

Appendix 2: Overview & Scrutiny Board Performance Report: Quarter 2 2019/20

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

Sub-committee	Indicator and Description	Value	2019/20 Annual Target	Tolerance	2019/20 Q2 Performance	Short Term DOT against Q1 2019/20		Long Term DOT against Q2 2018/19		Comments
Towns and Communities	% of Housing services complaints answered within target time	Bigger is better	95%	N/A	94.51% (AMBER)	↑	93.79%	↑	81.77%	September 2019 for Housing services. Breakdown for the service areas within Housing is as follows: 48 out 54 (88.89%) of complaints relating to Tenancy Sustainment; 168 out 173 (97.11%) of complaints relating to Property & Land; and 42 out 46 (91.30%) of complaints relating to Housing demand.
	% of repairs right first time (Breyer Contractor only)	Bigger is better	95%	N/A	98.43% (GREEN)	↑	98.29%	↑	96.25%	At the end of Q2 2019-20 98.43% of the repairs orders raised to the main maintenance contractor were completed right first time as a % of tenants response to text satisfaction survey. A total of 13361 repairs orders have been raised (year to date) for the main maintenance and gas contractors and of these a total 12199 were completed within target. A previous back log has been cleared in Q2 and overdue jobs are now currently run at a manageable level.
	% of all repairs completed within target Main Contractor(s) (cumulative)	Bigger is better	95%	N/A	91.3% (RED)	↑	88.69%	↑	86.20%	
	% HRA Gas servicing compliance (General needs & Sheltered)	Bigger is better	100%	N/A	99.94% (AMBER)	↑	98.04%	↑	99.12%	A total of 8550 properties with a current CP12 (current gas safety record) out of a total compliance stock count of 8555 properties. PSL (temporary accommodation) properties gas safety is 99.24% (790 out of 795)
	% of arrears over debit	Smaller is better	1.40%	N/A	3.1% (RED)	↓	2.96%	-	NEW	A total of 4976 HRA tenants were in arrears over £0.01p. The total amount of arrears owing was £1,672,506 over a current estimated annual HRA rent debit of £53,951,807.
	Total current UC tenants arrears (General, sheltered, HMO & AST)	Smaller is better	Demand Pressure	N/A	£733,957	↓	£702,115	-	NEW	The service is promoting Standing Orders as a preferred method of payment with UC claimants with claimants paid monthly in arrears. At the end of Q2, there was a total of 1110 tenants who are receiving UC in arrears. The current £733,957 UC arrears represents 1.35% when expressed as a percentage of the annual rent debit. The FI&WB Team will continue to assist all tenants with their Universal Credit queries to help maximise their income, provide one to one welfare support where possible and ensure tenants are not digitally or financially excluded. Income recovery techniques and practices were updated and implemented following the roll out of Universal Credit, with a more accommodating approach taken. The Havering Housing Income team liaise with the DWP through their Housing forums as well as maintain a good relationship with their Rough Sleeping, Leaving Care and other vulnerable groups' team leaders.
	Average days re-let time of ALL HRA Voids	Smaller is better	14 days	N/A	16.40 days (AMBER)	↓	16	-	NEW	A total of 196 HRA re-lets were carried out within an average time of 16.4 days. The average working days re-let time of HRA (Housing Revenue Accounts) Voids includes the following types of letting by the local authority, general needs and sheltered. The report will exclude Temporary accommodation (TA), hostel, TA for regeneration, Private Housing Solutions (PHS) and Houses of Multiple Occupancy (HMO).
	Major Planning Applications completed within Target	Bigger is better	65%	N/A	79% (GREEN)	↑	67.0%	-	NEW	The figures for Q1 had to be revised due to errors being highlighted in the reporting tool. At the end of Q2, 79% (15 of 19) of major planning applications were completed within target, which is 65% of decisions made within the 13 week statutory period or an extended period of time as agreed by the applicant. 84% (211 of 252) of minor planning applications were completed within target (65%). 94% (613 of 649) of other planning applications were completed within target (80%).
	Minor Planning Applications completed within Target	Bigger is better	65%	N/A	84% (GREEN)	↑	75.0%	-	NEW	
	Other Planning Applications completed within Target	Bigger is better	80%	N/A	94% (GREEN)	↑	94.0%	-	NEW	

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Crime and Disorder	% of "I" calls responded to within target	Bigger is better	90%	± 0%	83.8% (RED)	↑	82.70%	-	Not available	Data from police is no longer available as a percentage figure for each month; however is now provided as a rolling average for I and S grades of calls met within target times, and also domestic abuse calls in each of these gradings. Therefore percentages are provided only provided until 2nd September 2019. I-grades: For the week commencing 2nd September 2019 Havering saw an improvement in the number of I calls reaching the target time compared to quarter 1 with a rate of 83.8% (compared to 82.7% for the week commencing 1st July 2019.). This is slightly below the overall BCU average of 84.96%). For the same period, Havering DA I grade calls have seen an increase in the number of calls reaching targets with a rate of 92.9% compared to the 84.6% reported for the week commencing 1st July 2019. This is above the overall BCU average of 78.76%
	% of "S" calls responded to within target	Bigger is better	90%	± 0%	80.5% (RED)	↓	80.5%	-	Not available	S-grades: The 12 month rolling averages to 2nd September 2019 are as follows: Locally, 80.6% of S grades are met within an hour (compared to 80.5% for the week commencing 1st July 2019.). This is above the BCU average of 74.84%. Domestic Abuse S grades show the figure of 79.4% locally (compared to 80% for the week commencing 1st July 2019.). This is above the BCU average of 73.51%.
	Number of domestic or non-domestic abuse with violence	Smaller is Better	TBC	N/A	300	-	612	↑	312	For the rolling 12 months we have seen a reduction from 1347 Non DA VWI from September 2017 to September 2018 to 1176 Non DA VWI from September 2018 – September 2019, a reduction of 12.7%. July 2019 saw a reduction of 16 incidents when compared to July 2018. August 2019 saw an increase of 2 incidents when compared to August 2018. The ongoing implementation of the serious group violence and knife crime action plan is contributing to this reduction.
	Number of burglary offences (cumulative)	Smaller is Better	1812	N/A	895	↓	512	↓	581	For the rolling 12 months from August 2018 to August 2018 we have seen a reduction from 2112 total burglary offences to 1975 total burglary offences, a reduction of 6.5%. There has been an increase in total burglary in July of 58 incidents; this was followed by a reduction in total burglary in August of 37 incidents. The Council continues to support the police in providing crime prevention advice to residents and businesses in Havering through the use of e-newsletters, twitter, Facebook and Living in Havering. The Majority of residential burglaries continue to be through unlocked doors and windows. There have been a number of targeted operations with police colleagues in Essex and the East Area BCU to tackle cross borough burglars with a number of notable arrests during this period.
	The number of anti-social behaviour (ASB) reported to the police	Smaller is Better	6100	N/A	1695	↓	1356	↑	2875	Anti-Social Behaviour reported to the police has seen a rise over the summer period, with 677 reports in July 2019 and 641 in August 2019, compared to 470 in July 2018 and 471 in August 2018. There were an increased number of traveller incursions this year compared to the previous year. However the Council has now secured an Injunction to tackle future incursions. Similarly there have been increased reports of youth ASB over the Summer period. Additional funding was secured by the police to conduct cross borough operations to tackle gang activity and associated ASB. A plan is currently being developed to tackle the projected increase in ASB over Halloween and Bonfire Night. The Council continues to work closely with the police to tackle ASB through the Monthly Tasking Enforcement group and provide support to frequent callers and victims of ASB via the monthly Community MARAC.
Individuals	% of service users receiving direct payments	Bigger is better	36.5%	± 5%	35.9% AMBER	↓	36.2%	↑	34.9%	There are more service users receiving Direct Payments than at the same point last year – increased from 679 in September 2018 to 704 in September 2019. There are also more service users receiving self directed support - at the end of Q2, there were 1,886 compared to 1862 at the same stage last year.
	Rate of permanent admissions to residential and nursing care homes per 100,000 population (aged 65+)	Smaller is better	600	± 5%	242.8 GREEN	→	127.1	↑	293	Better than target (where lower is better) for the rate of permanent admissions for service users aged 65+ into nursing or residential care. There have been 131 adults aged over 65 in council-supported permanent admissions, whereas for the same period in 2018/19 there had been 136. There has also been fewer adults aged 18-64 in council-supported permanent admissions to residential and nursing care - 6 as at the end of Q2, compared with 8 at the same point in 2018/19.

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Environment	Improve air quality in the borough by reducing the level of NO2 µgm-3 (micrograms per cubic metre of air)	Smaller is Better	40	± 0%	Ranges from 17.3 (Langtons) to 71.4 (Battis) 2018	-	N/A	-	Ranges from 20.1 (Langtons) to 71.7 (Battis) 2017	Air quality monitoring and reporting against air quality objectives are undertaken based on a calendar year. The Service has developed an Air Quality Action Plan (AQAP) to improve local air quality. The four themes cover: <ul style="list-style-type: none">• Monitoring and Modelling• Public Health and Awareness Raising to encourage Smarter Travel• Reducing Emissions from Buildings• Reducing Emissions from Transport There have been five additional diffusions tube sites added to the network sites at the following locations: Hildene infant school, Butts Green Road (Emerson Park), Rainham Broadway, Front Lane (Brunswick Avenue) and Station Lane (Hornchurch). The service constantly raises awareness around air quality issues, including: a presentation given to the Over 50s Forum and Health Protection Forum; magazine articles; developing a School Streets pilot project; and developing a GLA anti-idling project. As well as the use of air text which sends air quality information to smart phones and frequenting messages on social media i.e. twitter and Facebook and the e-magazine. Transport are trialling Gas to Liquid fuel (as an alternative to Diesel) and EV infrastructure provision for the car pool fleet is being planned. Finally, 64% of TFL buses in Havering are now Ultra Low Emission Zone (ULEZ) compliant.
	HMO licenses issued	Bigger is better	N/A	N/A	11	↓	13	↓	25	As at Q2 56.2% of landlords have licensed since start of scheme 1 and the trend is now starting to slow down. we continue to send warning letters out (200 per month) to suspect HMOs and enforcement operations are happening weekly with regulars communications to encourage landlords to license.
	HMOs enforced against	Biggers is better	N/A	N/A	14	↓	11	↓	34	Discovery and enforcement on unlicensed HMOs has increased and every case has an assigned enforcement officer and FPN's are being issued. The consultation launched on additional licensing from 12 to 18 wards closed on 20th September. The data is currently being analysed and information will be made available in Quarter 3 regarding the outcome of consultation
	Total Penalty Charge Notices (PCNs) issued in month (including PCNs for moving traffic contraventions (MTC))	N/A	N/A	N/A	31,445	-	31,428	-	28,515	Penalty Charge Notices are issued to people parking illegally, or committing moving traffic offences like wrongly using bus lanes or making a banned turn. The management of traffic and parking is essential to keep Havering moving. There continues to be poor compliance levels in Moving Traffic Contraventions (MTC) locations (12,493 of 31,445 PCNs issued in Quarter Two for MTC) across the borough. Action to be undertaken in 2019-20 will be the relocation of the MTC cameras to other sites from those sites where we have achieved compliancy.
	Response rate for PCN Challenges and Representations (days in current backlog as per end of month)	Smaller is better	35 days	N/A	25 days GREEN	↓	11 days	↑	32 days	Response rate for PCN appeals and correspondence is on target. The traditional benefits of shorter appeal response times are an improved customer experience for the driver and an increased likelihood of prompt payment by drivers. The parking team has worked hard to reduce and keep response times short while also ensuring representations are given full consideration when making decisions on appeals.

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Children & Learning	Number of children missing from education at month end (average for the quarter)	Smaller is better	N/A	N/A	3	→	3	↑	8	The Number of children missing from education in Quarter 2 was three, which is the same as the previous quarter and five fewer children than at the same point last year.
	Percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known	Smaller is better	3.5%	±15%	3.1% (GREEN)	-	3.3% (monthly data - June 2019)	-	3.1% (2018/19)	The latest Department for Education scorecard performance (for the period December 2018 to February 2019) places Havering in the top quintile nationally for the Percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known, with a three month average performance of 3.1%. This is compared to national performance of 5.5% and a regional average of 4.8% (lower is better). The continued strong performance in Havering is a result of strong post-16 partnerships with education providers through the termly sub-group meetings with the following: -local apprenticeship providers; -16-18 performance group (local post-16 education providers); -Participation Education, Training & Employment panel (PETE group) - an operational panel which case manages Havering 's NEET cohort in partnership with local providers, to progress them into participation; -Deploying targeted Information, Advice and Guidance (IAG) support to the identified Year 11 pupils at risk of becoming NEET, using the targeting toolkit indicators (TTK); -Delivering the annual Raising Participation Age event (1,800 attendees) and National Apprenticeship Week parent and learner event for local residents (500 attendees); -Securing the roll out of the London Mayor's flagship Enterprise Advisor programme in Havering with the North East London partners, which forms links between secondary schools and the two colleges in the borough, and local employers. The focus of the programme is to develop closer employer links and sustainable careers strategies, which provide relevant employment and skills opportunities for young learners; -Continued robust tracking and recording of young Havering residents.
	Number of apprentices aged 16-18 recruited in the borough	Bigger is better	(August 2018 to July 2019)	± 10%	460 (AMBER)	-	610 (2017/18)	-	690 (2016/17)	As noted previously, we have seen a decline in the number of apprentices recruited in the borough in line with national and regional trends, and targets have been set to reflect this (the regional decrease in apprenticeship starts between 2017/18 and 2018/19 was 17%). Looking at the latest available published data however, Havering has seen a greater number of starts than the average for Outer London boroughs. Apprenticeships continue to be promoted as a post-16 option to Havering residents and there is an increased focus on apprenticeships for 2019/20 through the National Apprenticeship Week activities planned. In line with the national trend, the majority of apprenticeships starts are for the 19+ age group.
	Number of apprentices aged 19+ recruited in the borough	Bigger is better	1,112 (August 2018 to July 2019)	± 10%	970 (GREEN)	-	1,100 (2017/18)	-	1,320 (2016/17)	
	Percentage of Initial Child Protection conferences held within 15 days	Bigger is better	90%	± 5%	83.3% (RED)	↑	73.3%	↑	77.8%	The percentage of Initial Child Protection Conferences held within 15 days has improved during the second quarter but remains just outside of the accepted target tolerance. As noted previously, the number of conferences taking place have reduced over recent years and with lower numbers, percentages are more volatile. The actual number of conferences held late during the quarter is two and performance remains affected by the slightly lower performance in the first quarter. Cases that have been referred for conference late by the social work teams are followed up with group managers to review the reasons and address any issues. Other reasons for late conferences this year have included lack of reports or representation from key agencies, and late reports from social workers. This area remains closely monitored by senior managers within the service and improved performance is anticipated in the second half of the year.
	Percentage of looked-after children who ceased to be looked after as a result of permanency (Adoption and Special Guardianship Order)	Bigger is better	20%	± 10%	8.7% (RED)	↑	6.9%	↓	10.5%	The percentage of looked-after children who ceased to be looked after as a result of permanency is behind target for this point in the year, with 5 adoption orders and 1 special guardianship order (SGO) granted. Adopt London East (the regional adoption agency which Havering is hosting) went live on 1 October 2019 and there are three potential adoption matches currently being considered by the new service. A number of special guardianship assessments have been filed with the court and several of these are anticipated to result in orders being granted when proceedings conclude. As noted previously, we have seen a trend whereby applications to court for adoption hearings are taking longer to be set by the East London Family Court and adoption orders are less likely to be granted at the first hearing due to an increase in orders being contested by birth families.
	Number of new in-house foster carers (cumulative)	Bigger is better	14	12	2 (RED)	-	0	↓	3	As reported previously, foster carer recruitment across London and nationwide remains a challenge. In Havering there have been 2 new in-house foster carers approved during the first half of the year. There is a more clearly defined focus on assessment and recruitment within the service, which is having a positive impact. The number of prospective carer households (at both stage 1 and 2 of the recruitment process) has more than doubled since the beginning of Quarter 2 and there are currently 10 households in the process of being assessed. We have seen increasing interest from Independent Fostering Agency (IFA) carers, who are looking after Havering children, in becoming Havering approved carers. This is because foster carer wrap around support is becoming Havering's strength. Foster carer allowances are also being reviewed to ensure that these remain competitive in comparison to other local authorities. The service is exploring what additional benefits other LAs offer, which the Council might consider in order to avoid losing carers to other agencies (e.g. Council tax exemption; parking charges exemption).
	Percentage of care leavers (aged 19-21) in education, employment or training	Bigger is better	53%	± 2%	51% (RED)	↑	43%	-	Not reported	The percentage of care leavers in education, employment or training (EET) is just outside of the accepted tolerance but a significant improvement on Quarter 1's outcome of 43%. The statutory DfE methodology used here includes care leavers who are not receiving services and whose EET status is therefore not known, which reduces the percentage. Performance based on only young people receiving services is far higher (60%) and this figure compares well to other LAs based on the latest available benchmarking (London average = 53%). On-going support to care leavers remains in place in the form of an EET Pathway Co-ordinator, and targeted engagement activities for young people entering care post-16 and already disengaged with EET. There is active collaboration with the Department for Work and Pensions, who regularly send employment and training opportunities for care experienced young adults to consider. Positive engagement activities continue to be used to instil a level of commitment within this cohort of young adults to enable the first steps towards employment. The mental health practitioner is working with care experienced young adults to promote self-confidence and positive mental/ emotional well-being, all of which is crucial in preparing for any type of EET. 'Pathway planning and transition to adulthood' is one of the seven themes of our improvement plan for Children's Services and remains a high priority