

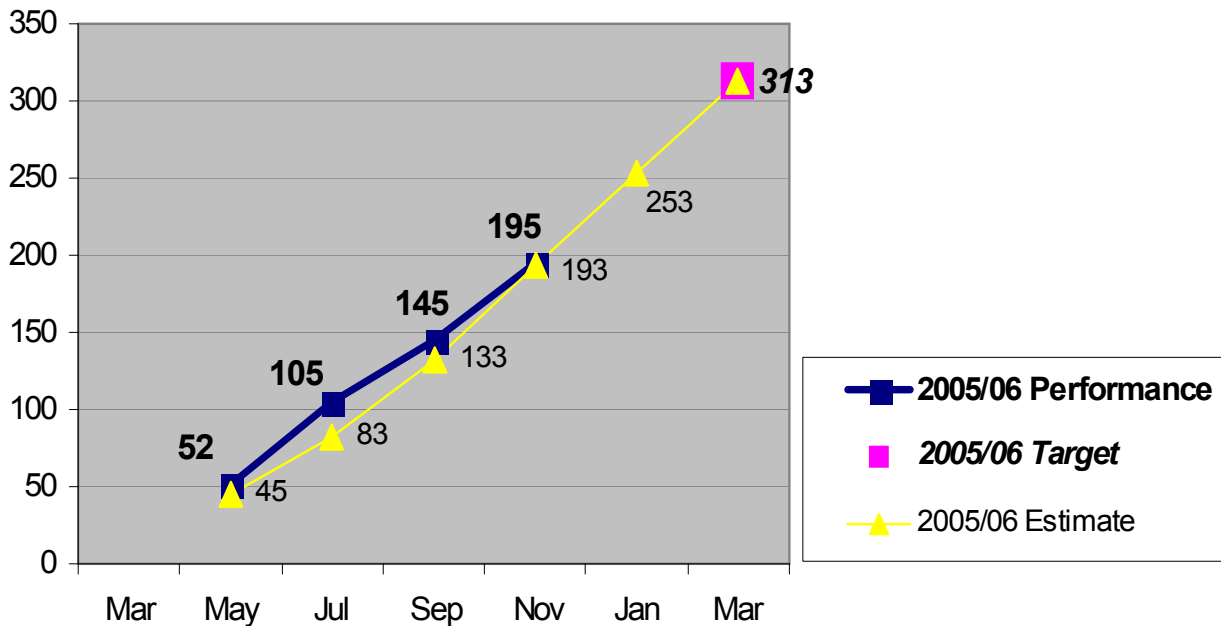
# **Tower Hamlets Index**

## **Monitoring Report**

Theme: A Better Place for Living Safely  
Priority: Increased Community Safety

Traffic Light  
**GREEN**

### TH1 1 - The number of young people accessing drug treatment



#### Corporate Director Comments:

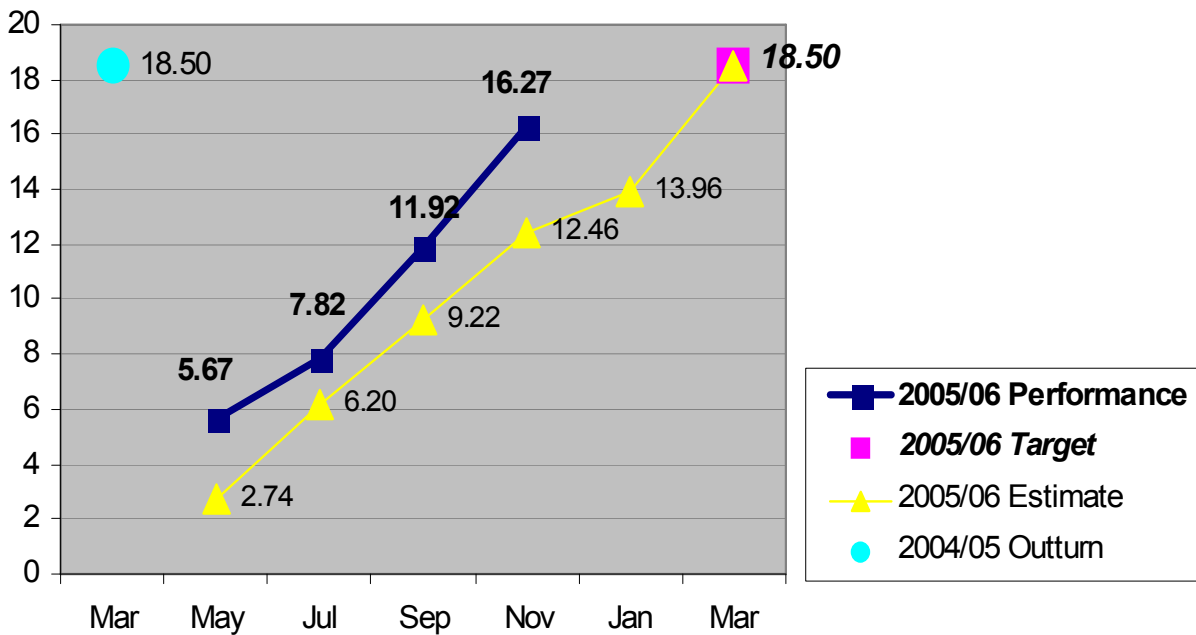
Lifeline Young People's Substance Misuse Service has recently launched. It is anticipated that activity levels will rise in Quarter 4 to achieve the full target by end March 06.

Lead Officer: Olivia McLeod (x 0764)

**Theme:** A Better Place for Living Safely  
**Priority:** Increased Community Safety



### THI 2 - Domestic burglaries per 1,000 households



#### Corporate Director Comments:

Domestic burglaries are currently 23% above target and it is not anticipated that the target of no increase this year will be met.

The main reason for this was a significant period of burglary at the beginning of October. Also, the vast majority of fingerprints taken from burglary crime scenes do not match police records making it hard to make arrests. In response to this the police have set up Operation Dent. This Operation allows police officers to fast track forensic evidence from domestic burglaries, in order to investigate the arrests as quickly as possible and take action against perpetrators.

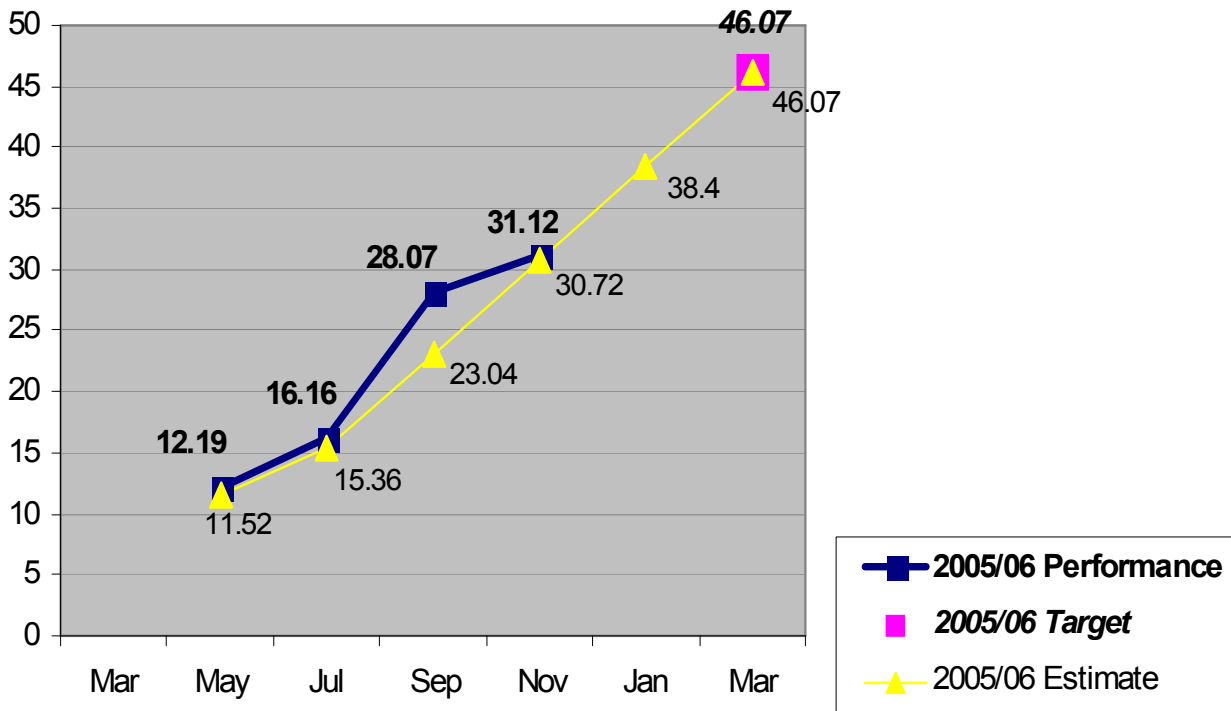
Also, Operation Raven II is now fully operational and this is anticipated to result in a decrease over the next few months. Crime Prevention Officers have also been making visits to the homes of elderly people (who are the most vulnerable group in terms of domestic burglary), in conjunction with Age Concern, to provide their homes with security upgrades, such as, door locks and chains.

**Lead Officer:** Olivia McLeod (X 0764)

**Theme:** A Better Place for Living Safely  
**Priority:** Increased Community Safety

Traffic Light  
AMBER

### THI 3 - Violent crimes per 1,000 population



**Corporate Director Comments:**

We are still above target in this area though November showed the lowest figures in the last quarter.

The festive party period is a potentially vulnerable time for us regarding violent offending. We are engaging in high visibility patrols in our two social hotspot locations during the month of December - Canary Wharf and Brick Lane. The focus is on early and robust intervention. We are also conducting test purchase operations in off-licence premises, identified by our SNTs as suspected of selling alcohol to young people in an attempt to diffuse alcohol fuelled anti-social behaviour. Pro-active licensing visits are being conducted both by police and LBTH Licensing. The top 10 premises most susceptible to violence/disorder will receive visits.

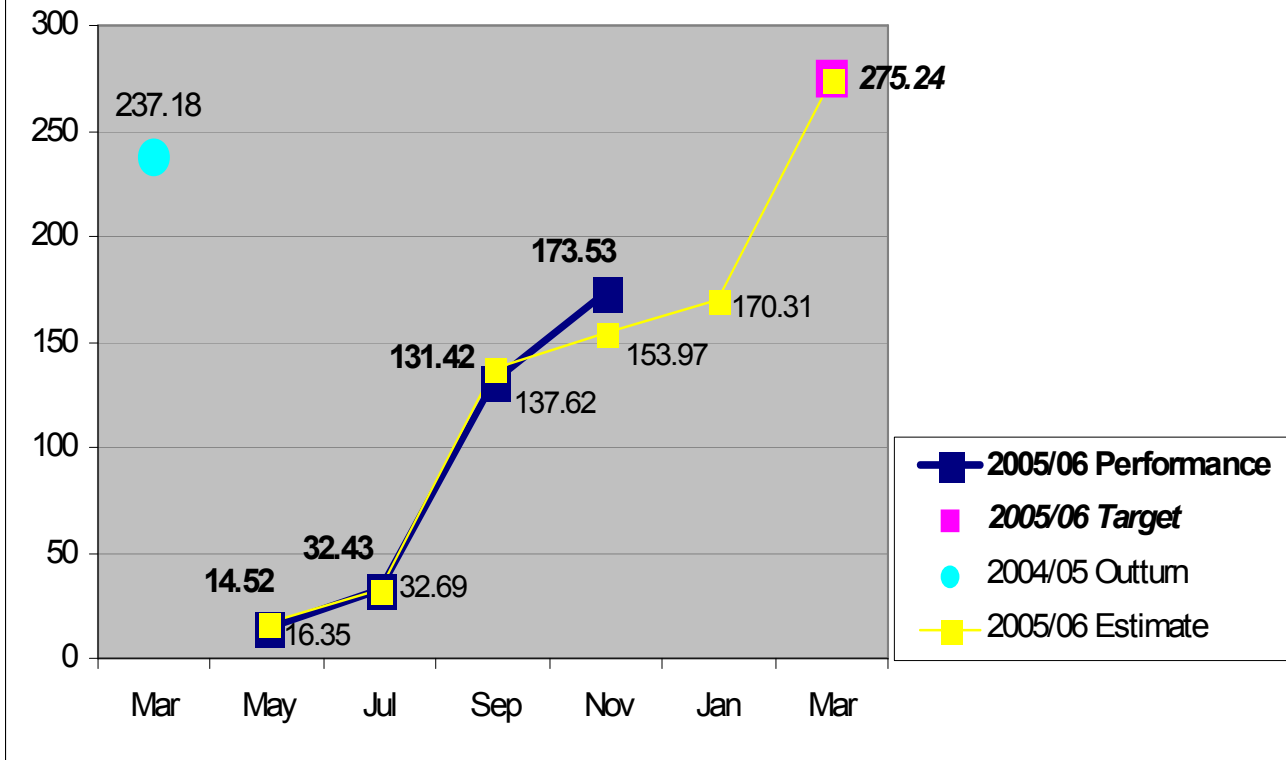
We are also seeking to develop 'Good Behaviour Zones' around schools as part of our Local Area Agreement proposals.

**Lead Officer:** Olivia McLeod (x 0764)

Theme: A Better Place for Living Safely  
 Priority: Increased Community Safety

Traffic Light

**THI 4 - The number of racial incidents per 1,000 population**



**Corporate Director Comments:**

34 hate crime incidents were recorded in November leaving us slightly above target.

November saw an increased level of racial incidents reported. This is indicative of improvements in the service offered regarding hate crime reporting. Most reports received were from the E1 area (Whitechapel), where on 28/10 a successful Tackling Hate Crime event was held with more than 150 people attended.

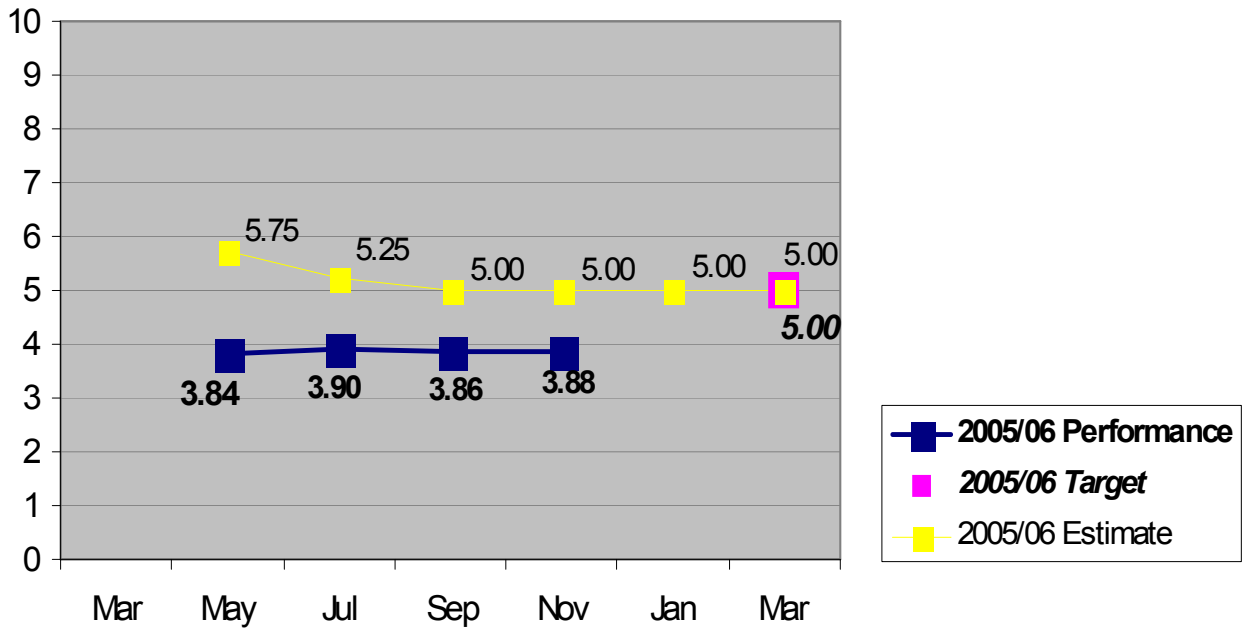
To further increase hate crime reporting we are working in partnership with the Police to review 3rd party reporting sites with a view to re-launching this service in 2006/07.

**Lead Officer:** Olivia McLeod (X 0764)

Theme: A Better Place for Living Safely  
 Priority: Increased Community Safety

Traffic Light  
**GREEN**

**TH5 - The average number of days taken to repair a street lighting fault, which is under the control of the local authority**



**Corporate Director Comments:**

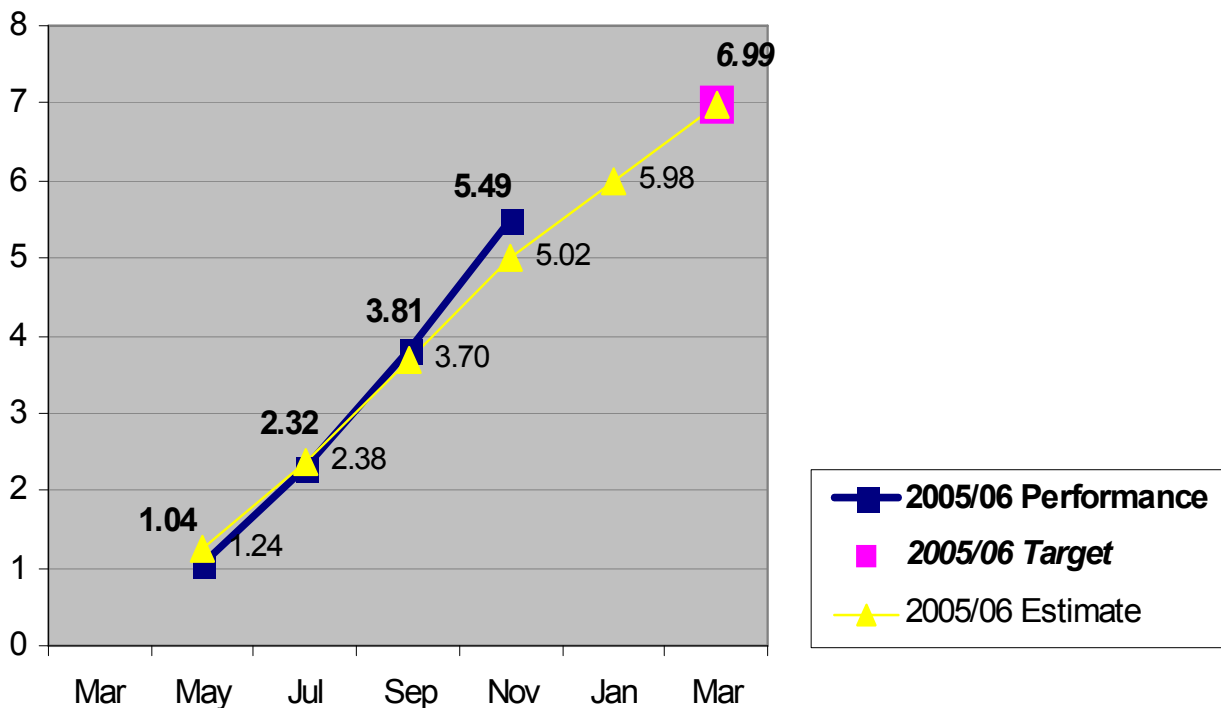
This is a new BVPI for 2005/06 that requires joint reporting between Environment & Culture and Housing as lighting on estate paths is included for the first time. The aggregated, cumulative figure for this indicator at the end of November is 3.88 days for street lighting repairs to be completed by the Council.

**Lead Officer:** Gary Branton (x6691)

Theme: A Better Place for Living Safely  
Priority: Increased Community Safety

Traffic Light  
**AMBER**

### THI 6 - Number of street robberies per 1,000 population



#### Corporate Director Comments:

We are not currently on track to meet our robbery target. Though commercial robbery is down by almost 35% from this time last year, personal robbery has increased by over 8% in the same period.

There has been a general increase in personal robbery throughout London in this period, as a result of police officers being assigned to counter terrorism patrols post 7/7.

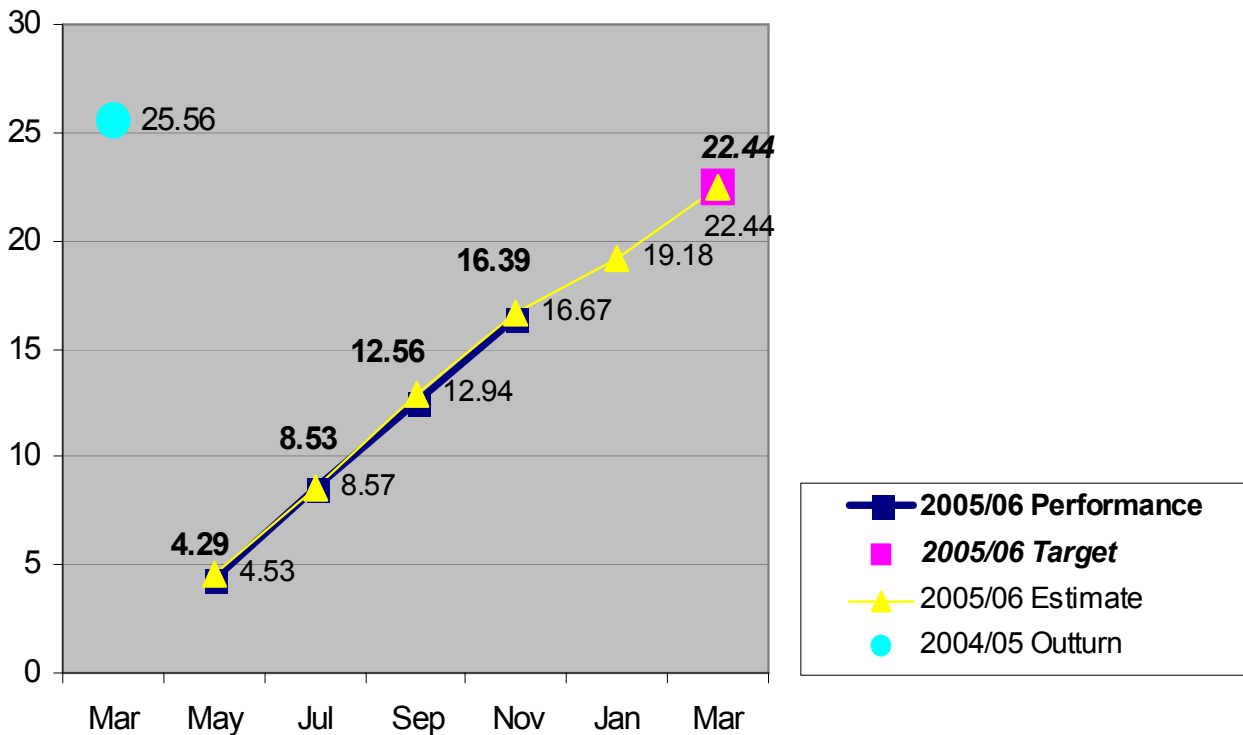
Several projects have been set up alongside Operation Raven II in response to this increase. The Police are planning a major operation in January to decrease street crime and a significant amount of Police resources have been allocated to this. The operation will include high visibility patrolling by Police Officers, particularly in personal robbery hotspots. It will also include covert operations, where police officers will go undercover in an attempt to catch perpetrators. The dedicated robbery task force will also be providing ongoing support to this project and external resources, such as the dog section, will be brought in. Crime Prevention Officers have visited Universities to hand out personal safety equipment, such as safety alarms and property marking equipment as well as providing students with advice on how to keep their property safe.

Lead Officer: **Olivia McLeod (X 0764)**

Theme: A Better Place for Living Safely  
Priority: Increased Community Safety

Traffic Light  
**GREEN**

### THI 7 - Vehicle crimes per 1,000 population



#### Corporate Director Comments:

Vehicle crime has reduced since September 2005 and we are currently on track to meet our target in this area.

The installation of talking tri -signs and lamp posts combined with Operation Raven 2, has been a significant contributor to the reduction of vehicle crime. The Police have produced a borough wide publicity campaign to educate people around vehicle crime.

Police intelligence shows that the theft of satellite navigation systems are on the increase. In response to this the police have sent out various press releases to alert the public about this issue.

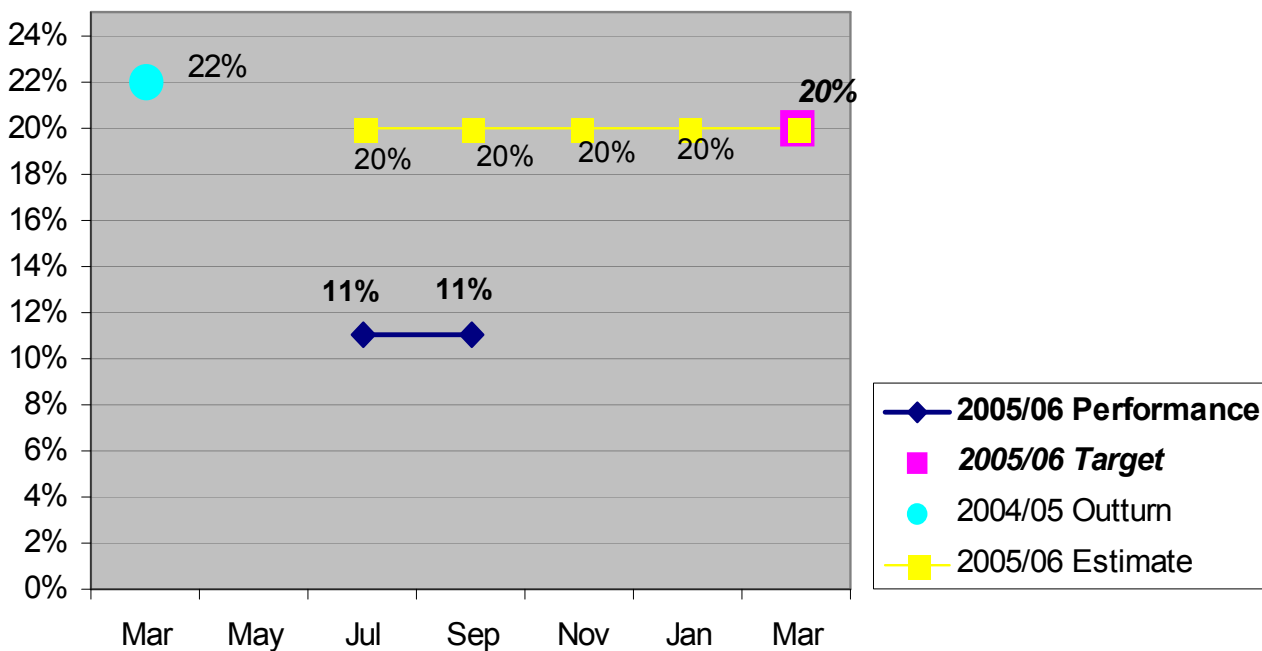
Lead Officer: Olivia McLeod (X 0764)



Theme: A Better Place for Living Safely  
 Priority: Cleaner, Safer Streets



**TH 8 - The proportion of relevant land and highways that is assessed as having combined deposits of litter and detritus that fall below an acceptable level**



**Corporate Director Comments:**

This BVPI is reported by EnCams on behalf of the Council as part of the Capital Standards group. The surveys are reported 3 times a year (April-July, August-November, December-March). The first survey was released at the end of September and is a significantly improved score of 11%, against 25% for same period last year. This first result means that the Council is currently 3rd in the Capital Standards table, and against the end of year target of 20%, the Council appears to be on track. The next survey results will not be released until late December/early January.

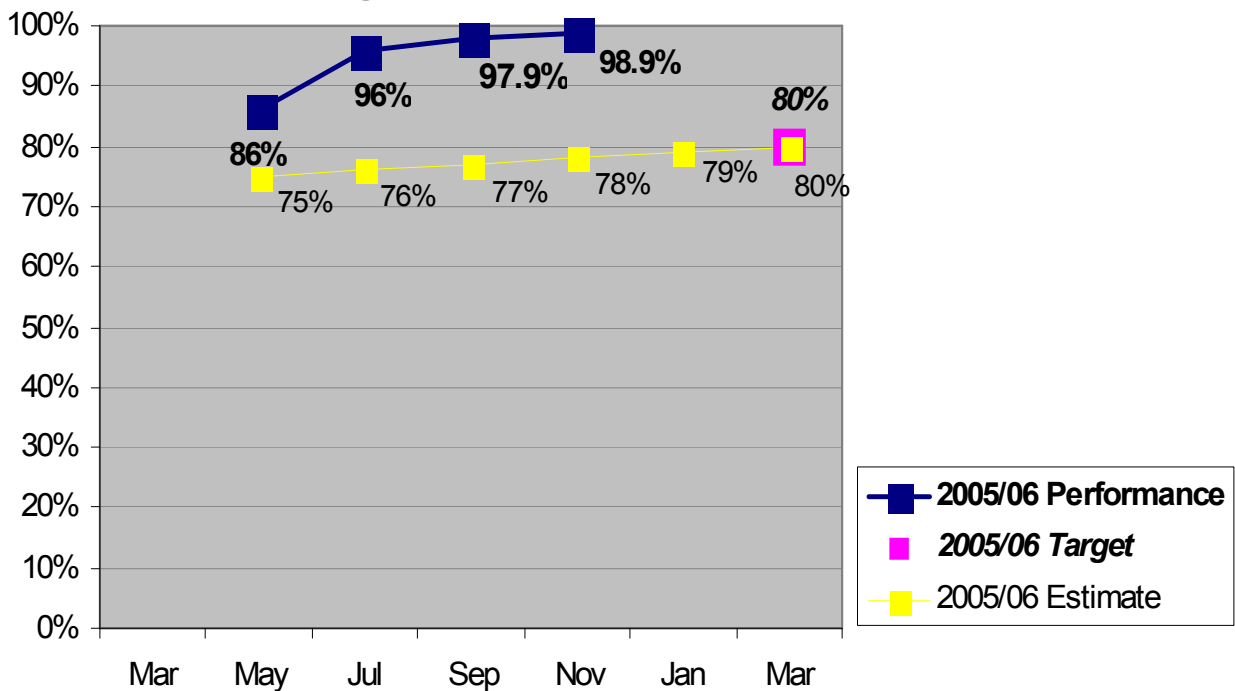
However, as with the other BV199 elements it should be noted that the BVPI is a cumulative figure of three surveys at the end of the year, and that these first results should be treated with caution as different samples of land use areas are randomly selected for each survey and results can vary significantly.

**Lead Officer:** Fiona Heyland (x6838)

Theme: A Better Place for Living Safely  
Priority: Cleaner, Safer Streets

Traffic Light  
**GREEN**

### TH 9a - % of new reports of abandon vehicles investigated within 24hrs of notification



#### Corporate Director Comments:

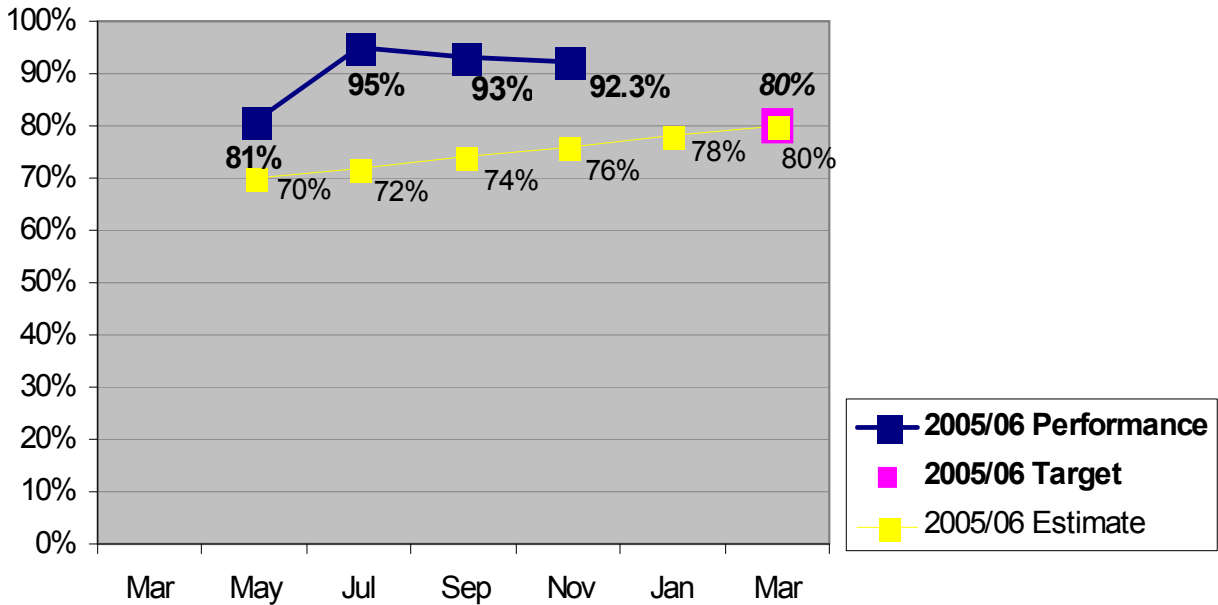
This is a new BVPI for 2005/06. At 98.90% of abandoned cars investigated within 24 hours of reports, the Council is currently performing well above the end of year target.

Lead Officer: John Penton (x1356)

Theme: A Better Place for Living Safely  
Priority: Cleaner, Safer Streets



### TH 9b - % of abandon vehicles removed within 24hrs from the point at which the authority is legally entitled to remove vehicle



#### Corporate Director Comments:

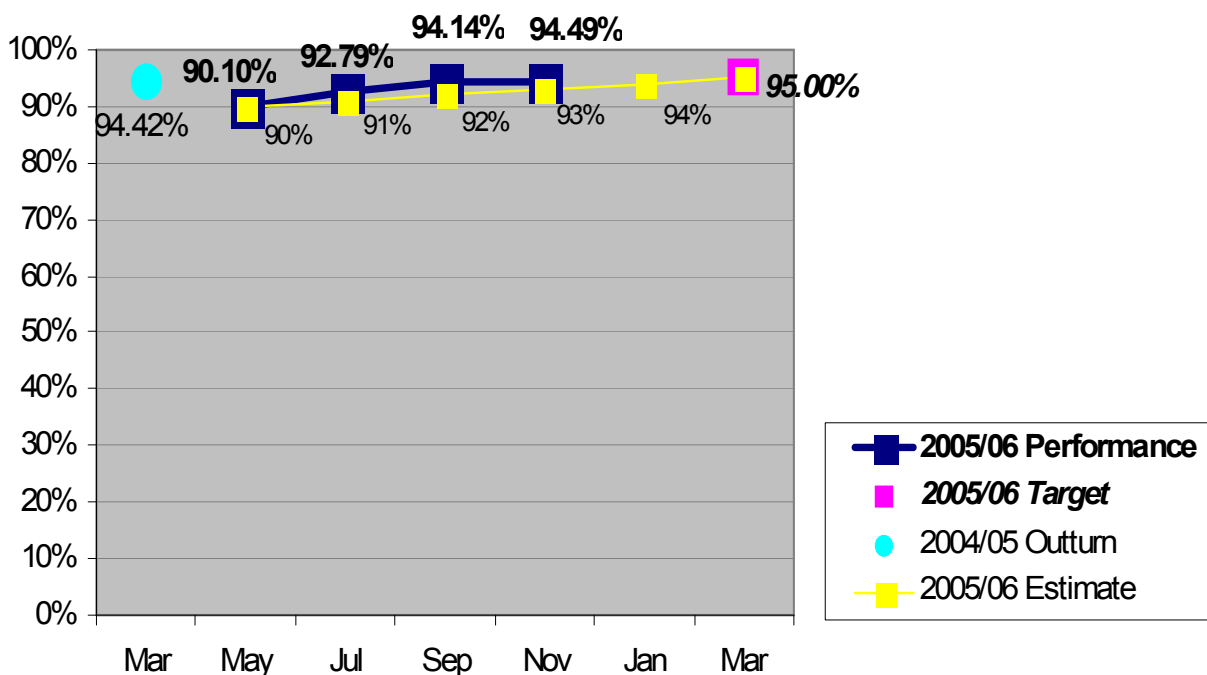
This is a new BVPI for 2005/06. At 92.30% of abandoned vehicles removed within 24 hours, the Council is currently performing well above the end of year target.

Lead Officer: John Penton (x1356)

Theme: A Better Place for Living Well  
 Priority: More Homes of a Decent Standard



### THI 10 - % of urgent repairs completed in government time limits



**Corporate Director Comments:**

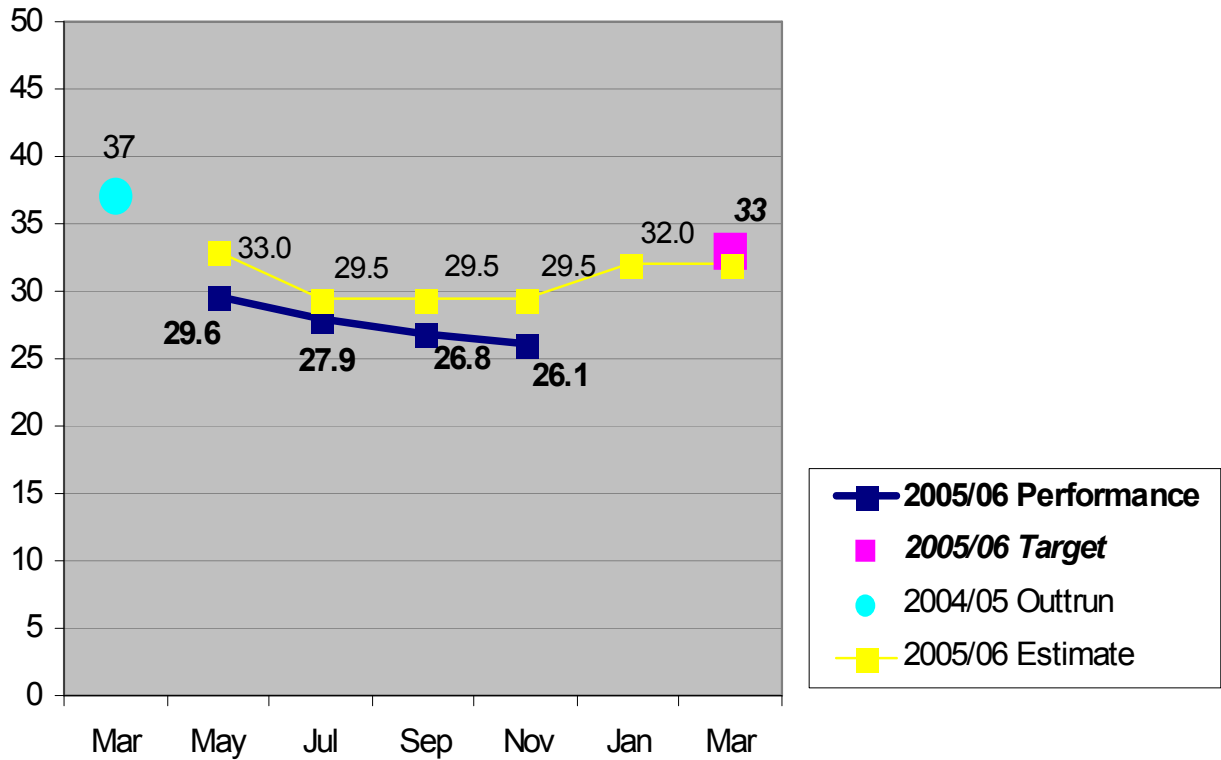
Performance has continued to improve and is ahead of the projection for the end of November. However we are now in the winter period where demand traditionally rises and we will continue to work closely with contractors to ensure improvement is maintained.

**Lead Officer:** Maureen McEleney (x7134)

Theme: A Better Place for Living Well  
Priority: More Homes of a Decent Standard



### THI 11 - Average re-let time for local authority dwellings (days)



#### Corporate Director Comments:

Results for this reporting period show the downward trend in turnaround times continuing and the target being exceeded. The end of year target of less than 33 days is now highly likely to be met. Regular and close review of performance on this indicator continues.

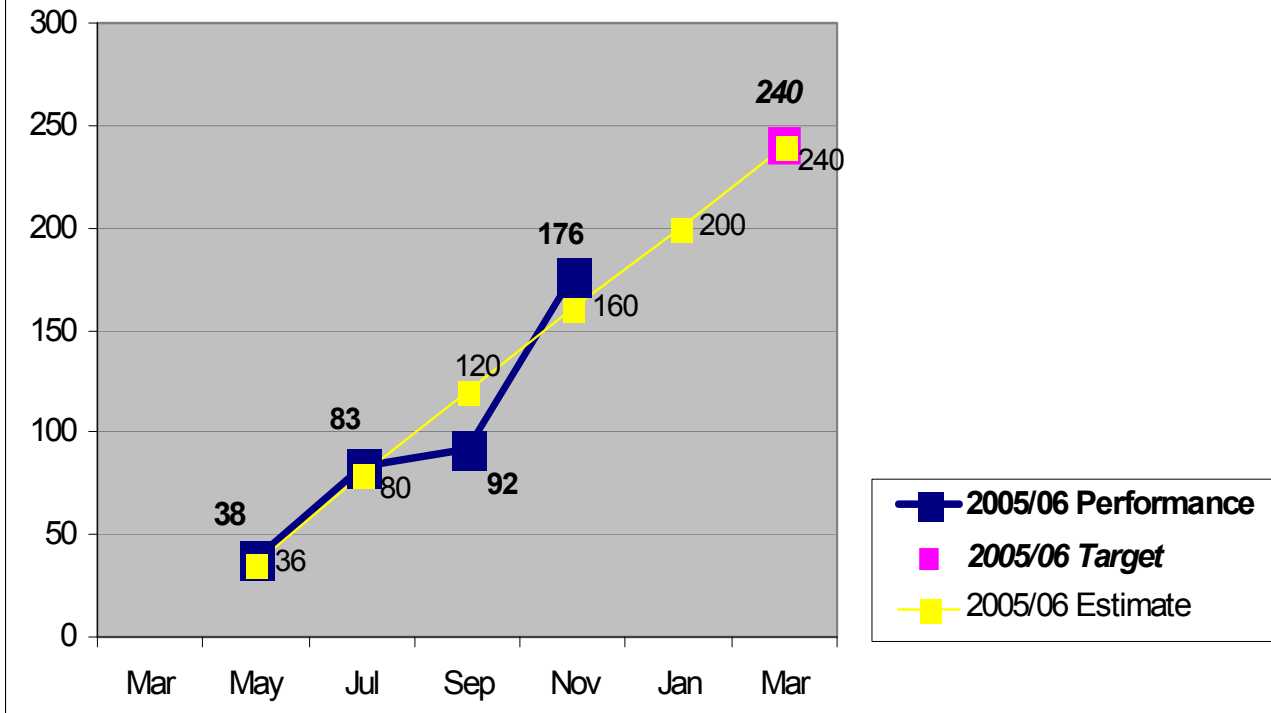
For 2005/06 a new Best Value indicator has been created with a different definition. This new definition adds in a number of void categories that are currently excluded from the present definition. Targets and the reporting on this indicator will commence in 2006.

Lead Officer: Maureen McEleney (x7134)

Theme: A Better Place for Living Well  
Priority: More Homes of a Decent Standard



### THI 12a - Number of lettings to overcrowded Common Housing Register tenants



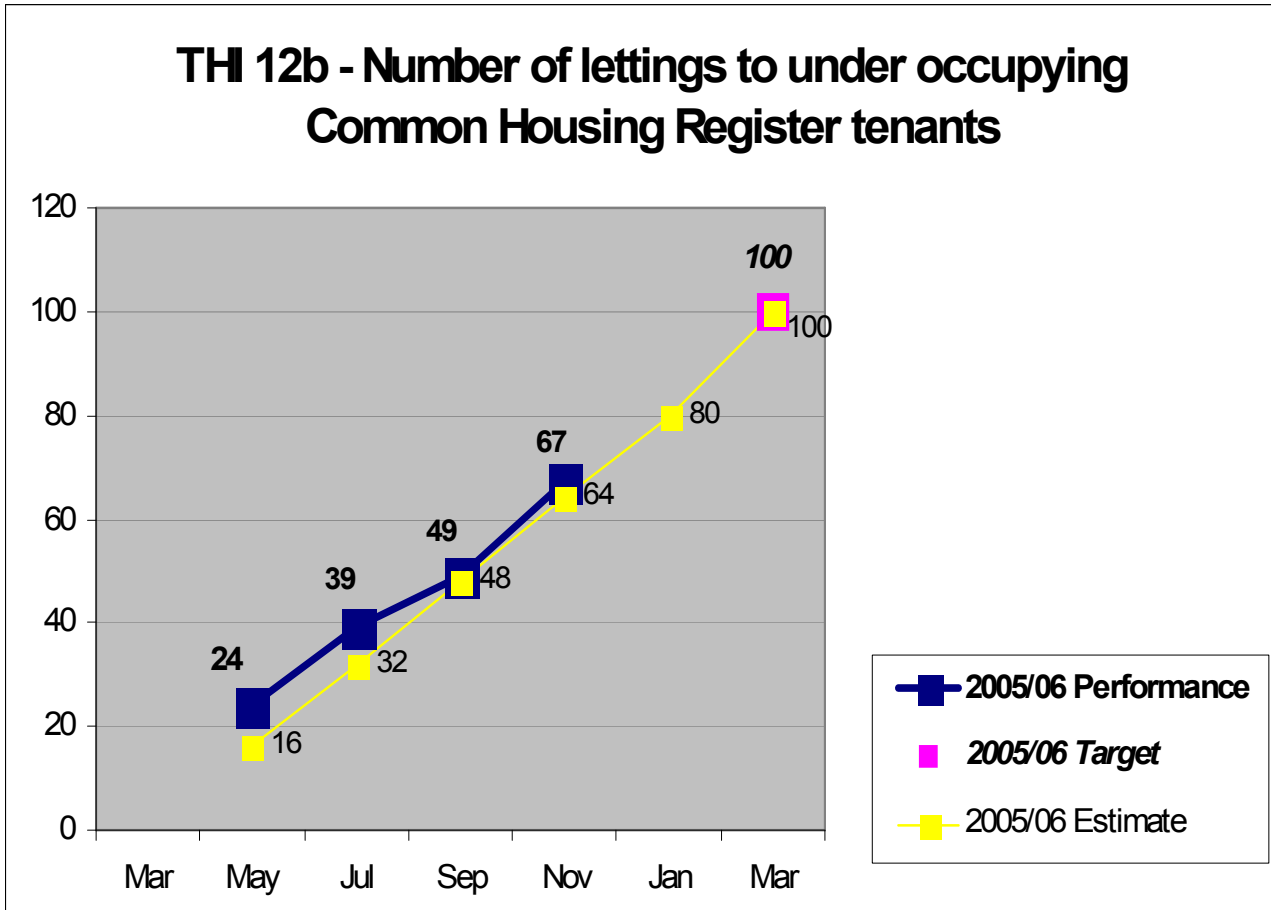
**Corporate Director Comments:**

Performance has been maintained to meet target on under-occupying households, and will continue to be closely monitored to ensure that the end of year target is met. Lettings to overcrowded households have improved significantly in the last reporting period and have exceeded the anticipated target for the end of November.

**Lead Officer:** Maureen McEleney (x7134)

Theme: A Better Place for Living Well  
Priority: More Homes of a Decent Standard

Traffic Light  
**GREEN**

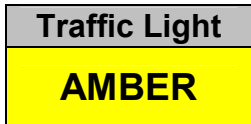


**Corporate Director Comments:**

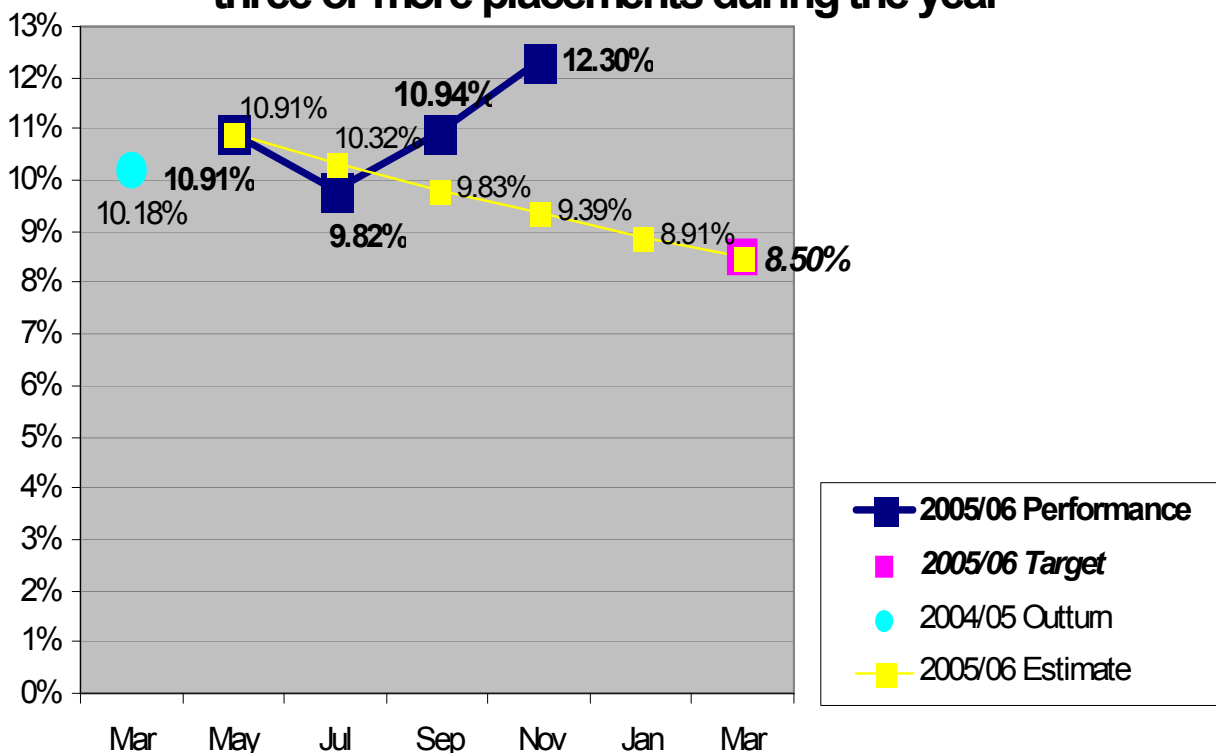
As above

**Lead Officer:** Maureen McEleney (x7134)

**Theme:** A Better Place for Living Well  
**Priority:** Improved Outcomes for Vulnerable Children and Adults



### TH 13 - % of children looked after at 31 March with three or more placements during the year



**Corporate Director Comments:**

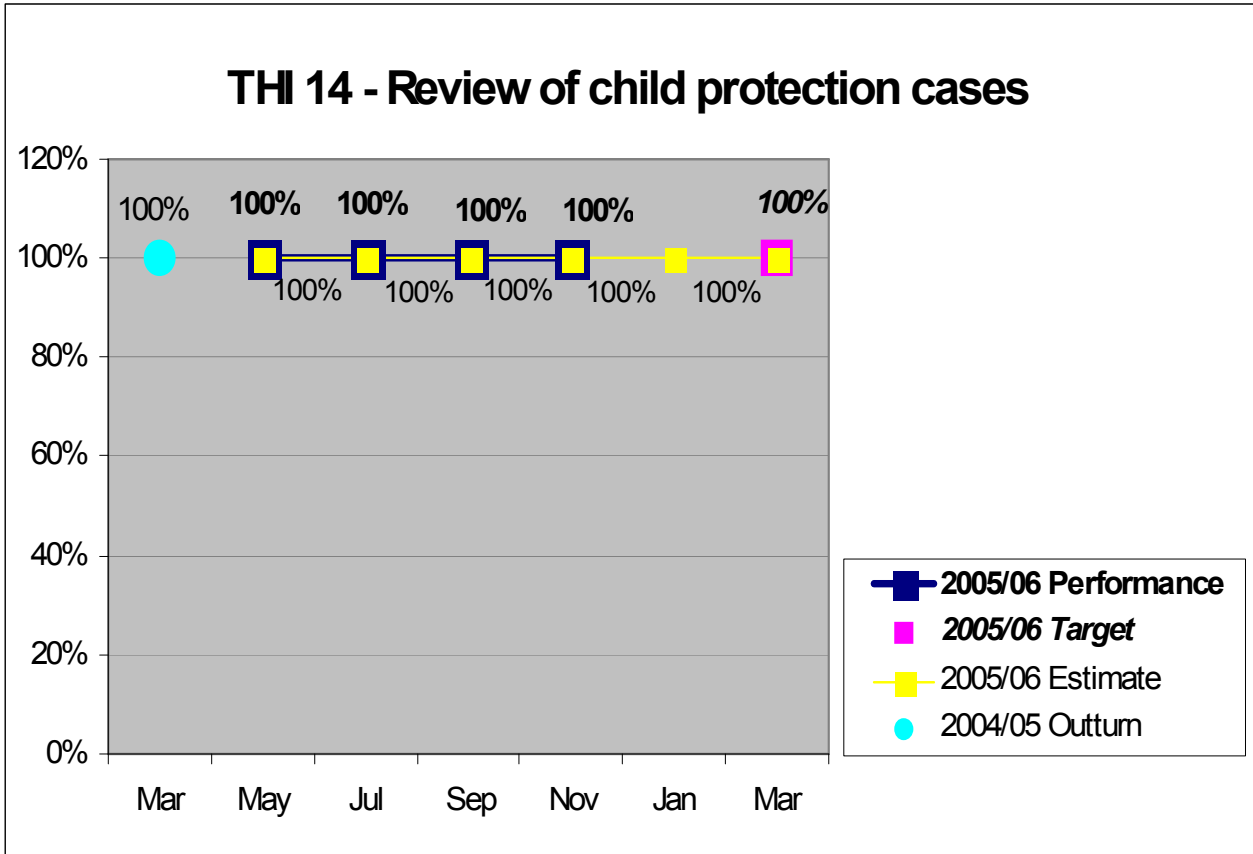
This indicator measures the percentage of children currently looked after by the Council who have had three or more different placements during the year. Good performance is generally low although it is likely that a percentage of children will need to be moved to ensure suitability of placements. The Commission for Social Care Inspection’s performance bandings recommend best practice as 0-16%. The figure reported is based on the percentage of current children looked after who have had 3 or more placements over the last 12 months. It is therefore a rolling 12 month figure. Current performance still shows the affects from the Hillingdon judgement, when figures significantly increased as a result of Unaccompanied Asylum Seeking Children (UASCs) becoming Looked After. Everything has been done since to reduce the number of placement changes, without putting young persons’ well being at risk. Placement changes are closely monitored and reported upwards to Service and Team Managers via performance surgeries and through our monthly Management Information Report.

**Lead Officer:** Ann Goldsmith (x 2213)



**Theme:** A Better Place for Living Well  
**Priority:** Improved Outcomes for Vulnerable Children and Adults

**Traffic Light**  
**GREEN**



**Corporate Director Comments:**

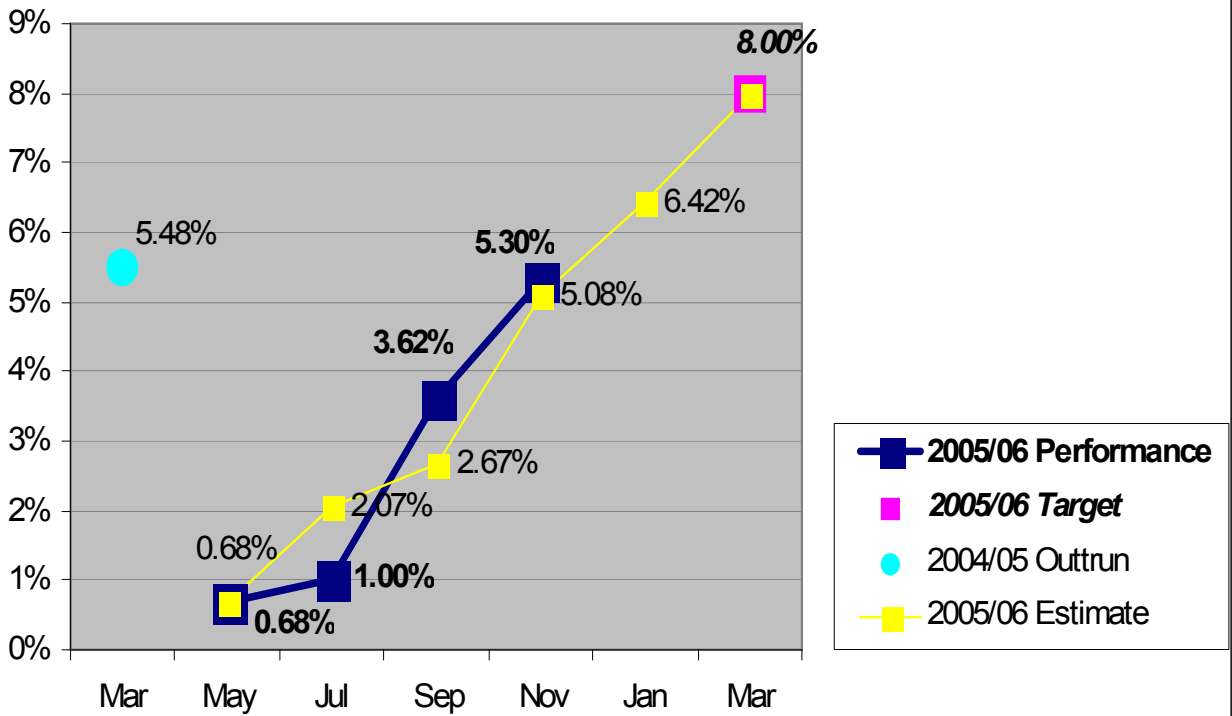
This indicator measures the percentage of cases on the Child Protection register that have had a review within required timescales. Good performance is high. Performance has been steady and solid throughout the last 3 years and we are confident that we will continue to achieve 100% compliance.

**Lead Officer:** Ann Goldsmith (x 2213)

Theme: A Better Place for Living Well  
 Priority: Improved Outcomes for Vulnerable Children and Adults



### THI 15 - % of looked after children adopted during the year



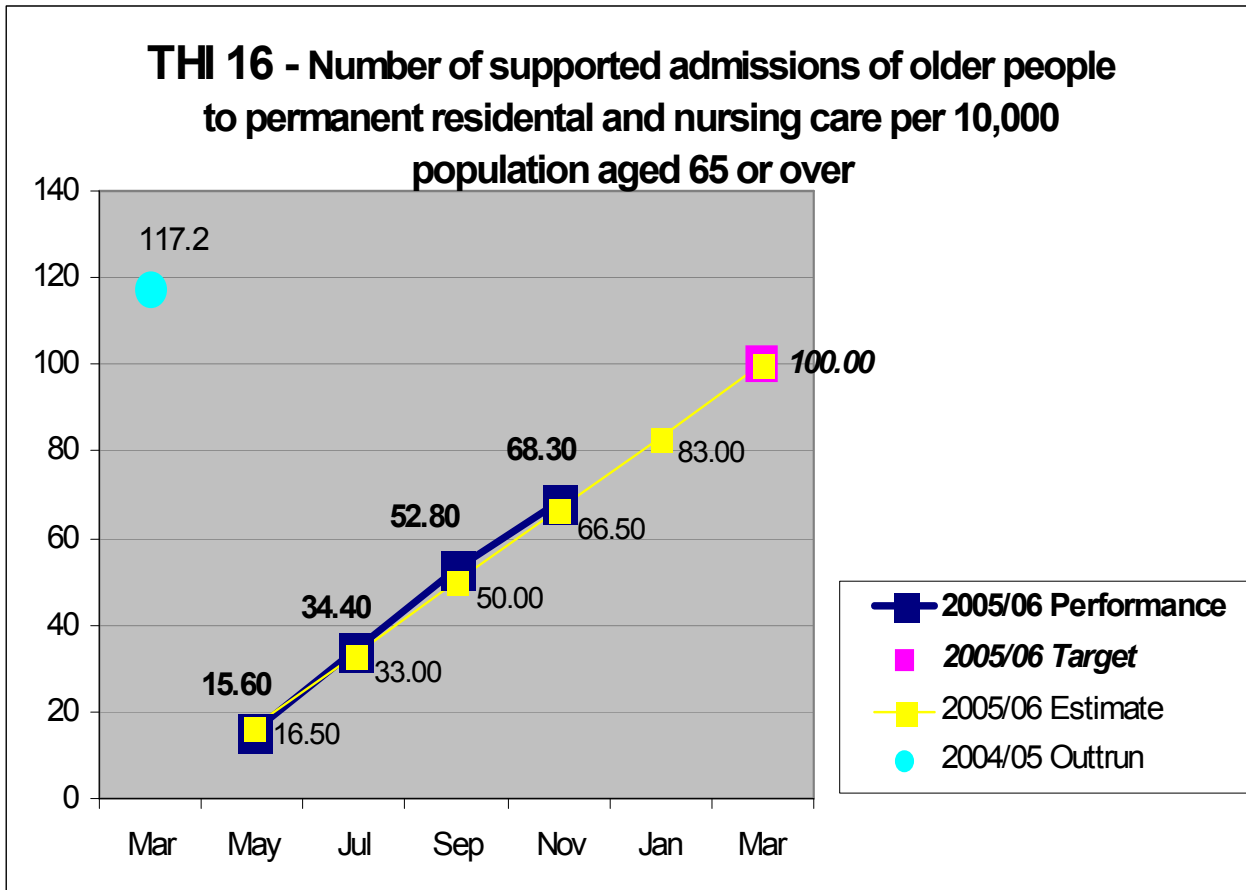
**Corporate Director Comments:**

This PI measures the number of adoptions where orders have been granted by the Courts as a percentage of the current number of children looked after. The Commission for Social Care Inspection's bandings recommend 8-25% as best practice. 11 adoption orders were granted since April 05. We are therefore confident that we will meet our target of 8.00%, which is approximately 24 adoptions, by the end of the year. Monitoring and reporting of activity in Fostering and Adoptions has been strengthened, we are now regularly monitoring the number of impending final adoption hearings in order to calculate our final outturn for 2005/06. There are also measures in place to regularly update and report on the current status of every child or young person placed for adoption – hence we are able to predict our expected outturn more confidently.

**Lead Officer:** Ann Goldsmith (x 2204)

Theme: A Better Place for Living Well  
 Priority: Improved Outcomes for Vulnerable Children and Adults

Traffic Light  
**AMBER**



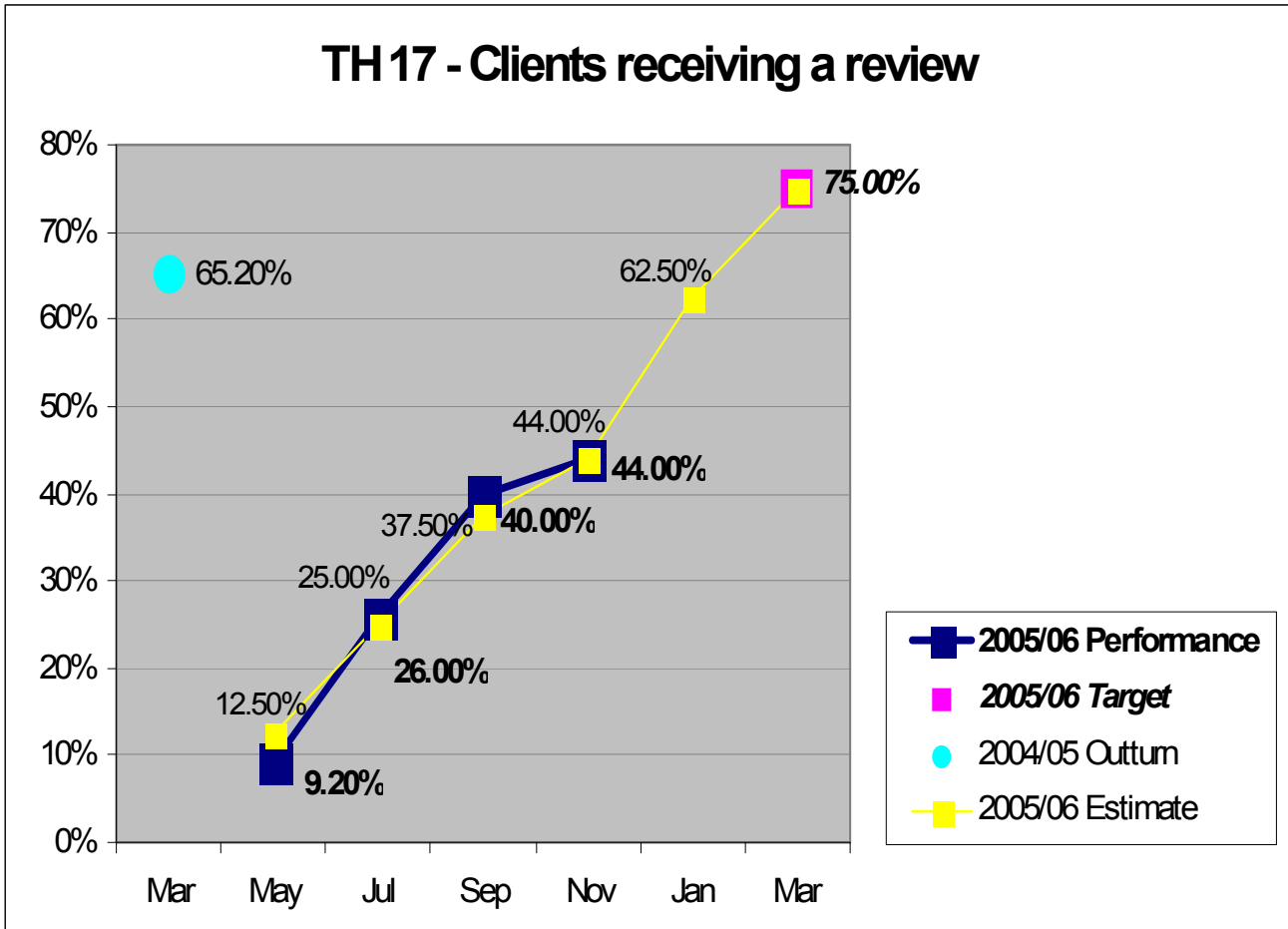
**Corporate Director Comments:**

Good performance on this indicator is generally low, and the Commission for Social Care Inspection has set the top performance band as being in the 70-100 range. The figure of 68.3 represents cumulative performance from April to Nov 2005, which if projected to the end of the year would lead to an outturn of 104.4. Continued priority is being given to ensuring that all possible alternatives to admission to residential care are explored, but performance on this indicator is largely demand driven and it is not possible to guarantee that the target will be met. The severity or otherwise of the winter will have a significant impact.

**Lead Officer:** John Goldup (x 2204)

Theme: A Better Place for Living Well  
 Priority: Improved Outcomes for Vulnerable Children and Adults

Traffic Light  
**GREEN**



**Corporate Director Comments:**

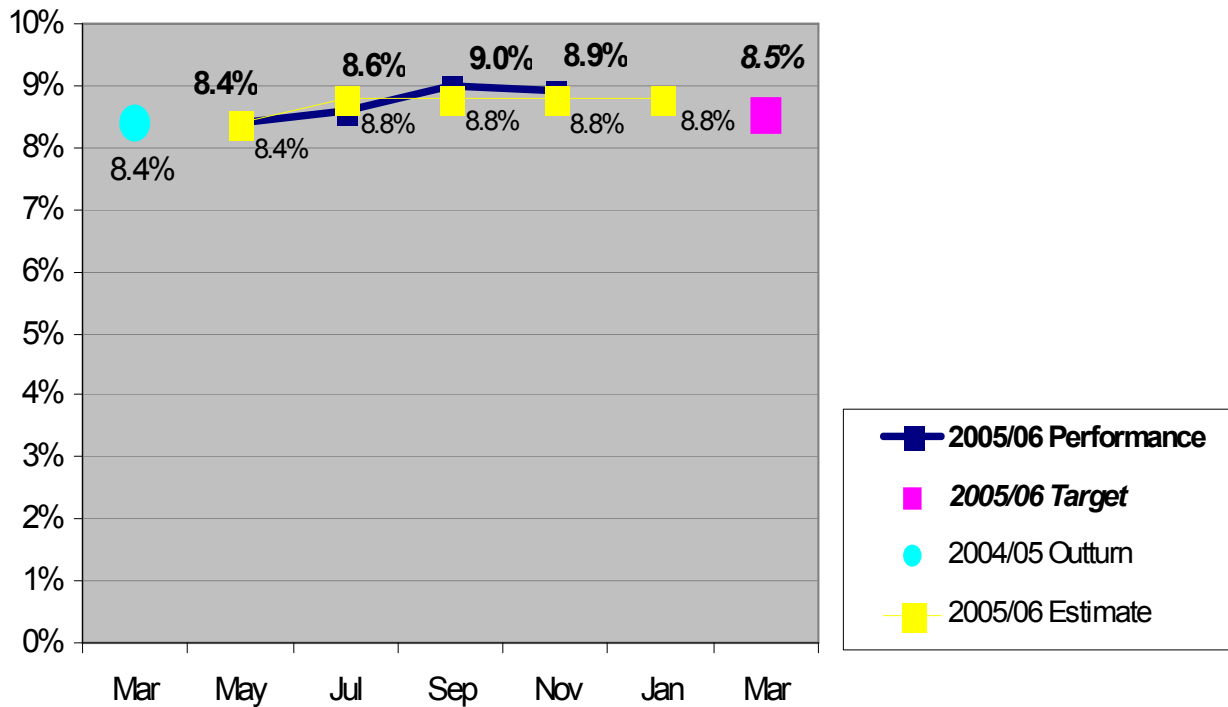
This indicator measures the percentage of current service users who have received a review during the year. Good performance is high, and the Commission for Social Care Inspection set the top performance band in the range 60-90%. Both the actual and projected performance is based on data as at the end of October, as there are some issues about the data supplied by the East London and City Mental Health Trust in relation to this indicator for November which need to be resolved before the data can be relied on. We are forecasting that we will meet our 75% target for the full year

**Lead Officer:** John Goldup (x 2204)

**Theme:** A Better Place for Creating and Sharing Prosperity  
**Priority:** Developing the Local Economy

Traffic Light  
**AMBER**

### TH 18 - % of local residents claiming employment related benefits



#### Corporate Director Comments:

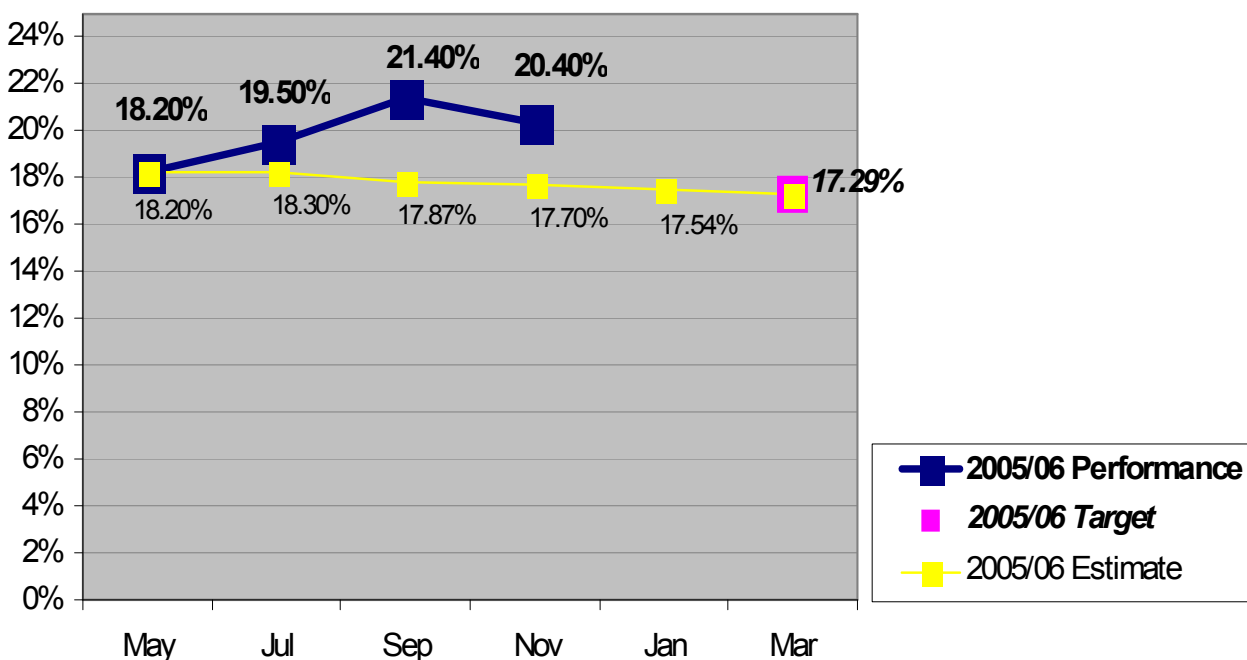
The overall claimant count unemployment rate has fallen from 9.0% to 8.9% between September 2005 and November 2005.

**Lead Officer:** Emma Peters ( x4247)

**Theme:** A Better Place for Creating and Sharing Prosperity  
**Priority:** Developing the Local Economy



### TH19 - Proportion of people under 25 claiming unemployment related benefits



#### Corporate Director Comments:

The claimant count unemployment rate fell by 1 percentage point from 21.4% to 20.4% between September 2005 and November 2005. Although the claimant count unemployment rate amongst this age group continues to be significantly higher than the Inner London average (13.9% in November 2005) it is worth noting that the level of decline in Tower Hamlets has been above the average for Inner London where there has only been a decrease of 0.6 of a percentage point.

The prime agency with responsibility for reducing the unemployment rate in the borough is Jobcentre Plus. National policy now dictates that clients on incapacity benefit rather than those on Jobseekers Allowance are the prime target group.

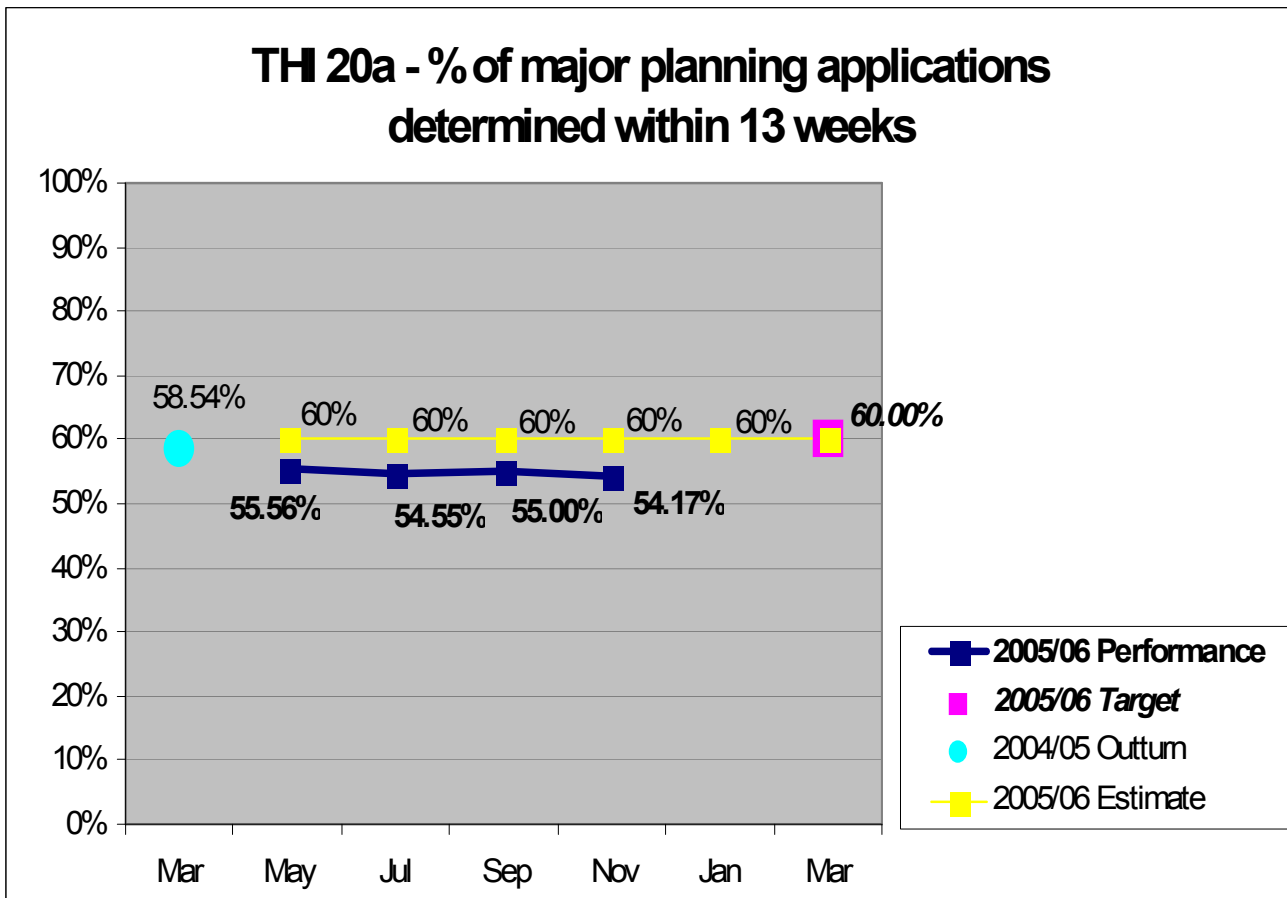
There are some key employment initiatives being delivered through the Employment Consortium by the Council and its partners and through the LAA the Council is seeking to extend these and work with JCP to offer a mandatory provision to all under 25 JSA clients.

The target is to reduce unemployment amongst this group by 50% over the next 3 years. Without the freedoms and flexibilities requested under the LAA are granted this target will not be achieved.

**Lead Officer:** Emma Peters (x4247)

Theme: A Better Place for Creating and Sharing Prosperity  
 Priority: Developing the Local Economy

Traffic Light  
**AMBER**



**Corporate Director Comments:**

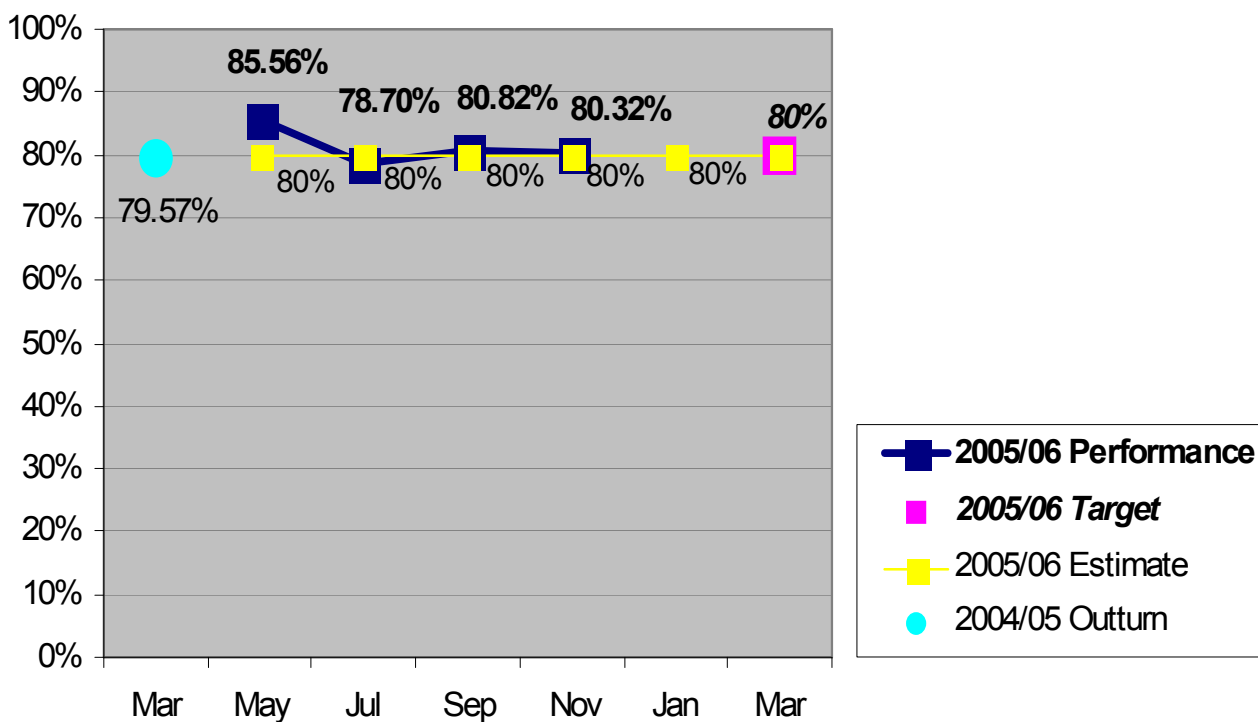
Given the small number of major applications processed, it remains a difficulty to achieve the 60% target in the short term. We are continuously monitoring the progress of all planning applications (but especially major applications) to seek to achieve the target.

**Lead Officer:** Chris Holme (x4987)

Theme: A Better Place for Creating and Sharing Prosperity  
 Priority: Developing the Local Economy



### THI 20b - % of minor planning applications determined within 8 weeks



#### Corporate Director Comments:

Development Control remains on course to achieve the target of 80% for minor applications. We continue to monitor performance on a weekly basis to ensure deadlines are met.

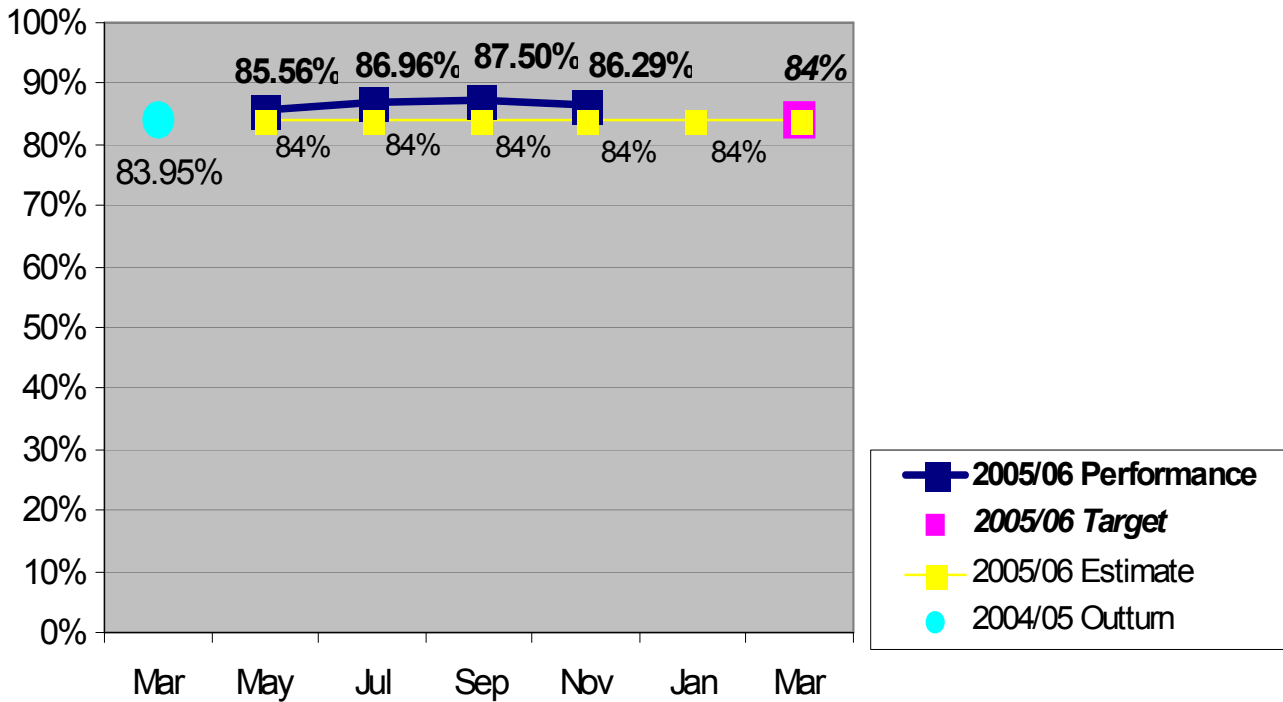
Lead Officer: Chris Holme (x4987)



Theme: A Better Place for Creating and Sharing Prosperity  
 Priority: Developing the Local Economy



### THI 20c - % of other planning applications determined within 8 weeks



**Corporate Director Comments:**

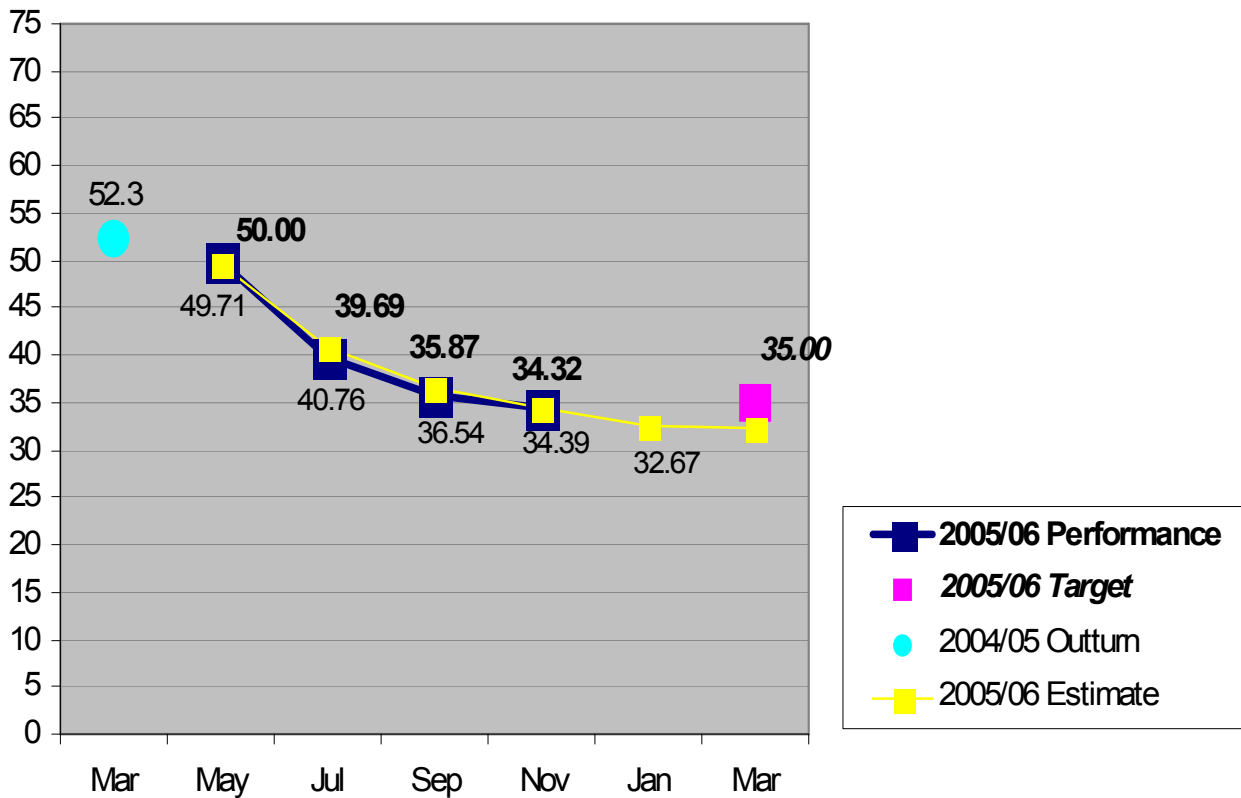
This outturn is in line with our target. Sustained performance at this level for the rest of the year will see Development Control achieve their targets.

**Lead Officer:** Chris Holme (x4987)

Theme: A Better Place for Creating and Sharing Prosperity  
Priority: Reducing Poverty



### THI 21 - Average time for processing new benefit claims (days)



#### Corporate Director Comments:

The latest result shows that performance has continued to improve and is slightly better than the anticipated position at the end of November. Performance is monitored closely to ensure improvement is maintained.

Lead Officer: Maureen McEleney (x7134)

**Theme:** A Better Place for Creating and Sharing Prosperity  
**Priority:** Reducing Poverty

Traffic Light

**Corporate Director Comments:**

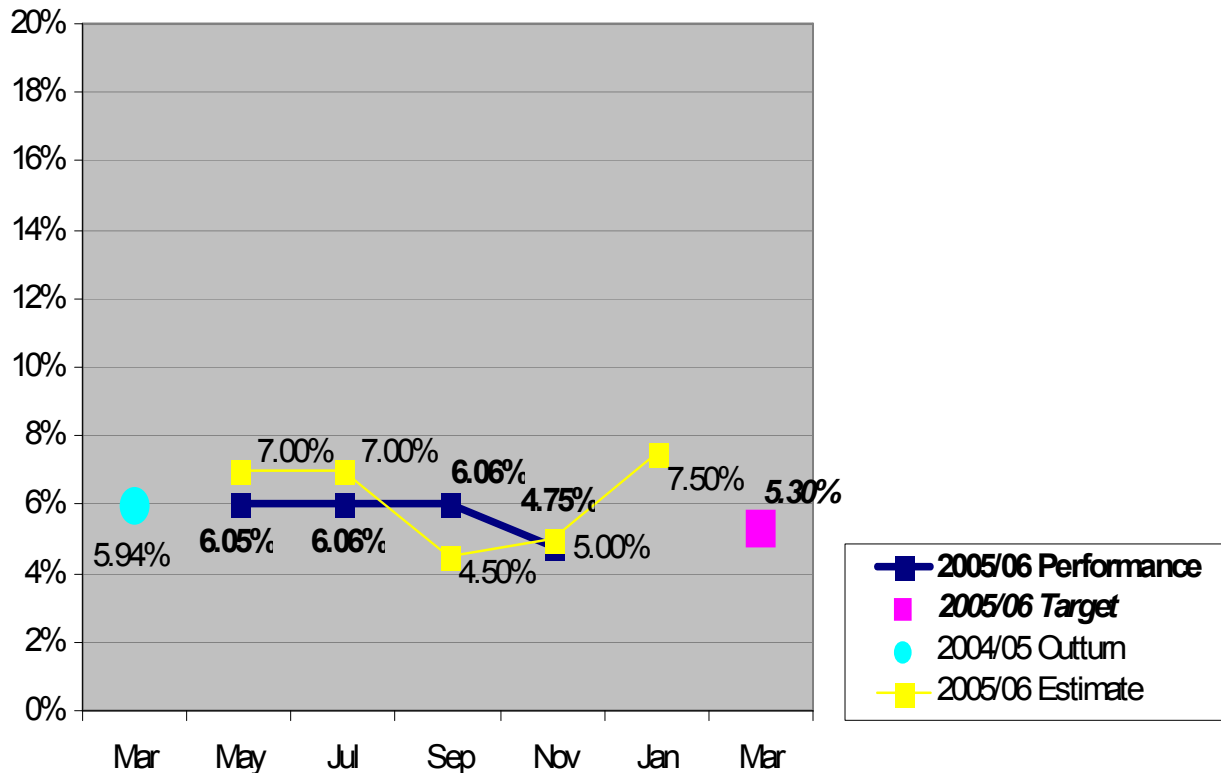
**THI 22** - Quarterly collection is being undertaken as number of cases is not enabling meaningful comparisons month on month. We are expected to reach our target. Half-year figure was £2,625,188. (Next data expected in January).

**Lead Officer:** Issan Ghazni (X4016)

Theme: A Better Place for Learning. Achievement and Leisure  
 Priority: Improved Educational Attainment



### TH 23a - Absence levels - Primary schools



**Corporate Director Comments:**

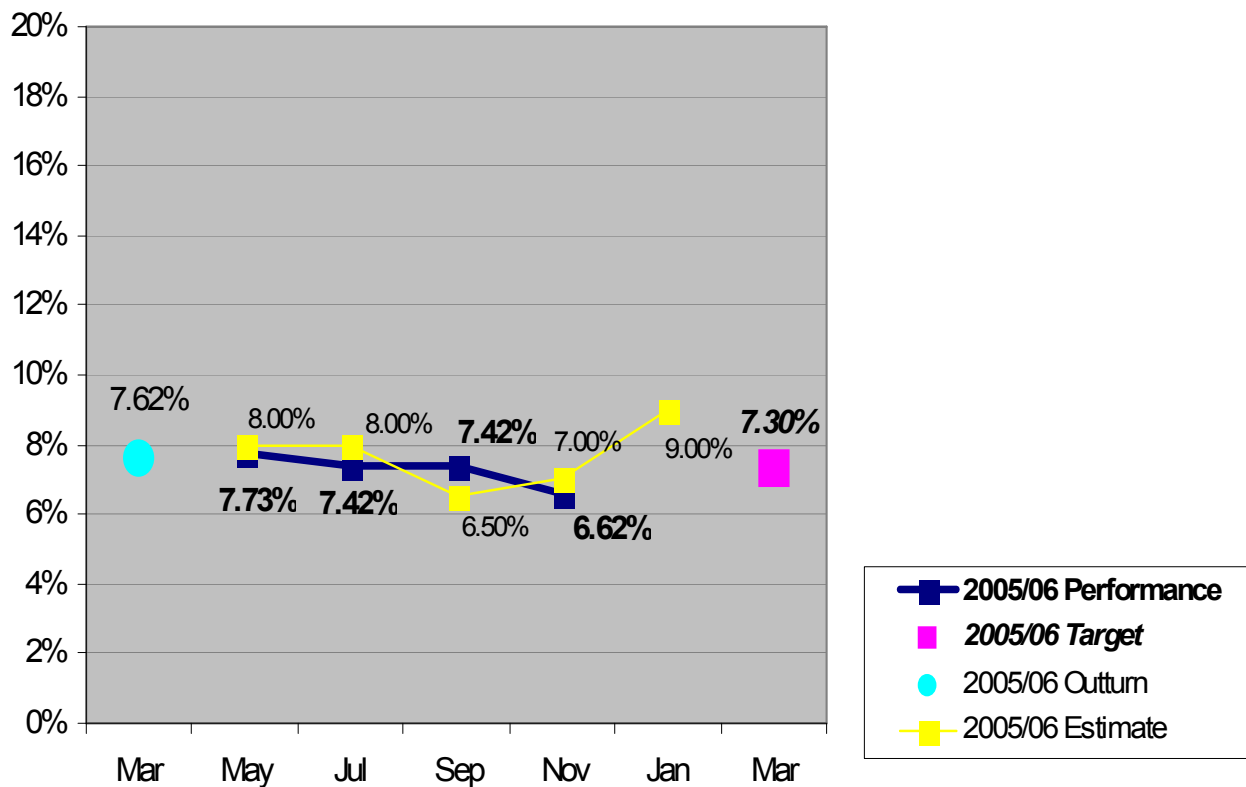
Attendance in the first half of the Autumn Term is usually higher than for the rest of the year. If the lower than expected absence in Sept- Oct can be sustained this year's target could be reached, but there are likely to be greater sickness levels in the Spring Term.

**Lead Officers:** Kevan Collins (x 4953)

Theme: A Better Place for Learning Achievement and Leisure  
 Priority: Increased Participation in Leisure and Cultural Activities



### THI 23b - Absence levels - Secondary schools

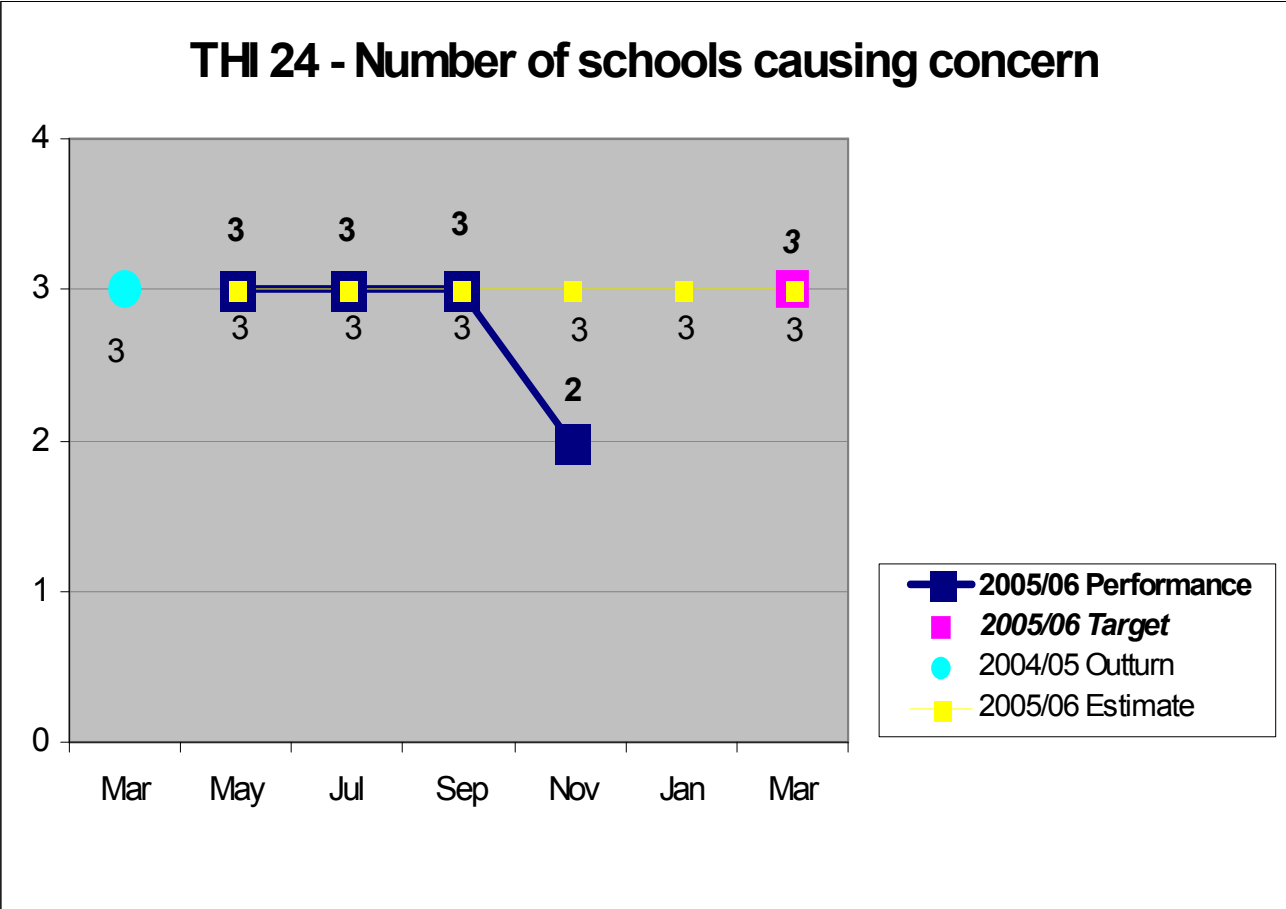


**Corporate Director Comments:**

Attendance in the first half of the Autumn Term is usually higher than for the rest of the year. If the lower than expected absence in Sept- Oct can be sustained this year's target could be reached, but there are likely to be greater sickness levels in the Spring Term.

**Lead Officer:** Kevan Collins (x 4953)

Theme: A Better Place for Learning Achievement and Leisure  
 Priority: Increased Participation in Leisure and Cultural Activities



**Corporate Director Comments**

One school requires special measures. This school has been monitored in the summer by HMI who found limited progress. LEA monitoring since that time indicates that processes are in place that will result in each key issue being addressed, and progress is now accelerating. A new headteacher started in September. We have set a target date for the removal from special measures within this financial year. HMI believe this to be challenging but recognises that support from the LEA for the transition to a new head has been good.

However, a further school is expected to be placed in special measures during the next reporting period.

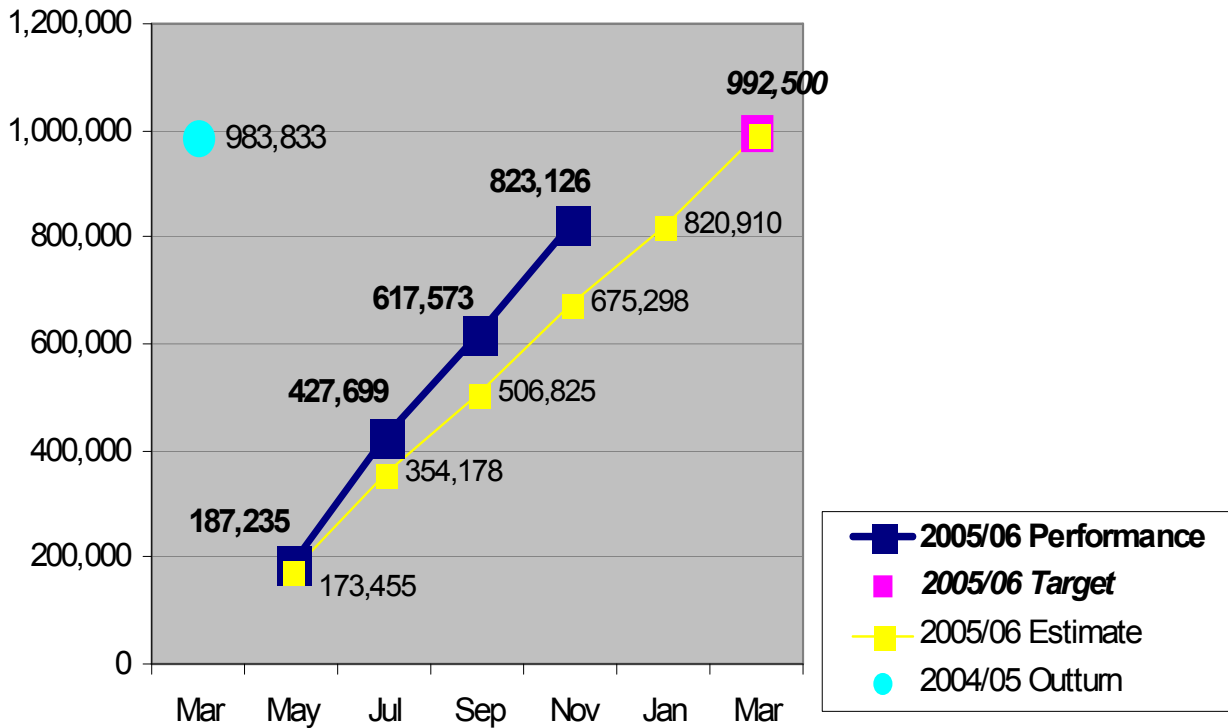
One of our schools has been removed from serious weaknesses in November 2005 having been deemed outstanding by HMI. The other school found to have serious weaknesses has good capacity to improve and we expect the school to be removed from this category at their next inspection. Our expectation is that the school will be inspected in this financial year, and will come out of this category. We are not able to predict the precise period in which the inspection will take place.

**Lead Officer:** Kevan Collins (x 4953)

Theme: A Better Place for Learning Achievement and Leisure  
 Priority: Increased Participation in Leisure and Cultural Activities



### THI 25 - Number of visits to Leisure Centres



#### Corporate Director Comments

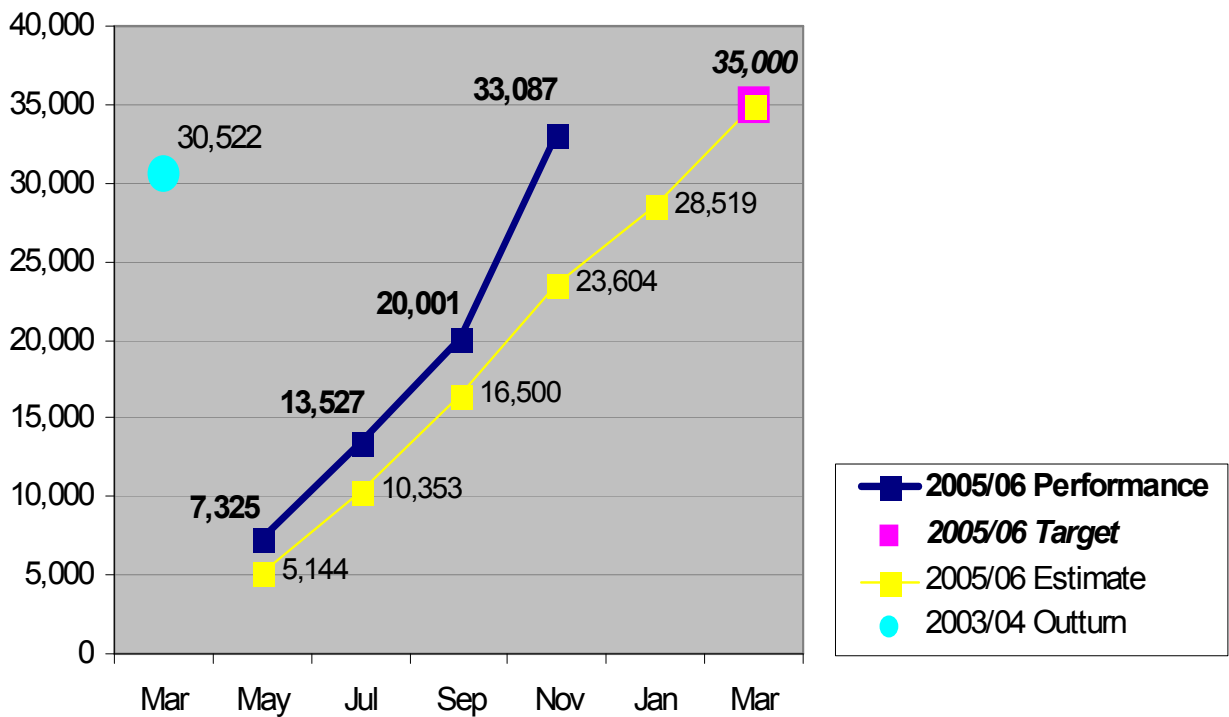
There were 205,553 visits to leisure centres in October and November, which was more than targeted for that period. This makes 823,126 total visitors for the year so far, and the indicator is on track to reach the end of year target.

Lead Officer: Paul Martindill (x 3157)

Theme: A Better Place for Learning Achievement and Leisure  
 Priority: Increased Participation in Leisure and Cultural Activities



### THI 26a - Number of visits to Council art facilities



#### Corporate Director Comments

There were 13,086 visits to arts centres in October and November. With the high visitor numbers achieved so far at 33,087 visitors since April, the Council is well on track to reach the end of year target.

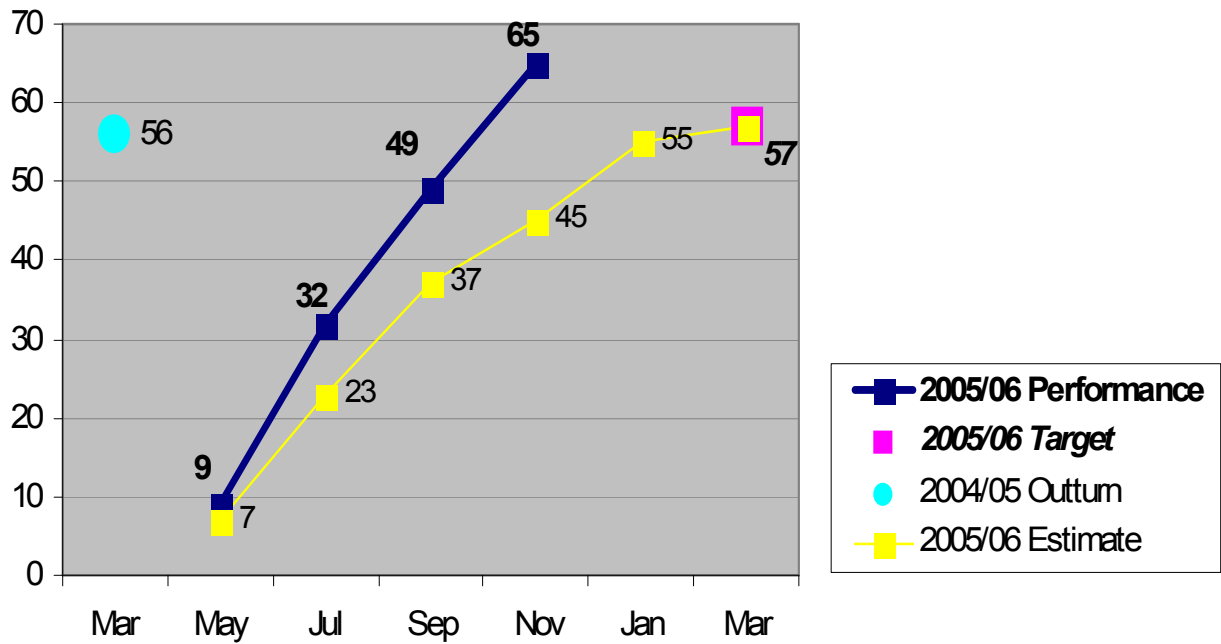
**Lead Officer:** Steve Murray (7910)



Theme: A Better Place for Learning Achievement and Leisure  
 Priority: Increased Participation in Leisure and Cultural Activities



**THI 26b - Number of festivals or cultural events organised that attracted a diverse audience of 100 or more**

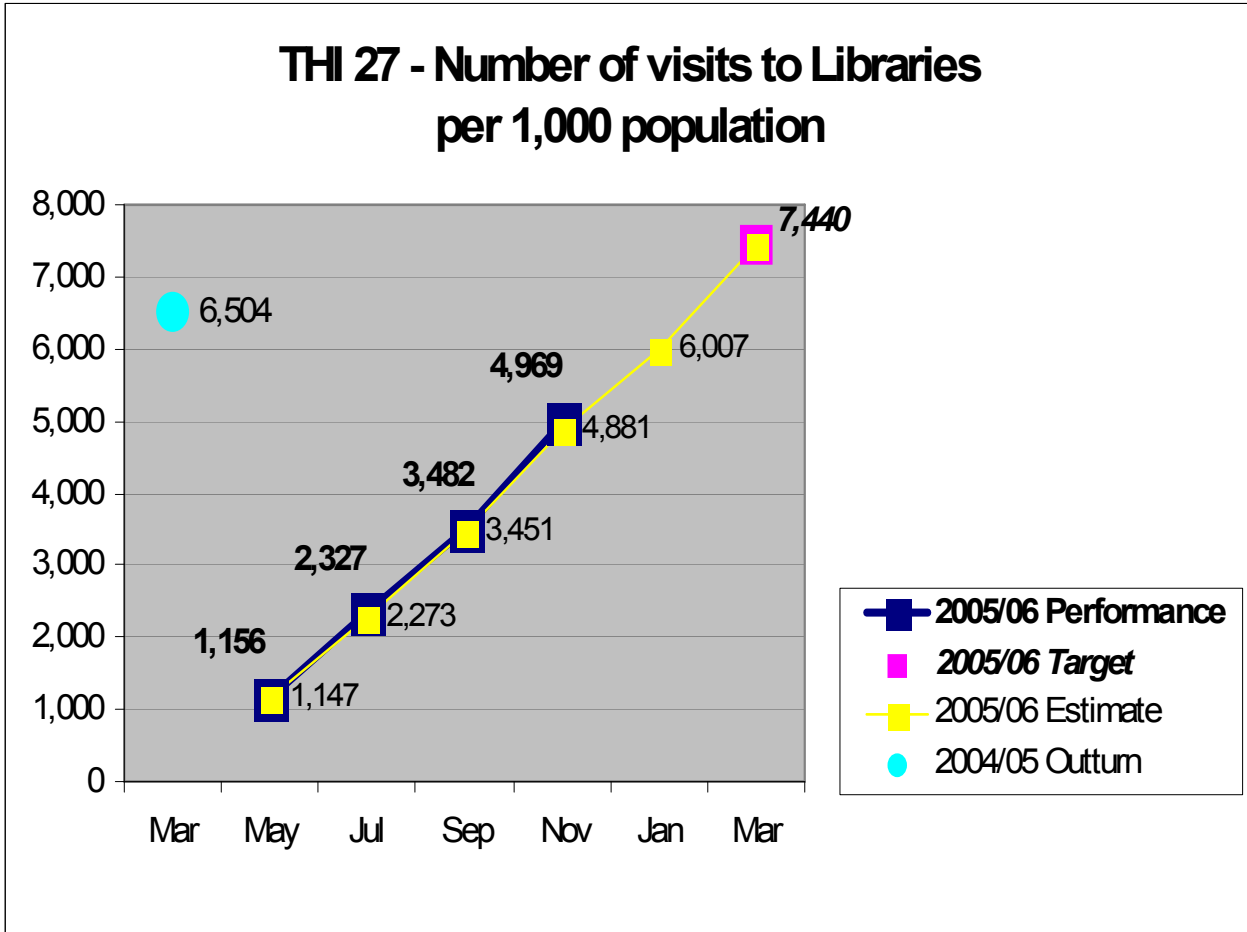


**Corporate Director Comments:**

There were 16 festivals & events of audiences of over a 100 in October and November. This included the Victoria Park fireworks, Ale Douvain Caribbean & African cultural festival, and Photo-month. This is currently significantly ahead of target.

**Lead Officer:** Steve Murray (7910)

**Theme:** A Better Place for Learning Achievement and Leisure  
**Priority:** Increased Participation in Leisure and Cultural Activities



**Corporate Director Comments:**

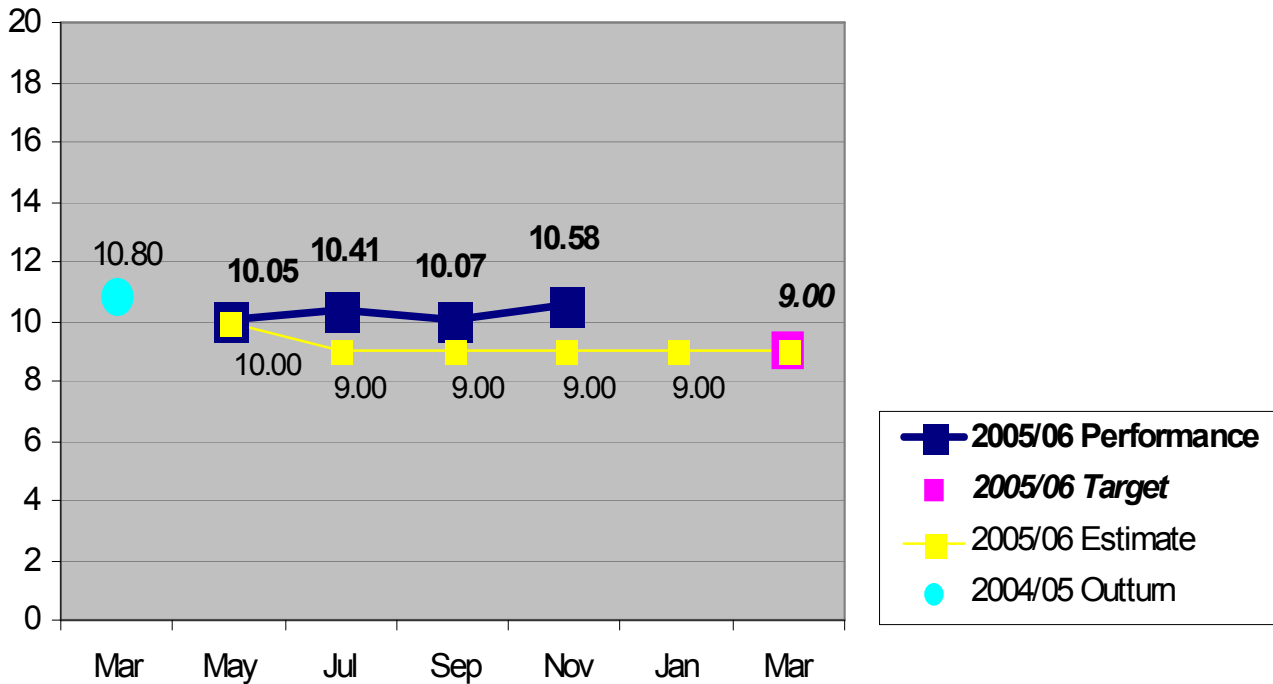
There were 311,112 actual visits to libraries in October and November, leading to a total since April of 1,039,978. This equates to 4,968.84 visits per thousand population. This was slightly more than targeted for that period and has been a strong outcome arising from the opening of the Whitechapel Idea Store. The indicator is currently ahead of target.

**Lead Officers:** Lesli Good (3061)

Theme: A Better Place for Excellent Public Services  
Priority: Staff Effectiveness

Traffic Light  
**AMBER**

### THI 28 - The proportion of working days/shifts lost due to sickness



#### Corporate Director Comments:

Corporate performance to the end of November continues to be higher than the projected figure required to achieve the end of year target. The Council's Attendance Strategy was implemented from 1st September 2005 which should lead to a sustained reduction in levels of sickness absence, however the impact of the new strategy will not be immediate but should help ensure progress is made towards achieving the end of year target.

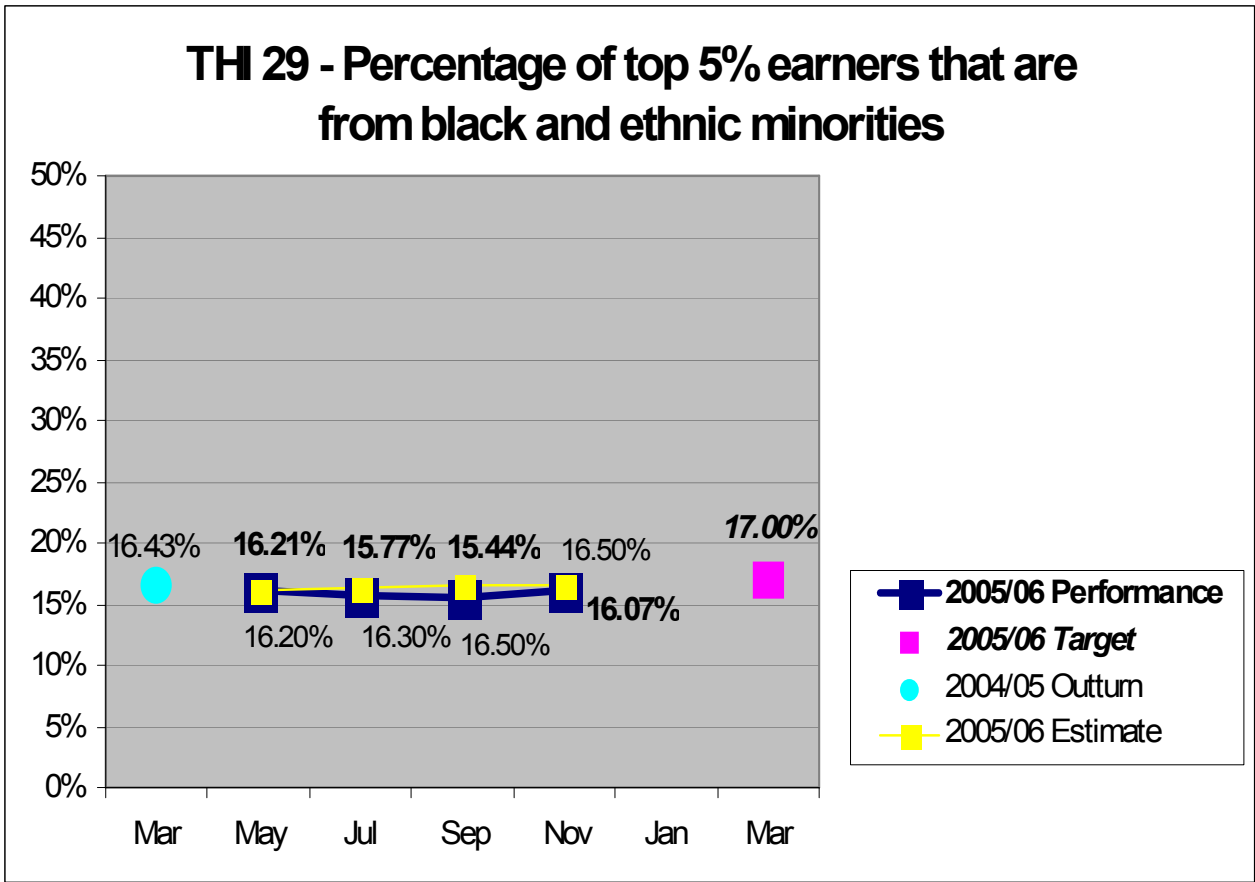
Actions to achieve targets include:

- 1) Staff who reach certain trigger levels are to follow an enhanced reporting procedure which includes access to occupational health advice
- 2) Reduced trigger levels have been introduced as one of the measures included in the attendance strategy
- 3) Stress busting days and other health promotion incentives etc have been enhanced.

Lead Officers: Cara Davani (x4360)

Theme: A Better Place for Excellent Public Services  
 Priority: Promoting Equality

Traffic Light
AMBER

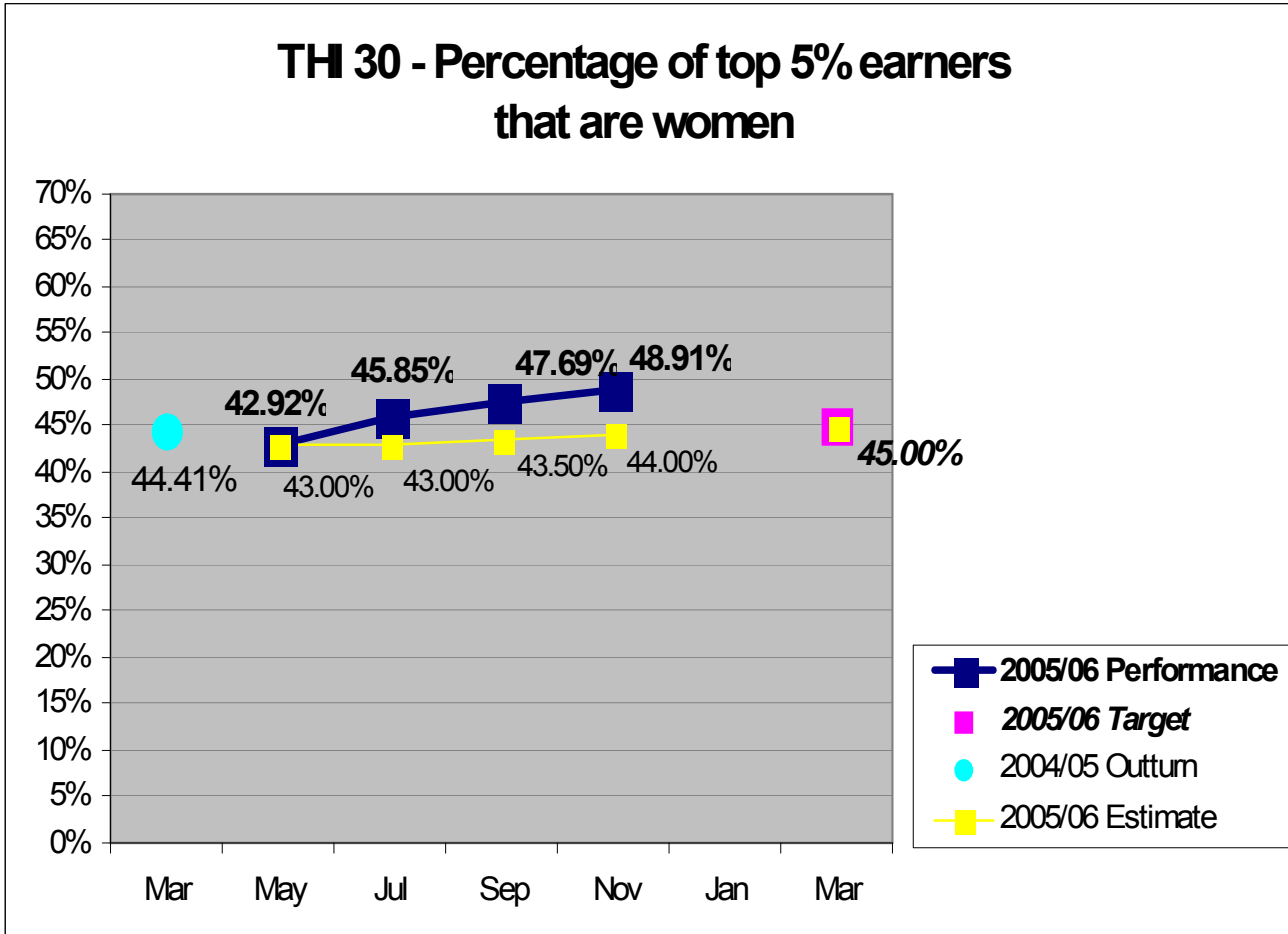


**Corporate Director Comments:**

This PI is volatile due to the relatively low numbers of staff measured by the indicator. The departure of two senior BME managers in November has resulted in a drop in performance. The Council's comprehensive workforce to reflect the community strategy and equality action plan should help achieve the target. The Corporate Equalities Steering Group and Corporate Management Team will consider evaluation reports on positive action leadership development initiatives to ensure they continue to be effective in the future and support the Council to 'grow its own' senior BME managers. Achievement of the end of year target is dependent on the volume of senior managers recruited up to the end of March 2005.

**Lead Officers:** Cara Davani (x4360)

Theme: A Better Place for Excellent Public Services  
Priority: Promoting Equality



**Corporate Director Comments:**

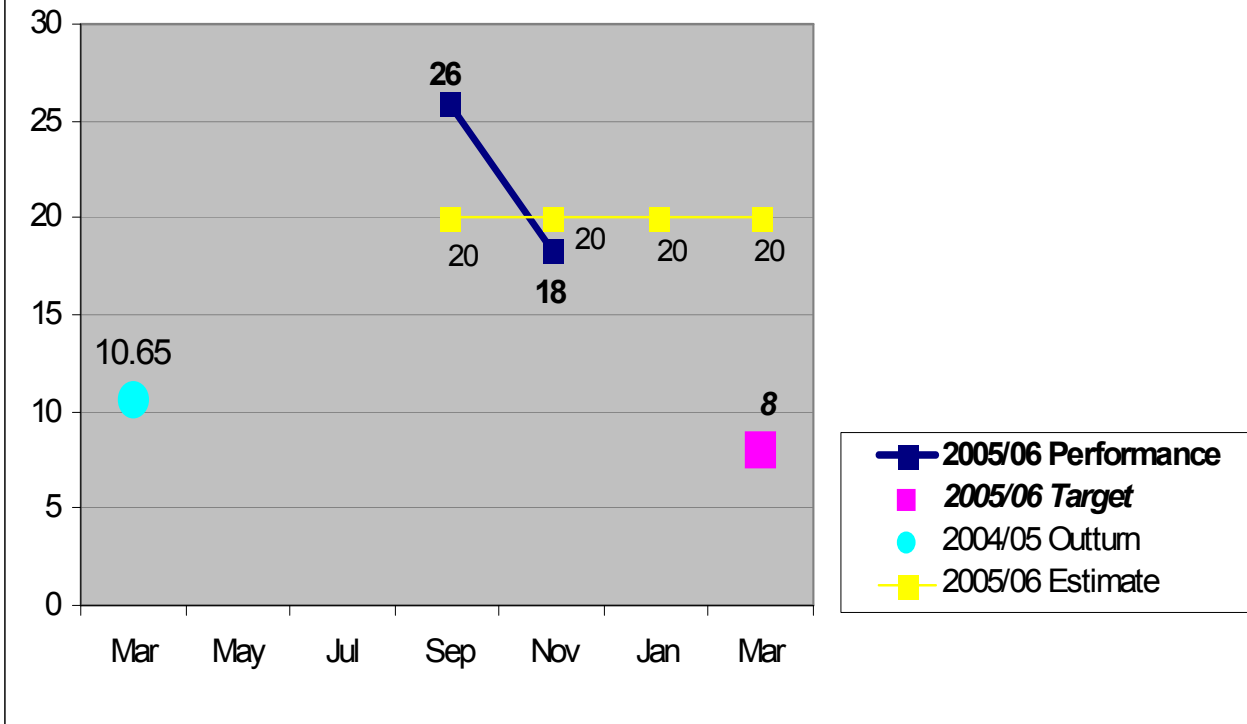
Good progress has been made in the year to date and it is expected that the end of year target will be achieved

**Lead Officers:** Cara Davani (x4360)

Theme: A Better Place for Excellent Public Services  
 Priority: Effective Council Services



### THI 31 - Speed of processing benefits changes in circumstances (days)



**Corporate Director Comments:**

Criteria for this BVPI have been clarified by DWP this year with emphasis now on the date change reported as opposed to the date all information received. Our bi-monthly targets have been altered to reflect this change. This significantly impacts on our performance - hence the decline since 2004/05 which was calculated using the previous criteria.

**Lead Officer:** Maureen McEleney (x7134)

**Theme:** A Better Place for Excellent Public Services  
**Priority:** Effective Council Services



**Corporate Director Comments:**

**THI 32 – Budget Performance – due January 2006**

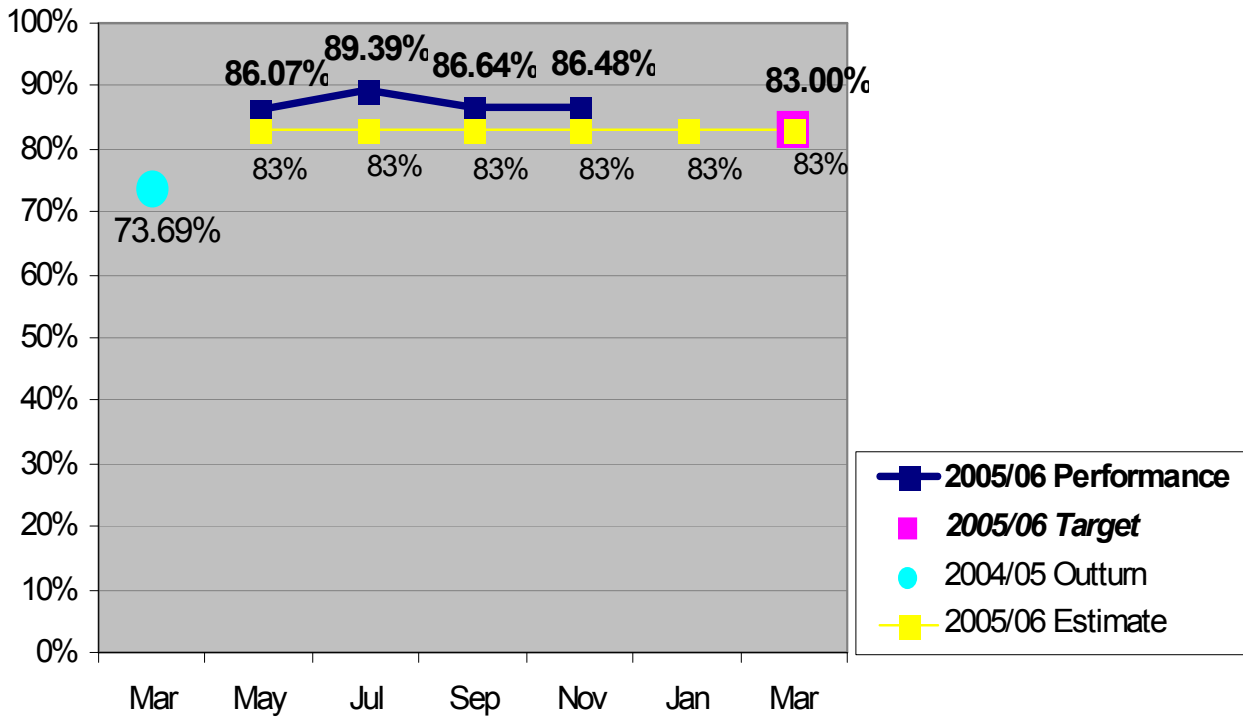
The 2nd quarter's corporate budget monitoring report was presented to Cabinet in December and will provide an update on the budget's performance for the 1st six months of the financial year to Sept 05. This will be reported for THI in January 2006.

**Lead Officer:** Martin Smith (x4262)

Theme: A Better Place for Excellent Public Services  
 Priority: Effective Council Services



### THI 33 - Proportion of undisputed invoices paid on time



**Corporate Director Comments:**

This PI continues to be on target for the year end. New management information relating to invoices not paid within the 30 day deadline is now sent to CMT members on a monthly basis to further improve performance.

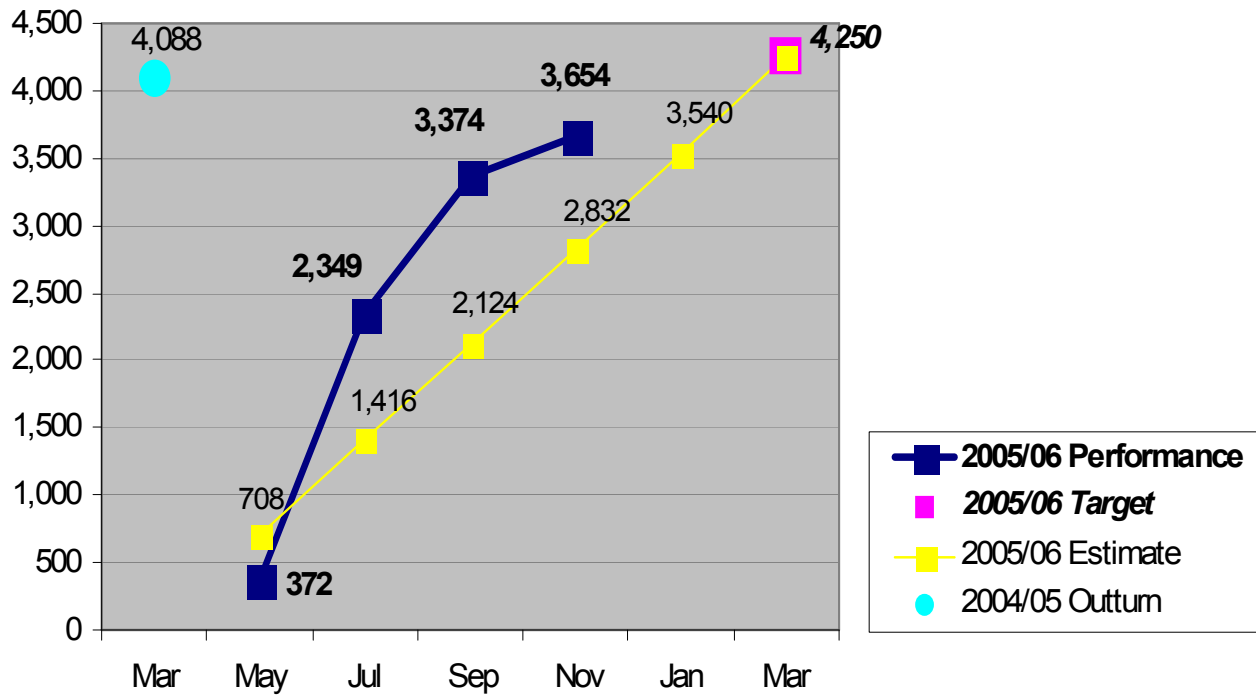
**Lead Officer:** Martin Smith (X 4262)



Theme: A Better Place for Excellent Public Service  
Priority: Democratic Engagement



### THI 34 - Increased attendance at Local Area Partnership events



**Corporate Director Comments:**

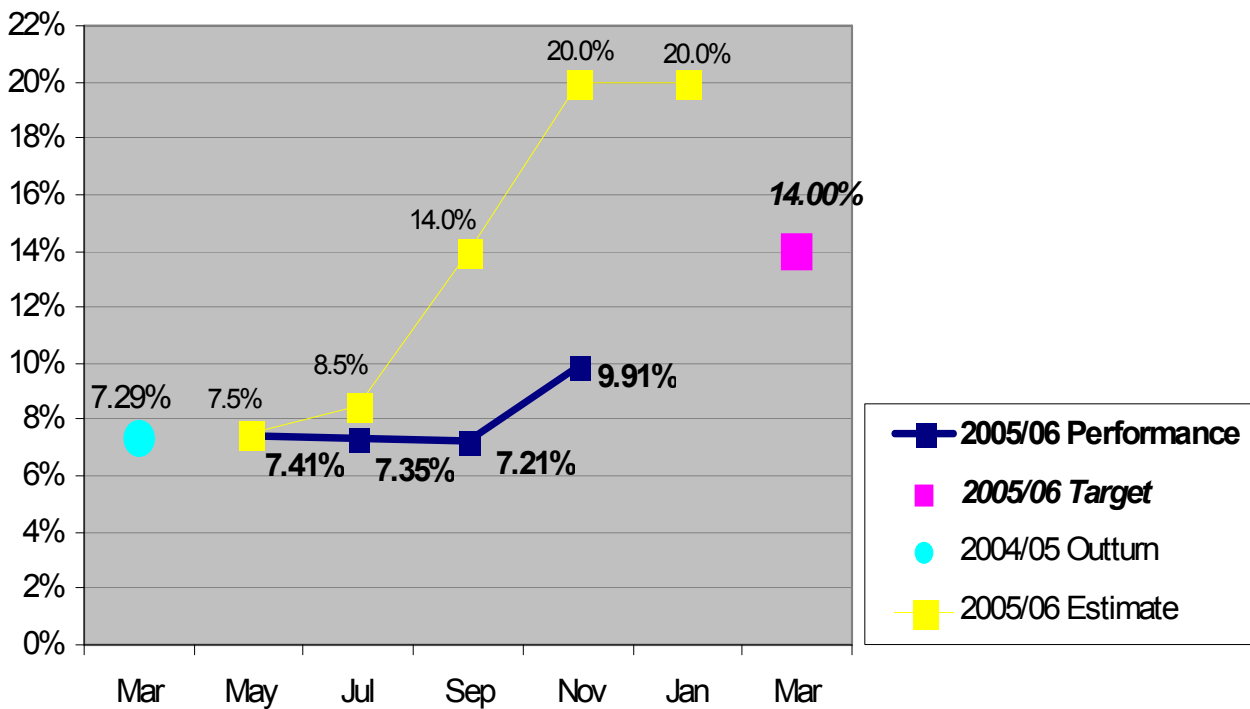
Four of the five LAP events held during November were LDF consultation events.

**Lead Officers:** Ian Lewis (x4470)

Theme: A Better Place for Living Safely  
 Priority: Cleaner, Safer Streets



### THI 35 - % of household waste which has been sent by the Authority for recycling



**Corporate Director Comments:**

Whilst recycling rates continue to improve, at almost 10% for the month of November, the Council is currently performing behind target for the end of year. However, significant improvements have been made in the latter half of the year as the kerbside collection service is expanded and the It's So Easy communications campaign takes effect (an increase of almost 2% points from 8% in September).

Note that targets are set on a monthly basis. The current cumulative score for recycling is 7.95% for April-November.

Additional publicity and marketing including a faith based outreach scheme, an increase to 25 of the number of monthly incentive scheme winners and direct contact with residents through a team of 'door knockers' is in hand to boost participation. Extending the scope of the scheme to include additional plastics and foil and kitchen waste is also being explored.

**Lead Officers:** Kevin Maple (x6699)

**GREEN**

On track to achieve end of year target

**AMBER**

Performance is behind end of year target, but action is in place to bring performance back on track

**RED**

Performance will not meet target