

<b>COMMITTEE</b> <b>Overview and Scrutiny</b>	<b>DATE</b> <b>5 February 2007</b>	<b>CLASSIFICATION</b> <b>Unrestricted</b>	<b>REPORT NO.</b>	<b>AGENDA ITEM</b> <b>8.1</b>
<b>REPORT OF:</b> <b>Assistant Chief Executive</b>		<b>TITLE:</b> <b>TOWER HAMLETS INDEX - MONITORING REPORT</b>		
<b>ORIGINATING OFFICER(S):</b> <b>Sara Williams</b> <b>Louise Russell</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 2006/07. Appendix 1 provides an overview of performance and comments on each indicator, Appendix 2 provides charts for a better overview of the performance trends over time and Appendix 3 lists which lead member is responsible for which indicator. This is the fourth report containing the new indicators for Tower Hamlets Index 2006-11 that reflect the new Strategic Plan and Local Area Agreement.

## 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> <b>LIST OF "BACKGROUND PAPERS" USED IN THE DRAFTING OF THIS REPORT</b>	
<b>Brief description of background papers:</b> <b>Tower Hamlets Index Monitoring Reports</b> <b>Strategic Plan 2006/07</b> <b>Best Value Performance Plan 2005/06</b>	<b>Name and telephone number of holder and address where open to inspection:</b>  <b>Sara Williams, 020 7364 4771</b> <b>Mulberry Place, 6<sup>th</sup> Floor</b>

## 3 BACKGROUND

- 3.1 The Tower Hamlets Index consists of key Strategic Plan indicators through which we measure progress towards the Council's 12 strategic Objectives
- 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 enables Members to monitor 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 2 performers in Inner London, and in the top 6 in Greater London by 2006. These targets are integrated into the service planning,

team planning and performance management arrangements within each directorate.

- 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 bi-monthly Index excludes all indicators for which data is available only annually. In some cases proxy indicators replace the annual indicators – for example, 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 2007 is set out in Appendix 1

##### 4.2.1 **How we are doing**

- 4.2.2 Currently **22** 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 September target are as follows:

- LAP attendance – Bangladeshi residents
- LAP attendance – young people (16-25)
- LAP attendance – BME residents
- Increased number of under 18s accessing treatment
- Number of people aged 24 and under in receipt of Jobseekers Allowance (and not on New Deal) helped into paid employment
- Number of businesses/social enterprises assisted to improve their performance

- 4.2.3 A total of **8** indicators are not meeting their half yearly target (RED). Indicators that are significantly below their estimate are:

- Major planning applications determined within 13 weeks.
- Recycling rates.
- Adults and older clients review as a percentage of those receiving a service (on track to meet end of year target).
- Percentage of young people in Tower Hamlets aged 18-25 claiming unemployment-related benefits.
- Number of violent crimes.

- 4.2.4 The remainder of indicators are classified as amber – not currently meeting in-year targets but with actions in place to ensure that they get back on track and meet end year targets. There are still 4 months to the end year and comments reflect steps being taken to ensure targets are met.

- 4.2.5 There are **2 indicators** that will be reported on when the telephone system is phased in, current estimates suggest 2007 and **1 indicator** that is monitored termly.

## **5. Equalities Implications**

- 5.1 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.

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

- 6.1 There are no direct financial implications arising from the recommendations of this report. Any specific financial implications relating to the performance indicators have been incorporated in the officer comments attached to this report.

## **7. Concurrent Report of the Assistant Chief Executive (Legal)**

- 7.1 The Local Government Act 1999 places a duty on the Council to secure continuous improvement in the way its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Performance monitoring using the Index combined with implementation of the Strategic Plan will assist in discharging that obligation.

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

- 8.1 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.

## **9. Anti Poverty Comments**

- 9.1 A number of the indicators in the Index specifically address unemployment and homelessness families, 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.

## **10. Risk Management Implications**

- 10.1 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.