

oneSource Performance Information Quarter 1 (April – June 2019)

Status	Symbol	Description
Improving Performance	↑	Where good performance means an increasing value e.g. success rate. The forecast or actual performance is better than the last reporting period representing an improvement of position.
	↓	Where good performance means a decreasing value e.g. average time taken. The forecast or actual performance is lower than the last reporting period representing an improvement of position.
Maintained Performance	→	The forecast or actual performance is in-line with the position at the last reporting period and has neither improved nor worsened. Colour of arrow indicates if performance is above or below target.
Declining Performance	↑	Where poor performance means an increasing value e.g. average time taken. The forecast or actual performance is higher than the last quarter representing a worsening of position.
	↓	Where poor performance means a decreasing value e.g. success rate. The forecast or actual performance is lower than the last reporting period representing a worsening of position.
Measured	∅	The indicator was measured in this reporting period but performance cannot be measured, therefore a direction of travel cannot be reported.
		<ul style="list-style-type: none"> The measure has achieved its target OR The measure is on track to achieve its target
		<ul style="list-style-type: none"> The target has almost been reached – this is defined as being within 5% of the agreed target. Robust actions are in place to bring performance back on track.
		<ul style="list-style-type: none"> The measure has not achieved its target by a margin greater than 5%.

Summary Information

The following performance indicators outlined within this report were agreed by Directors and the respective Councils from the Service Level Agreements (SLAs) 2019-20. There are 51 indicators for Newham, 60 indicators for Havering and 8 for Bexley. This is due to the provision of services that are only provided to a particular council, which are listed below:

- Passenger Transport (LBH only)
- Technical Services (LBH only)
- Projects and Programmes (LBN only)
- Council Tax and Benefits (LBH only)

Only parts of Strategic Finance and Exchequer and Transactional are provided to Bexley Council, therefore performance indicators are provided in relation to this.

For Havering, approximately 58% of performance indicators were rated green with ~67% in Newham (discounting the non-applicable indicators). In some service areas, there are indicators which are detailed as non-applicable due to mechanisms currently being implemented to provide the information or because the data is only available on an annual basis. Breakdown information regarding performance is provided below.

No performance information was provided Strategic and Operation Finance and Technical Services; and some incomplete indicators from Projects and Programmes.

	Bexley	Havering	Newham
Green	0	26	26
Amber	0	8	4
Red	0	7	6
Not applicable	2	9	7
Incomplete	6	10	8
Total	8	60	51

Information within this report is provided on an exception basis only, tabular information is provided where performance achieves or exceeds target. Indicators that did not achieve the target are outlined in detail (with commentary to provide an explanation on performance).

Having Performance

The following performance indicators achieved or exceeded their target (i.e. RAG rated = Green) this Quarter.

Directorate	Service Area	KPI	2019/20 Target	Quarter 1	Direction of Travel
ICT	ICT	% of system availability	99.50%	100%	↑
HROD	HR&OD	Average time taken for Job Evaluations	5 days	2.2	↓
	HR&OD	% of corporate complaints against HROD	0	0	→
Asset Management	FM	Repairs dealt with on time: Priority 1 - response within 2 hours	97.00%	97%	NEW
		Repairs dealt with on time: Priority 2 - response within 1 working day	97.00%	97%	NEW
		Repairs dealt with on time: Priority 3 - response within 5 working days	97.00%	98%	NEW
		Repairs dealt with on time: Priority 4 - response within 3 months	97.00%	98%	NEW
	H&S	Increased reporting of accident/incidents and near misses	100.00%	368%	NEW
	H&S	Timely response to H&S Notices and Serious Incidents	100%	100%	NEW
	Property	Capital receipt forecast v actual	£12.78M	£28K	NEW
	Property	Annual commercial income target forecast v actual	£3.15M	£250K	NEW
	Property	All the commercial portfolio, legal agreements and data on Techforge.	100%	100%	NEW
	Property	Romford market income target forecast v actual	360K	£28.7K	NEW

Exchequer and Transactional	Council Tax	Council Tax arrears reduction	19.00%	6.36% (Cumulative Total)	↓
	Housing Benefits	Recovery of In Year overpayment collection rate	60.00%	86% (Cumulative Total)	↓
	NNDR	% of National Non-Domestic Rates collected	98.70%	34.69%	↓
	Accounts Payable	% of suppliers paid within 30 days of receipt (of documentation by Transactional Team)	95.00%	98.59%	↑
	People Establishment	% of conditional letters being issued with 3 working days from point of notification from hiring manager	98.00%	100.00%	→
Legal and Governance	Community Team	Average total cost to obtain care orders	<£20,000	£15,726	↓
	Housing and Litigation	Success in Routine Possession claims	>90%	97.90%	↓
	Property	Percentage of standard draft commercial leases within 15 working days of receipt of full instructions	>80%	100%	→
	Property	Average time to complete Right To Buy agreements	<175	92	↓
	Property	RTB leases/ freehold transfers issues within 10 days of full instruction	>90%	100%	→
	Planning	Average time to complete planning agreements	<6 months	2.4 months	↓
	Cross Service	External spend/savings on external barristers through LBLA framework	As much as possible during the year	April and May Spend £40,679 Saving £11,411 (22%)	↑
	Cross Service	External spend/savings on external solicitors through LBLA framework	As much as possible during the year	Spend £8,078 Saving £1,315 (14%)	↑

Newham Performance

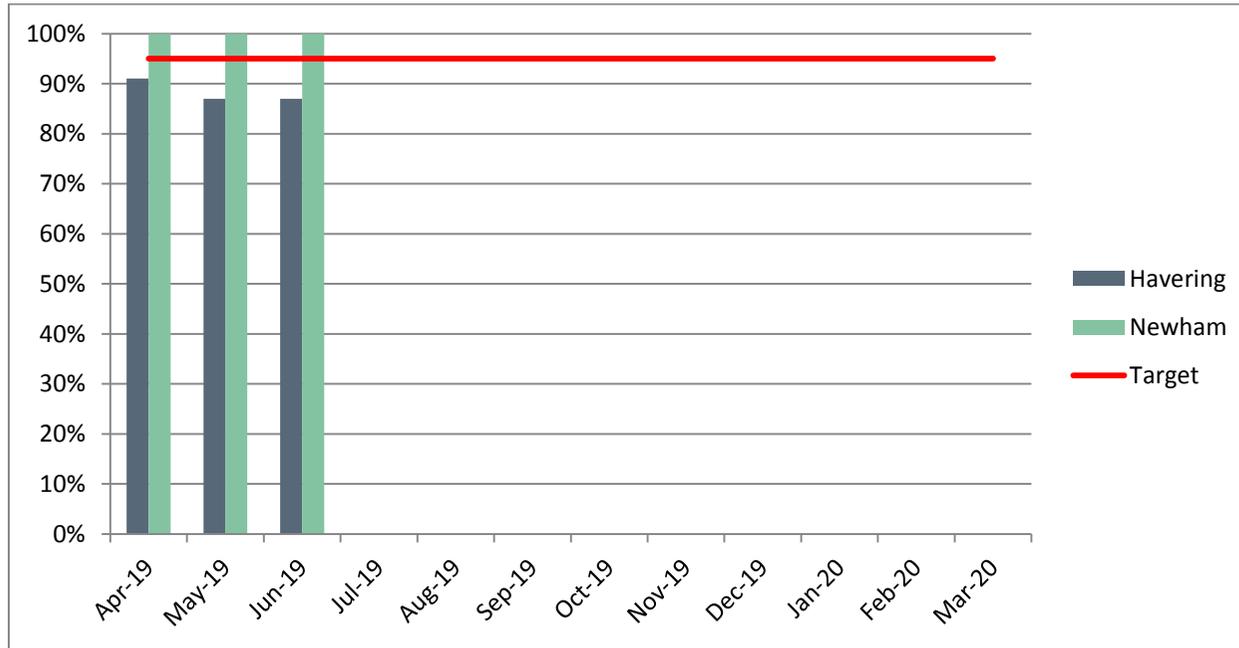
The following performance indicators achieved or exceeded their target (i.e. RAG rated = Green) this Quarter.

Directorate	Service Area	KPI	Target	Quarter 1	RAG Rating
ICT	ICT	Customer Satisfaction Rating	6.3	6.35	↓
	ICT	% of system availability	99.50%	100%	↑
	ICT	% of calls resolved within SLA by severity type (severity 1 and 2)	82.90%	100%	↑
HROD	HR&OD	% of corporate complaints against HROD	0	0	→
Asset Management	FM	Compliance forecast/actual	95%	100%	NEW
	FM	Repairs dealt with on time: Priority 1 - response within 2 hours	97.00%	97%	NEW
	FM	Repairs dealt with on time: Priority 2 - response within 1 working day	97.00%	97%	NEW
	FM	Repairs dealt with on time: Priority 3 - response within 5 working days	97.00%	98%	NEW
	FM	Repairs dealt with on time: Priority 4 - response within 3 months	97.00%	98%	NEW
	H&S	Timely response to H&S Notices and Serious Incidents	100%		NEW
	P&P Newham	Other capital programme forecast/actual spend annual	£4.4M	£262,041.11	NEW
	Property	Capital receipt forecast v actual	TBD	£0	NEW
	Property	Annual commercial income target forecast v actual	£6.8M	£567K	NEW
	Property	All the commercial portfolio, legal agreements and data on Techforge.	100%	92%	NEW
Exchequer and Transactional	Accounts Payable	% of suppliers paid within 30 days of receipt (of documentation by Transactional Team)	95.00%	97.70%	GREEN
	Payroll	% of BACS processing on time	100.00%	100.00%	→

	People Establishment	% of contracts issued to new starters within 10 working days of manager's notification to ES	95.00%	97.00%	↑
	People Establishment	% of conditional letters being issued with 3 working days from point of notification from hiring manager	98.00%	98.67%	↑
	People Establishment	Percentage of amendments completed to contracts (i.e. FTE, Hours etc.) within 30 working days of notification	95.00%	100.00%	↑
Legal and Governance	Community Team	Average total cost to obtain care orders	<£20,000	£17,527	↑
	Housing and Litigation	Success in Routine Possession claims	>90%	100%	→
	Property	Percentage of standard draft commercial leases within 15 working days of receipt of full instructions	>80%	100%	→
	Property	Average time to complete Right To Buy agreements	<175	139	↓
	Property	RTB leases/ freehold transfers issues within 10 days of full instruction	>90%	95%	↓
	Cross Service	External spend/savings on external barristers through LBLA framework	As much as possible during the year	Spend £69,972 Saving £22,334 (24%)	↑
	Cross Service	External spend/savings on external solicitors through LBLA framework	As much as possible during the year	Spend £51,328 Saving £14,851 (22%)	↑

Asset Management

Facilities Management – Compliance forecast / actual

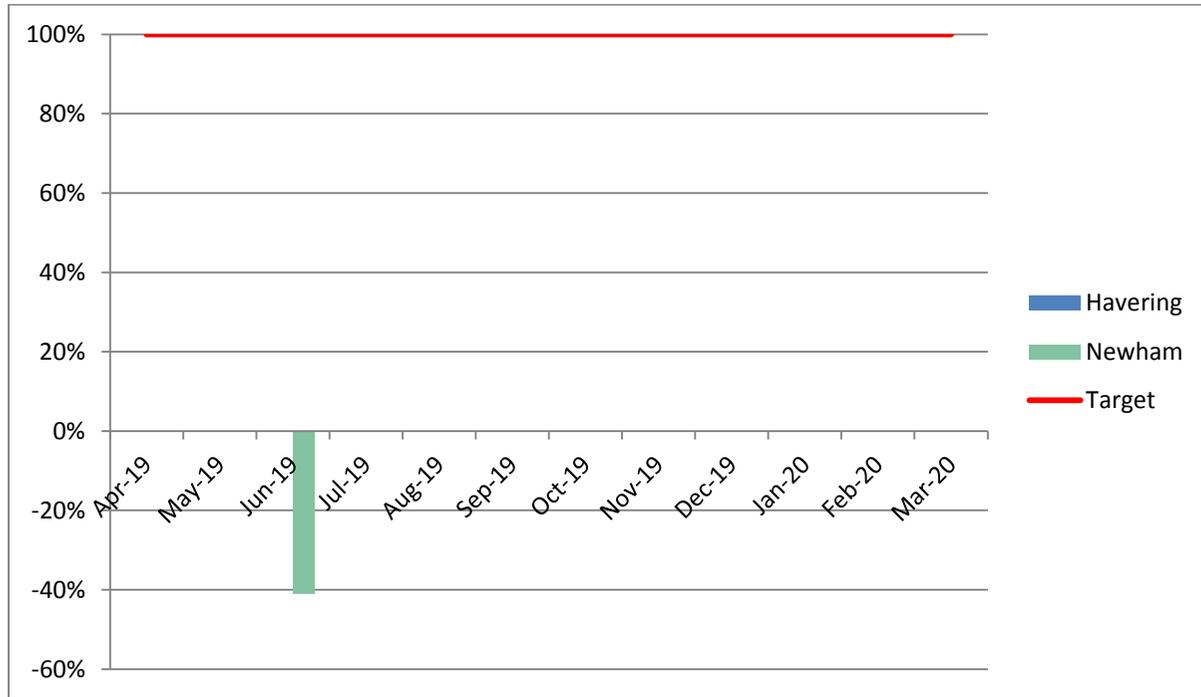


	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	N/A	88.17%	100%
Target	N/A	95%	95%
RAG	N/A	-	+
DoT		N/A	N/A

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	91%	87%	87%	-	-	-	-	-	-	-	-	-
Newham	100%	100%	100%	-	-	-	-	-	-	-	-	-
Target	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

Comment: Performance is on target Newham, whilst within Havering 33 sites are awaiting EICR. This is scheduled for July / August to be complete - end of year target, work in progress and will be resolved.

Health and Safety - Mandatory e-learning carried out by Havering and Newham staff..



	2018/19	LBH Q1	LBN Q1
Outturn	N/A	N/A	-41%
Target	N/A	N/A	100%
RAG	N/A	N/A	
DoT		N/A	N/A

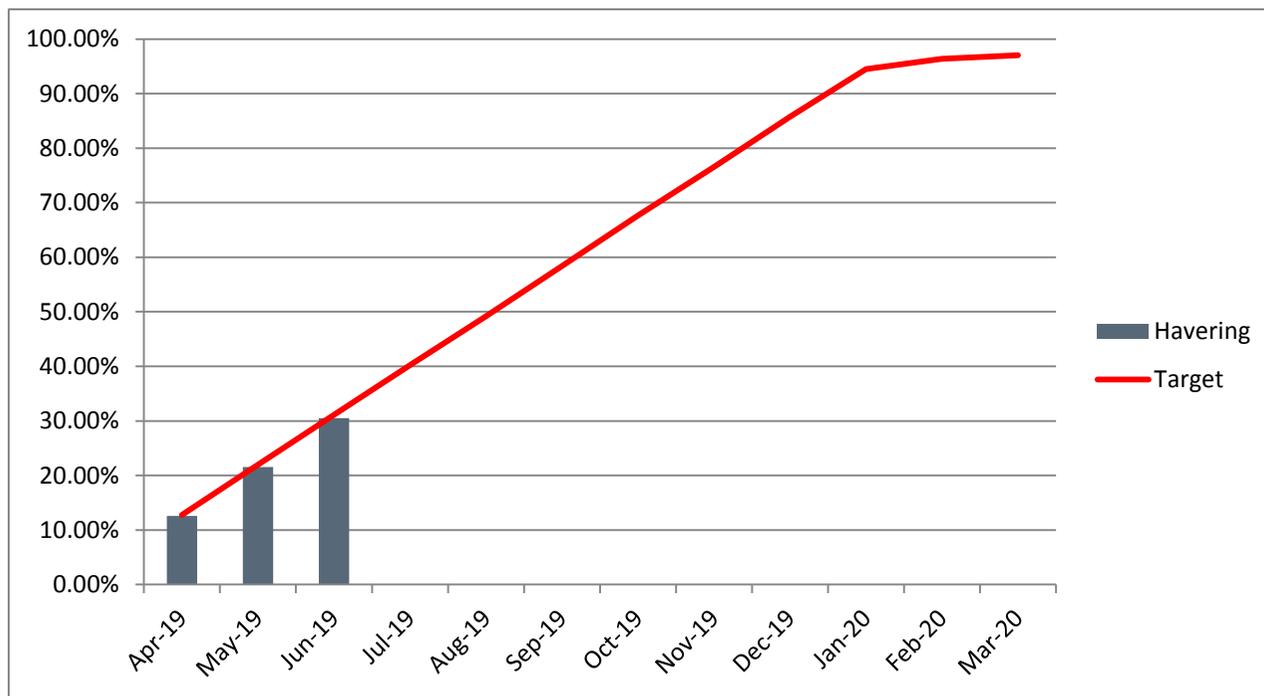
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	N/A	N/A	N/A	-	-	-	-	-	-	-	-	-
Newham	N/A	N/A	-41%	-	-	-	-	-	-	-	-	-
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Comment: Within Havering, this has been agreed with CMT and reports are being discussed with e-learning provider. For Newham, there has been a decrease since same period last year.

Exchequer and Transactional

% of Council Tax collected (LBH only)

Percentage of council tax due for the financial year which was received by the authority



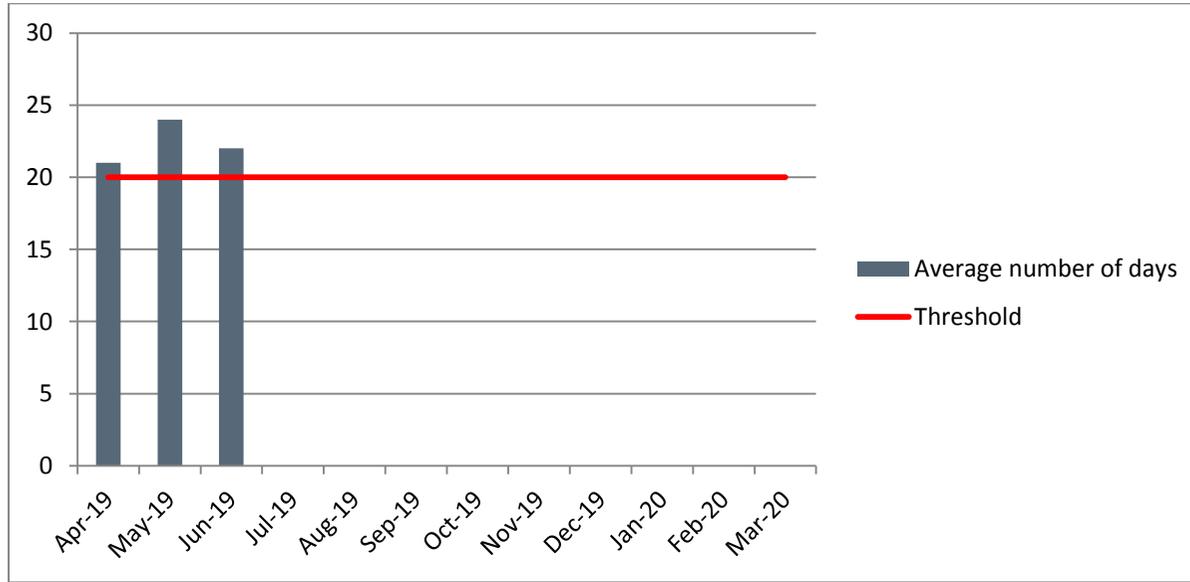
	2018/19	2019/20 Q1
Outturn	97.06%	30.48%
Target	96.7%	31.10%
RAG		
DoT		↓

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	12.61%	21.54%	30.48%	-	-	-	-	-	-	-	-	-
Target	12.75%	21.98%	31.10%	40.22%	49.18%	58.39%	67.68%	76.57%	85.77%	94.51%	96.40%	97.00%

Comment: Performance is slightly off target by 0.62%. Resources devoted to annual billing have recently been released to bring the daily tasks up to date. Work is now up to date and collection and recovery processes are progressing well. New initiatives are being piloted over the next few months with a view to improving and bringing the collection rate back on track. Initiatives include: 1) Pre reminder notice - SMS text messages/e-mails will be sent to residents who pay by direct debit and have missed an due to unpaid direct debit. Currently direct debit payers are not included in the pre reminder SMS text messages/e-mails – this will assist with collection target. 2) Payments to be taken ‘up front’ when the resident calls by debit card if they have missed an instalment and have received a reminder notice or SMS/email - this will assist with collection target.

Average number of days for Housing Benefit - new claims (LBH only)

Average time for processing new claims (Housing and Council Tax)



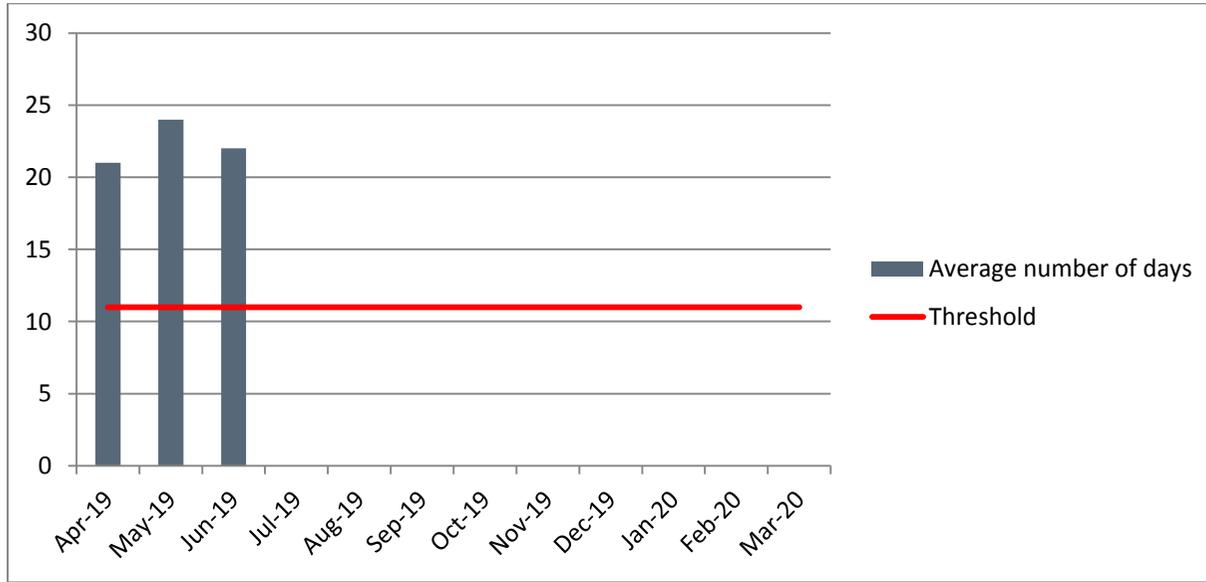
	2018/19	2019/20 Q1	2019/20 RAG
Outturn	18	22.3 days	
Target	20 days	20 days	
DoT		↑	

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Av. number of days	21	24	22	-	-	-	-	-	-	-	-	-
Target	20	20	20	20	20	20	20	20	20	20	20	20

Comment: The Service downsized in readiness for the roll out of Universal Credit which replaces HB for working age claimants. However, the DWP have slowed the roll out down and also increased the volume of work it passes to the Service as a result. Consequently, performance is not on track to achieve target. However, initiatives are being considered including additional resources to clear outstanding work which will bring performance back on track.

Average number of days for Housing Benefit – Change of Circumstances (LBH only)

Average time for processing change circumstances claims (Housing and Council Tax)



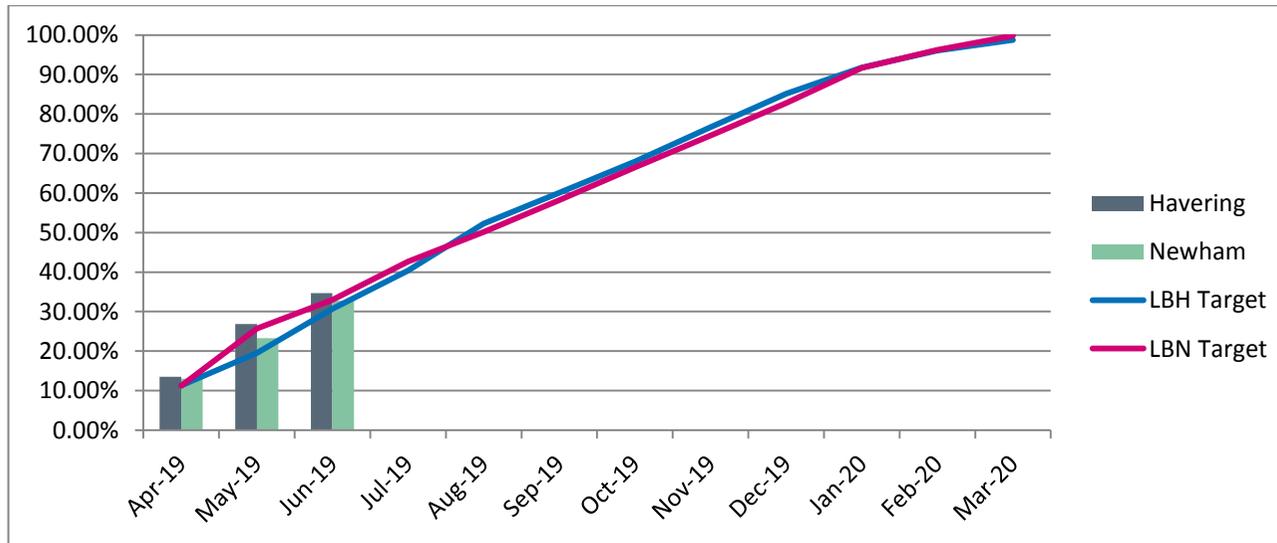
	2018/19	2019/20 Q1	2019/20 RAG
Outturn	11 days	17 days	
Target	9 days	11 days	
DoT		↑	

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Av. number of days	13	14	24	-	-	-	-	-	-	-	-	-
Target	11	11	11	11	11	11	11	11	11	11	11	11

Comment: The Service downsized in readiness for the roll out of Universal Credit which replaces HB for working age claimants. However, the DWP have slowed the roll out down and also increased the volume of work it passes to the Service as a result. Consequently, performance is not on track to achieve target. However, initiatives are being considered including additional resources to clear outstanding work which will bring performance back on track.

% of NNDR collected

Percentage of NNDR due for the financial year which was received by the authority



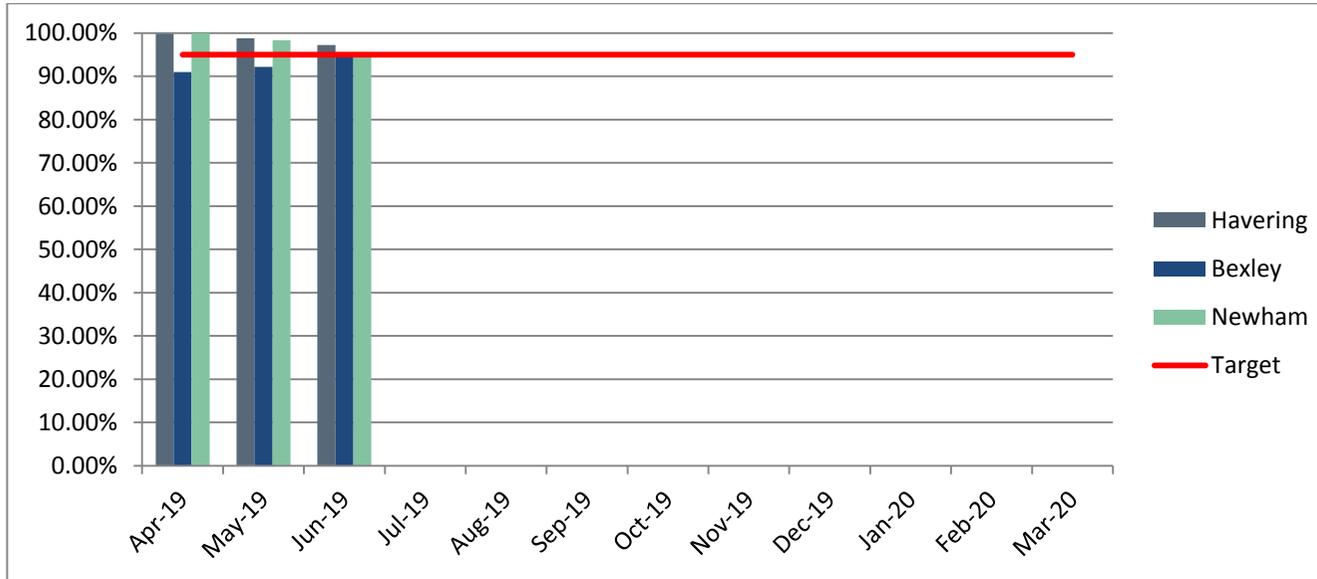
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	99.04% (LBH) 99.51% (LBN)	34.69%	32.73%
Target	98.7% (LBH) 98.76% (LBN)	30.68%	32.98%
RAG			
DoT		↑	↑

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	13.52%	26.83%	34.69%	-	-	-	-	-	-	-	-	-
LBH Target	11.31%	19.52%	30.68%	40.36%	52.28%	60.11%	67.99%	76.67%	85.11%	91.76%	96.05%	98.70%
Newham	13.03%	23.31%	32.73%	-	-	-	-	-	-	-	-	-
LBN Target	11.19%	25.68%	32.98%	42.63%	50.16%	58.21%	66.53%	74.60%	82.77%	91.63%	96.24%	99.80%

Comment: Within Havering, NNDR is above profiled target. In Newham, performance is ahead of last year but below target. Collection is above the same amount last year, although below target. Collection fluctuates due to increased Rateable Values, and additional properties being brought into rating. The current collection rates do not give any cause for concern. Collection target by end of Quarter 1 is 32.98%

% of suppliers paid within 30 days of receipt

Payments to suppliers are to be made within 30 calendar days of receipt.



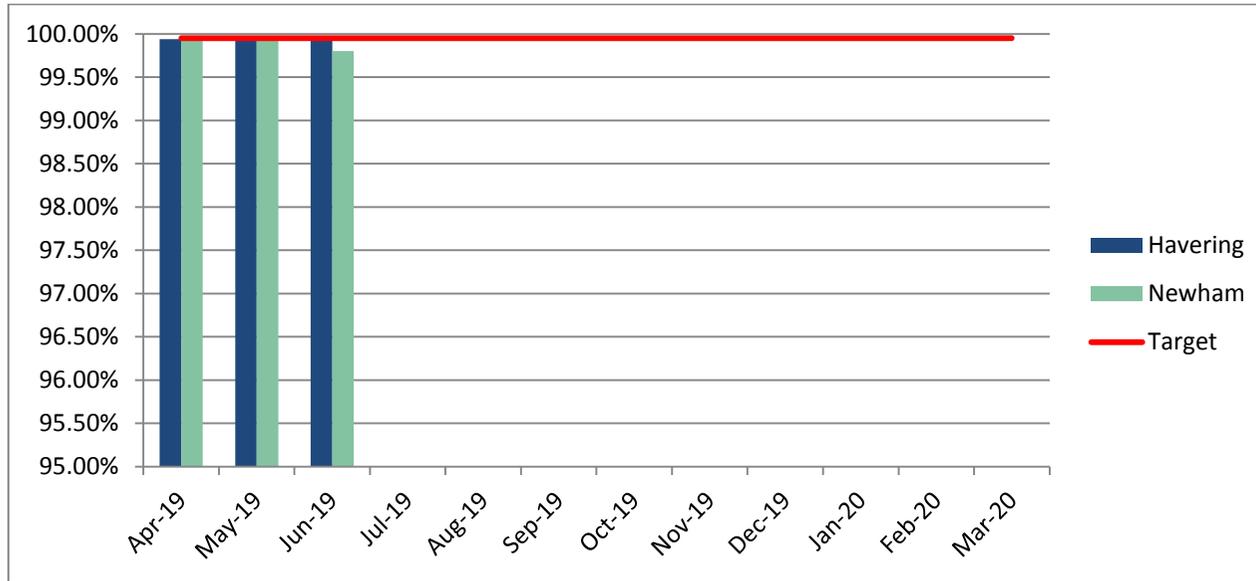
	18/19	LBB 19/20 Q1	LBH 19/20 Q1	LBN 19/20 Q1
Outturn	96.66% (LBN/LBH)	95.54%	97.2%	94.8%
Target	95%	95%	95%	95%
RAG				
DoT		↓	↑	↑

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	99.79%	98.78%	97.20%	-	-	-	-	-	-	-	-	-
Bexley	90.96%	92.14%	95.54%	-	-	-	-	-	-	-	-	-
Newham	100.00%	98.30%	94.80%	-	-	-	-	-	-	-	-	-
Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%

Comment: Performance was above target in Havering and Newham. In Bexley, performance was below target. For Bexley, this is a corporate health indicator, and is largely dependent on the timeliness of services referring invoices for payment. The Transactional AP team, are also undertaking a review of P2P with Bexley's procurement team, with a view to improving the corporate processes.

% accuracy of payroll payments

Percentage of payrolls errors made as total of number of total number of payments made. This could be a payroll input error / employee error / manager error / late submission error / HR error.



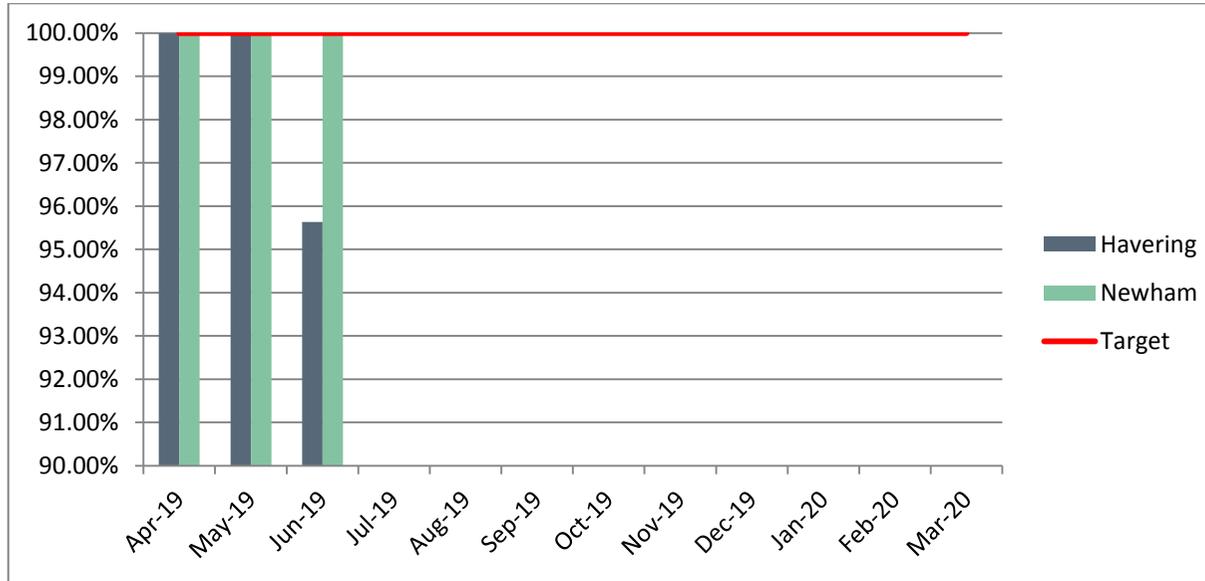
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	99.88% (LBN / LBH)	99.93%	99.9%
Target	99.95%	99.95%	99.95%
RAG			
DoT		↓	↓

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	99.94%	99.92%	99.93%	-	-	-	-	-	-	-	-	-
Newham	99.92%	99.97%	99.80%	-	-	-	-	-	-	-	-	-
Target	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%	99.95%

Comment: For Havering, KPI% performance has improved from 2018-19, KPI% continues to reflect on errors relating to payroll, additional percentages will be added for quarter 2 to show impact of non-payroll services on the overall accuracy of payroll payments. For Newham, performance was on target for the first two months, June's performance was negatively impacted by issues a service had with a new local system and extracting additional pay data.

% of payroll payments made on time

Percentage of payroll payments made on time



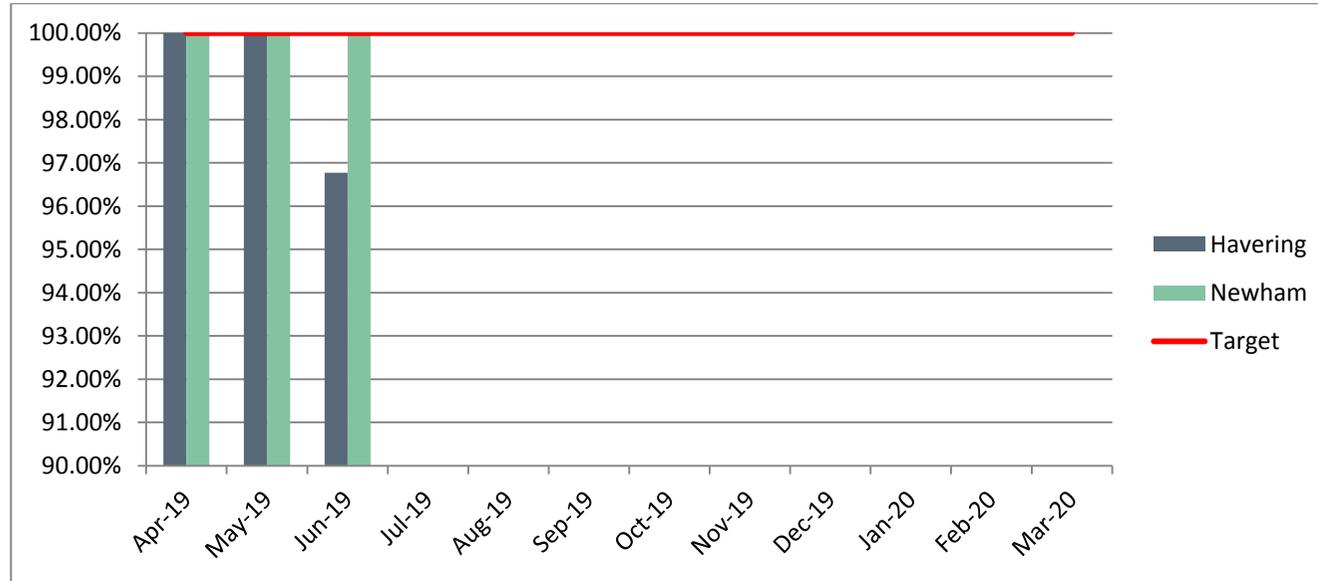
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	100% (LBH/LBN)	98.54%	99.98%
Target	99.5%	100%	100%
RAG			
DoT		↑	↑

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	99.99%	99.99%	95.63%	-	-	-	-	-	-	-	-	-
Newham	99.99%	99.98%	99.98%	-	-	-	-	-	-	-	-	-
Target	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Comment: In Havering, in June 2019 an additional 3 Election payrolls were processed which largely accounted for the number of payee's increasing from 14,283 in May 19 to 16,166 in Jun 19. Following issues with format of data submitted and the additional volume of payrolls for the period, pay day for this payroll was delayed 2 days, which affected 681 payees. Processes have been reviewed and actions are being taken to ensure this is a one off drop in KPI%. For Newham, payroll payments continue to be around the target performance of 100%, it falls down by 2-4 payments a month.

% of BACS processing on time

Percentage of payments processed on time



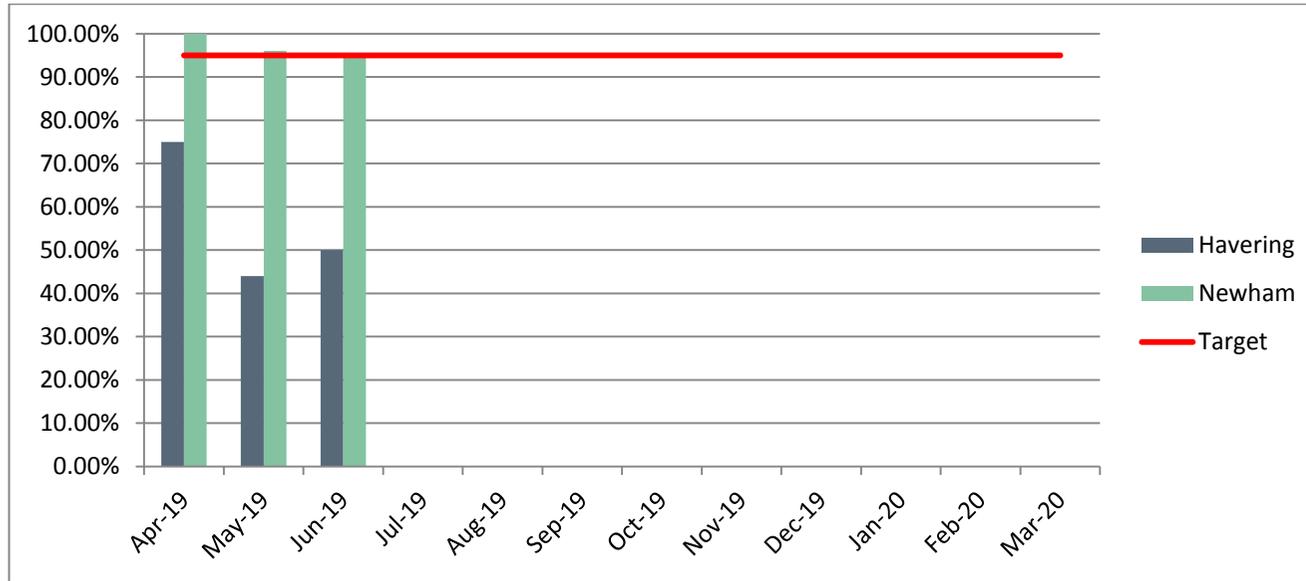
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	100%	98.92%	100%
Target	100%	100%	100%
RAG			
DoT		↓	→

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	100.00%	100.00%	96.77%	-	-	-	-	-	-	-	-	-
Newham	100.00%	100.00%	100.00%	-	-	-	-	-	-	-	-	-
Target	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Comment: In Havering, due to the issues advised for payments made on time, 1 of the 31 BACS files were not sent in time to be processed as per the agreed pay date.

% of contracts issued to new starters within 10 working days of agreed start date (all clearances agreed).

Percentage of contracts issued to new starters within 10 working days of agreed start date (all clearances agreed). Contract should be issued to the employee within 10 working days of manager notification.



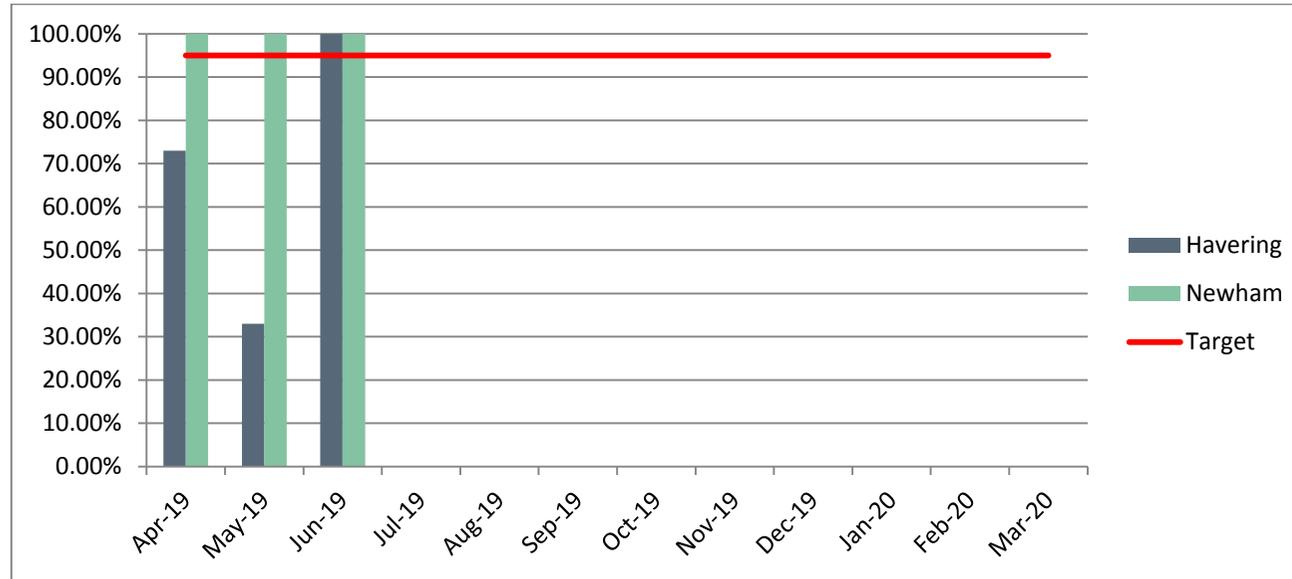
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	29% (LBH) 92.63% (LBN)	46%	97%
Target	95%	95%	95%
RAG			
DoT		↑	↑

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	75.00%	44.00%	50.00%	-	-	-	-	-	-	-	-	-
Newham	100.00%	96.00%	95.00%	-	-	-	-	-	-	-	-	-
Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%

Comment: In Havering, PI% continues to be below expectation along with contracts issued prior to start date KPI is around 30%. Work is currently progressing with loading templates on to the recruitment system, which will pre populate a number of fields on the various contract which will support the transition of contracts being carried out within the recruitment team. In Newham, in April 100% of the contracts issued to new starters within 10 working days. May and June both missed the KPI by one contract, reducing the % accordingly.

Percentage of amendments completed to contracts (i.e. FTE, Hours etc.) within 30 working days of notification

Percentage of amendments completed to contracts (i.e. FTE, Hours etc.) within 30 working days of notification.



	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	100% (LBN) / 89% (LBH)	68.67%	100%%
Target	N/A	95%	95%
RAG	Yellow	Red	Green
DoT		↓	→

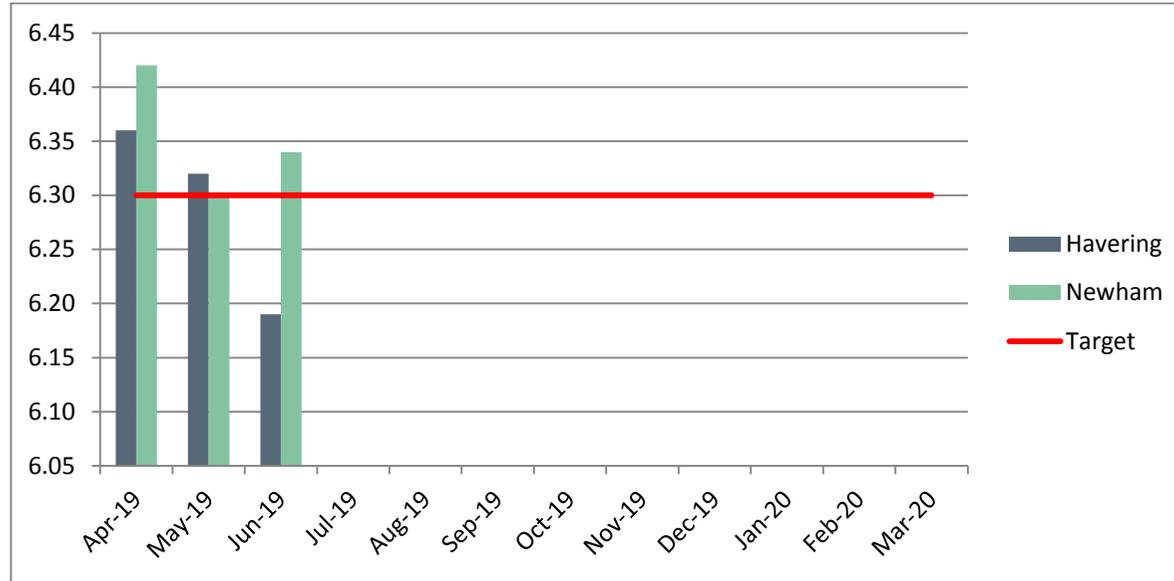
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	73.00%	33.00%	100.00%	-	-	-	-	-	-	-	-	-
Newham	100.00%	100.00%	100.00%	-	-	-	-	-	-	-	-	-
Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%

Comment: Performance was on target within Newham. In Havering, drop in the KPI percentage in May was a result of an earlier payroll deadline, which impacted time for Employee Services to complete amendment to contracts.

ICT Performance Information

Customer Satisfaction Rating

User satisfaction rating based on completed service requests. Rating scale is 1-7.



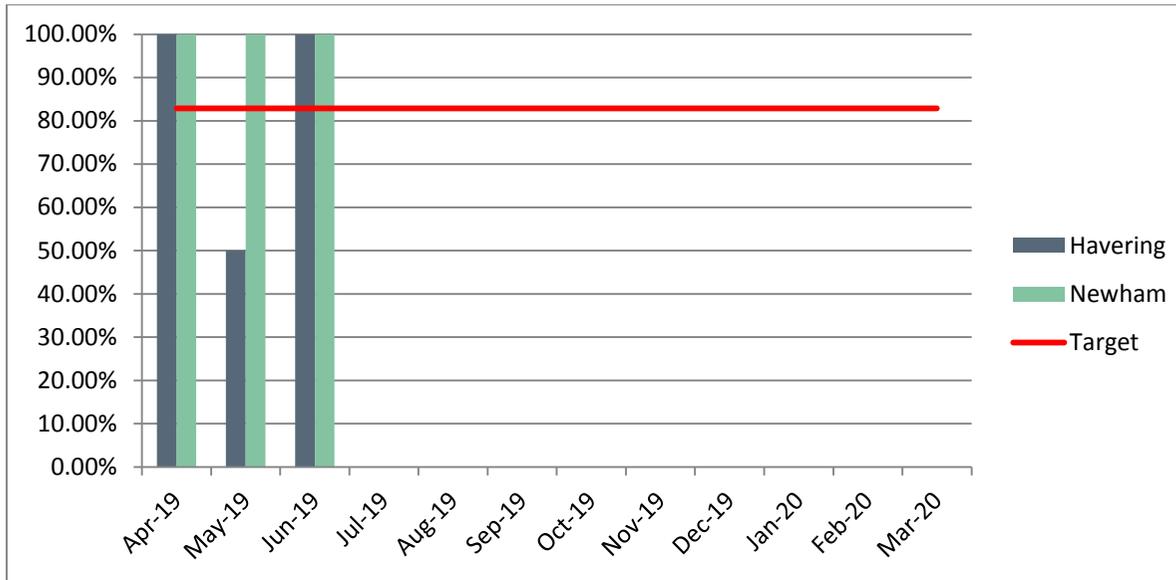
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	6.43 (LBN) 6.44 (LBH)	6.29	6.35
Target	6.3	6.3	6.3
RAG			
DoT		↓	↓

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	6.36	6.32	6.19	-	-	-	-	-	-	-	-	-
Newham	6.42	6.30	6.34	-	-	-	-	-	-	-	-	-
Target	6.30	6.30	6.30	6.30	6.30	6.30	6.30	6.30	6.30	6.30	6.30	6.30

Comment: In Havering, the customer satisfaction although slightly below target due to a dip in June is still effectively on target. There have been a number of staff changes due to redeploying staff onto project related work to support the Infrastructure programme. This should start to settle down as the back filling staff embed into the service. In Newham, performance is within target there was a slight dip in May, however this has subsequently picked up.

% of calls resolved within SLA by severity type (severity 1 and 2)

Percentage of service requests resolved within SLA agreed timescales. Split according to severity type.



	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	89%	83%	100%
Target	82.50%	82.50%	82.50%
RAG			
DoT		↑	↑

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	100.00%	50.00%	100.00%	-	-	-	-	-	-	-	-	-
Newham	100.00%	100.00%	100.00%	-	-	-	-	-	-	-	-	-
Target	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%	82.90%

Comment: In Havering, there has been a steady reduction of major incidents for Q1 - there were 2 major incidents relating to the Open Housing System and Iken in May. In Newham, there has been a steady reduction of major incidents for Q1 - there were 2 major incidents relating to the internet access and Outlook issues.

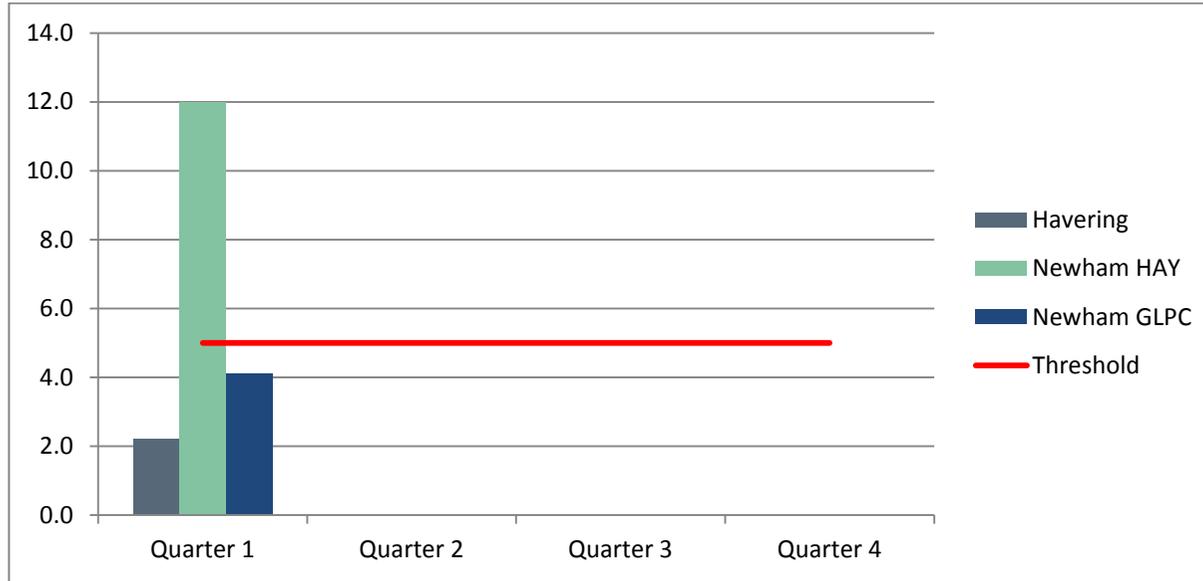
ICT Volumetric and Service Standards Information

Volumetric and Service Standards	Council	Previous year (2018/19)	Q1 Performance	Comment
Number of incidents	Havering	692	583	Positive decrease in the average number of Incident calls from the previous years out turn to the Q1 indicator.
	Newham	1107	1096	Please note this is the average per month, with minimal variation on the previous year
Number of DIPAs	Havering	3	13	Increase due to awareness of DPIA requirement
	Newham	6	17	
Number of projects	Havering	TBC	6	Average Projects per month
	Newham	TBC	9	

HROD Performance Information

Average time taken for Job Evaluations

Average time taken for job evaluations



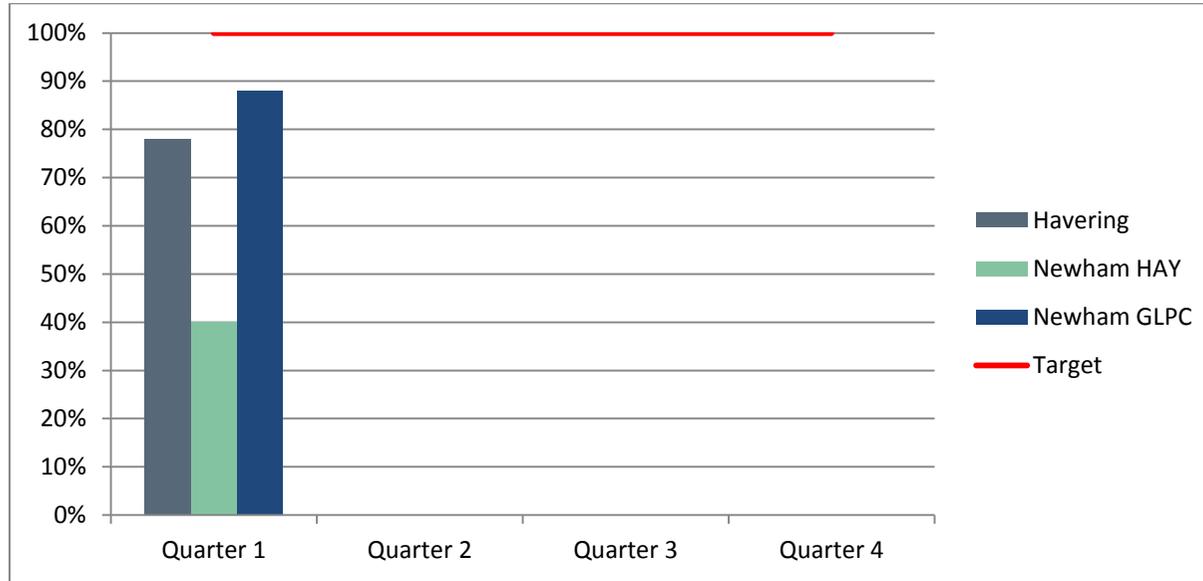
	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	3.43 (LBN - GLPC) 4.62 (LBH - HAY) 2.8 (LBH)	2.2	4.1 (LBN - GLPC) 12 (LBH - HAY)
Target	5	5	5
RAG			
DoT		↓	↑

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Havering	2.2	-	-	-
Newham HAY	12.0	-	-	-
Newham GLPC	4.1	-	-	-
Target	5.0	5.0	5.0	5.0

Comment: In Newham, HAY: We have seen a decrease in the level of evaluation requests received, however have seen an increase in issues, managing expectations, advising managers, where grades do not achieve desired grades feeding back to managers so they have an understanding why the grade required is not attained. Those issues were not encountered with those completed within the 5 days and were completed within the agreed SLA.

% of job evaluations completed within 5 days

Percentage of job evaluations completed within 5 days



	2018/19	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	80.83% GLPC 71.87 HAY (LBN) 92.35% (LBH)	88%	GLPC 78% HAY 40%
Target	100%	100%	100%
RAG			
DoT		↑	↓

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Havering	78%	-	-	-
Newham HAY	40%	-	-	-
Newham GLPC	88%	-	-	-
Threshold	100%	100%	100%	100%

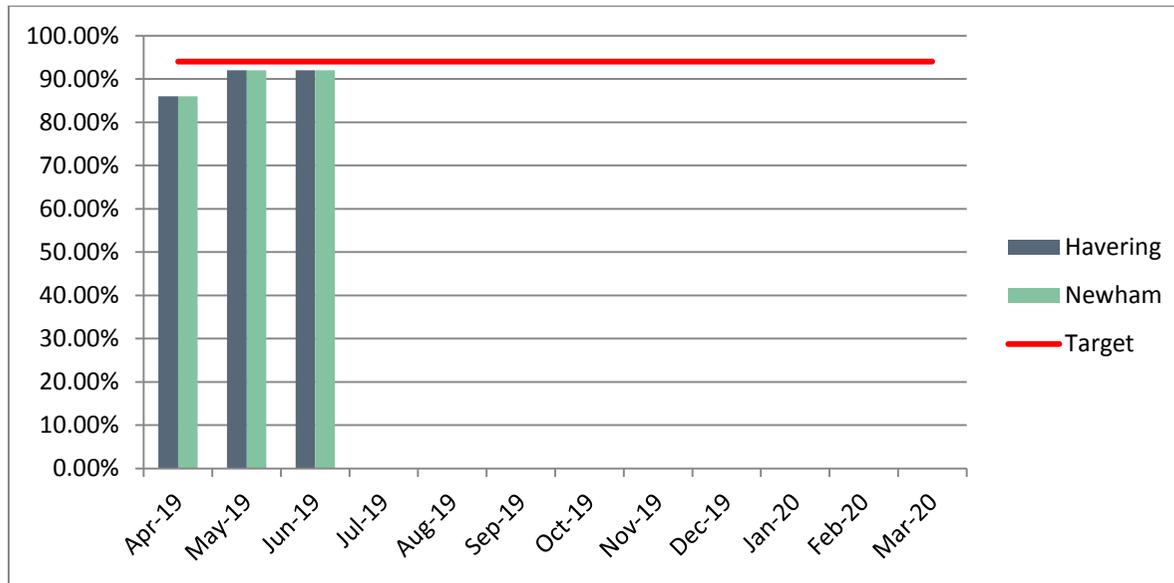
Comment: In Newham, HAY: We have seen a decrease in the level of evaluation requests received, however have seen an increase in issues, managing expectations, advising managers, where grades do not achieve desired grades feeding back to managers so they have an understanding why the grade required is not attained. Those issues were not encountered with those completed within the 5 days and were completed within the agreed SLA. For Havering, 4 out of 33 JE's were completed in 6 or 7 days rather than the 5 days.

HROD Volumetric and Service Standards Information

Council	Volumetric	2018/19	Q1 Performance	Comment
Havering	Number of employment related cases (split into type: grievances, management actions)	Disciplinary cases: 14.25 Grievance cases: 10.75 Sickness cases: 55.25 Capability/Probation reviews: 5.25	Disciplinary cases: 5 Grievance cases: 35 Sickness cases: 17 Capability/Probation reviews:4	
	Number of Job Evaluations undertaken	Average for the year is 76	119	The Job evaluation moratorium was lifted in January of this year, which has resulted in an increased number of JE requests.
Newham	Number of employment related cases (split into type: grievances, management actions)	Disciplinary cases: 14.25 Grievance cases:10.75 Sickness cases: 55.25 Capability/Probation reviews:5.25	Disciplinary cases: 24 Grievance cases: 26 Sickness cases: 18 Capability/Probation reviews:0	
	Number of Job Evaluations undertaken	GLPC 50.5 HAY 31.5	GLPC 32 HAY 15	<p>We have seen a decrease in the level of evaluation requests received, however have seen an increase in issues, managing expectations, advising managers, where grades do not achieve desired grades feeding back to managers so they have an understanding why the grade required is not attained.</p> <p>Those issues were not encountered with those completed within the 5 days and were completed within the agreed SLA.</p>

Legal Services

LEGAL – Customer Satisfaction Rating



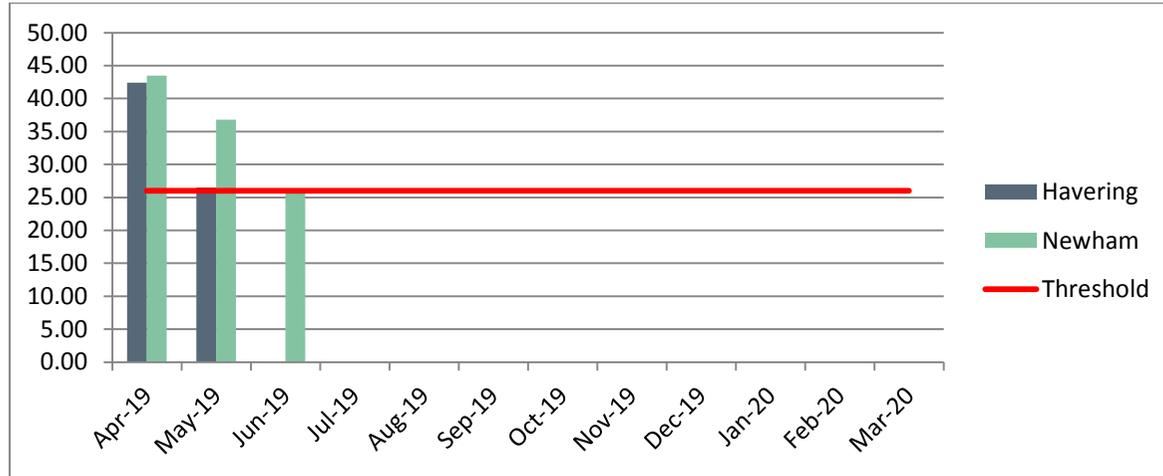
	2018/19 Annual	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	93% (LBH) 30.21 (LBN)	90%	90%
Target	93%	94%	94%
RAG			

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	86.00%	92.00%	92.00%	-	-	-	-	-	-	-	-	-
Newham	86.00%	92.00%	92.00%	-	-	-	-	-	-	-	-	-
Threshold	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%	94.00%

COMMENT: There was a dip in ratings in April due to 2 poor responses about a particular type of work which has now been resolved. Target was achieved and beyond in May and June.

COMMUNITY - Average time to obtain care orders

Average time taken to complete orders (below the threshold is positive performance)



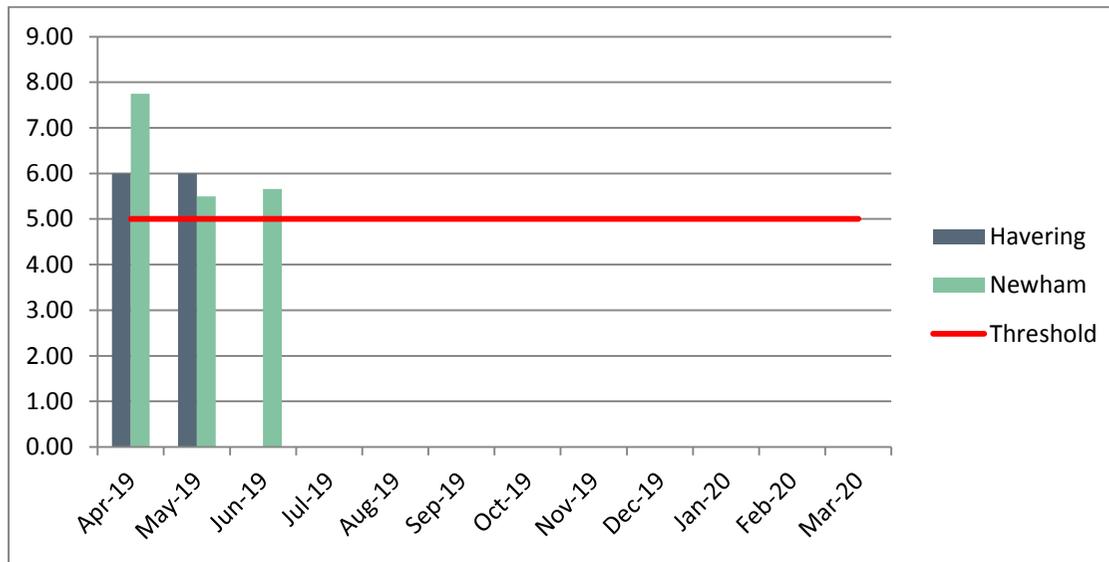
	2018/19 Annual	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	30.21 (LBH) 30.21 (LBN)	34.47 weeks	35.46 weeks
Threshold	26 weeks	26 weeks	26 weeks
RAG			

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	42.43	26.50	N/A	-	-	-	-	-	-	-	-	-
Newham	43.50	36.79	26.10	-	-	-	-	-	-	-	-	-
Threshold	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00

Comment: It is not possible for legal to control the length of proceedings. However, advice is always given as to the importance of frontloading cases and how this can contribute to reducing the length of proceedings. For Havering, there were no cases in June.

COMMUNITY - Average number of hearings per care proceedings case

Average number of hearings

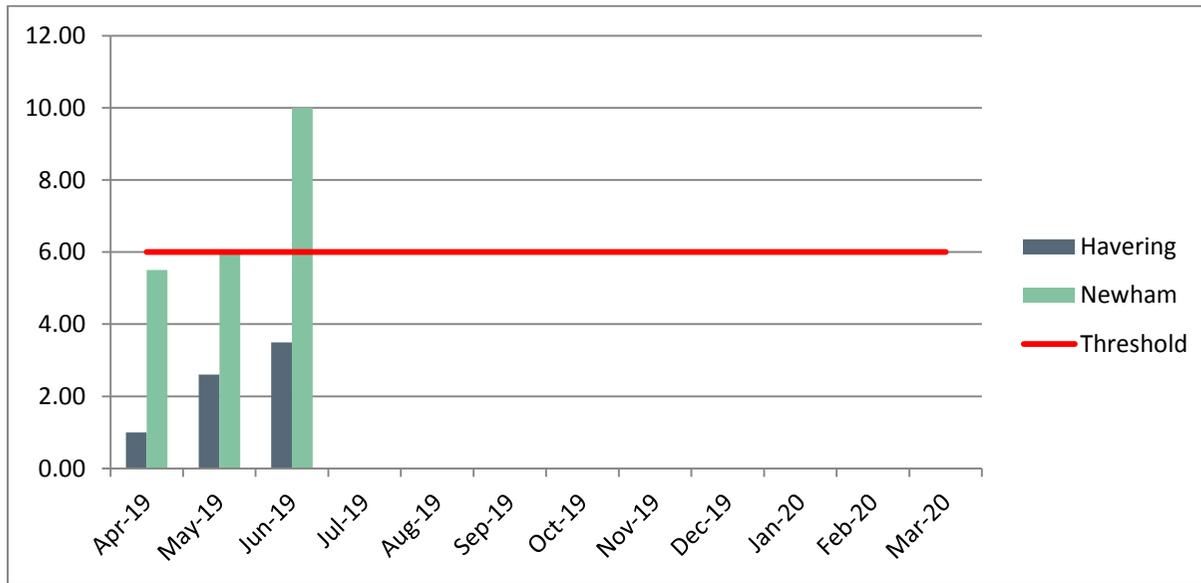


	2018/19 Annual	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	4.96 (LBH) 30.21 (LBN)	6 cases	6.3 weeks
Threshold	<5 cases	<5 cases	<5 cases
RAG			

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	6.00	6.00	N/A	-	-	-	-	-	-	-	-	-
Newham	7.75	5.50	5.66	-	-	-	-	-	-	-	-	-
Threshold	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

Comment: It is not possible for legal to control the length of proceedings. However, advice is always given as to the importance of frontloading cases and how this can contribute to reducing the length of proceedings. For Havering, there were no cases in June.

PLANNING - Average time to complete planning agreements



	2018/19 Annual	LBH 2019/20 Q1	LBN 2019/20 Q1
Outturn	6.55 (LBH) 6.55 (LBN)	2.4 months	7 months
Threshold	<6 months	<6 months	<6 months
RAG	Yellow	Green	Red

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Havering	1.00	2.60	3.50	-	-	-	-	-	-	-	-	-
Newham	5.50	6.00	10.00	-	-	-	-	-	-	-	-	-
Threshold	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00	6.00

COMMENT: In Newham, instructions for some agreements including Deanston Wharf, Morrison's Supermarket and Gallion's Quarter received in 2017/18 had numerous issues and were stagnant for a while before proceeding to completion