

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
AMBER	Worse than target but within target tolerance	→	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 and outside tolerance 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	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/19	Long Term DOT against Q3 2017/18	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) (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 for this indicator 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
2	% 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%	88.2% (2017/18) AMBER	-	N/A	-	N/A This measures the benefit to individuals from reablement, intermediate care and rehabilitation following a hospital episode, by determining whether an individual remains living at home 91 days following discharge - the key outcome for many people using reablement services. It captures the joint work of social services and health staff and services commissioned by joint teams, as well as adult social care reablement. At 88.2%, Havering's performance in 2017/18 was slightly better than the London average of 87.2%. Data is collected annually during Quarter 4.	Adult Services
Communities: A good start for every child to reach their full potential											
3	Children looked after for at least 2.5 years and aged under 16 who have been in the same placement for at least 2 years	Bigger is better	70%	70%	±2.5%	71.4% GREEN	↓	71.8%	-	N/A This indicator aims to capture the stability of long term placements for looked after children. Stable placements are key to a child's ability to form healthy, positive relationships that enable them to flourish and are therefore desirable for all looked after children. However local authorities also have a duty to ensure that placements remain appropriate and this means that some changes are inevitable, or can be a positive step in the child's care plan. 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. Performance at the end of Quarter 3 remains better than target and would place us in the upper-middle quartile based on the latest available benchmarking data.	Children's Services
4	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) 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% in 2018 – exactly the same as the national average.	Learning & Achievement • Children's Services
5	% of children in good or outstanding schools	Bigger is better	84%	84%	±1.5%	85.13% GREEN	↑	83%	↑	84% (Old methodology) Five schools have been inspected since September 2018 and four have since been published; all having received 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 into the outturn.	Learning & Achievement • Children's Services

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6	Pupil progress in 8 subjects, from the end of primary school to the end of secondary school ("Progress 8" score)	Bigger is better	-0.02 (National State-Funded ave.)	N/A	+/- 0.05	-0.09 (AY 2017/18) RED	↓	-0.08 (AY 2017/18)	↑	-0.04 (AY 2016/17)	Progress 8 is a measure of the progress children make between the end of primary school and the end of secondary school. Final Progress 8 figures for the 2018 academic year were published in January and while Havering has seen a slight drop on the previous academic year, the England average has improved slightly. The Council will continue to work closely with the office of the Regional Schools Commissioner, and the Havering Learning Partnership (all secondary schools) to take forward school improvement strategies. With all secondary schools now having academy status, our ability to affect outcomes is very much limited to an influencing role. However, through the local authority Quality Assurance process, schools causing particular concern can be targeted for intervention from the relevant Academy Trust.	Learning & Achievement • Children's Services
7	% 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%	20.6%	±10%	14% RED	↑	13.8%	↓	26.7%	Within Quarter 3, a further 7 children ceased to be looked after as a result of permanency, giving us an outturn for the year to date of 14%, which is some way below the quarterly target of 20.6%. Over the last two years, the service has worked to improve the tracking of children coming through for permanence; however over the same period we have seen the overall LAC cohort become increasingly older and therefore adoptions are less common. Courts are continuing to favour SGO as a permanence option for children, impacting on the number of placement orders being granted but the 26 week timescale for court proceedings is not being consistently met (the average duration for cases in court as at the end of December is 33 weeks), which has an impact on this indicator. At the same time the service is being more robust in its assessments, which is also resulting in fewer SGOs being granted. This indicator fluctuates from between years according to the care plans for the cohort of LAC at that time, and the average performance over the last three years is 17.9%, which will be considered when setting a target for 2019/20. It is worth noting that this indicator does not take into account children who return home, which can be another positive and permanent outcome.	Children's Services
8	% of Havering parents receiving an offer of their first preference primary school	Bigger is better	87%	N/A	±2.5%	88% (2018 intake) GREEN	-	NEW	-	NEW	Data for this indicator is available annually. Data for the 2019 intake will be available for reporting in Quarter 4. For 2018 intake 88% of parents were offered their first preference of primary school in Havering, which is better than target and the London average (86.55%)	Learning & Achievement • Children's Services
9	% of Havering parents receiving an offer of their first preference secondary school	Bigger is better	80%	N/A	±2.5%	79% (2018 intake) AMBER	-	NEW	-	NEW	Data for this indicator is available annually. Data for the 2019 intake will be available for reporting in Quarter 4. For 2018 intake 79% of parents were offered their first preference of secondary school in Havering. Despite just missing the challenging target, this is the second highest ranking of all the London Boroughs.	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 (rate per 100,000)	Bigger is better	600	440.8	±10%	445.5 GREEN	↑	283.4	↑	203.9	There were 888 carers assessed up to December 2018, this is an improvement when compared to December 2017 where there had been 402.	Adult Services
11	Number of volunteers supporting Council services	Bigger is better	1,129	1,095	±10%	1,124 GREEN	↓	1,238	↓	1,172	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
12	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

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Communities: Supporting vulnerable residents in our communities												
13a	% of care leavers (aged 19-21) in suitable accommodation	Bigger is better	95%	95%	+/-5%	97.2% GREEN	↑	95.6%	↑	97.1%	As at the end of quarter 3, the percentage of care leavers living in suitable accommodation was 97.2%, which is an improvement on the Q2 outturn of 95.6% and in the top quartile nationally based on the latest available benchmarking data. We are currently on track to achieve our end of year target of 95%, which is very strong performance in the context of an increasing care leaver population.	Children's Services • Policy, Performance and Community
13b	% of care leavers (aged 19-21) in education, employment or training	Bigger is better	60%	60%	+/-5%	59.4% AMBER	↓	65.0%	↑	57.6%	We have seen a slight decrease in the percentage of care leavers in education, employment or training when compared to the previous quarter but performance remains higher than at the same point last year and would be in the top quartile nationally based on the latest available benchmarking data. There remains 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. During 2018/19, we have seen a steady increase in the percentage of care leavers in higher education, and performance in this area is now better than the average for our statistical neighbours.	Children's Services • Policy, Performance and Community
14	The proportion of repeat victims of domestic abuse (DA) (C)	Smaller is better	27%	27%	±5%	38.32% RED	↓	35.2%	-	30.5% (2016-17 average)	Definition: Repeat victims within DA Category (Victim of more than 1 DA offence within the reporting period). The domestic violence MARAC (multi-agency risk assessment conferences) continues to see an increase in cases . Police continue to increase the use of legislative powers to remove perpetrators of Domestic Violence from the home. We have seen 18 Domestic Violence Protection Notices in quarter 3 this year compared to 1 in quarter3 2017-18. An IDVA (independent domestic violence advisor) is now based in the police station to offer advice and support for victims. The VAWG (violence against women and girls) strategy has been refreshed and was formally agreed by the HCSP (Havering Community Safety Partnership) in October and SLT in December. It will now go forward to Cabinet in March 2019. The retender of refuge services has been completed by the JCU (Joint Commissioning Unit) and Havering Women's Aid will continue to manage the two refuges in Havering.	Environment • Adult Services • Children's Services
15	Percentage of homeless preventions and reliefs (homelessness resolved without the provision of temporary accommodation)	Bigger is better	70%	70%	±0%	75.79% GREEN	↓	83%	-	NEW	Increase in prevention activity (higher figures) means that families can remain in their accommodation or move into alternative accommodation before they become homeless. Therefore, the need for temporary accommodation (TA) which can be costly and unsuitable is reduced.	Housing
16	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	660	480	±5%	424.4 GREEN	↑	293	↓	356.8	To the end of December 2018 there had been 197 Service Users over the age of 65 admitted into long term placements. At the same stage last year there had been 165. The average age of council-supported permanent admissions of adults (aged 65+) to residential and nursing care is 86.	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	95%	95%	±5%	95.3% GREEN	↓	95.6%	↑	87.7%	To the end of December 2018 there were 1865 service users who were receiving their care via a self directed support service. This compares to 1766 in December 2017.	Adult Services

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18	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%	7.39% AMBER	↑	7.8	↓	5.1	In the first eight months of 2018/19, there has been an average of 14.75 delayed discharges per month (7.4 days per 100,000) 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. There was an increase in delays attributable to Social Care during the second quarter of the year, which continues to affect cumulative performance but the direction of travel over the past three months has been positive. There were a small number of lengthy delays in the summer due to the sourcing of specialist support. Some out of borough hospitals also reported delays against Havering which are being followed up. Actions being put in place to reduce delayed discharges include: - Care Homes in Havering being supported to create a 'Trusted Assessor' role, based primarily in BHRUT; - Establishment of a pilot bringing together therapy resources in BHRUT and NELFT to manage the hospital / community interface differently; - Simplification of discharge processes, including a revised screening and referral process for NELFT inpatient rehab beds.	Adult Services
19	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												
20	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)
21	Avoidable customer contact for Customer Services (S)	Smaller is better	20%	20%	±5%	13.14% GREEN	↑	13.67%	↑	18.28%	Avoidable contact recorded in Q3 rose slightly on Q2 but was well within the target of 20%. The figure reported of 14.21% is based on a two hour sample survey carried out each month for the quarter in question, with the main reason for the avoidable contact being due to customers not receiving an expected call back or visit.	Culture and Customer Access / Transformation • OneSource (ICT)
22	Call abandon rates (contact centre)	Smaller is better	10%	10%	±5%	8.73% GREEN	↑	11.87%	↓	7.06%	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 in terms of abandon rates has improved for the second quarter running with an outturn for Q3 of 8.73% exceeding our target. Despite the expected increased seasonal demand during Q4, through careful management of resources it is hoped that performance will continue to exceed our target for the remaining three months of the financial 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 GREEN	→	On Track	↑	Off Track	Romford station's Crossrail supplementary works have now been completed. Gidea Park works are on track and progressing well. The Harold Wood scheme is also on track following recent discussions with Network Rail and works commenced last quarter. Gidea Park and Harold Wood schemes are due for completion by December 2019.	Development
Connections: Fast and accessible transport links												
24a	Improve air quality in the borough by reducing the level of NO2	Smaller is better	40 µgm-3	40 µgm-3	±0%	Battis: 71.7 (2017) RED	-	N/A	↓	Battis: 69.1 (2016)	Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year, in line with GLA guidance. Monitoring results are reflecting an increasing trend of NO2 levels at some locations. The data is being reviewed to ascertain why. Short-term trends can be affected by local weather conditions. The Air Quality Action Plan (AQAP) is now implementing actions to improve local air quality such as tree planting, improving our own fleet and working with schools and business to develop sustainable travel plans.	Environment • Development
24b						Langton's: 20.1 (2017) GREEN	-	N/A	↑	Langton's: 26.0 (2016)		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%	9.7% GREEN	↑	7.5%	↑	8.7%	As at December 2018 there were 45 Service Users on the Care Programme Approach (CPA) who were in employment, this compares to 46 in 2017/18. It is worth noting that the number of people on a CPA has reduced from 527 in 2017/18 to 463 in 18/19.	Adult Services • Policy, Performance and Community
26	Proportion of adults with learning disabilities in paid employment	Bigger is better	8.0%	4.0%	±5%	4.1% GREEN	-	N/A	↓	4.3%	As at December 2018 there were 21 working age service users with a Learning Disability in paid employment, this compares to 22 in 2017/18. This performance indicator is only measured during quarter 3 and quarter 4.	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	N/A	±10%	N/A	-	N/A	-	N/A	This is an Annual PI and an outturn will not be available for reporting until Q4.	Regeneration • Policy, Performance and Community
28	Number of investment enquiries to the Borough converted into a new business or expansion	Bigger is better	50	38	±10%	61 GREEN	↑	58	↓	66	Whilst the number of enquires is below the quarterly target for Q3, cumulatively the number of investment enquiries to the borough converted into a new business or expansion has achieved the year end target (as at 31 Dec, 61 enquiries have been received and converted into a new business or expansion against an annual target of 50).	Regeneration • Communications
Opportunities: High-quality skills and careers												
29	Number of apprentices (aged 16-18) recruited in the borough	Bigger is better	770 (August 2016 to July 2018) 800 (August 2017 to July 2018)	N/A	±10%	690 (2016/17) RED	-	N/A	↓	770 (2015/16)	Data for 2016/17 which was previously reported as provisional has now been confirmed. Final 2017/18 figures will be published in Quarter 4 but the latest data indicates that the target of 800 starts for the 16-18 year old cohort will be challenging. There has been an increased level of interest in apprenticeships amongst young Havering residents as a post-16 option (to give an indication, data from the national NEET & Not Known Scorecard for October 2018 shows that the % of 16-17 year olds participating in apprenticeships was 9.1% in Havering, against a national average of 5.9%). However, the introduction of the apprenticeship levy has seen a slight decline in the number of SMEs (small and medium sized enterprises) offering apprenticeships opportunities. At the same time, the introduction of no minimum age means that a larger number of residents across all ages can now access the opportunities that do exist.	Learning & Achievement • Policy, Performance and Community
30	Number of apprentices (aged 19+) recruited in the borough	Bigger is better	1,330 (August 2016 to July 2018) 1,340 (August 2017 to July 2018)	N/A	±10%	1320 (2016/17) RED	-	N/A	→	1320 (2015/16)	For the age 19+ cohort, again final 2017/18 figures will be published in Quarter 4 but the latest data indicates that we are on track to achieve the annual target for this group. There has been an increase in the number of adults accessing apprenticeship opportunities, with a large number of levy-paying employers now utilising their levy by creating apprenticeship vacancies and upskilling existing staff.	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	3.5%	N/A	±5%	3.6% AMBER	-	3.5% (2017/18)	-	N/A	The percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known was recently confirmed as 3.5% for 2017/18; better than the England average of 6% and placing us in the top quintile. Performance at the end of Quarter 3 is off-target but within the agreed tolerance. Action being taken to further improve performance includes increased tracking activities using admissions data and intelligence to reduce the number of 'Not Knowns', and the introduction of a new NEET to EET programme in central Romford. The programme will focus on addressing barriers to participation and supporting young people to gain English and Maths qualifications, along with engaging parents / carers to ensure successful retention and progression.	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	→	On Track	Work to create a new car park has commenced and will be completed by 1 February 2019. This will then enable the main build to commence on 4 February 2019. The 'spade in the ground' ceremony will be held that week. The new sports centre is scheduled to open in September 2020. The demolition of the existing centre and creation of the new permanent car park will commence after the new centre is open, with completion expected in February 2021.	Culture and Customer Access

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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%	16 RED	↑	13	↓	20	To date, 16 enquiries have been received from businesses with a turnover of £10m+ or international recognition expressing an interest in the borough. This target is not realistic, principally because the borough does not currently have sufficient high quality commercial property, particularly of significant size. The service is currently working on a Economic Development Strategy and through this we should agree 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.	Regeneration • 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. The data for 2017 has been released. However the methodology of counting employees has changed and therefore the previous (2012-2015) data is not comparable. Solely PAYE based businesses are now included in the count. The new methodology has been applied to 2015 data so it is possible to use this as a baseline and continue to set a target of 1% growth for this year. The target for 2016 and 2017 has been exceeded. A new growth strategy for the council is in development and will include an employment growth target.	Regeneration
Places: A clean, safe environment for all												
35	The number of burglary offences (C)	Smaller is better	1,812	1,359	±5%	1411 RED	↓	834	↑	1,775	Burglary continues to be a volume crime in the Borough. A full problem profile has been developed and shared with the Police. A tri-Borough burglary reduction action plan has been developed. A number of safe zones have been delivered in quarter 3. Quarter 4 will see the further role out of MET Trace across five wards in the Borough – Brooklands, South Hornchurch, Emerson Park, South Hornchurch and Havering Park. A pop up shop ran for two weeks in December in the Brewery to provide crime prevention advice. A Safer Havering Newsletter continues to provide advice on crime prevention.	Environment
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	330.75kg per head	±0%	326.84kg per head (provisional) GREEN	-	226.44kg per head	↑	338.93kg per head	Performance this quarter is better than target and is also an improvement on the same period last year (338.93). The changes have come from a reduction in street cleansing waste including fly tipping and Highways waste. 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, continue to review policies to prevent 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

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37	The number of non-domestic violence with injury offences (C)	Smaller is better	1,311	983	±5%	948 GREEN	↓	661	↑	1,002	<p>A number of days / nights of action have taken place across the Borough to tackle violence with positive arrests. A number of projects have started in quarter 3 to tackle knife crime and gang related violence. These include:</p> <ul style="list-style-type: none"> • Street Doctors - Doctors going into Schools, Youth Offending Teams, Youth clubs etc. to teach small groups emergency lifesaving first aid skills. The specific work in Havering focuses on teaching young people how to deal with bleeding out from knife wounds and gun shots. Aimed at adolescents. • No knives in schools – Hard hitting and impactful half day workshop run in schools focusing on the dangers of carrying knives. Collaboration between Police, London Ambulance Service and a local Knife Charity. Session is designed for year 9's. It looks at the Law (Police), Emergency services response and reality of the incidents (LAS) and they get a murdered victims family member to talk to the young people about the wider impact of knife crime (Local knife Charity) • Junior Citizen scheme – Half day programme designed for year 6 school children transitioning from primary school to secondary school. Programme consists of workshops designed specifically to raise the young person's awareness and competency to stay safe within the community. A competitive element is added to the day to help young people engage more in sessions, points are awarded for contribution, punctuality and questions asked within the sessions. The overall highest points scoring team is rewarded with a trip to the Town Hall for a special lunch and presented with the Junior Citizens Safety Award by the Mayor of Havering. • You And Me Counselling – Received an independent MOPAC grant to go into primary and secondary schools within the borough and talk about the Dangers of carrying a knife <p>The Serious Youth Violence and knife crime strategy was presented to Exec briefing in December and will go to cabinet in March.</p>	<p>Environment</p> <ul style="list-style-type: none"> • 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	4,762	±5%	3907 GREEN	↓	2,875	↑	4,810	<p>The Tasking Enforcement Group (TEG) and ASB panel continues to meet monthly to provide a multi-agency response to ASB.</p> <p>Romford Town centre continues to be a hotspot for ASB. In-depth analysis has shown that youth related ASB between 4 and 8pm is becoming an emerging concern. Ongoing work is taking place with police and schools to identify the young people involved. Additional Youth provision was funded by McDonalds in quarter 3. A number of days / nights of action have taken place involving the use of drug dogs and knife arches to tackle this issue.</p>	<p>Environment</p> <ul style="list-style-type: none"> • 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	<p>The LDS anticipated the Local Plan would be adopted in early 2019. Delays by the Planning Inspectorate (outside the control of the Council) delayed the Examination until October 2018. The outcome of the examination was that further work was required mainly related to Housing, Gypsy and Travellers matters and parking. The housing element has been submitted to the Inspector and the remainder is being completed for discussion with Members in early March. The Inspector has provisionally allocated two days at the end of May for the Examination to be resumed.</p>	Planning
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%	93.3% GREEN	↓	95%	↓	96.2% (2017/18)	<p>Performance is currently on target. To date 325 people have completed an adult safeguarding enquiry and have been asked and expressed their desired outcomes, of which 303 have been either fully or partially met. At the same stage last year, 237 people had expressed desired outcomes of which 228 had been fully or partially met.</p>	Adult Services

Line.no	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/19	Long Term DOT against Q3 2017/18	Comments	Service & Supporting Service		
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%	95.06% RED	↑	85.12%	↓	99.2%	In Quarter 2 the decent homes figure was adjusted from 99.8% to 85.12% due to the Housing services Asset Management system (Keystone) being reviewed which identified an increase of 1292 in the number of non-decent homes. Since then the levels of council homes that meet the decency standard has increased by over 10% since last quarter to 95.06% (Q3), with 428 non-decent homes remaining. It is anticipated that the target will be achieved at year end (March 2019) due to the allocation of planned works and sufficient funds available to deliver the programme.	Housing
Places: Award-winning parks and open spaces												
42	% of parks supported by a "Friends" group	Bigger is better	17%	17%	±0%	21% GREEN	→	21%	→	21%	21 out of 100 parks and green spaces continue to be supported by 17 Friend Groups	Environment • Policy, Performance and Community
43	Number of Green Flag Awards	Bigger is better	14	N/A	±0%	14 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 green flag for Langtons Gardens from last year increasing the total to 14.	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	→	On Track	Our focus continues on intensive business development piloting our monthly events in order to encourage and increase the number of good quality traders. Branding of our market is progressing well and will now feature on all the markets social media avenues. We are preparing to take a paper to SLT in April which will outline the change in the layout, improving look and feel of the market, with new stalls covers and visuals.	Regeneration

Line.no	Indicator and Description	Value	2018/19 Annual Target	2018/19 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/19	Long Term DOT against Q3 2017/18	Comments	Service & Supporting Service		
Perception / Engagement PIs												
Police public attitude survey	% of respondents worried about ASB in the area (R)	Smaller is better	15%	15%	±5%	24% (Q2 17-18) RED	↑	26% (Q1 17-18)	↓	19% (Q2 16-17)	The Metropolitan Police commission a quarterly Public Attitude Survey (PAS), which gauges the opinions of approximately 400 residents per borough, per year, on topics including 'worried about crime' and 'anti-social behaviour', 'police effectiveness' and 'engagement'. When asked about perceived problems, respondents in Havering were less likely to think that there are specific issues with ASB in their area than compared to London as a whole. A number of communication opportunities have been used to improve public perceptions and provide crime prevention advice. These include: • The introduction of a monthly community safety and enforcement e-newsletter • Pop up shop in the Brewery from 10th December to 22nd December as part of 12 safer days of Christmas Levels of ASB reported to the Police continue to reduce locally	Environment
	% of respondents worried about crime in the area (R)	Smaller is better	28%	28%	±5%	35% (Q2 17-18) RED	↓	32% (Q1 17-18)	↑	28% (Q2 16-17)	Perceptions of crime have risen above the London average this year and appear disproportionate for the level of crime in Havering. The police continue to roll out community contact sessions across the Borough. In quarter3 the Community Safety service have held a number of crime prevention initiatives which include: • The introduction of a monthly community safety and enforcement e-newsletter • Pop up shop in the Brewery from 10th December to 22nd December as part of 12 safer days of Christmas We have also launched a town link radio scheme in Chippenham Road, Harold Hill to link businesses together and keep them informed of ASB and crime. A joint communications meeting has been established with the police and fire brigade to maximise opportunities to engage with the public around crime prevention. Regular days of action have taken place to tackle violence, rough sleeping and street begging.	Environment
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%		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 Q3 Target	Tolerance	2018/19 Q3 Performance	Short Term DOT against Q2 2018/19		Long Term DOT against Q3 2017/18		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 was 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%	63% GREEN	↓	66%	-	N/A	The percentage of families showing continued overall progress has dipped slightly compared with the previous quarter but remains comfortably above target.	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. 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
	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 for this indicator 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