More robust assessments are taking place at Viability stage. Adoption and Special Guardianship Orders are influenced by court outcomes and the plan in place for the child, therefore percentages will fluctuate between years according to the care plans for the cohort of looked after children at that time. Returning home can be another permanent outcome for children, which is not captured within this indicator.	<b>Children's Services</b>
9	% of Havering parents receiving an offer of their first preference <b>primary</b> school	Bigger is better	87%	N/A	±2.5%	N/A	-	88% (2018 intake)	-	NEW	The outturn for the next academic year (2019 intake) will be reported in Q4	<b>Learning &amp; Achievement</b> • Children's Services
10	% of Havering parents receiving an offer of their first preference <b>secondary</b> school	Bigger is better	80%	N/A	±2.5%	N/A	-	79% (2018 intake)	-	NEW	The outturn for the next academic year (2019 intake) will be reported in Q4	<b>Learning &amp; Achievement</b> • 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%	283.4 GREEN	-	70	↑	234	To date there have been 565 assessments for carers, at the same stage last year there had been 276.	<b>Adult Services</b>
12	Number of volunteers supporting Council services	Bigger is better	1,129	1,069	±10%	1,191 GREEN	↓	1,249	↓	1,226	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.	<b>Policy, Performance and Community</b> • 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.	<b>Adult Services</b> • 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%	66.5% GREEN	↑	57.4%	↑	53.8%	This indicator represents care leavers who are both in education, employment or training (EET) and living in suitable accommodation; the suitable accommodation percentage is higher - above 95%.  There are a high number of young people with multiple complex needs, and some of the specific reasons for young people not being in work include mental health and parenthood. The service is exploring the childcare support that can be provided to allow young parents to enter employment or education. A Department of Work And Pensions (DWP) project is also underway, looking at pre-employment preparation with a specific cohort of care leavers.	<b>Children's Services</b> • Policy, Performance and Community
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. The revised Violence against Women and Girls (VAWG) strategy will go to the Havering Community Safety Partnership (HCSP) in October for sign off. A tri borough perpetrator group will be established in Qtr 3 to tackle high risk repeat offenders. Havering is taking part in a pilot study to increase the use of Domestic Violence Protection Orders/Notices (DVPO/N) and has seen an increase in use in Qtr 2.	<b>Policy, Performance and Community</b> • 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%	83% GREEN	↓	86%	-	NEW	The percentage of homelessness prevention and relief outcomes is better than target, which means less use of expensive temporary accommodation.	<b>Housing</b>

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17	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	660	330	±5%	293 GREEN	-	106	↓	209.8	At the end of Q2 there had been 136 new admissions into long term residential / nursing care. At the same stage last year there had been 97. The target has been set higher than last year's outturn due to this indicator being a BCF indicator and 2 year targets were submitted to NHS England for 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%	95.6% GREEN	↓	96.7%	↑	84.6%	Currently there are 1,862 service users receiving their Social Care via Self Directed Support. At the same stage last year there were 1,714.	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 (August 2018) RED	→	7.8	↓	5.1	To date there has been an average of 16 delays to discharges per month, at the same stage last year there had been an average of approximately 11. 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	N/A	N/A	N/A	N/A	-	85.6% (2017/18)	-	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 GREEN	→	3	→	3	Despite retaining a 3 Star rating from 2017/18, 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 18/19 ratings, results of which will be published in June 2019.	Culture and Customer Access / Transformation • OneSource (ICT)
22	Avoidable customer contact for Customer Services (S)	Smaller is better	20%	20%	±5%	13.67% GREEN	↑	16.79%	↑	22.23%	Avoidable contact recorded in Q2 reduced compared with the previous quarter and the same quarter last year. The main reasons for avoidable contact occurring were customers awaiting call backs / visits from service areas and incorrect correspondence being issued or clarity required	Culture and Customer Access / Transformation • OneSource (ICT)
23	Call abandon rates (contact centre)	Smaller is better	10%	10%	±5%	11.87% RED	↑	13.16%	↓	7.46%	Following the challenges faced by Customer Services in Q1 (for example, introduction of Homelessness Reduction Act, implementation of Open Housing System, Green Waste renewals) performance during Q2 has improved and heading towards the overall 18/19 target of 10%. The Customer Services restructure was implemented from 1st October 2018, and careful monitoring of performance will continue over the coming months as the new structure settles down. There will be a future review of processes to reduce call avoidance rates, which will have a positive impact on this PI.	Culture and Customer Access / Transformation • OneSource (ICT)
Connections: Capitalising on our location and connectivity												
24	Delivery of public realm improvements at the borough's three Crossrail stations	N/A	Improvements delivered	N/A	N/A	On Track GREEN	→	On 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 this quarter.	Development
Connections: Fast and accessible transport links												
25a	Improve air quality in the borough by reducing the level of NO2	Smaller is better	40 µgm-3	40 µgm-3	±0%	Battis: 72.1 RED	↓	Battis: 69.1	-	NEW	Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year, in line with GLA guidance. As data for August and September 2018 are not available yet, quarter performance has been based on the second quarter of the calendar year (i.e. April-June 2018).	Environment • Development
25b		Smaller is better				Langton's: 13.9 GREEN	↑	Langton's: 21.7	-		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 Langton's (where the lowest NO2 levels have been recorded)  When comparing the 2018 Q1 and Q2 outturns, there is a slight increase (approx. 4%) in NO2 at Battis and a decrease (approx. 35%) 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.	Environment • Development

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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%	7.5% RED	↓	8.2%	↑	7.2%	Currently there are 35 service users on a Care Programme Approach (CPA) who are in employment. At the same stage last year there were 58. There were, however, less service users on a CPA in September 2018, compared to September 2017. The target for this indicator has been raised for 2018/19 and the service provider, NELFT, is in the process of implementing measures to secure improvements in the remainder of the year. It is worth noting that performance against this indicator usually increases at year end when data is checked / cleansed.	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	-	N/A	-	8.1% (2017/18)	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	TBC	TBC	±10%	N/A	-	0	-	0	There has been a delay in CEME delivering the outcomes due to staff changes within the organisation. CEME will revise the target for the full, 3 year programme by the end of November. The Business Development team will complete an audit in December on the completed outcomes. It is anticipated that some positive performance will be reported as an outcome after the audit.	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	±10%	58 GREEN	↑	28	↑	28	The number of investment enquiries to the borough converted into a new business or expansion has achieved the year end target in Q2.	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													
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 GREEN	→	On Track	↑	Off Track	The Project Team requested that they make a S73 planning application to amend one of the conditions of the planning approval. The Council has agreed to this, and the S73 application has been submitted and validated. A decision should be made within 8 weeks. The amendment involves slight alterations to the temporary car parking arrangements that will provide a better surface for users and will allow for approximately 75% of the temporary car park to be included in the permanent car park created once demolition of the existing sports centre has been completed. This in turn saves an estimated 5-7 weeks off the overall project programme. Once the S73 application has been determined, it is expected that works will commence on site to create the temporary car park within 2-4 weeks of the decision.	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	75	±10%	13 RED	↑	8	↑	11	13 businesses that have a turnover of £10m + or international recognition expressed an interest to relocate to the Borough. The target of 150 businesses with turnovers of over £10m+ expressing an interest in locating to the borough represents a highly ambitious aspiration and the current level of interest from businesses with high turnovers is positive  Corrective Action: The Master Planning for Romford Town Centre will seek to address the current retraction in commercial development and set out the level of ambition in relation to the level of intervention in the property market in order to create a balanced environment going forward.	Development • Communications	
34	Proportion of businesses showing employment growth	Bigger is better	83,830 (+1% growth)	N/A	±10%	84,000 (2017) GREEN	-	N/A	-	82,000 (2016)	This indicator measures the total employee count in Havering and is only available annually using Business Register and Employment Survey data.	Development	

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Places: A clean, safe environment for all													
35	The number of burglary offences (C)	Smaller is better	1,812	906	±5%	834 GREEN	↓		382	↑	1,070	Q2 2018/19 saw an 18% increase in burglary offences from Q1 2018/19. However, when comparing this period to the same period the previous year, there saw a reduction of 12% in the number of reports. When broken down by categories, burglary in dwellings has seen little change compared to the previous quarter with only 1 additional offence reported. However for burglary in non-dwellings, there has seen a significant increase of 75% compared to the last quarter.  Safe-zones are currently in place delivering crime prevention advice to keep homes safe. The chosen safe zones were targeted areas that were identified in analysis to have been a hotspot area for burglaries to take place. The latest safe zones area took place in Emerson Park on Cranham Road, Maybrick Road, Cavenham Gardens, Hazelmere Gardens, Great Garden Road and Briery Close. This served a total of 368 houses. The partnership have provided crime prevention advice over quarter 2 to raise awareness of burglary reduction tactics that residents can take to reduce the risk of being burgled, this includes Community safety stalls at the Havering Show, Romford Pride and the Emergency Services day, a burglary campaign ran for 2 weeks on the JC Decaux boards and a full page in Living magazine.	Policy, Performance and Community
36	The level of waste per head of population presented to the East London Waste Authority (ELWA) (C)	Smaller is better	441.01 kg per head	220.5kg per head	±0%	226.44kg per head RED	↓		120.20kg per head (provisional)	↑	235.65 kg per head	Performance is above target (where lower is better) but this is a knock on from Q1 (this being a cumulative indicator), whereby high levels of garden waste were seen during the Spring. Waste per head for Q2 is down from 110.25 to 108.04kg. Seasonal fluctuations are expected.  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. Various waste prevention campaigns focusing on home composting, reuse, and Love Food Hate Waste have contributed towards this 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. 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	906	±5%	661 GREEN	↑		349	↓	653	Reports for non-domestic violence with injury offences have reduced by 11% compared to the previous quarter of Q1 2018/19. Comparing Q2 2018/19 to the same period last year, there has been a slight increase in reports of 3%. 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	3,605	±5%	2875 GREEN	↑		1,490	↑	3,037	Levels of ASB offences report have reduced both compared to the previous quarter by 7% (Q1 of this financial year) and compared to the same period last year by 11% (Q2 2017/18).  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. Targeted work has been delivered over qtr. 2 to tackle rough sleeping and street drinking in the town centre, with a number of Community Protection Warnings being given and a number of arrests. The Community Safety team and police have been working with the Rainham Bid over qtr. 2 to tackle the issues in relation to drifting. The number of incidents has dramatically reduced following a police drone operation in August. The Community Safety team are currently collating evidence to support a PSPO in the area.	Policy, Performance and Community • Children's Services (YOS) • Culture and Customer Access (Youth Services)
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 GREEN	→		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 taking place 9th -11th and 16th-18th October.	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%	95% GREEN	↓		96.1%	↑	93.6%	Performance is currently on target. To date 160 people have completed a safeguarding enquiry and have been asked and expressed their desired outcomes, of which 152 have been either fully or partially met. At the same stage last year, 141 people had expressed desired outcomes of which 132 had been fully or partially met.	Adult Services

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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	98%	98%	±0%	99.80% GREEN	↑	99.2%	↑	99.2%	Performance is above target and is better than last quarter and the same period last year	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 GREEN	→	On Track	-	NEW	The Romford Market Transformation Support Programme is progressing and on track. The Business Development and Events Plan will be delivered over the next 12 months, commencing in Oct 18, each event will be monitored, the outcome of the findings will form a longer term 2-5 year strategy and vision for Romford Market. The longer term business plan will be presented to the Leader and Cabinet in January 2019.	Development
Perception / Engagement Pls												
Police public attitude survey	% of respondents worried about ASB in the area (R)	Smaller is better	15%	15%	±5%	26% RED	↓	22%	↓	19%	Locally, levels for the latest quarter shows 26% of respondents were worried about ASB.  <b>Corrective Action:</b> 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. Communications on work that is taking place is utilised more to evidence how work is taking place to tackle ASB by partners. A joint Communications working group will be established in qtr 3 to tackle the disproportionate fear of crime .	Policy, Performance and Community
	% of respondents worried about crime in the area (R)	Smaller is better	28%	28%	±5%	32% AMBER	↓	28%	↓	28%	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	±2%	77% RED	-	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	-	N/A	-	77% (2017/18)	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	-	N/A	-	60% (2017/18)		Adult Services
	% of respondents reporting feeling safe	Bigger is better	N/A	N/A	N/A	N/A	-	N/A	-	71% (2017/18)		Adult Services



Line.no	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q2 Target	Tolerance	2018/19 Q2 Performance	Short Ter		Long Term DOT		Comments	Service & Supporting Service
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 and will be distributed in Q3 of this year.	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%	66% GREEN	↓	73%	-	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 remained above target during Quarter 2.	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 (see comments)	7% (2015/16) AMBER	-	N/A	↑	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 (see comments)	17.7% (2016/17) AMBER	-	N/A	↑	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