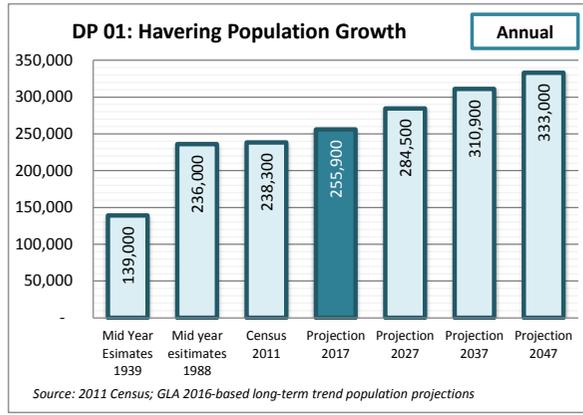


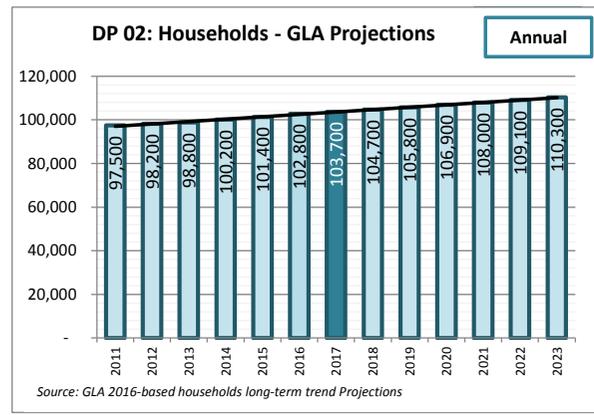
## Appendix 2: Quarter 2 2017/18 Demand Pressure Dashboard

### POPULATION



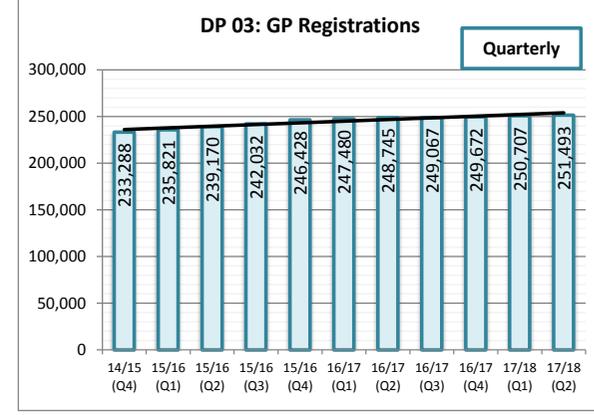
Population projections show that Havering's population has seen the second largest proportional increase in London from 1939-2016 (at 81%). Hillingdon has the highest increase (at 88%) and Hounslow saw the third highest proportional increase in London (at 39%). \* Figures rounded to nearest 100

### POPULATION



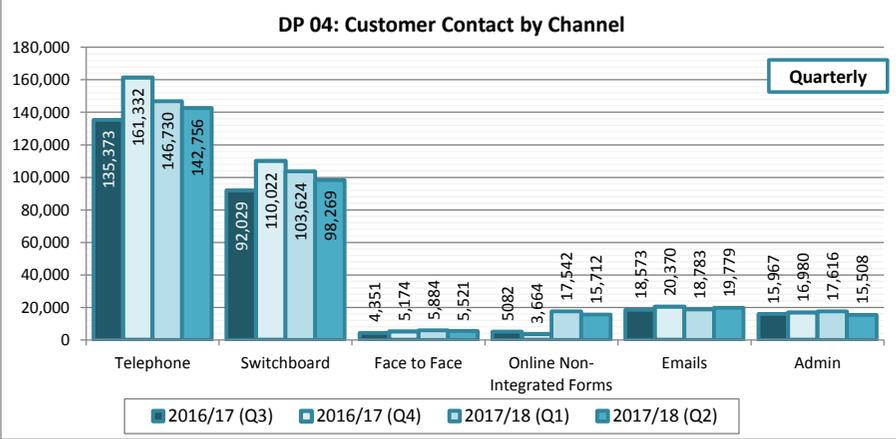
GLA estimates of the total number of households by borough indicate that the number of households in Havering has grown by 6,200 households from 2011 to 2017 and is projected to grow by a further 4,300 households by 2021. \* Figures rounded to nearest 100

### POPULATION



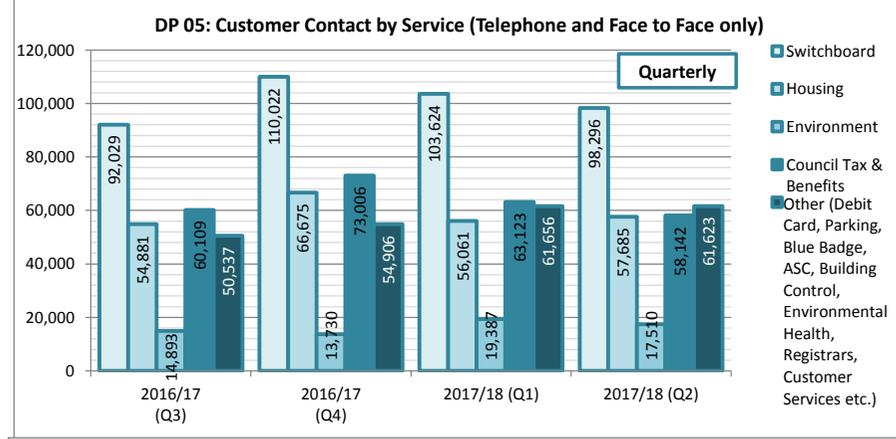
GP registrations are continuing to increase each quarter, with 786 additional registrations between Q1 2017/18 and Q2 2017/18

### CUSTOMER SERVICES

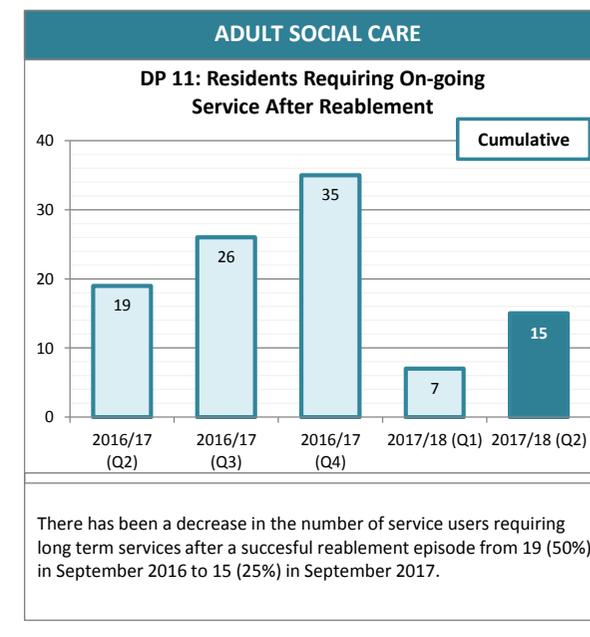
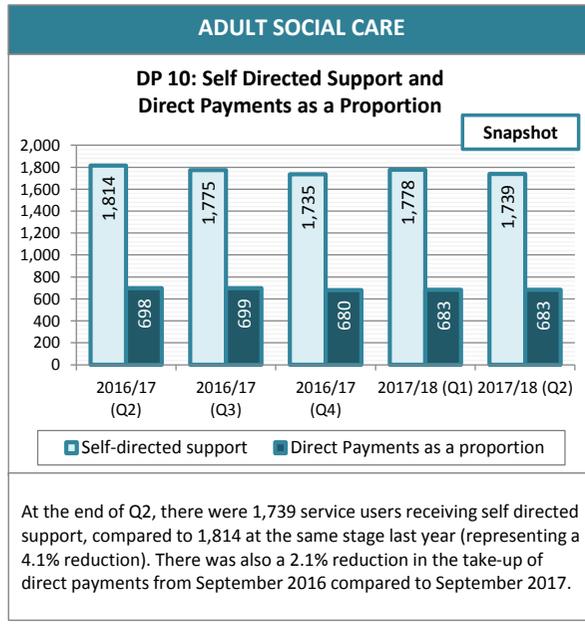
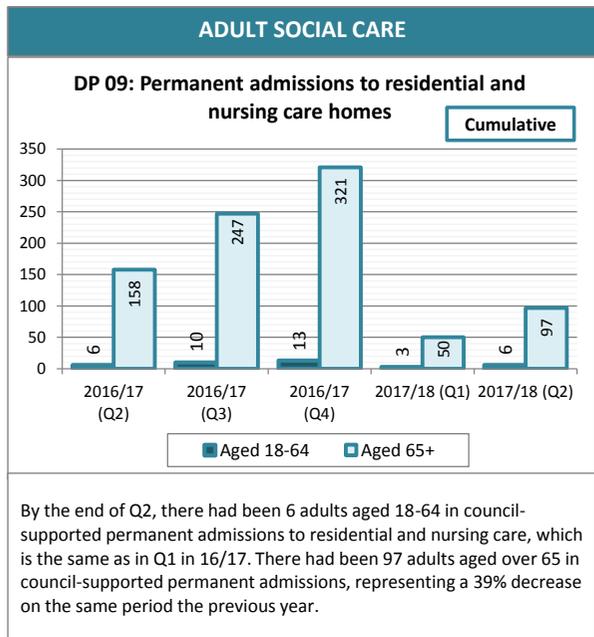
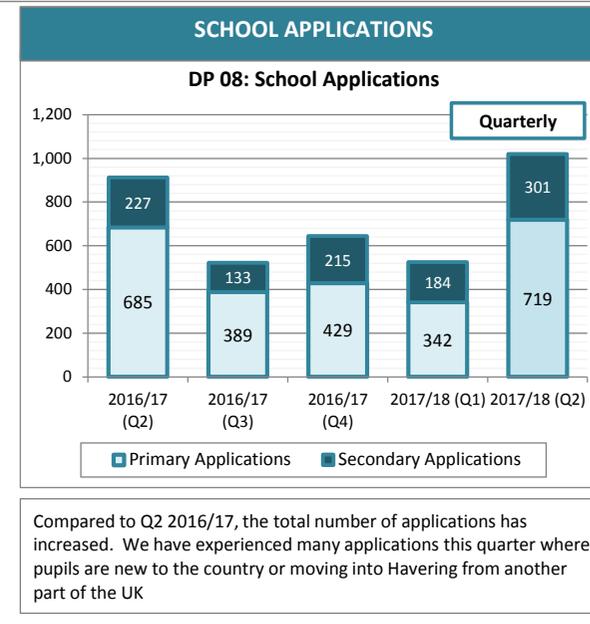
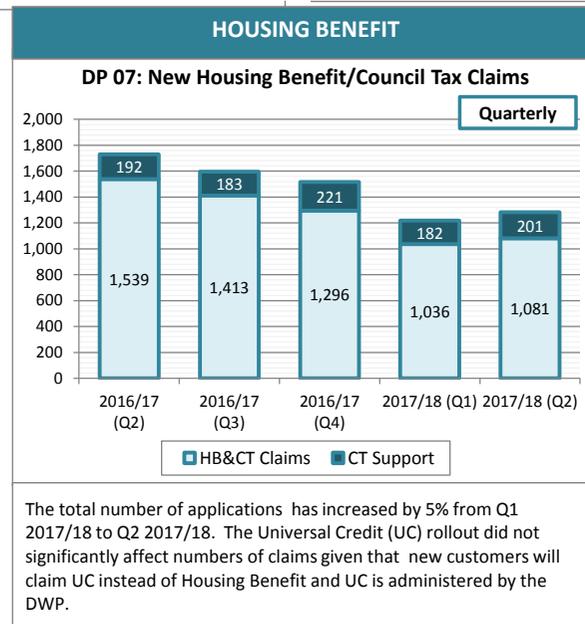
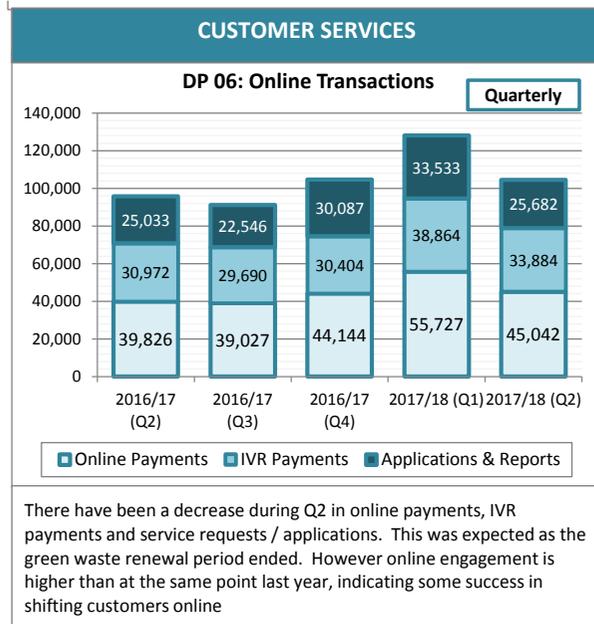


The planned introduction and promotion of further services available online will assist in the reduction of telephone contact, which continues to be the preferred method of customer contact. Online non-integrated structured web forms are preferred to email channels but still create a demand on Customer Services as the form requires processing by an agent. Online integrated forms are not handled by an agent and are directly sent to the appropriate service area.

### CUSTOMER SERVICES

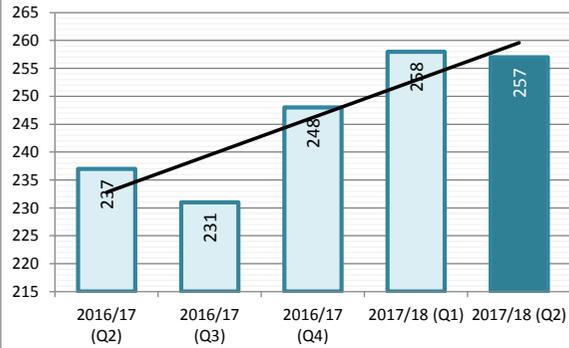


Council Tax, Benefits, Environment and Housing are the real pressures on service delivery due to the volume and complexity of enquiries. Services that are fully integrated with technology have been identified and work has begun to implement an online approach to move this demand to the most cost effective channels.



### CHILDREN'S SERVICES

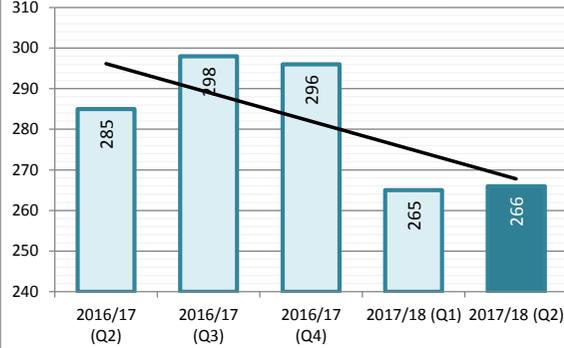
**DP 12: Number of Looked After Children (LAC)** Snapshot



The number of looked after children in Q2 (at 257) is considerably higher than at the same point last year (an increase of 8.4%). However the size of the cohort has dropped very slightly since Quarter 1.

### CHILDREN'S SERVICES

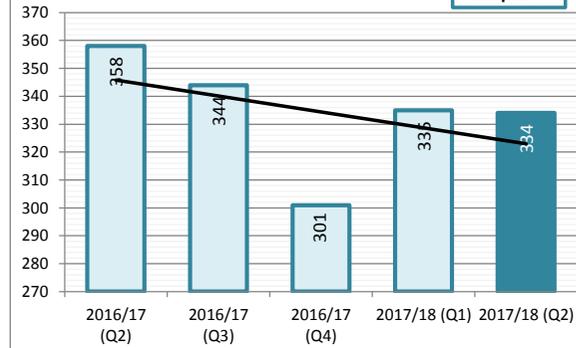
**DP 13: Number of Child Protection (CP) Plans** Snapshot



The number of CP cases (266) has decreased by 30 (-10.1%) compared to Q4 2016/17, and is currently lower than at this point last year.

### CHILDREN'S SERVICES

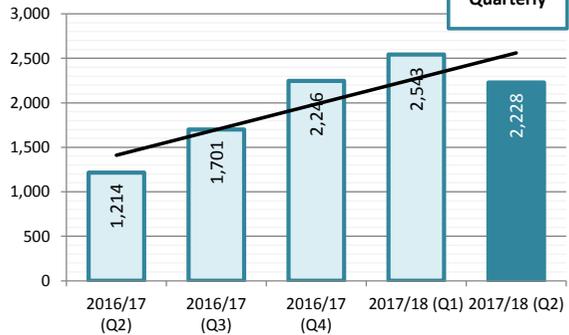
**DP 14: Number of Children in Need (CIN) Plans** Snapshot



The number of CiN plans has now stabilised after the sharp increase that took place in Q1. This rise is likely to be linked to the changes in the number of CP Plans

### CHILDREN'S SERVICES

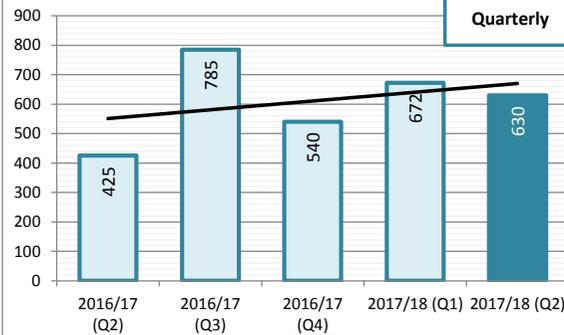
**DP 15: Number of Contacts received in Triage / MASH** Quarterly



There were 2,228 contacts received in Triage / MASH in Q2 2017/18; a decrease of 315 (-12.4%) on Q1 but 1,014 (83.5%) greater than the same period last year. The dip was anticipated due to school holidays

### CHILDREN'S SERVICES

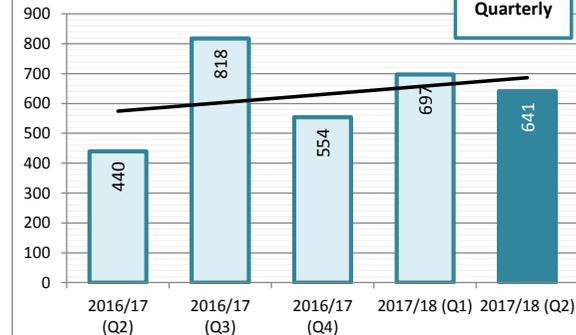
**DP 16: Number of contacts becoming referrals to Children's Social Care** Quarterly



There were 630 contacts that became referrals in Q2 2017/18; a 48.2% increase on this point last year. Overall activity has increased compared with the previous year however there has been a slight decrease since the previous quarter

### CHILDREN'S SERVICES

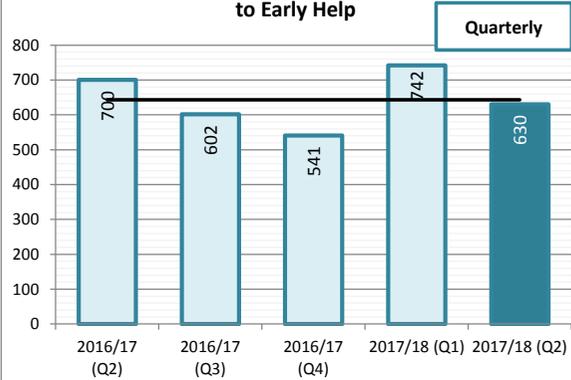
**DP 17: Number of referrals becoming assessments** Quarterly



There were 641 referrals that became assessments in Q2 of 2017/18; a decrease of 8% on the previous quarter but an increase of 45.7% compared to the same period last year. This correlates with higher numbers of contacts and referrals.

### CHILDREN'S SERVICES

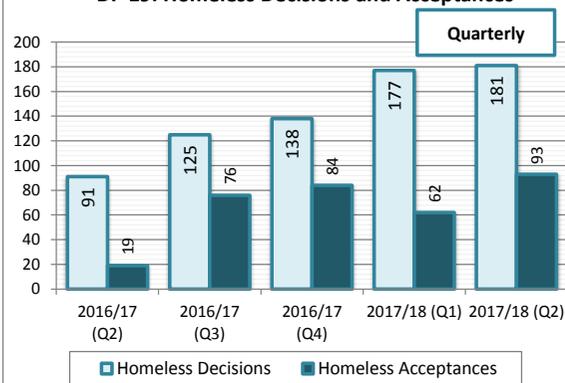
**DP 18: Number of contacts referred to Early Help**



After Q1's sharp increase, the number of contacts referred to Early Help has reduced again to 630 contacts for Q2. Whilst this is not as high as last year's 700 outturn, it is more reassuring than the end of Q4 16/17 outturn of 541.

### HOMELESSNESS

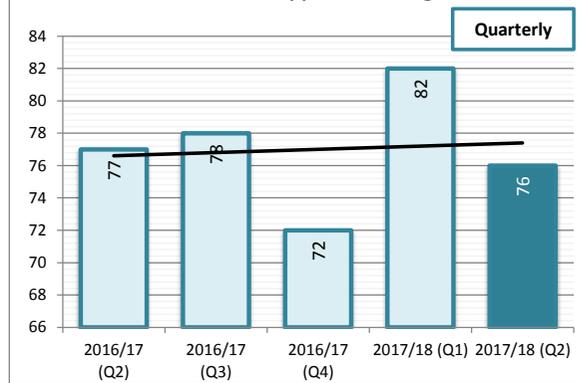
**DP 19: Homeless Decisions and Acceptances**



The number of homeless decisions and acceptances continue to increase. The number of homeless decisions have increased by 99% since Q2 16/17

### COMMUNITY SAFETY

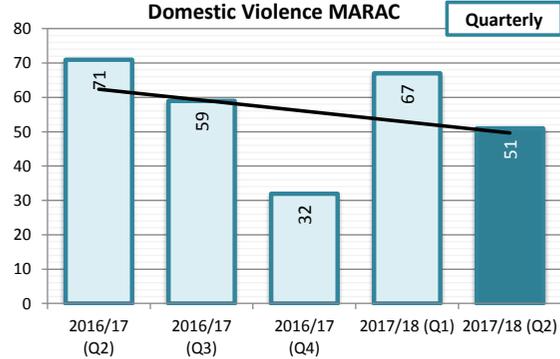
**DP 20: Offenders supported through IOM**



The ideal capacity of the group is 80 persons. Despite being lower than in Q1, a cohort of 76 persons at the end of Q2 demonstrates both that there is demand for the service, and that effective work can be carried out with current resources.

### COMMUNITY SAFETY

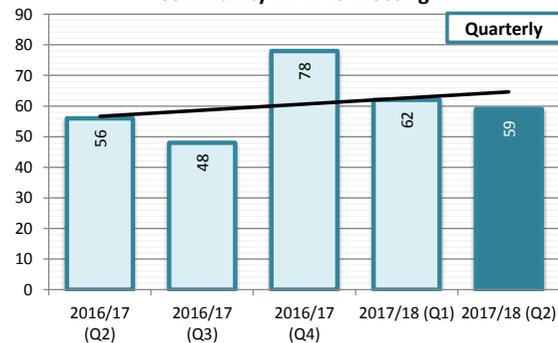
**DP 21: Number of cases referred to the Domestic Violence MARAC**



Referrals have decreased for Q2 however work to raise awareness of the process continues in an effort to ensure everyone who needs support is referred to the panel.

### COMMUNITY SAFETY

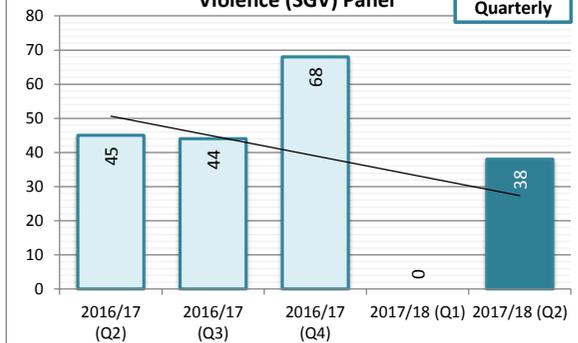
**DP 22: Number of cases referred to the ASB & Community MARAC Meeting**



The ASB Panel and Community MARAC meetings were combined in January 2016 to reduce duplication of cases being represented at both panels. Q2 demonstrates a consistent level with Q1 and the same period last year.

### COMMUNITY SAFETY

**DP 23: Cases coming to the Serious Group Violence (SGV) Panel**



SGV meetings were not held in Q1 due to a problem with receiving data from the Police. This has now been rectified, and monthly meetings have resumed, with an emphasis on quality discussion of risk subjects rather than quantity.