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| <b>COMMITTEE</b><br><b>Overview and Scrutiny</b>                                | <b>DATE</b><br><b>7 February 2006</b> | <b>CLASSIFICATION</b><br><b>Unrestricted</b>                                       | <b>REPORT NO.</b> | <b>AGENDA ITEM</b> |
| <b>REPORT OF:</b><br><b>Assistant Chief Executive</b>                           |                                       | <b>TITLE:</b><br><b>TOWER HAMLETS INDEX and STRATEGIC PLAN – MONITORING REPORT</b> |                   |                    |
| <b>ORIGINATING OFFICER(S):</b><br><b>Sara Williams</b><br><b>Christina Mack</b> |                                       | <b>WARD(S) AFFECTED: N/A</b>   |                   |                    |

## 1. Introduction

- 1.1 This report introduces the fourth in-year monitoring report for the Tower Hamlets Index in 2005/06. Appendix 1 provides an overview of performance and comments on each indicator. Appendix 2 contains graphs which provides a better overview of the performance.

## 2. Recommendation

- 2.1 That the Committee notes and comments on the performance as identified in paragraphs 4 of this report.

| <b>LOCAL GOVERNMENT ACT, 2000 (SECTION 97)</b><br><b>LIST OF "BACKGROUND PAPERS" USED IN THE DRAFTING OF THIS REPORT</b>   |  |
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| <b>Brief description of background papers:</b><br><b>Tower Hamlets Index Monitoring Reports</b><br><b>The Strategic Plan 2004/05</b><br><b>Best Value Performance Plan 2004/05</b> | <b>Name and telephone number of holder and address where open to inspection:</b><br><br><b>Sara Williams, 020 7364 4771</b><br><b>Mulberry Place, 4<sup>th</sup> Floor</b> |

## 3. Background

- 3.1 The Tower Hamlets Index consists of a range of indicators that are from one or more of the following categories:
- Best Value Performance indicators;
  - Other statutory indicators;
  - Public Service Agreement (PSA) indicators;
  - Government Floor Target indicators;
  - Locally devised indicators.
- 3.2 The Tower Hamlets Index has been designed as a tool for Corporate Directors and their staff to accelerate improvement or sustain excellent performance in priority areas. It also assists Members in monitoring the overall rate of improvement across the council.

- 3.3 Each directorate has set annual targets to assist the council in reaching its ambition of being one of the top 3 performers in Inner London, and in the top 25% in Greater London by 2006.
- 3.4 We undertake an annual assessment of our ranking on all Tower Hamlets Index indicators which are Best Value Performance Indicators and which enable comparisons with other authorities. We monitor our performance monthly on a wider suite of Index indicators which includes local PIs for which national comparisons are not available. The monthly Index also excludes all indicators for which data is available only annually. In some cases proxy indicators replace the annual indicators – for example, schools causing concern and school attendance instead of annual test and examination result indicators.

#### **4. CURRENT PERFORMANCE**

4.1 Performance against the bi-monthly Tower Hamlets Index indicators for the period October – November 2005 is set out in Appendix 1.

#### **4.2 How we are doing**

4.2.1 Currently **27** of the performance indicators are on track to achieve their end of year target (Green). Areas where performance is well above the estimated level for the end of May are as follows:

- Abandoned car reports
- Young people under 18 accessing substance misuse treatments
- Days taken to repair street lights
- Visits to Leisure centres
- Visits to arts facilities
- Festivals or cultural events organised by the council
- Attendance at LAPS

4.2.2 A total of **8 indicators** are not meeting their bi-monthly target at this point of the year, but actions are in place to reach the end of year target (Amber).

4.2.3 There are **3 indicators** where we are unlikely to reach the end of year target (Red), they are:

- Domestic burglaries
- Robberies
- Recycling

4.2.4 The appendices set out detailed comments in respect of burglary and robbery explaining the work in place to generate improvement in these indicators. It is worth noting as context however that overall crime in Tower Hamlets is down 10% this financial year to date compared to the same period last year. In particular, there is an encouraging 6% reduction in violent crime (common assault, ABH and GBH) and 17% reduction in criminal damage.

4.2.5 There are 3 indicators where performance cannot be reported at this bi-monthly juncture due to data only available quarterly (THI 22 Take up of welfare benefits, THI 32 Budget performance) and THI 4 (Racial Incidents) has no preferred direction of travel.

## **6. Equalities Implications**

- 6.1 The Council's ambitious targets for service delivery are focused on meeting the needs of the diverse communities living in Tower Hamlets. The Tower Hamlets Index reflects the priority the Council gives to equality and diversity issues, and includes specific equality indicators.

## **7. Comments from the Chief Finance Officer**

- 7.1 This report updates the Overview and Scrutiny Committee on the current position regarding key priorities as measured in the Tower Hamlets index. Financial implications are dealt with under individual items and there are no additional financial comments.

## **8. Concurrent Report of the Chief Legal Officer**

- 8.1 Members are recommended to note this is the first monitoring report for this financial year. Performance monitoring using the Index combined with implementation of the Strategic Plan will ensure that the Council is well placed to meet the requirements of best value legislation to have regard to economy, efficiency and effectiveness in the discharge of its functions.

## **9. Sustainable Action for A Greener Environment**

- 9.1 A number of the Indicators contribute directly towards a greener environment, including addressing abandoned cars, and improving the cleanliness of streets. The Council will ensure that in monitoring and reporting on the Tower Hamlets Index, the environmental impact locally will be kept to a minimum.

## **10. Anti Poverty Comments**

- 10.1 A number of the indicators in the Index specifically address unemployment, income maximisation, and overcrowding issues, targeting some of the most vulnerable communities in Tower Hamlets. A number of the other indicators address service improvements that have a greater impact on those communities in most need of Council services.

## **11. Risk Management Implications**

- 11.1 In line with the Council's risk management strategy, the implementation of the Tower Hamlets Index will assist the Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Where any difficulties or slippage arise, the process will create an opportunity for Members and Corporate Directors to discuss remedial action and keep progress under regular review.