

RAG Rating	Direction of Travel (DOT)	Description
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	Tolerance	2018/19 Q4 Performance	Short Term DOT against Q3 2018/19	Long Term DOT against Q4 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) (2015-2017 = 182 per 100,000 population)	Similar to England (see comments)	171 per 100,000 population (2015-2017) GREEN	-	N/A	↓ 163 per 100,000 population (2014-2016)	Data for this indicator is published for three-year rolling periods. The latest available data relates to the period 2015 - 2017. For this period, Havering's mortality rate from preventable causes (171/100,000, with a range of 161 - 182 per 100,000) was lower than the England average (182/100,000) but higher than the previous period (2014-2016). The observed rise from the previous period's rate of 163/100,000 is however not statistically significant. 2016-2018 data will be available in March 2020 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%	±5%	88.7% (GREEN)	-	N/A	↑ 88.2%	There has been an improvement in this indicator when comparing 2017/18 to 2018/19. During 2018/19 there were 195 service users over the age of 65 that went through reablement after a hospital stay during the reporting months. Of these, 173 were still residing in their own home 91 days later.	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%	±2.5%	72.5% (GREEN)	↑	71.4%	↑ 61.0%	As at 31st March, 69 children have been LAC for at least 2.5 years and of these, 50 have been in the same placement for at least 2 years. A continued focus within the service on early permanence and on-going consideration of long term care arrangements has resulted in sustained improvement during 2018/19. Performance is also better than statistical neighbour and England averages based on the latest available benchmarking.	Children's Services
4	School readiness - % of children achieving a good or better level of development at age 5 (EYFSP)	Bigger is better	74%	±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%	±1.5%	87.8% (GREEN)	↑	85%	↑ 82%	11 schools have been inspected since December 2018. All of these received a 'Good' judgement, with 2 Primaries improving their rating from 'Requiring Improvement' (RI).	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.)	+/- 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%	±10%	13.8% (RED)	↓	14.0%	↓	26.4%	Within the fourth quarter, a further 5 children ceased to be looked after as a result of permanency, giving us a provisional outturn for the year of 14%, which is some way below the annual target of 27.5%. Over the last two years, the service has worked to improve the tracking of children coming through for permanency; 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, 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	Children's Services
8	% of Havering parents receiving an offer of their first preference primary school	Bigger is better	87%	±2.5%	87.5% (GREEN)	-	N/A	↓	88%	Havering has once again achieved strong performance in relation to the percentage of parents receiving an offer of their first preference school. For primary schools we have comfortably met the target set.	Learning & Achievement • Children's Services
9	% of Havering parents receiving an offer of their first preference secondary school	Bigger is better	80%	±2.5%	76.7% (RED)	-	N/A	↓	79%	For secondary schools, while we have seen a slight reduction on the previous year and not met the challenging target we set ourselves, our performance remains the highest in London.	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	±10%	639 (GREEN)	↑	444.5	↑	570.6	There has been an increase in the number of carers assessed, both between Quarter 3 and Quarter 4, and also when compared to 2017/18. During 2017/18, 1125 carers were assessed compared to 1274 in 2018/19 - an increase of 13%.	Adult Services
11	Number of volunteers supporting Council services	Bigger is better	1,129	±10%	1286 GREEN	↑	1,124	↓	1,333	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	Residents reporting improved wellbeing, social inclusion and resilience as a result of support from preventative services	Bigger is better	N/A	N/A	87.5%	-	N/A	-	N/A	This is a new indicator, developed by the Joint Commissioning Unit with newly commissioned providers, whose contracts commenced in February. The outturn of 87.5% is the combined response of those who agreed or strongly agreed with statements relating to three key outcome measures (wellbeing, social inclusion and resilience).	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%	+/-5%	96.2% (GREEN)	↓	97.2%	↑	87%	<p>Performance during the fourth quarter has dropped slightly compared to quarter 3 but remains above target. The reduction is primarily due to a cohort of young people who are in custody, and a smaller number of young adults who are not using their placements and have chosen to reside with family members / friends.</p> <p>It should be noted that figures reported during the year relate to only those young people within the 19-21 cohort with whom the service is in touch. For our annual statutory reporting, we are also required to include those who have chosen not to remain in touch, which has a negative impact on the percentage. This data is still being verified but provisional figures indicate a reduction on 2017/18 performance due to a larger 'not in touch' cohort, as well as the reasons outlined above.</p>	Children's Services • Policy, Performance and Community
13b	% of care leavers (aged 19-21) in education, employment or training	Bigger is better	60%	+/-5%	63.5% (GREEN)	↑	59.4%	↑	50%	<p>The percentage of care leavers in education, employment or training increased further in the fourth quarter to 63.5%. 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 continues to explore the childcare support that can be provided to allow young parents to enter employment or education. A Department of Work And Pensions (DWP) project also looked at pre-employment preparation with a specific cohort of care leavers.</p> <p>As with the indicator on suitable accommodation, the inclusion of care leavers with whom we are not in touch will reduce the annual percentage; however provisional figures indicate that the outturn will be higher than in 2017/18 and better than the London average.</p>	Children's Services • Policy, Performance and Community
14	The proportion of repeat victims of domestic abuse (DA) (C)	Smaller is better	27%	±5%	N/A	-	38.32%	-	38.92%	Data for Quarter 4 reporting has not yet been released by The Police / The Mayor's Office for Policing And Crime (MOPAC)	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%	±0%	72.67% GREEN	↓	75.79%	-	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	±5%	601.1 (GREEN)	↓	424.4	↓	519	There has been a decrease in outturn for this indicator. During 2017/18 there were 240 new admissions of service users over the age of 65 into long term care homes, increasing to 279 in 2018/19. This is however still an improvement when compared to 2016/17 when there were 321 admissions, and our target for 2018/19 has been achieved. The average age of admission in 2018/19 was 86 years.	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%	±5%	97% (GREEN)	↑	95.3%	↑	95.3%	There has been a further improvement in this indicator in the final quarter of the year. During 2017/18, 95.3% of service users received their long term services via self directed support, increasing to 97% in 2018/19. This equates to 1843 service users receiving Self Directed support as at 31st March 2019, (the figure at the same point last year was 1875).	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	95%	±10%	7.3 (AMBER)	↑	7.4	↓	5.5	There has been an improvement from Quarter 3, when there was an average of 7.39 delays, reducing to 7.28 in Quarter 4. Performance has decreased since 2017/18 when there were 5.46 delays per 100,000. The vast majority of delays are in the acute sector and are affected by, and the responsibility of Health. This is a Better Care Fund Indicator and the JAD service will continue to work with BHRUT Health colleagues to improve the outturn for this indicator in 2019/20. Within BHRUT, an action plan is in place which covers: ambulance conveyances; community capacity; hospital flow; out flow; and frailty.	Adult Services
19	Residents reporting good outcomes from their community service (home care service)	Bigger is better	N/A	N/A	85.3%	-	N/A	↓	85.6% (2017/18)	The Homecare survey showed overall satisfaction for 2018-19 to be 85.3% (the percentage rating their service as either very good or good). This year we expanded the scope of the survey to include residents receiving care with homecare providers outside of the contract framework. More residents rated their homecare service as 'very good' this year, with performance at 50.5% compared with 42.1% last year.	Adult Services • JCU
Connections: A digitally enabled borough											
20	Improved Socitm score for the www.havering.gov.uk website	Bigger is better	3	N/A	3 GREEN	→	3	→	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%	±5%	14.43% GREEN	↓	13.14%	↑	15.61%	Owing to the increased seasonal demand, avoidable contact rose slightly on the previous quarter. The main reason is in relation to call backs and expected visits/repairs not being carried out. Work is being undertaken to try to reduce the number of "call back requests" received for some Services by trying to resolve the matter at the first point of contact whilst other avoidable contact is owing to delays caused by Contractors not keeping residents up to date.	Culture and Customer Access / Transformation • OneSource (ICT)
22	Call abandon rates (contact centre)	Smaller is better	10%	±5%	9.38% GREEN	↓	8.73%	↑	9.78%	Despite increased demand caused by seasonal demand and in particular March with annual Council Tax, Benefits and Rent Billing exercises taking place the target of 10% was still exceeded.	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	On Track GREEN	→	On Track	↑	Off Track	Crossrail Complementary Measures (CCM) programme is on track and is RAG status green. Romford CCM is complete with full spend achieved. Gidea Park CCM work commenced in September 2017; Northern and Southern footpath repaving is complete. Rain garden has been built and planting works complete. All trees have been removed completely and tree pits (rings) have been installed; trees planted in Crossways. Planting works completed in Chalforde Gardens. A webpage for Gidea Park CCM is live on the Havering website. Crossrail have informed us that the Temporary Ticket Office removal date has been moved to January 2019. Harold Wood phase 1 of works have been completed (works to widen zebra crossing). Marlborough are on site at Harold Wood, and works commenced in October 2018. Kiosk is due to be installed 12th March 19, which will unlock the ability to complete further work.	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	±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.	Environment • Development
24b					Langton's: 20.1 (2017) GREEN	-	N/A	↑	Langton's: 26.0 (2016)	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

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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%	±5%	10.6% (GREEN)	↑	9.7%	↑	8.5%	There has been an improvement for this indicator in 2018/19 compared to 2017/18. At the end of March 2019 there were 50 people in employment, compared to 45 in 2017/18.	Adult Services • Policy, Performance and Community
26	Proportion of adults with learning disabilities in paid employment	Bigger is better	8.0%	±5%	7.7% (AMBER)	↑	4.1%	↓	8.1%	There has been a slight decrease in the outturn for this indicator. During 2017/18 there were 42 service users with a learning disability in paid employment and we remained above the London average for this indicator. During 2018/19, there were 40 service users in paid employment. It is important to note that this indicator only monitors service users with a learning disability receiving a service and in paid employment. It does not take into account those service users with LD in voluntary employment or individuals with a learning disability who are in paid employment but who do not receive a service from Havering Adult Social Care. The Community Learning Disability Team will be working with colleagues in Havering Works to drive improvements in this area.	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	±10%	N/A	-	N/A	-	N/A	This indicator remains in development.	Regeneration • Policy, Performance and Community
28	Number of investment enquiries to the Borough converted into a new business or expansion (C)	Bigger is better	50	±10%	86 GREEN	↑	61	↓	101	The number of investment enquiries to the borough converted into a new business or expansion has achieved the year end target	Regeneration • 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)	±10%	610 (RED)	-	N/A	↓	690 (2016/17)	Final figures for 2017/18 are now available and these confirm a slight dip when compared to 2016/17, with 610 apprenticeships starting. The target of 800 was somewhat ambitious in light of the impact from the introduction of the apprenticeship levy; the National Audit Office has reported seeing a 26% drop in the number of apprenticeship starts between 2015/16 and 2017/18. It was also reported that only 9% of levy paying employers used the levy to pay for new apprentices in 2017/18, compared to the DfE projection of 13%. Many employers are struggling to recruit to roles due to the lack of approved standards available, and an increasing number of small and medium sized enterprises are not engaging as a result of the 10% contribution to the training costs. Employers have found the transition from provider-led funding to employer-led funding complicated and resource intensive, and are feeding back they do not have the knowledge and expertise to deliver administration of the apprenticeship levy. In the above context, Havering has seen an increased level of interest in apprenticeships amongst our young residents as a post-16 option. Data from the national NEET & Not Known Scorecard for October 2018 shows that the percentage of 16-17 year olds participating in apprenticeships was 9.1% in Havering, compared to a national average of 5.9%.	Learning & Achievement • Policy, Performance and Community
30	Number of apprentices (aged 19+) recruited in the borough	Bigger is better	1,340 (August 2017 to July 2018)	±10%	1100 (RED)	-	N/A	↓	1320 (2016/17)	For the 19+ cohort, final 2017/18 figures confirm a performance of 1,100 starts against the target of 1,340. As outlined above, the introduction of the apprenticeship levy has seen a decline in the number of apprenticeship starts nationally and Havering has also seen a slight dip in the number of starts in 2017/18 compared with 2016/17.	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%	±5%	3.1% (GREEN)	↑	3.6%	↑	3.5% (2017/18)	The percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known was recently confirmed as 3.1% for 2018/19. This performance is better than both the England average of 5.5% and the London average of 4.8%, and places us in the top quintile. The continued focus on tracking and reporting on the age 16-18 cohort has delivered successful outcomes and the targeted work carried out by Prospects Personal Advisors in supporting NEET learners has resulted in improved participation. The LA's high performance of 98.6% for the September offer (which ensures all Year 11 learners have an offer of a place before leaving school) and achieving 98% on the Activity Survey have both contributed to the low NEET & Not Known performance in	Learning & Achievement • Policy, Performance and Community

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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	On Track GREEN	→	On Track	→	On Track	The 'breaking ground' ceremony took place on 6 February 2019. Construction is progressing to schedule and remains on track for a September 2020 opening of the new sports centre. Demolition of the existing centre will commence once the new centre is open.	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	±10%	17 RED	↑	16	↓	31	To date, 17 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)	±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	±5%	1849 AMBER	↓	1,411	↑	2,310	This financial year has seen a massive reduction of 19% in the number of burglary offences reported. Havering as a borough has performed better than London as a whole which saw a 4.7% increase in offences. Gooshays ward saw the biggest decrease in offences of 45%. The Met Police will continue to roll out Met Trace across the Borough in hot spot areas. A number of Communication campaigns are in development for 2019-20.	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	±0%	423.94kg per head GREEN	-	326.84kg per head (provisional)	↑	436.07kg per head	Performance this Quarter is below target, which in this instance is a positive result and is also an improvement on the comparable Quarter last year (436.07). 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, along with receiving funding from the LGA to commission a piece of work on investigating behavioural change 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	±5%	1261 GREEN	↓	948	↑	1,296	Non-DA Violence with injury saw a 4% reduction in the number of offences reported compared to the last financial year and again performed better than London overall which saw a 0.2% increase in the number of offences. Romford continues to be a hotspot for violent crime and work in 2019 -20 will see a continued focus of partnership work in hotspot area	Environment • 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	±5%	4,482 GREEN	↓	3,907	↑	5,368	ASB again has seen positive performance in 2018/19 with a reduction of 4% compared to the last financial year. London overall saw a slightly increase of 0.4% in the number of ASB incidents reported. The Enforcement restructure has launched and will see an increase focus on environmental crime and ASB.	Environment • 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	Off Track AMBER	↓	On Track	↓	On Track	Local Plan Examination was held between 9th and 19th October. There were some follow up actions required, post the examination, concerning housing, Gypsy and Travellers and parking. All additional details in response to these actions have been submitted to the Inspector in advance of the reconvened examination which is scheduled for 29th and 30th May. The Inspector has since issued her Revised Issues and Matters document with a deadline of 16th May set for the Council's response.	Planning
40	Making Safeguarding Personal: % of cases where desired outcomes were expressed and these were either partially or fully met	Bigger is better	90%	±5%	N/A	-	93.3%	-	96.1%	Data will not be available until early June due to statutory reporting timescales.	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	98%	±0%	99.2% GREEN	↑	95.06%	↓	99.8%	<p>The year-end outturn for 2018-19 shows that 99.2% of homes (8549 of 8618) are of a decent standard.</p> <p>A review of the Keystone database was undertaken in September 2018 and due to this a number of properties were identified as non-decent which corrected a number of anomalies within the database and resulted in an increase in the number of non-decent homes. It was anticipated that these issues would be addressed throughout the year and the target was achieved by the end of the financial year.</p> <p>There was a delay in commissioning the full Kitchen and Bathroom programme due to a commitment to offer a portion of the programme to our responsive maintenance contractor (Breyer). Works was started on the kitchen and bathroom programmes and the programme was prioritised in order for properties to be completed before the year end.</p> <p>An external decorations programme was completed and the validation surveys were undertaken on roofs and external decorations to identify non-decent properties for 2019-20 programme. Due to these surveys some elements were identified as having an extension of life which for some elements (in particular roof structures and coverings) had been indicated by Keystone as being non-decent.</p> <p>The 2018-19 year-end target has been slightly exceeded and the continuing validation surveys will allow the decent homes programmed works to maintain or even exceed the target level set for 2019-20.</p>	Housing
Places: Award-winning parks and open spaces											
42	% of parks supported by a "Friends" group	Bigger is better	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	±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

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Places: A vibrant cultural and leisure destination											
44	Deliver the Romford Market Transformation Support Programme	N/A	Transformation support programme delivered	N/A	On Track GREEN	→	On Track	→	On Track	The project is progressing well with a new focus on new business development, updating social media and the continuation of collaboration with in house teams to run a series of events in the Market Place over the coming 12 months. A further update report to SLT is being drafted to which will report on bringing in new traders and trader retention, footfall and potential new layout changes.	Regeneration
Perception / Engagement Pls											
Police public attitude survey	% of respondents worried about ASB in the area (R)	Smaller is better	15%	±5%	31% (Q3 18-19) RED	↓	24% (Q2 17-18)	↓	21% (Q3 17-18)	Levels of ASB reported to the police continued to fall in quarter 4. The Community Safety and Enforcement newsletter has continued to have increased uptake in quarter 4. A mutli-agency communications group has been established to maximise opportunities for sharing good news stories and deliver crime prevention advice.	Environment
	% of respondents worried about crime in the area (R)	Smaller is better	28%	±5%	38% (Q3 18-19) RED	↓	35% (Q2 18-19)	↓	29% (Q3 17-18)	Fear of crime continues to be disproportionately high in Havering . Havering ended qtr 4 with a 19% reduction in residential burglary and a 1% reduction in total notifiable crimes. Fear of Knife crime and violent crime appears to be increasing. A serious group violence and knife crime strategy has been approved and a Violent crime summit is scheduled for October.	Environment
Residents Survey	Satisfaction with the way Havering Council runs things	Bigger is better	65%	±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%	±8%	80% RED	-	N/A	↓	88% (2016)		Communications
	Strength of belonging to the local area	Bigger is better	80%	±2%	77% RED	-	N/A	↓	79% (2016)		Communications
	Trust in Havering Council	Bigger is better	70%	±20%	62% AMBER	-	N/A	↓	70% (2016)		Communications
Housing Status Survey	Satisfaction with the service provided by LBH Housing Services	Bigger is better	85%	±0%	N/A	-	N/A	-	79%	The Housing Status Survey is completed biennially. The new survey will be distributed in the next quarter with results available at the end of the year.	Housing
	Satisfaction that LBH Housing Services listen to tenants' views and act upon them	Bigger is better	75%	±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	75.6%	-	N/A	↓	77% (2017/18)	The Adult Social Care survey is a statutory survey undertaken every year by all Local Authorities. Last year 77% of respondents felt they had control over their daily life and this decreased slightly to 75.6% in 2018/19. This was based on 351 responses received in 2018/19 compared to 361 responses in 2017/18.	Adult Services
	Overall satisfaction with the care and support services received	Bigger is better	N/A	N/A	62.5%	-	N/A	↑	60% (2017/18)	There has been a improvement in the outturn for the overall satisfaction of service users from 60% in 2017/18 to 62.5% in 2018/19. This was based on 271 responses in 2018/19 compared to 281 responses in 2017/18.	Adult Services
	% of respondents reporting feeling safe	Bigger is better	N/A	N/A	70%	-	N/A	↓	71% (2017/18)	The number of service users who report that they feel safe has remained fairly static. During 2017/18 71% of service users reported that they felt safe, compared to 70% in 2018/19. This was based on 354 responses in 2018/19 compared to 364 responses in 2017/18.	Adult Services

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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	33.6%	-	N/A	↓	34.2% (2016/17)	The Carers Survey is a statutory survey that all Councils have to undertake every 2 years and was most recently distributed in September 2018. There has been a slight decrease in the number of carers who are satisfied with the service that is received from Adult Social Care, from 34.2% of respondents in 2016/17, to 33.6% in 2018/19. The number of respondents has also reduced from 325 in 2017/18 to 238 in 2018/19. The Council recently recommissioned the service to support carers, increasing the investment in this area. This resulted in the new service, Havering Carers hub, commencing in February 2018. When the survey was circulated in September 2018 the service was still promoting and establishing itself and the Council was not able to share the carers register until later in the year. The Hub has identified 308 new carers in 2018/19 with an additional 62 carers who were on the register but not responding to communications now actively engaging with the Carers Hub. Therefore, we expect these indicators and response rates to improve with the next survey.	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	64.1%	-	N/A	↓	71.4% (2016/17)	The number of carers who have felt they are involved or consulted as much as they want has decreased from 71.4% in 2016/17 to 64.1% in 2018/19. This information is based on 206 respondents in 2018/19 compared to 308 respondents in 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	57.1%	-	N/A	↓	66% (2016/17)	As with the Adult Social Care Survey, the number of carers who have found information and advice easy to find has reduced. 66% of respondents in 2016/17 found it Very or Fairly easy to find information and this reduced to 57.1% in 2018/19. This was based on 216 responses in 2018/19 compared to 297 responses in 2016/17.	Adult Services
Early Help Service	Proportion of families who show continued overall progress after their initial assessment (C)	Bigger is better	50%	±5%	64% (GREEN)	↑	63%	↓	66%	Performance during the fourth quarter remained above target and showed a slight improvement on the previous quarter. Please note that the data captured does not include March, due to the changeover to the new case management system (Liquid Logic Early Help Module).	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%)	Similar to England (see comments)	7% (2015/16) AMBER	-	N/A	↑	9.8% (2014-15)	Data is published annually. 2017/18 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. 2018/19 data will be available in February 2020 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 (2017/18 = 20%)	Similar to England (see comments)	18.9% (2017/18) AMBER	-	N/A	↓	17.7% (2016/17)	Data for this indicator is published annually. The most recent data available from Public Health England is for the period 2017/18. Havering's outturn of 18.9% (with a range of 14.8% to 22.9%) is better than England (20%, where smaller is better) but similar once the confidence interval is applied, hence the amber rating. Performance was worse than the year before but the observed rise is not statistically significant. 2018/19 data will be available in April 2020 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

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Resident Survey - Environment Services	% respondents satisfied with refuse collection	Bigger is better	N/A	N/A	88%	-	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	85%	-	NEW	-		Environment & Communications
	% respondents satisfied with recycling	Bigger is better	N/A	N/A	75%	-	NEW	-		Environment & Communications
	% respondents satisfied with street cleaning	Bigger is better	N/A	N/A	67%	-	NEW	-		Environment & Communications
	% respondents satisfied with pavement maintenance	Bigger is better	N/A	N/A	46%	-	NEW	-		Environment & Communications
	% respondents satisfied with parking	Bigger is better	N/A	N/A	39%	-	NEW	-		Environment & Communications
	% respondents satisfied with road maintenance	Bigger is better	N/A	N/A	30%	-	NEW	-		Environment & Communications
	% service users satisfied with parks and open spaces	Bigger is better	N/A	N/A	91%	-	NEW	-		Environment & Communications