
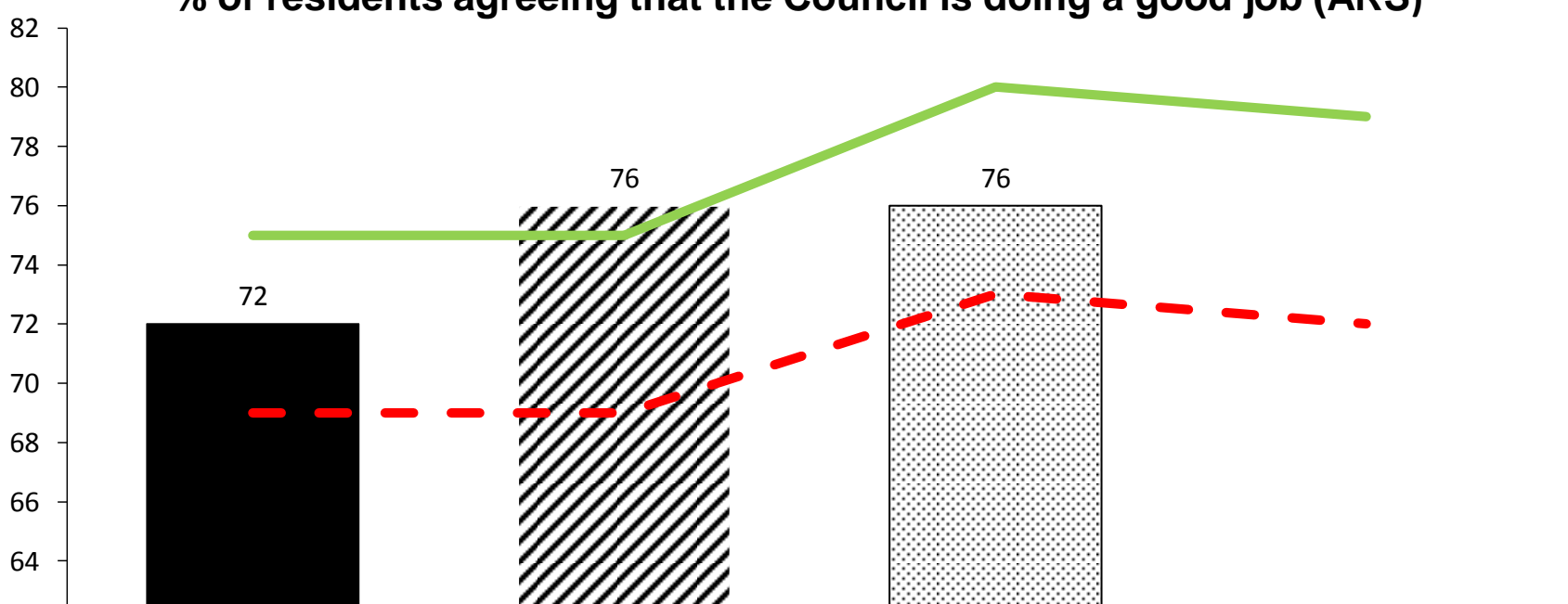

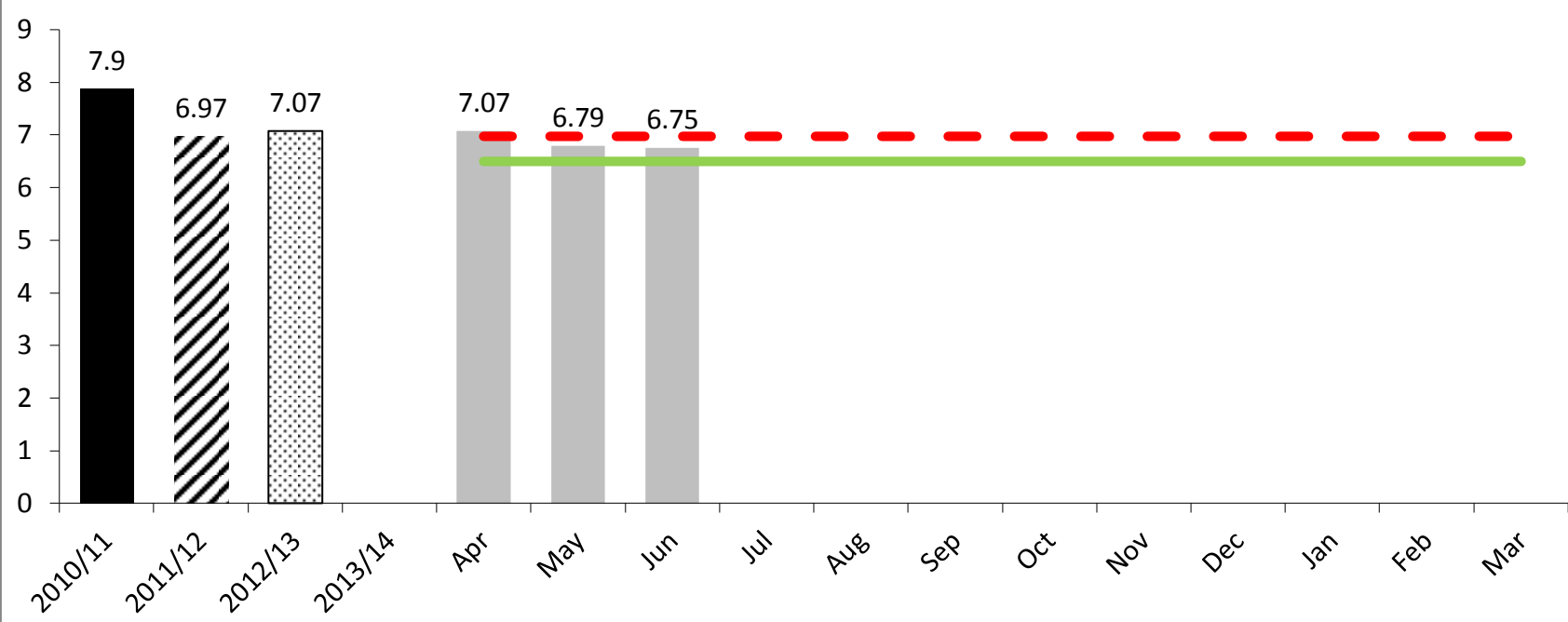
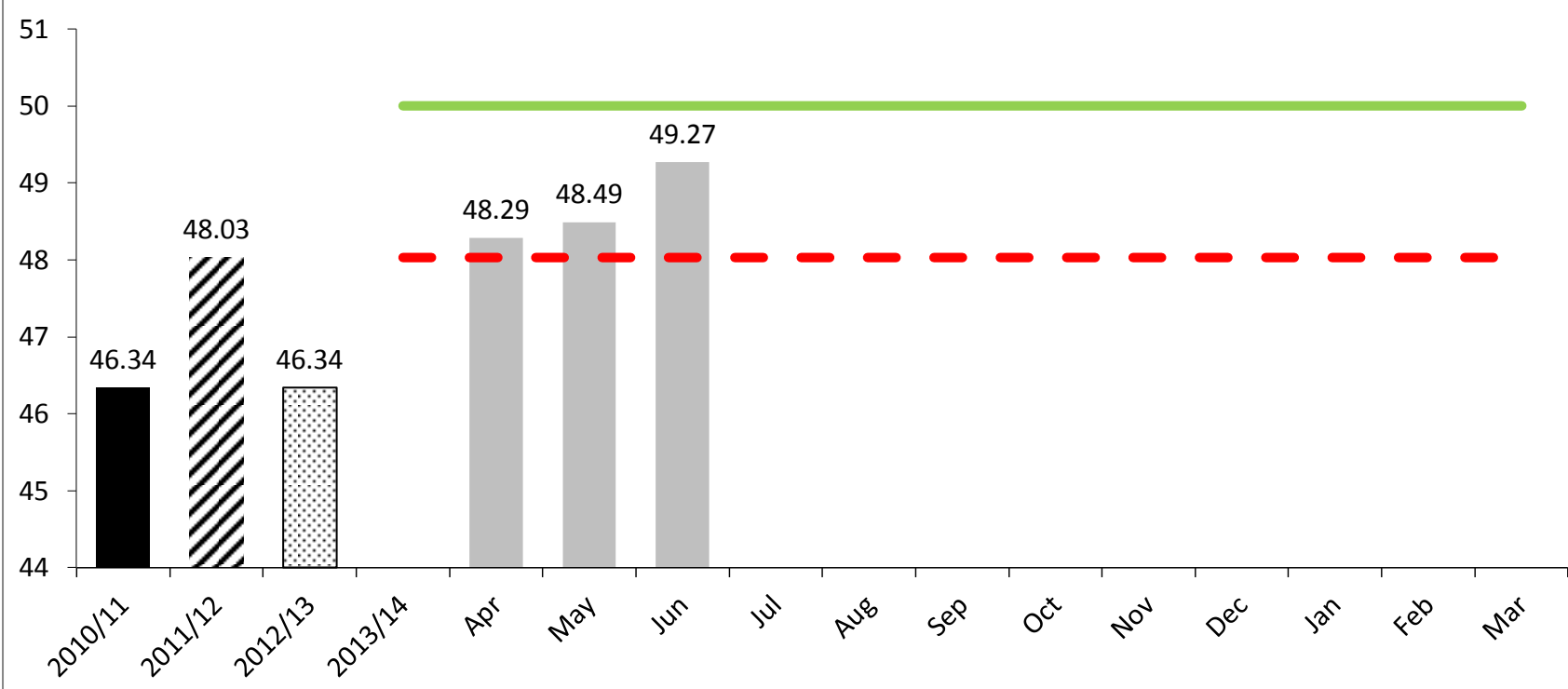
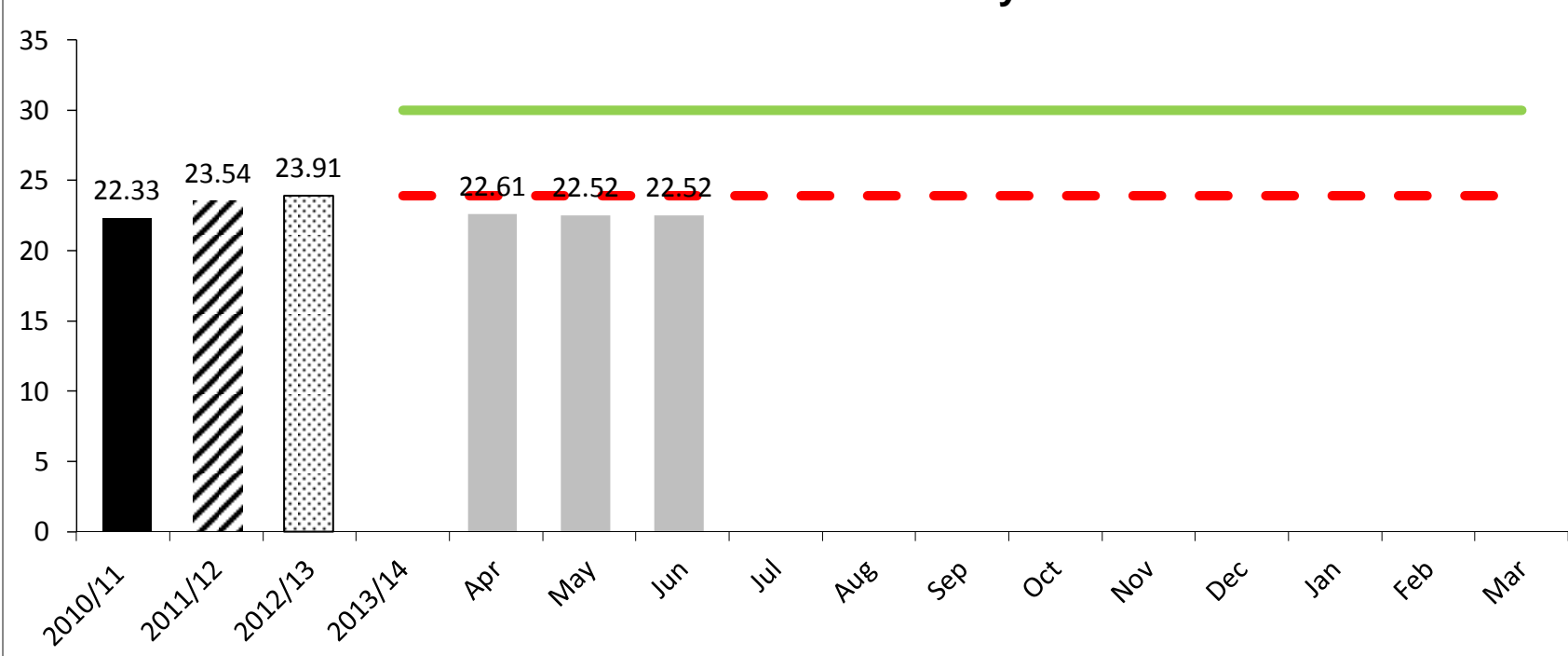

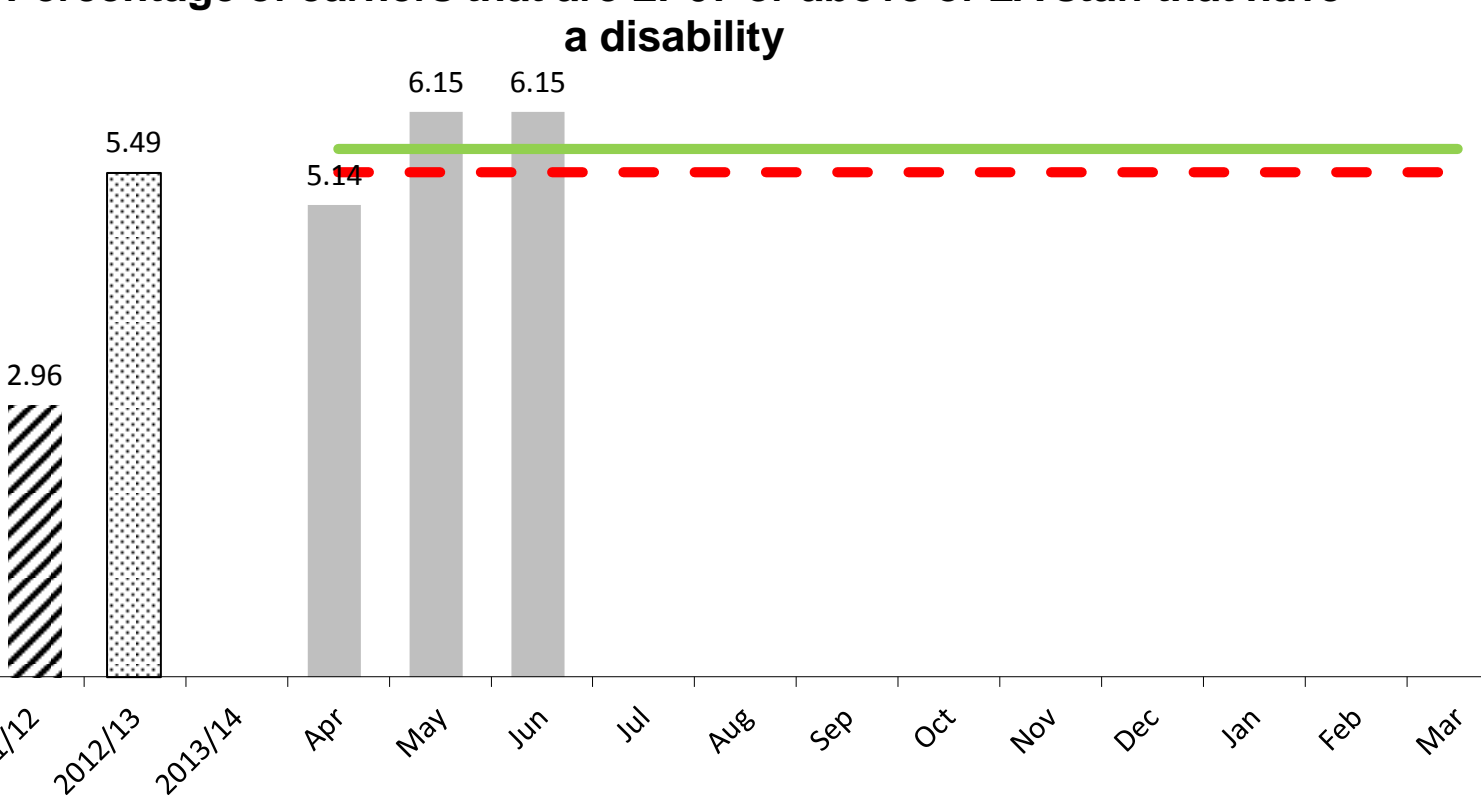
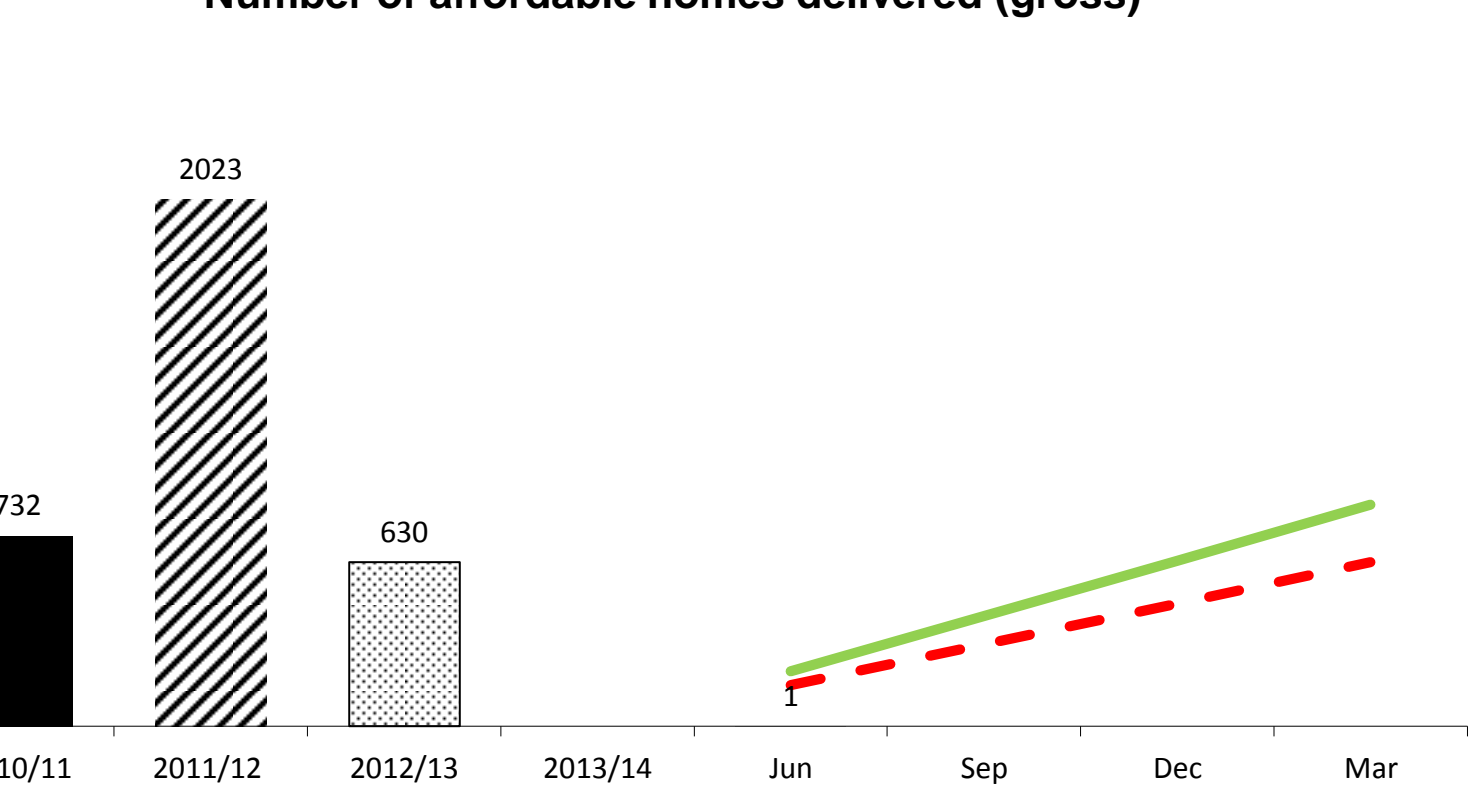
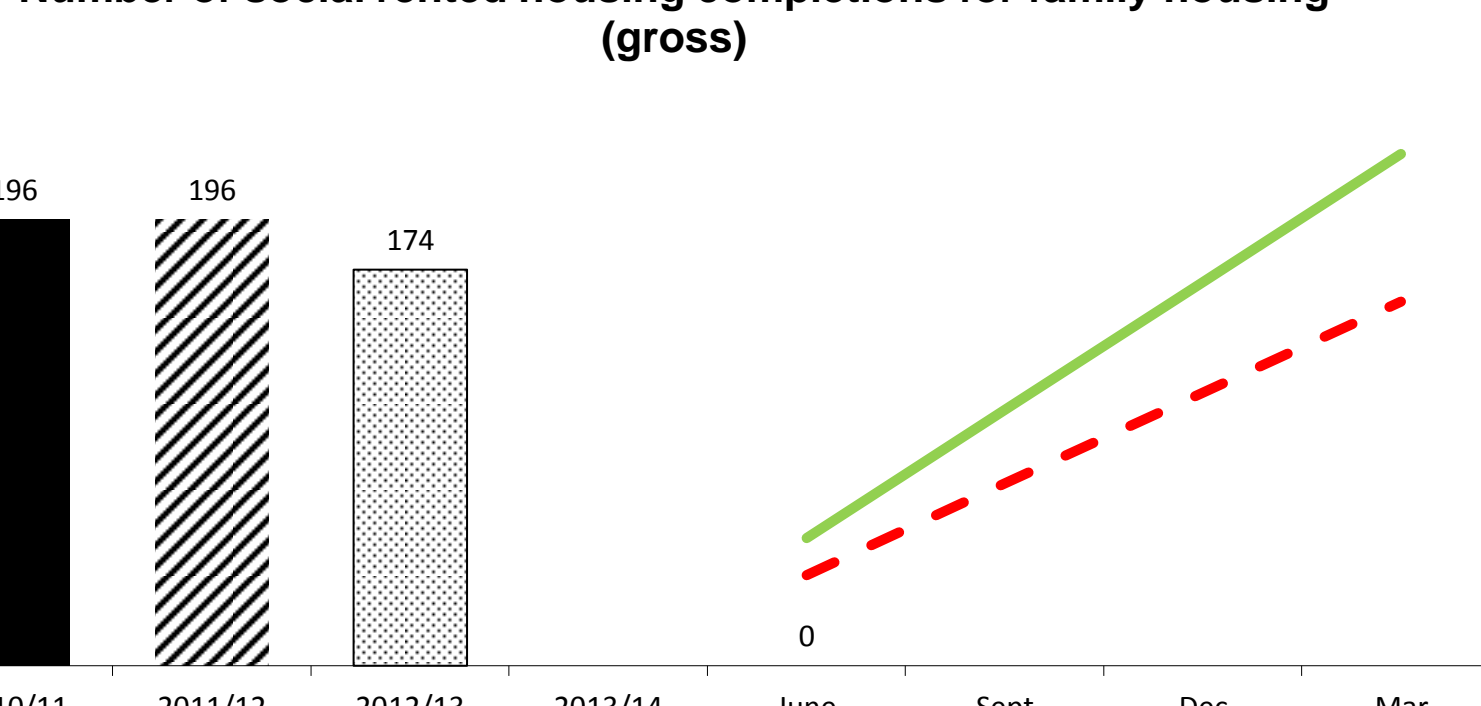

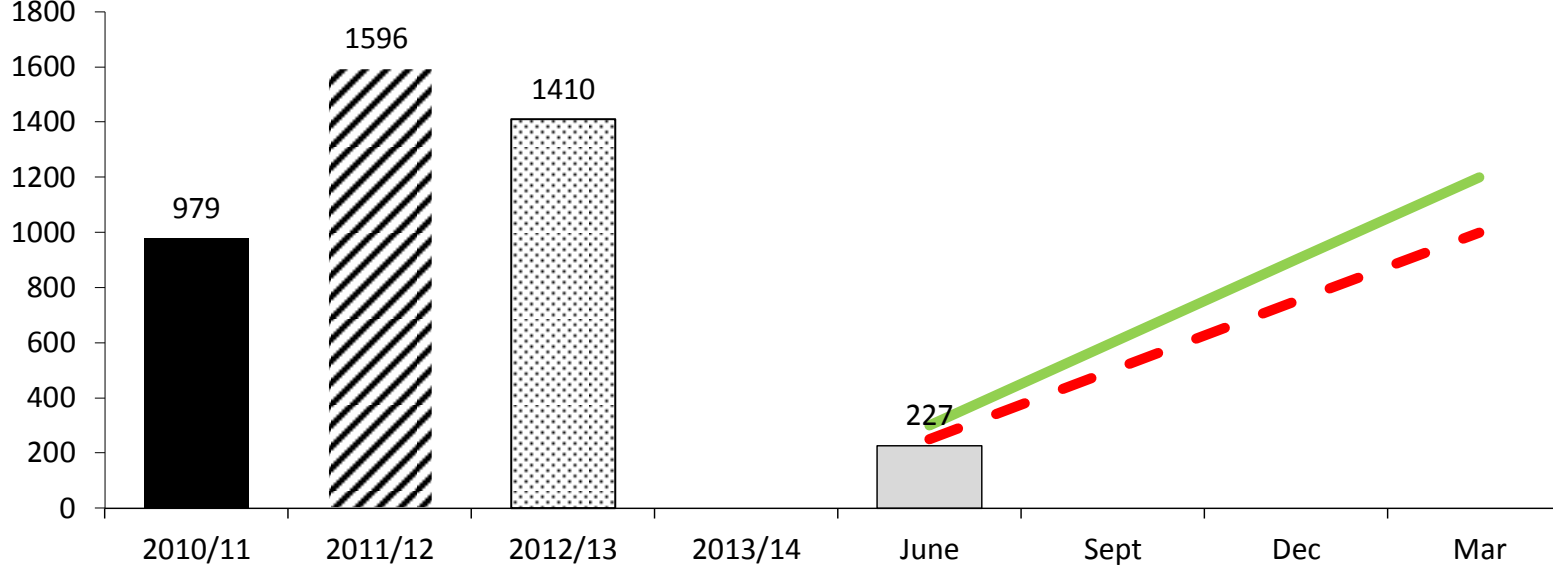
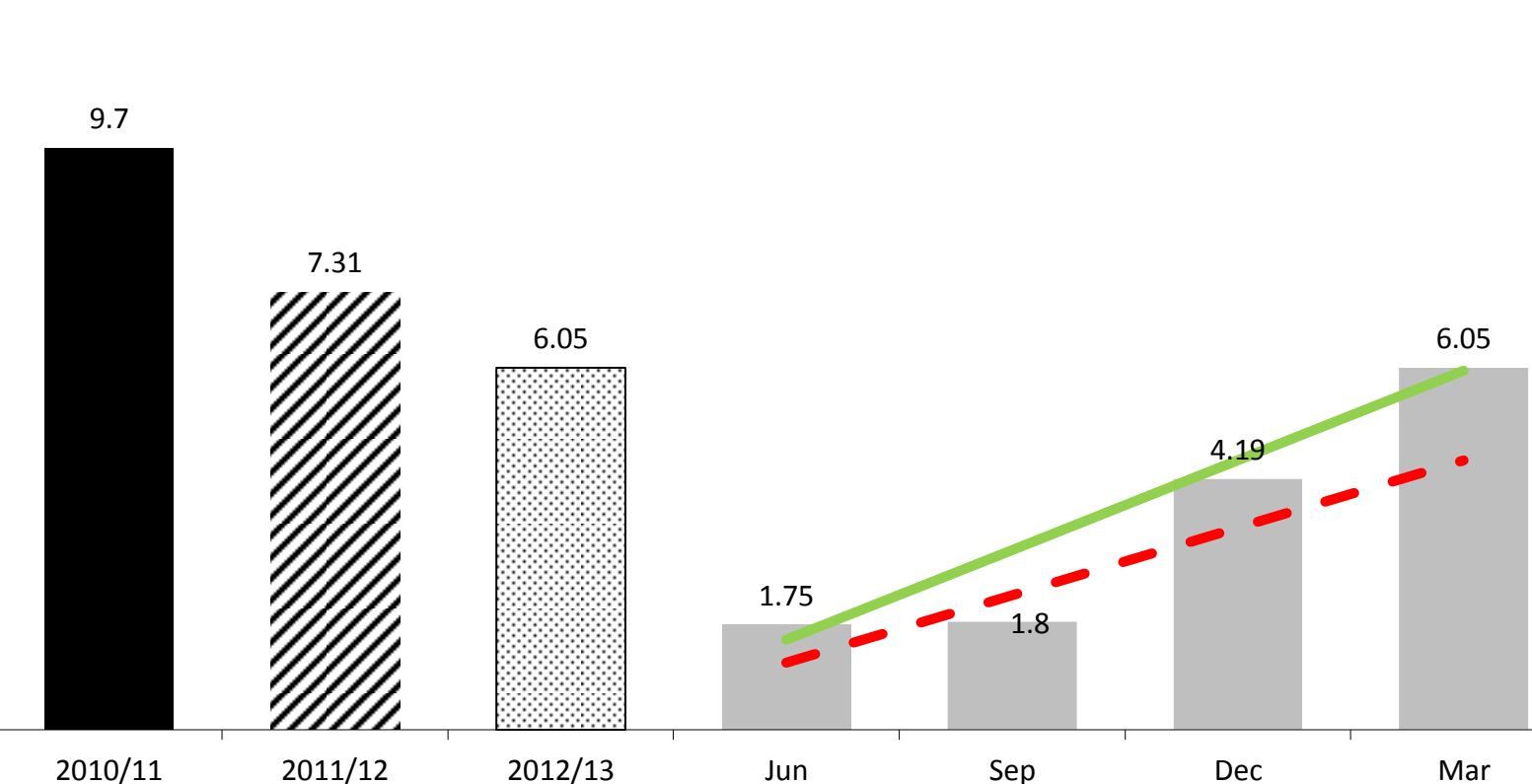
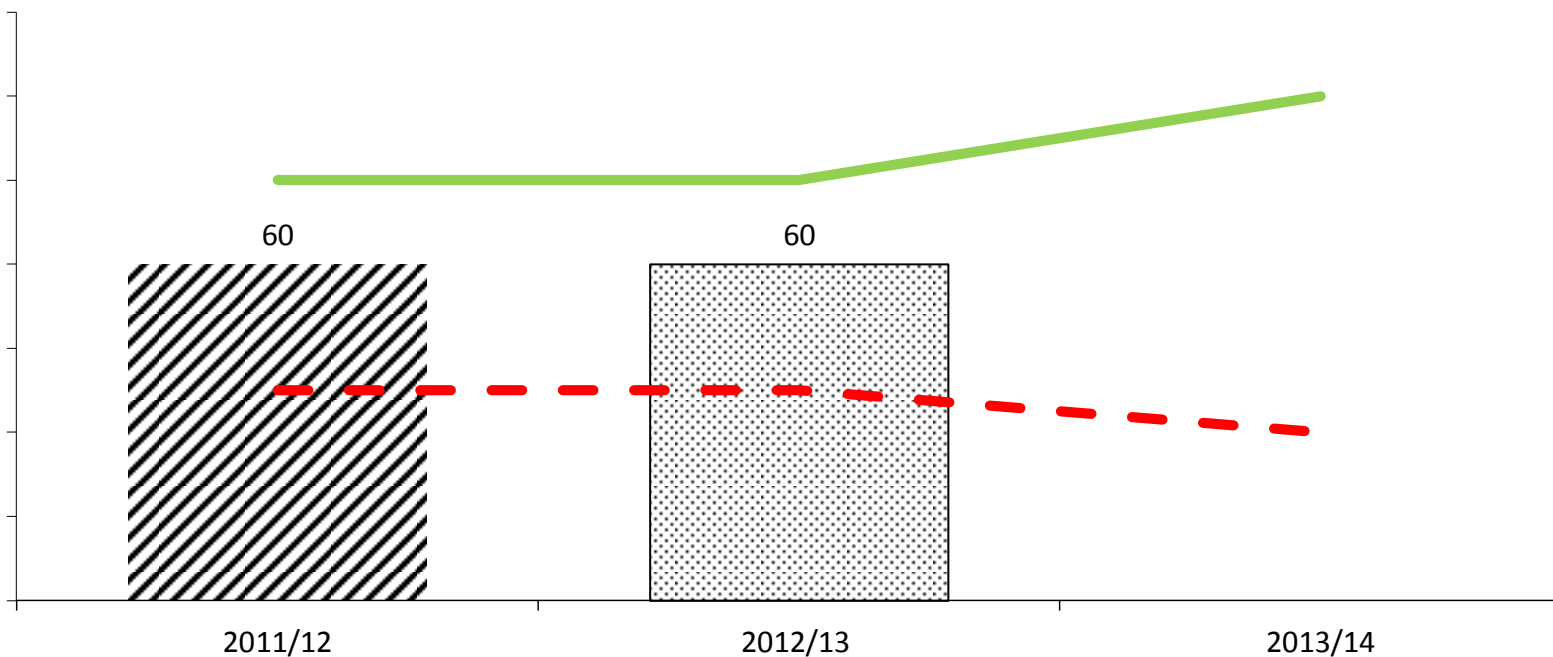
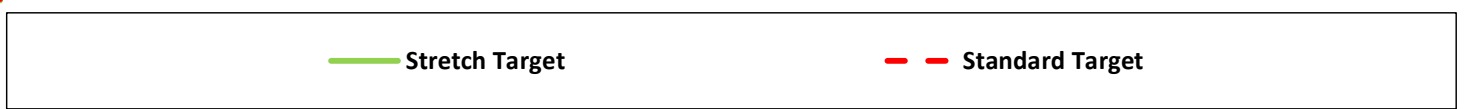
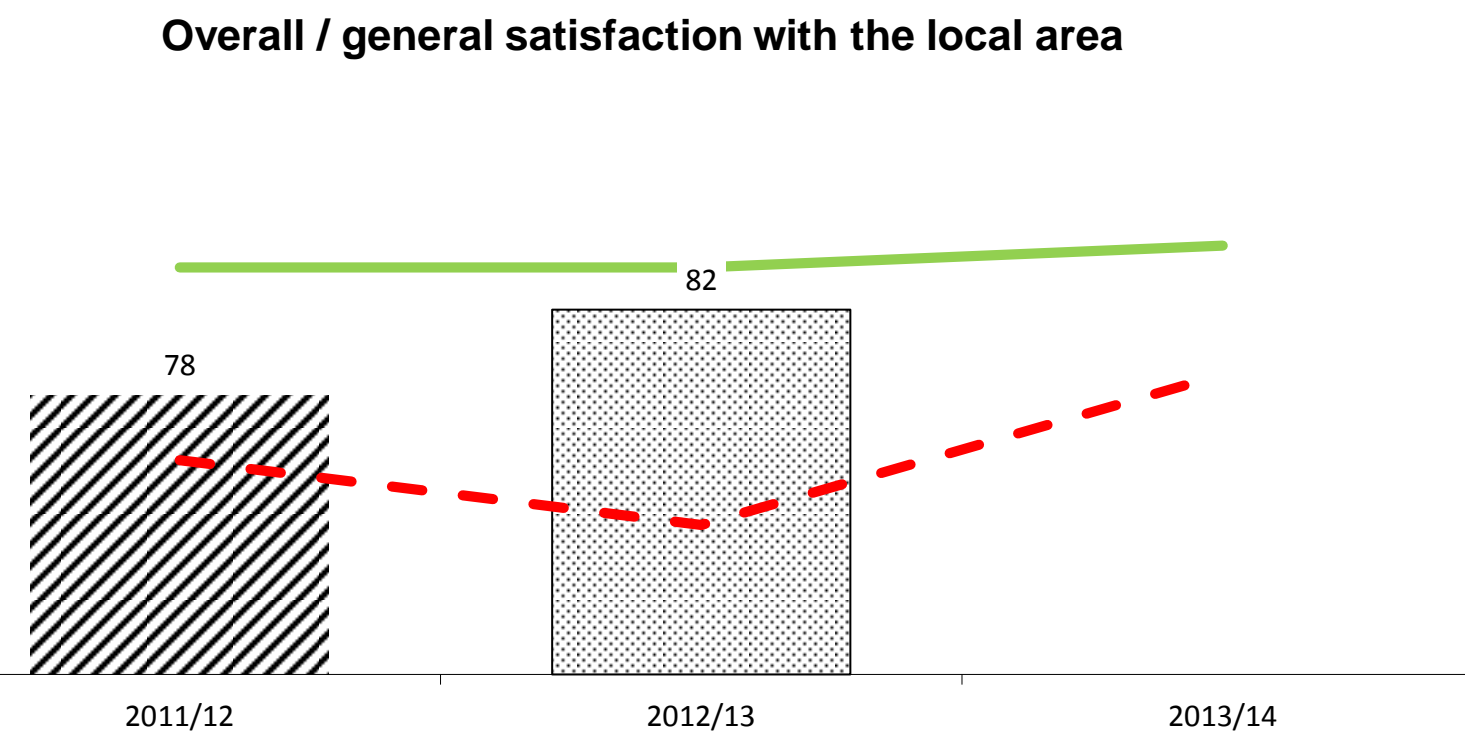
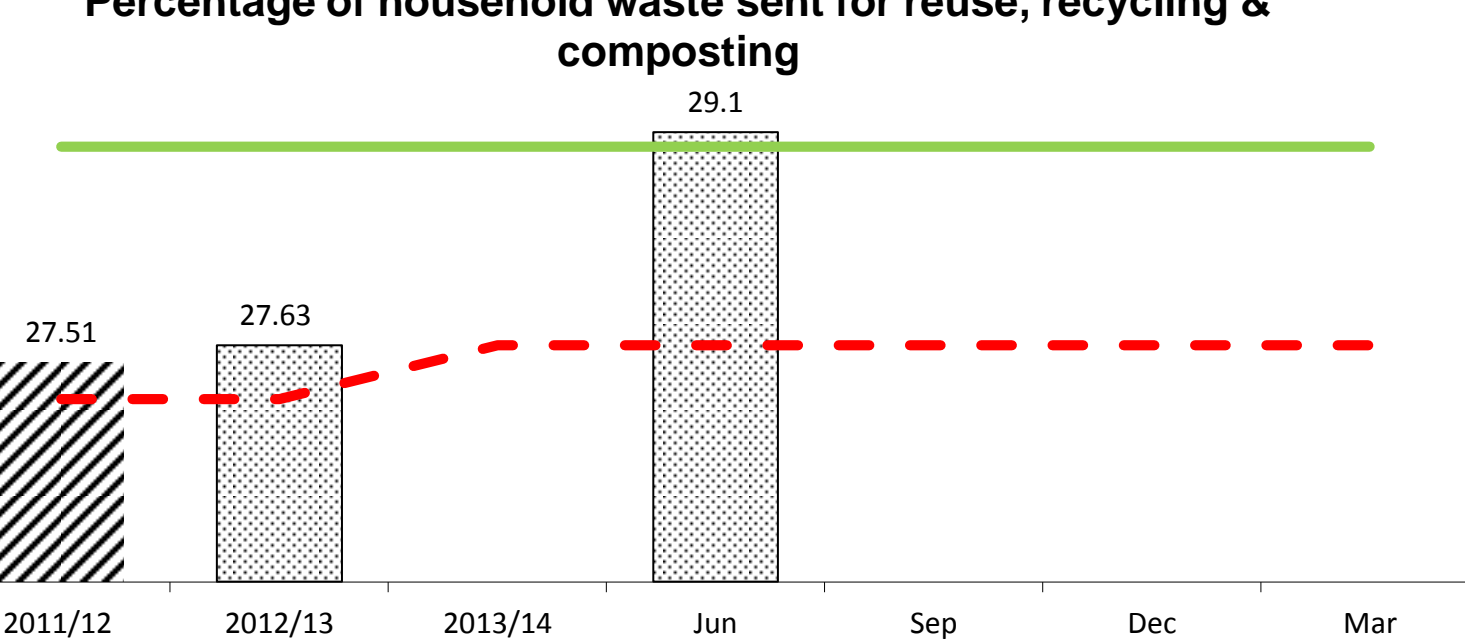
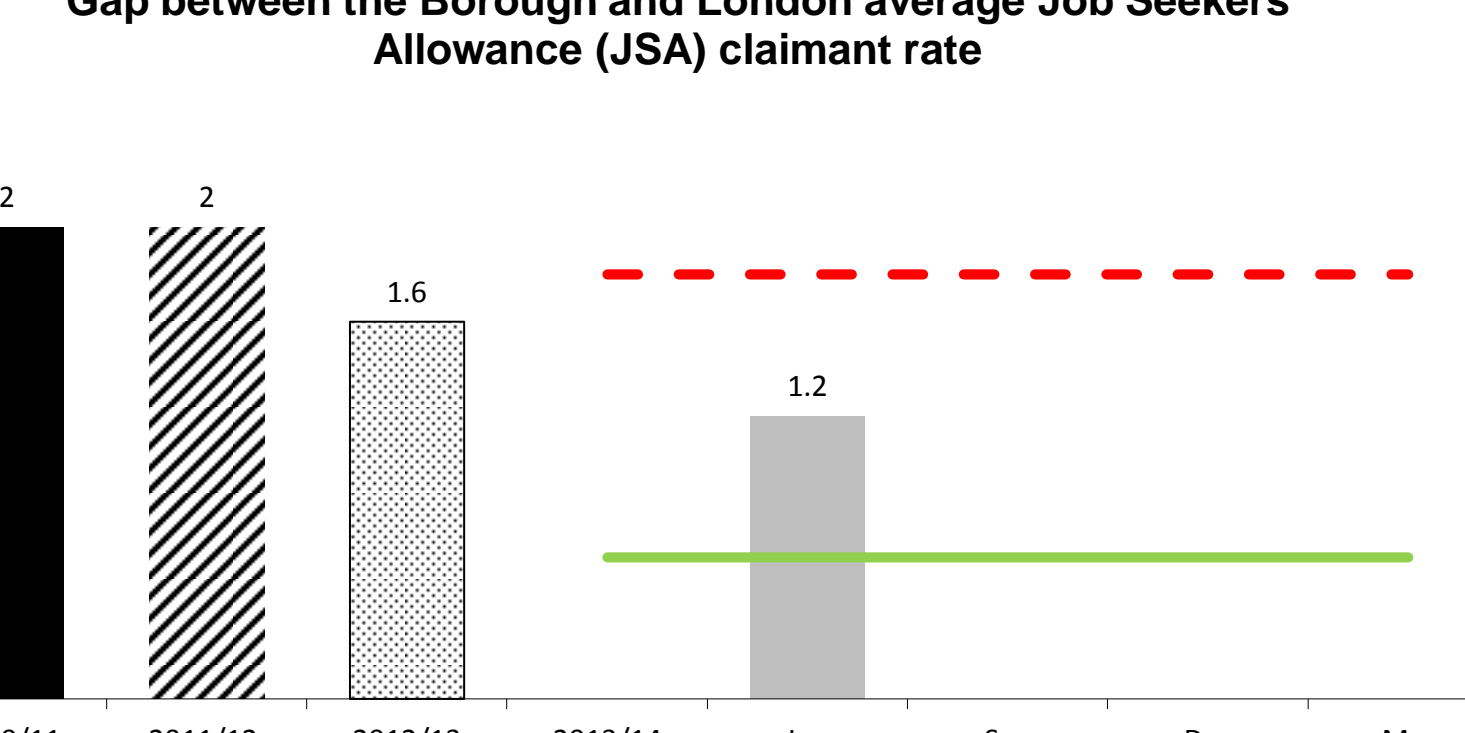


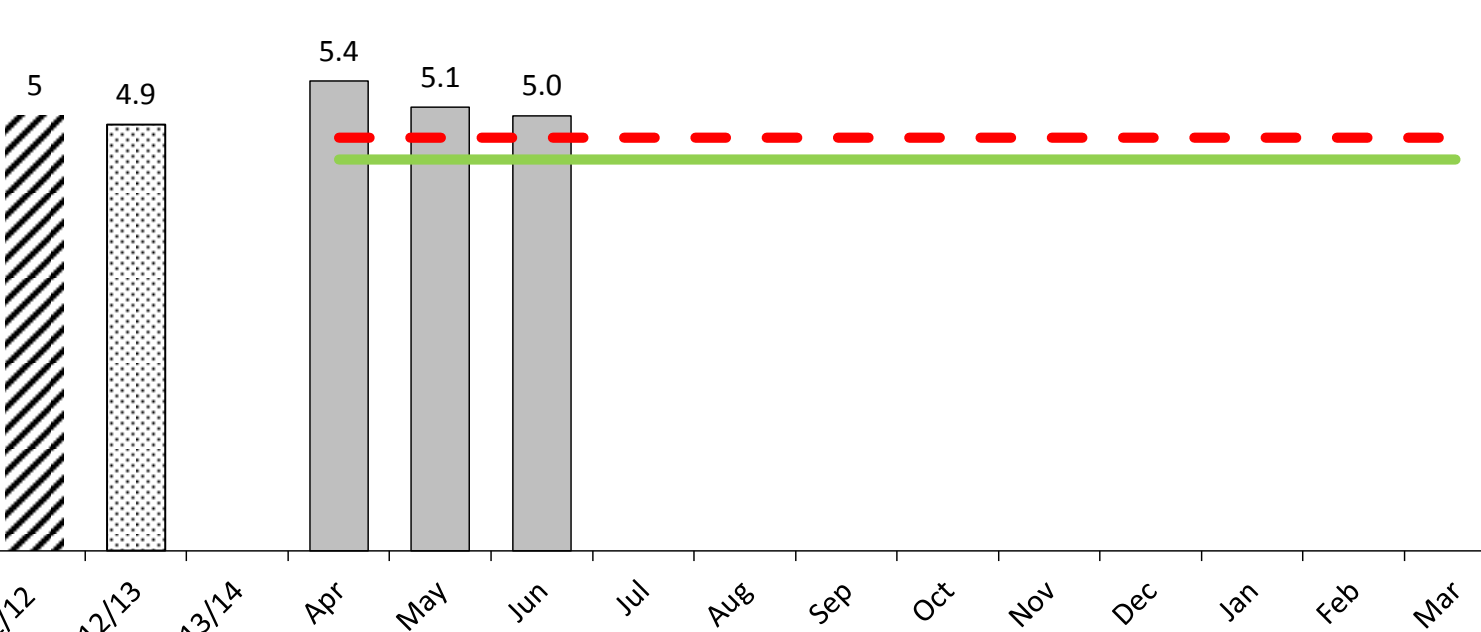
Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
One Tower Hamlets							
<p>Customer Access Overall Satisfaction (telephone contact)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Customer Access Overall Satisfaction</p> 	92	89.39	92	89.55	RED	↔
<p>The Q1 performance was below the standard target (90). However customer satisfaction with telephone contact has increased slightly in Q1 to 89.55% from 89.39% in Q4 for 2012/13. Overall, satisfaction remains consistent despite reduced resources.</p>							
<p>Percentage of residents agreeing that the Council is doing a good job (Annual Residents Survey (ARS Measure))</p> <p>Measured in: % Good Performance: Higher</p>	<p>% of residents agreeing that the Council is doing a good job (ARS)</p> 	80	76	n/a	n/a	AMBER	↔
<p>The annual performance was 76% which was above the standard target (73%) and was similar to the performance in 2011/12. The direction of travel relates to the performance of the previous year.</p>							
<p>Percentage of residents agreeing that the Council involves residents when making decisions (ARS Measure)</p> <p>Measured in: % Good Performance: Higher</p>	<p>% of residents agreeing that the Council involves residents when making decisions (ARS)</p> 	53	49	n/a	n/a	AMBER	↔
<p>The annual performance was 49% which was above the standard target (46) and was similar to the performance in 2011/12. The direction of travel relates to the performance of the previous year. The Localisation service is introducing Local Community Ward Forums, rolling out a programme of Mayor's Assemblies and will be supporting participatory budgeting at a ward level. In addition, the Communications Service intends to increase the use of MyTowerHamlets as a tool for listening, and responding, to the concerns and comments of residents.</p>							


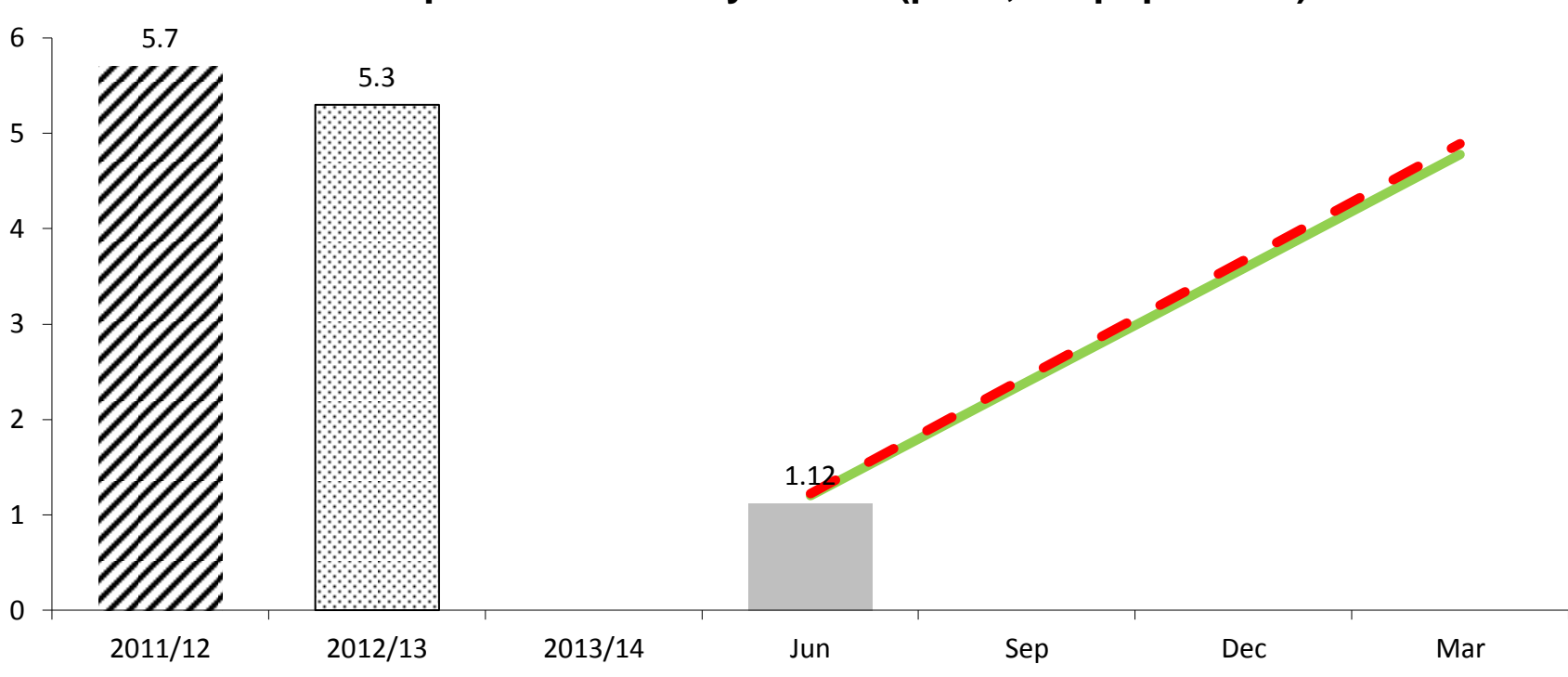
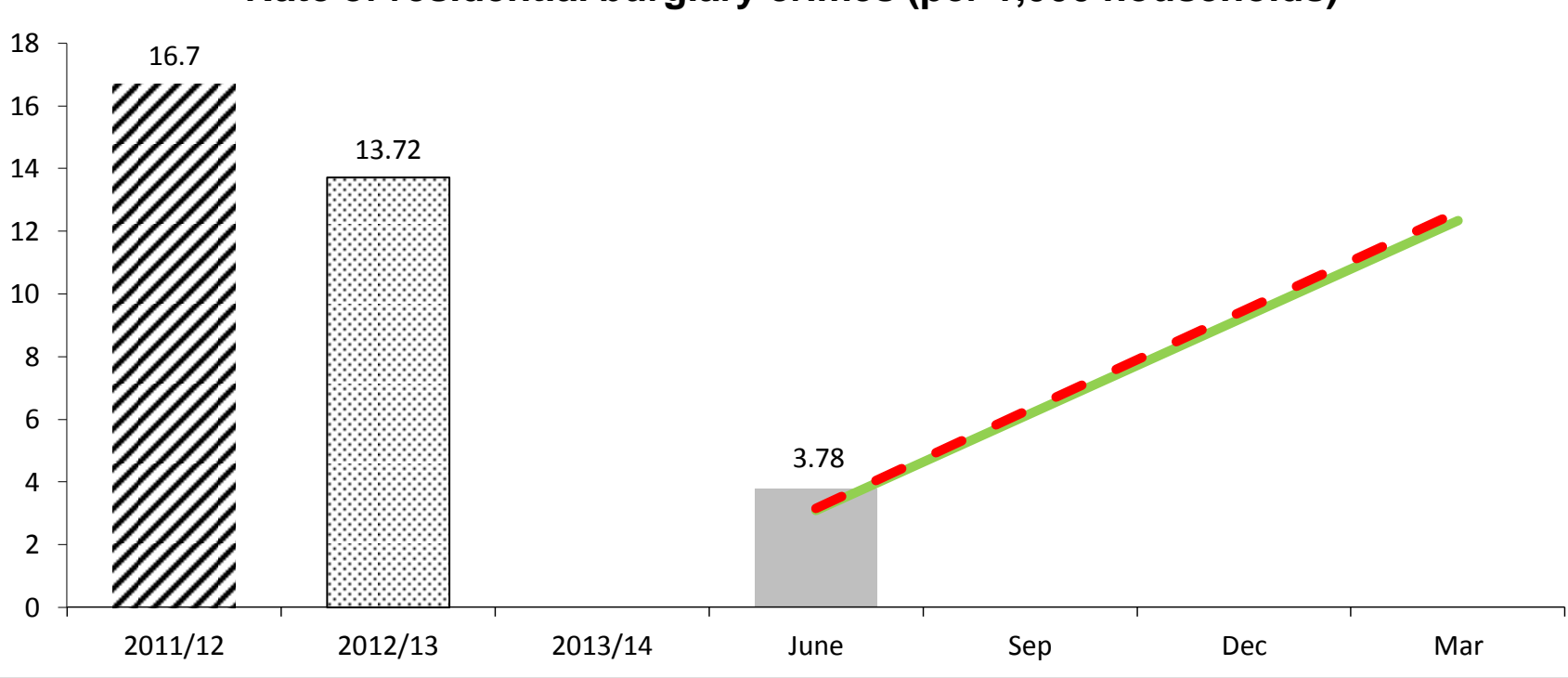
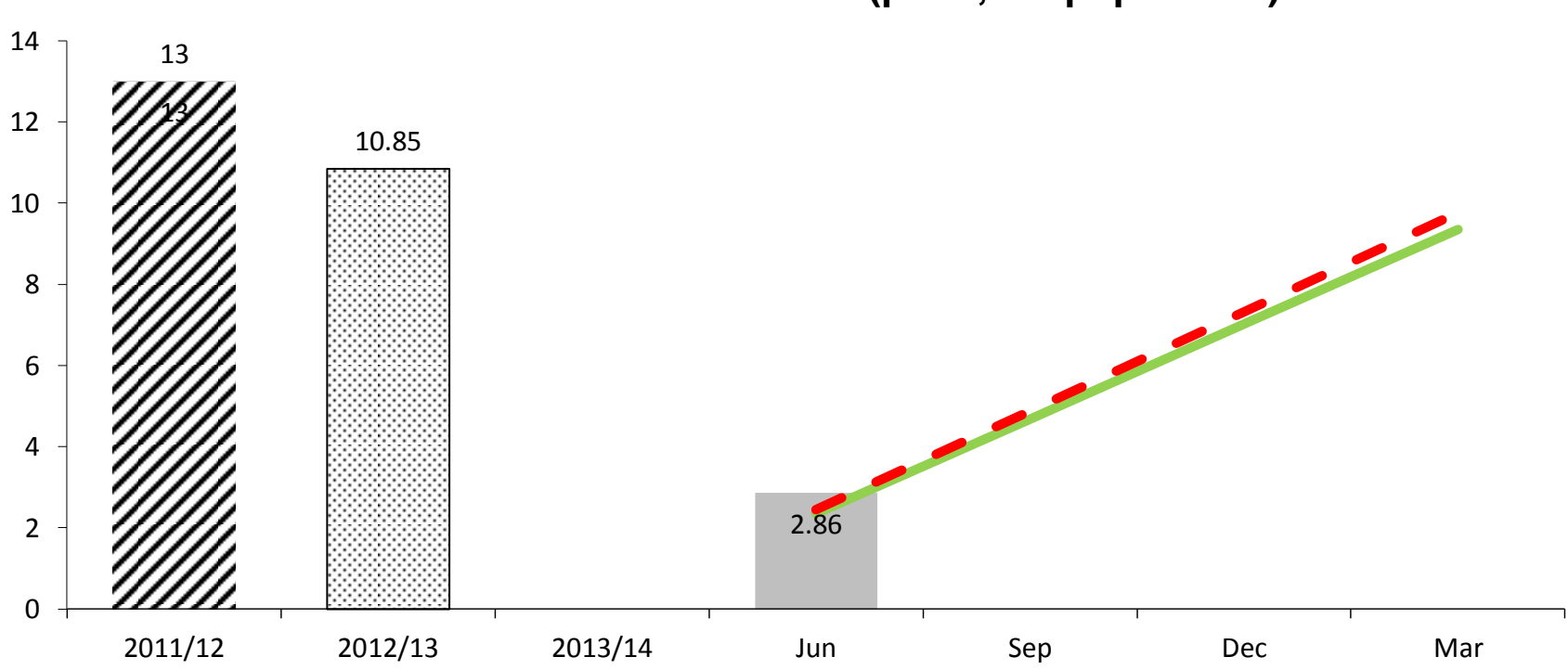
Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>Number of working days/shifts lost to sickness absence per employee</p> <p>Measured in: Number (the aggregate of working days lost due to sickness absence divided by the average number of FTE staff) Good Performance: Lower</p>	<p>Number of working days/shifts lost to sickness absence per employee</p> 	6.5	7.07	6.5	6.75	AMBER	↑
<p>Percentage of LP07 or above Local Authority staff that are women (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>% of staff that are LP07 or above that are women</p> 	50.0	46.34	50.0	49.27	AMBER	↑
<p>Percentage of LP07 or above Local Authority staff that are from an ethnic minority (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Percentage of earners that are LP07 or above of LA staff that are from an ethnic minority</p> 	30	23.91	30	22.52	RED	↓


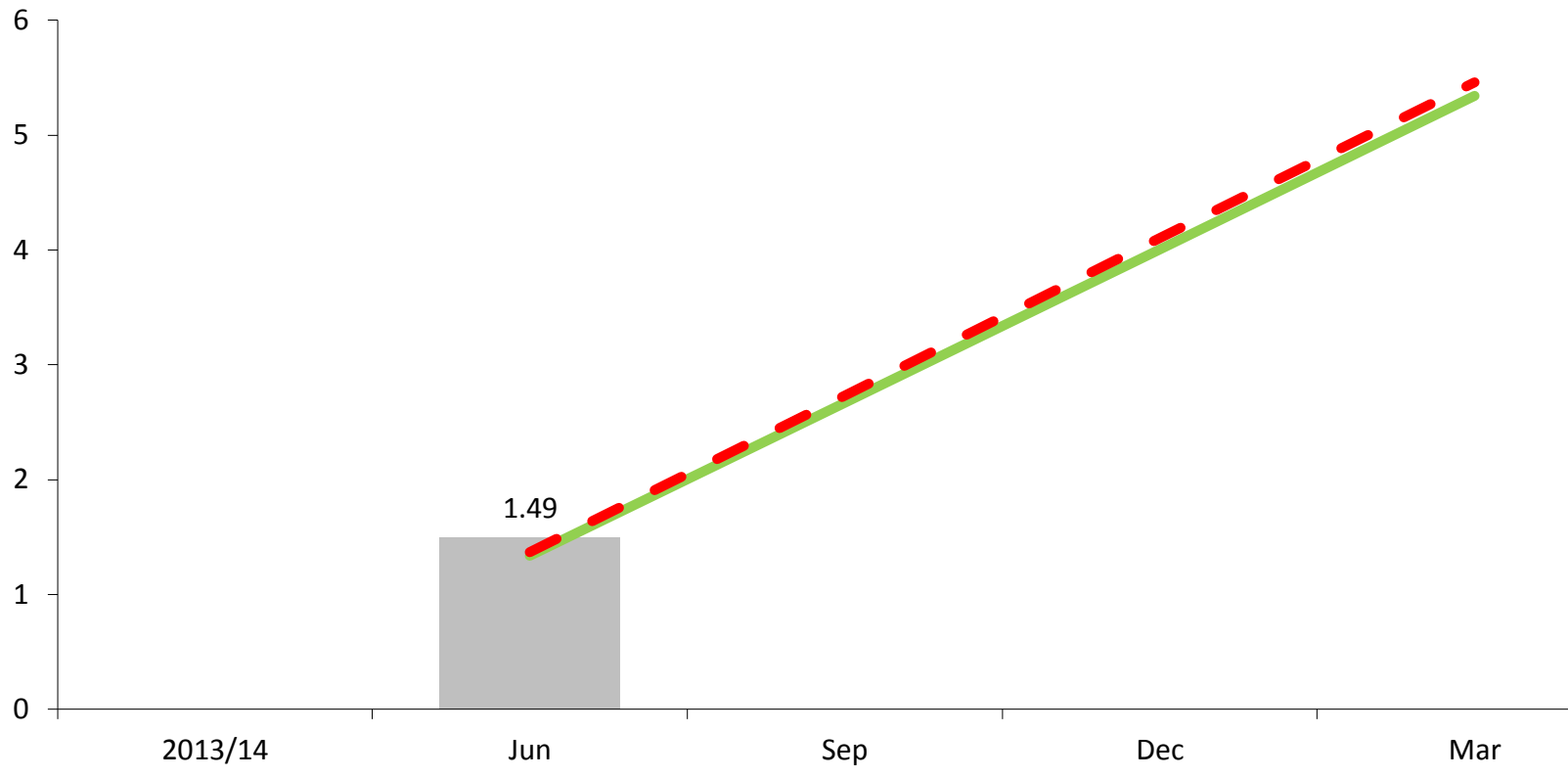
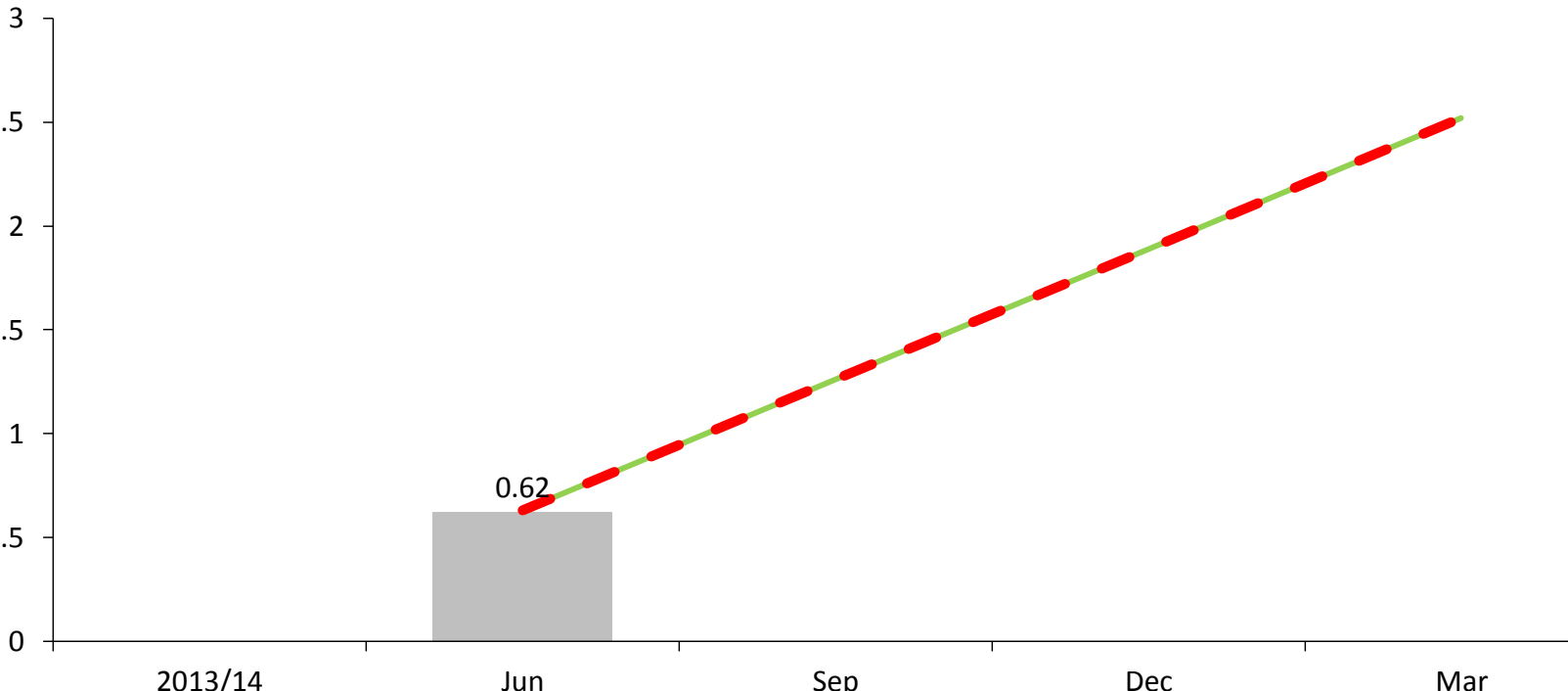
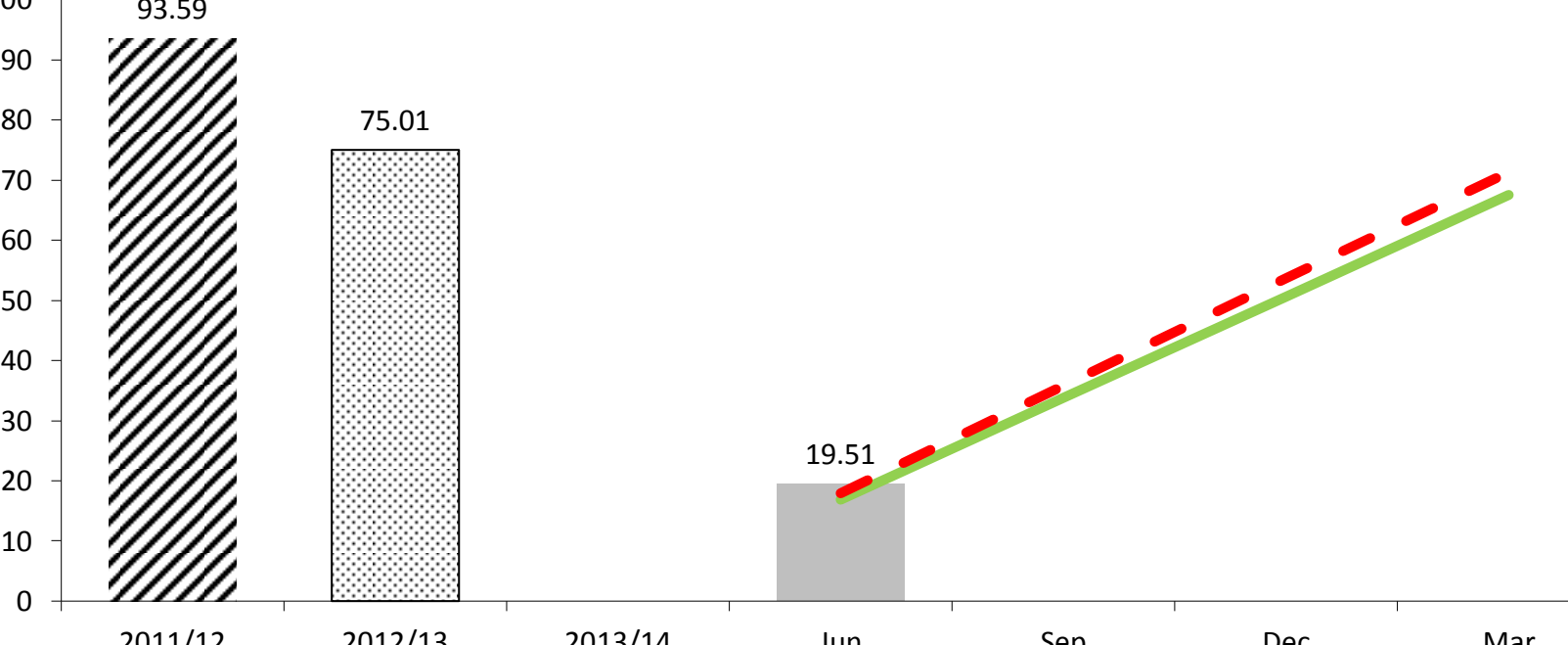
Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained schools) (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Percentage of earners that are LP07 or above of LA staff that have a disability</p> 	5.5	5.49	5.8	6.15	GREEN	↑
<p>The latest performance relates to June 2013 and is above the standard (5.49) and stretch target (5.75) and is also higher than this time last year. Significant progress has been made in the last 3 years, with performance rising from 2.0% at the end of 2010/11 to 6.15% in June 2013.</p>							
<p>Great Place to Live</p>							
<p>Number of affordable homes delivered (gross)</p> <p>Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher</p>	<p>Number of affordable homes delivered (gross)</p> 	817	630	212.5	1	RED	↓
<p>The Q1 performance was 1 - below the standard target (157.5 homes). Completed housing units come in batches, as individual building projects complete, and the completion dates are never evenly distributed throughout the year. An earlier than expected delivery of a large scheme moving from the next financial year into 2013/14 now means 835 new build affordable units are forecasted for delivery in 2013/14, 548 for affordable rent and 287 for intermediate tenures. In 2013/14 the largest number of units are due for completion in Q2. The total delivery ending September is expected to be 379 new build units (266 rent & 113 intermediate). Tower Hamlets has a strong track record of housing delivery and continues to provide among the highest number of affordable homes in the country. We are also still on track to meet the Mayor's target of 4,000 affordable homes.</p>							
<p>Number of social rented housing completions for family housing (gross)</p> <p>Measured in: Number (a count of the number of affordable housing - local authority, housing associations, and co-operative tenants. Family housing is 3 bedrooms or more) Good Performance: Higher</p>	<p>Number of social rented housing completions for family housing (gross)</p> 	225	174	56.25	0	RED	↓
<p>The Q1 performance was zero with no family rented units delivered. The standard target for Q1 was 40. However, the total year end delivery is forecast to be approximately 239 units when including the non-new build additional grant funded units (30 based on a 3 year average) to exceed the stretch target (225).</p>							


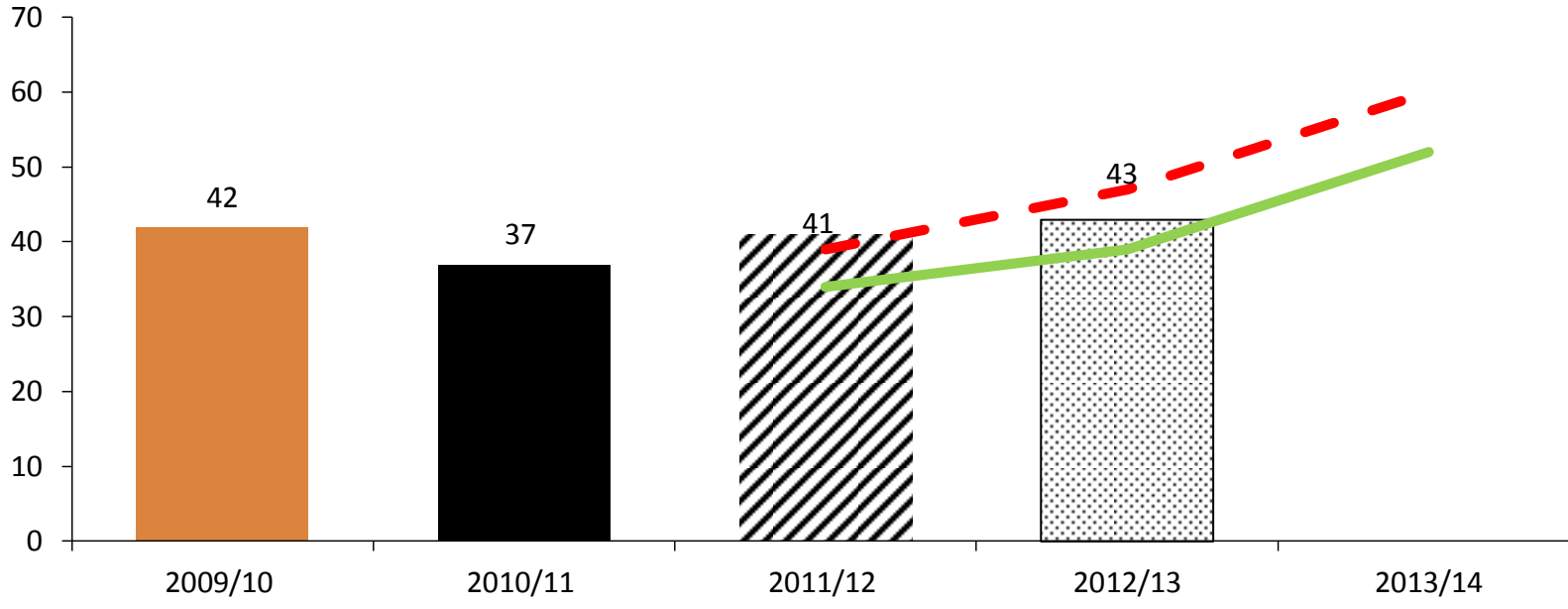
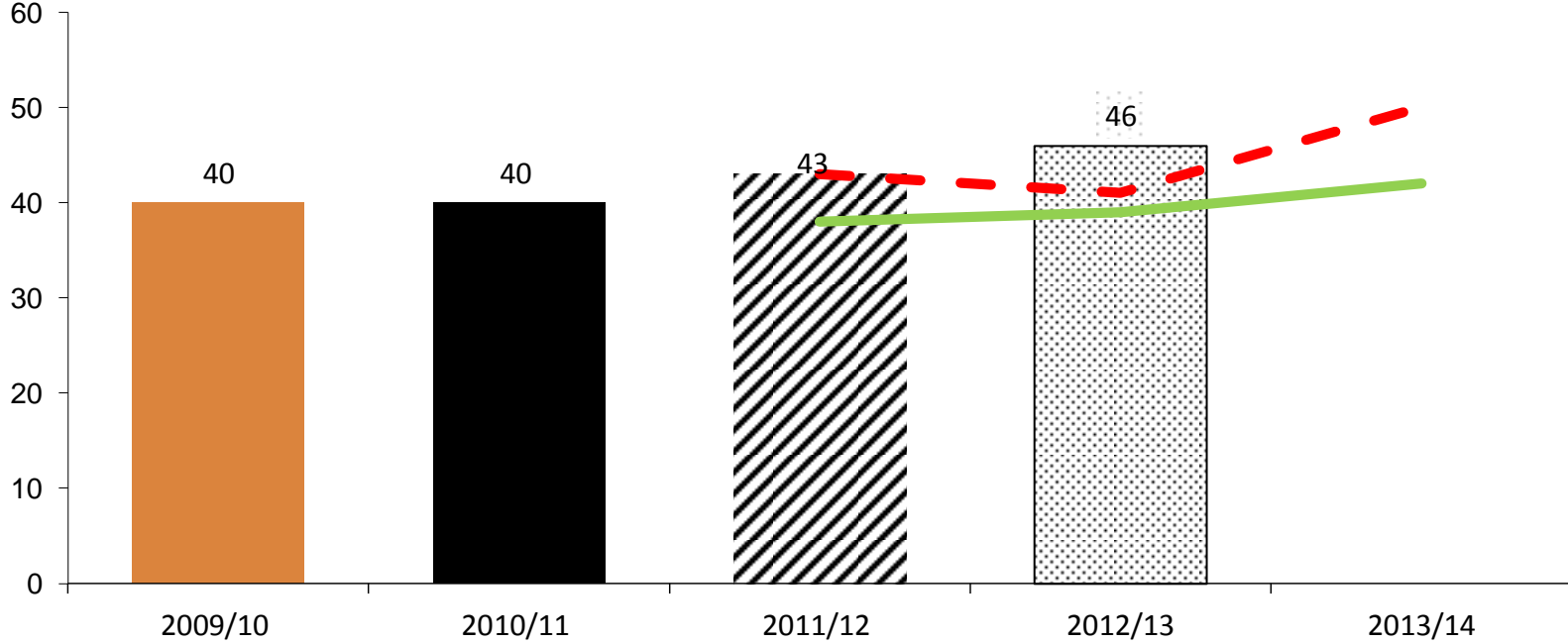
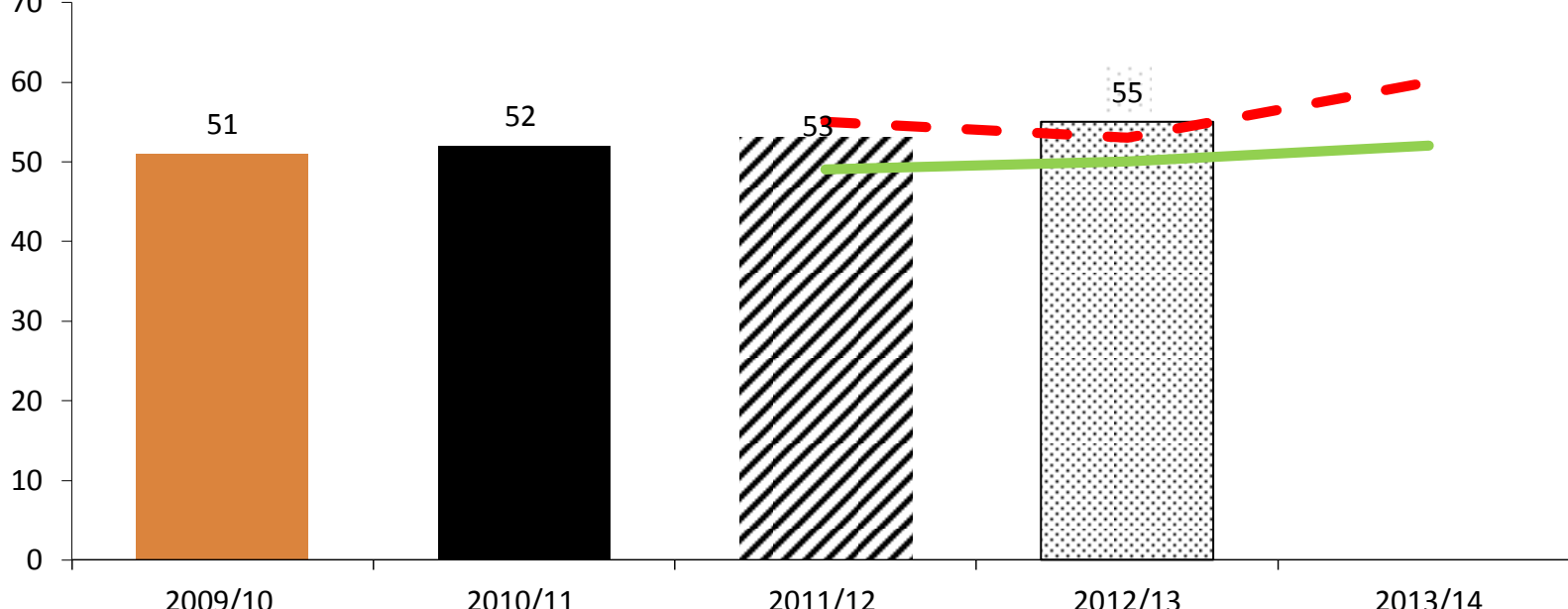
Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>The number of overcrowded families rehoused, lets to overcrowded households</p> <p>Measured in: Number (count of lets to overcrowded housing applicants and tenants of CHR partner landlords lacking one or more bedrooms) Good Performance: Higher</p>	<p>Lets to overcrowded families</p> 	1200	1410	300	227	RED	↓
<p>The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.</p> <p>Measured in: The number of cases assisted through successful casework intervention divided by the number of thousand households in the local authority area</p>	<p>Homelessness Prevention</p> 	6.0	6.05	4.5	n/a	GREEN	↓
<p>Percentage of residents who rate parks and open spaces as good, very good or excellent (ARS)</p> <p>Measured in % Good performance: Higher</p>	<p>Percentage of residents who rate parks and open spaces as good, very good or excellent</p> 	62	60	n/a	n/a	AMBER	↔

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)	
<p>Overall / general satisfaction with the local area (ARS)</p> <p>Measured in % Good performance: Higher</p>	<p>Overall / general satisfaction with the local area</p> 	84	82	n/a	n/a	AMBER	↑	
<p>The annual performance was 82% which was above the standard target (72%) but slightly below the stretch target. However it was 4 percentage points better than the performance in 2011/12. The direction of travel relates to the performance of the previous year.</p>	<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>Measured in % Good performance: Higher</p>	<p>Percentage of household waste sent for reuse, recycling & composting</p> 	29	27.63	29	29.1	GREEN	↑
<p>Performance exceeded the stretch target, and is the highest percentage ever recorded.</p>	Prosperous Community							
<p>JSA Claimant Rate (gap between the Borough and London average rate (working age) (%)</p> <p>Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average Job Seekers Allowance (JSA) claimant rate</p> 	2	1.6	0.6	1.2	AMBER	↑	
<p>The Q1 performance was between the standard target (1.8) and the stretch target (0.6). The JSA Claimant Rate for Tower Hamlets was 5.1% and the London Average was 3.9%. The gap between TH & the London Average was 1.2%. The trend is positive compared to last quarter update, with a 0.4 percentage point decrease in the JSA claimant rate and a gap reduction between Tower Hamlets and the London average rate. In June 2012, the JSA rate for the borough was 5.6%, in June 2013 the outturn was 5.1%. In terms of the number of claimants, there has been a total reduction of 853 JSA claimants from June 2012 to June 2013.</p>								

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>Overall employment rate - gap between the Borough and London average rate (working age) (%)</p> <p>Measured in: % Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average employment rate (working age)</p> 	7.3	7.3	6.3	7.6	RED	↑
<p>16 to 19 year olds who are not in education, employment or training (NEET) (%)</p> <p>Measured in: % Good Performance: Lower</p>	<p>16-18 Year olds who are not in education, employment or training (NEET)</p> 	4.5	4.9	4.5	5.2	RED	↔
<p>Key Stage 2 pupil attainment in Reading, Writing and Maths (KS2 RWM) (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Key Stage 2 pupil attainment in Reading, Writing and Maths (%)</p> 	n/a	n/a	n/a	77	N/A	↔

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
Safe and Cohesive Community							
<p>Rate of personal robbery crimes 1,000 population</p> <p>Measured in: Number (No. of personal robbery incidents/total population x 1,000) Good Performance: Lower</p>	<p>Rate of personal robbery crimes (per 1,000 population)</p> 	5.20	5.30	1.12	1.12	GREEN	↑
<p>Rate of residential burglary crimes per 1,000 households</p> <p>Measured in: Number (No. of residential burglary incidents/total population x 1,000) Good Performance: Lower</p>	<p>Rate of residential burglary crimes (per 1,000 households)</p> 	15.9	13.72	3.1	3.78	RED	↓
<p>Rate of motor vehicle crimes per 1,000 population</p> <p>Measured in: Number (No. of motor vehicle crimes/total population x 1,000) Good Performance: Lower</p>	<p>Rate of motor vehicle crimes (per 1,000 population)</p> 	12	10.85	2.33	2.86	RED	↓
<p>The Q1 performance was 1.12 which is better than the standard (1.22) and on par with the stretch target (1.12). This equates to 323 offences this quarter. There has been a reduction of 8.7% (28 fewer offences) compared to this time last year. Work to meet this target is primarily the responsibility of the local police.</p> <p>The Q1 performance was 3.78 (per 1,000 households) which is above the standard target (3.63). Work to meet this target is primarily the responsibility of the local police. A number of proactive operations and initiatives have been implemented around this issue notably Operation PEGASUS and work will continue throughout the remainder of the financial year</p> <p>The Q1 performance was 2.86, which is above the standard target (2.44). Work to meet this target is primarily the responsibility of the local police. A number of proactive operations have been implemented by the Police with a particular focus on offenders and repeat offenders. The borough has also set up a unit dedicated to dealing with the issue of Motor Vehicle Crime offences.</p>							

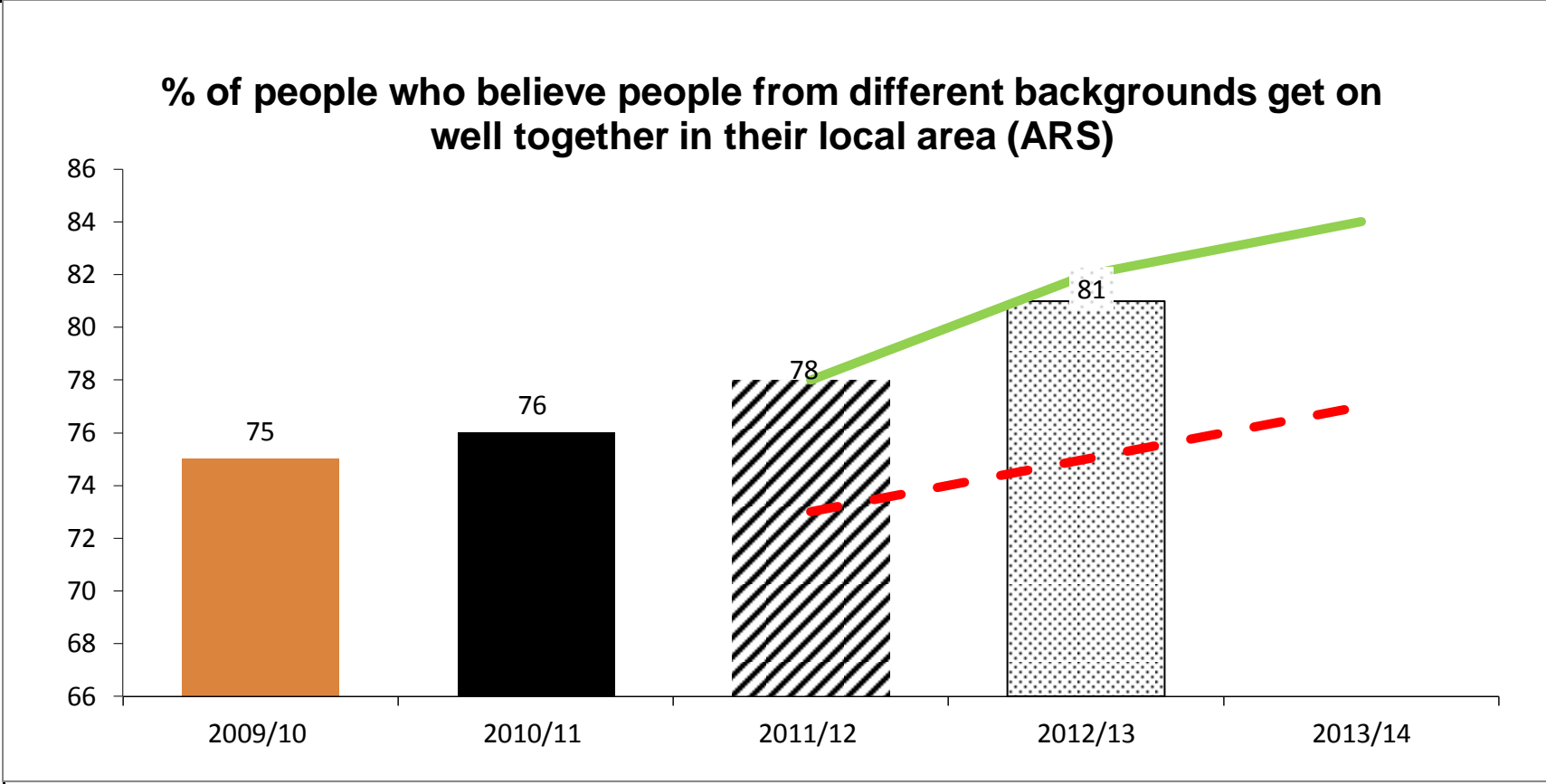
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<p>Rate of violence with injury crimes (Excl. DV) per 1,000 population</p> <p>Measured in: Number (No. of Rate of violence with injury crimes (Excl. DV)/total population x 1,000) Good Performance: Lower</p>	<p>Rate of violence with injury crimes - Excl.DV (per 1,000 population)</p> 	8.4	8.59	1.34	1.49	RED	New
<p>Rate of violence with injury crimes (DV only) per 1,000 population</p> <p>Measured in: Number (No. of Rate of violence with injury crimes (DV only)/total population x 1,000) Good Performance: Lower</p>	<p>Number of violence with injury incidents - DV Only (per 1,000 population)</p> 	n/a	n/a	0.63	0.62	GREEN	New
<p>Computer Aided Dispatch (CAD) calls for ASB</p> <p>Measured in: Number (No. of CAD calls/total population x 1,000) Good Performance: Lower</p>	<p>Rate of CAD calls for ASB (per 1,000 population)</p> 	77.98	75.01	16.88	19.51	RED	↔

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)																								
<p>Local concern about ASB and Crime (ARS): vandalism graffiti and criminal. (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern about vandalism, graffiti and criminal damage (ARS)</p>  <table border="1"> <caption>ASB Concern about vandalism, graffiti and criminal damage (ARS)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Stretch Target (%)</th> <th>Standard Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>42</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2010/11</td> <td>37</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2011/12</td> <td>41</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2012/13</td> <td>43</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2013/14</td> <td>-</td> <td>~35</td> <td>~40</td> </tr> </tbody> </table>	Year	Actual (%)	Stretch Target (%)	Standard Target (%)	2009/10	42	~35	~40	2010/11	37	~35	~40	2011/12	41	~35	~40	2012/13	43	~35	~40	2013/14	-	~35	~40	39	43	n/a	n/a	AMBER	↔
Year	Actual (%)	Stretch Target (%)	Standard Target (%)																												
2009/10	42	~35	~40																												
2010/11	37	~35	~40																												
2011/12	41	~35	~40																												
2012/13	43	~35	~40																												
2013/14	-	~35	~40																												
<p>The annual performance was 43% which was below the standard target (47%) but was 4 percentage points above the stretch target (39%) and similar to last year. The direction of travel relates to the performance of the previous year.</p> <p>The Safer Communities Service have set out a number of activities that they intend to undertake over the next year in order to reduce local concerns about ASB and crime. These include: Increasing the number of THEOs with ten additional uniformed officers operating across the borough THEOs operating in 4 localities, supporting the new local ward forums and their priorities for reducing ASB Adopting a Cumulative Impact Policy (Saturation Policy) to provide stronger controls around the licensing of additional premises in the Brick Lane area (subject to full Council's adoption) Completing a strategic review of Crime and ASB Reviewing and updating Community Safety Plan agreed for 2014/15</p>																															
<p>Local concern about ASB and Crime (ARS): Drunk or rowdy behaviour in public spaces. (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern over drunk and rowdy behaviour (ARS)</p>  <table border="1"> <caption>ASB Concern over drunk and rowdy behaviour (ARS)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Stretch Target (%)</th> <th>Standard Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>40</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2010/11</td> <td>40</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2011/12</td> <td>43</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2012/13</td> <td>46</td> <td>~35</td> <td>~40</td> </tr> <tr> <td>2013/14</td> <td>-</td> <td>~35</td> <td>~40</td> </tr> </tbody> </table>	Year	Actual (%)	Stretch Target (%)	Standard Target (%)	2009/10	40	~35	~40	2010/11	40	~35	~40	2011/12	43	~35	~40	2012/13	46	~35	~40	2013/14	-	~35	~40	41	46	n/a	n/a	RED	↔
Year	Actual (%)	Stretch Target (%)	Standard Target (%)																												
2009/10	40	~35	~40																												
2010/11	40	~35	~40																												
2011/12	43	~35	~40																												
2012/13	46	~35	~40																												
2013/14	-	~35	~40																												
<p>The annual performance was 46% which was above the standard target (44%) and similar to last year.</p>																															
<p>Local concern about ASB and Crime (ARS): Drug use or drug dealing as a problem. (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern over drug use or drug dealing (ARS)</p>  <table border="1"> <caption>ASB Concern over drug use or drug dealing (ARS)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Stretch Target (%)</th> <th>Standard Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>51</td> <td>~45</td> <td>~50</td> </tr> <tr> <td>2010/11</td> <td>52</td> <td>~45</td> <td>~50</td> </tr> <tr> <td>2011/12</td> <td>53</td> <td>~45</td> <td>~50</td> </tr> <tr> <td>2012/13</td> <td>55</td> <td>~45</td> <td>~50</td> </tr> <tr> <td>2013/14</td> <td>-</td> <td>~45</td> <td>~50</td> </tr> </tbody> </table>	Year	Actual (%)	Stretch Target (%)	Standard Target (%)	2009/10	51	~45	~50	2010/11	52	~45	~50	2011/12	53	~45	~50	2012/13	55	~45	~50	2013/14	-	~45	~50	50	55	n/a	n/a	RED	↔
Year	Actual (%)	Stretch Target (%)	Standard Target (%)																												
2009/10	51	~45	~50																												
2010/11	52	~45	~50																												
2011/12	53	~45	~50																												
2012/13	55	~45	~50																												
2013/14	-	~45	~50																												
<p>The annual performance was 55% which was above the standard target (53%) and similar to last year.</p>																															

Description	Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
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Percentage of people who believe people from different backgrounds get along well together (ARS)
(%)

Measured in %
Good performance: Higher

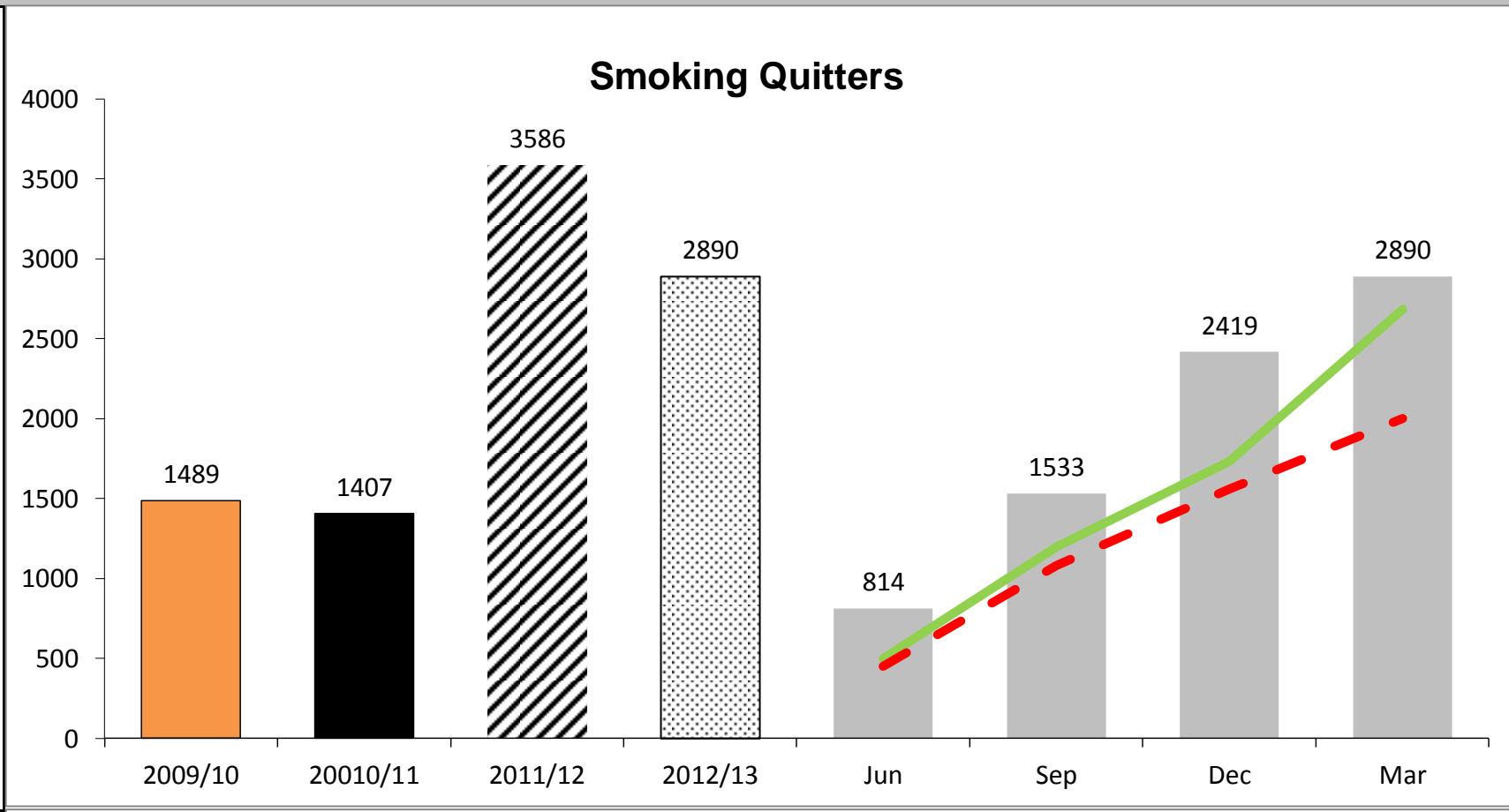


82	81	n/a	n/a	AMBER	↔
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The annual performance was 81% which was above the standard target (75%). Performance is up 10 percentage points over the last 5 years.


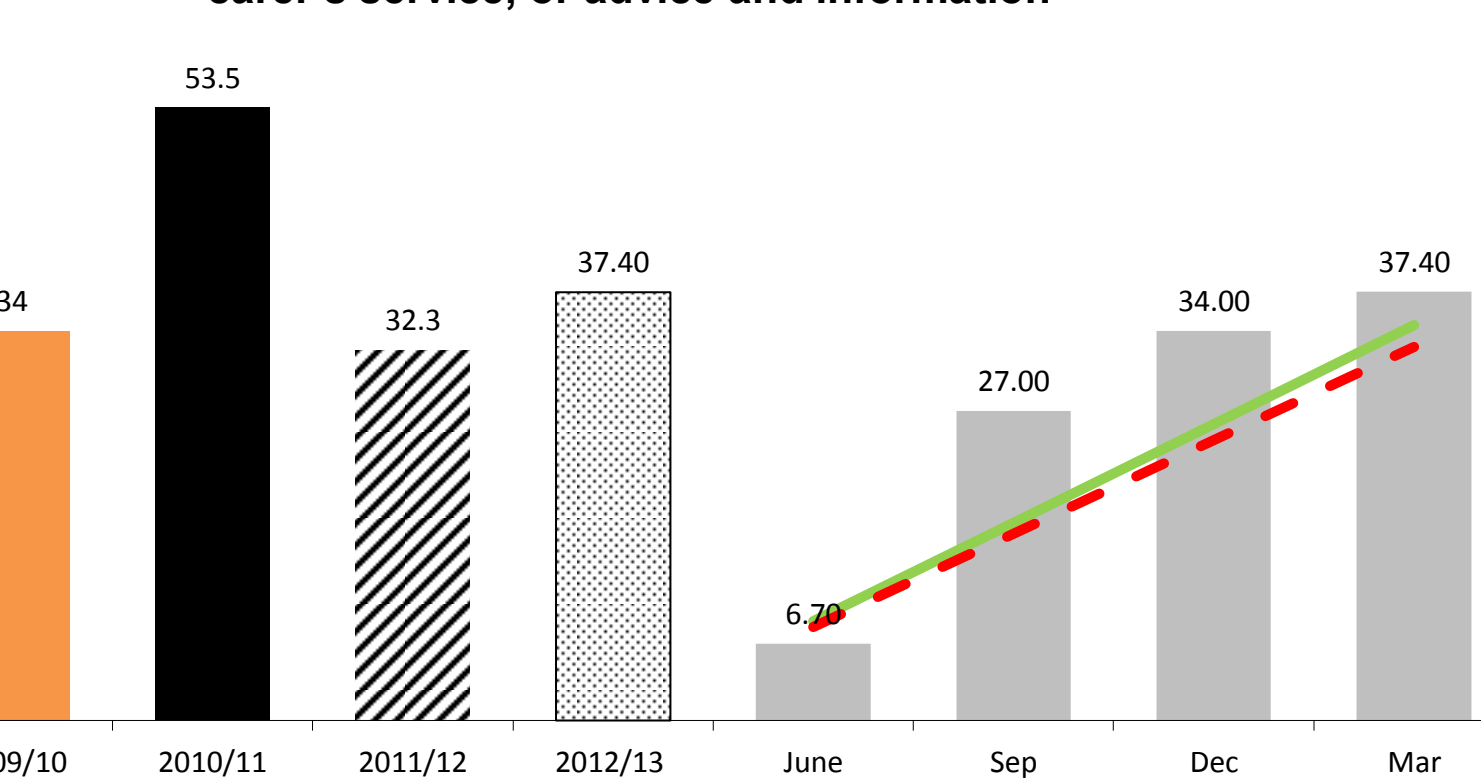
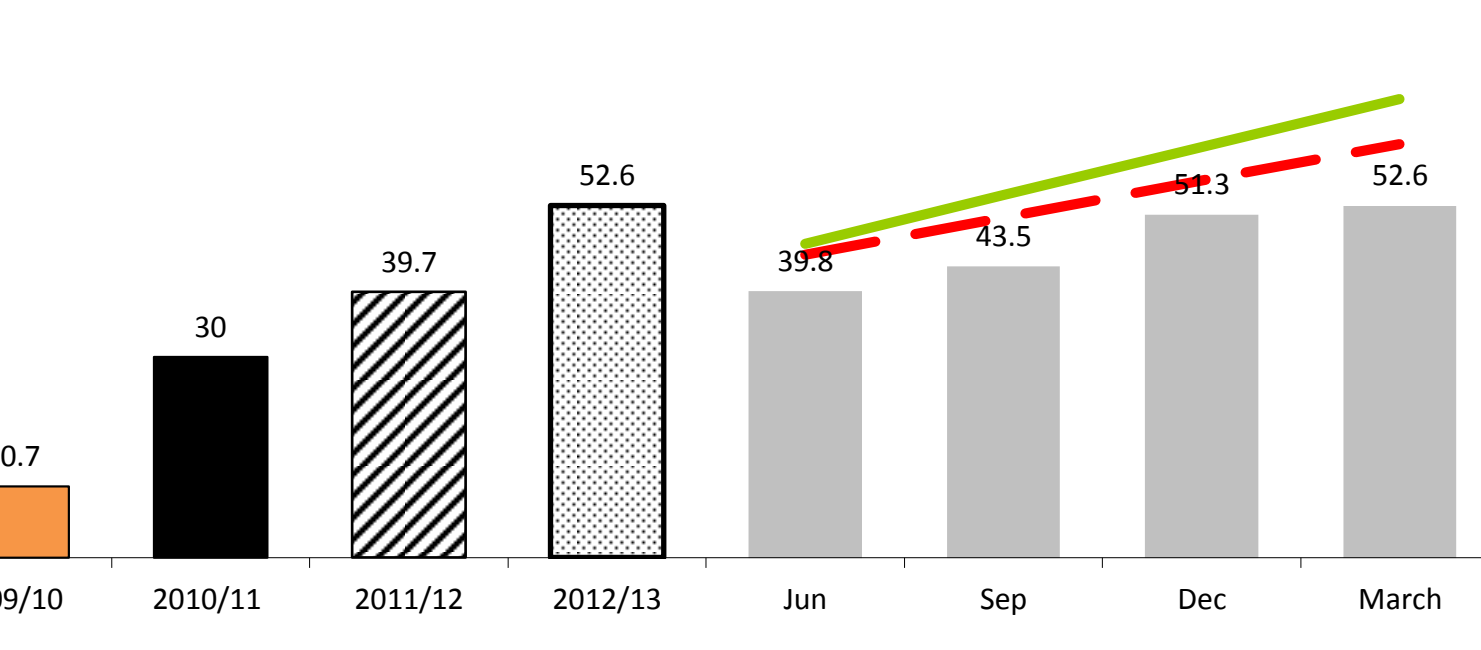
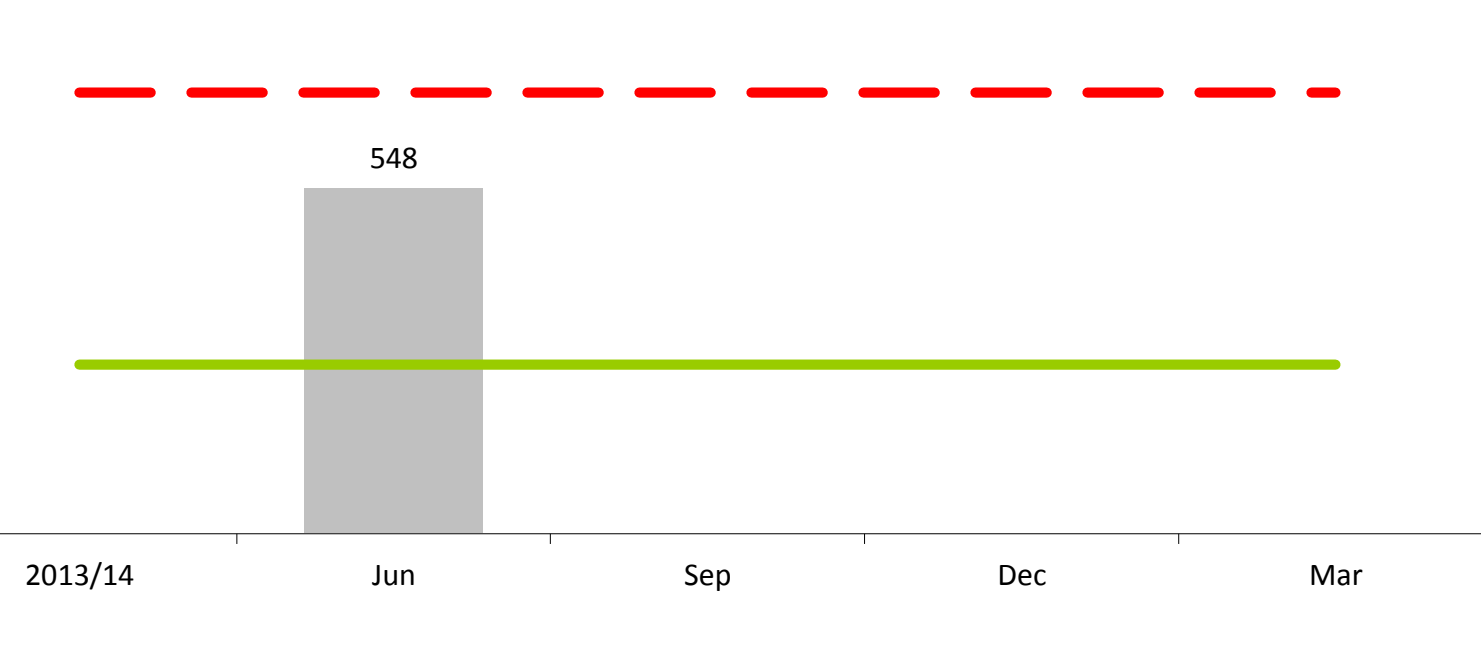
Healthy and Supportive Community


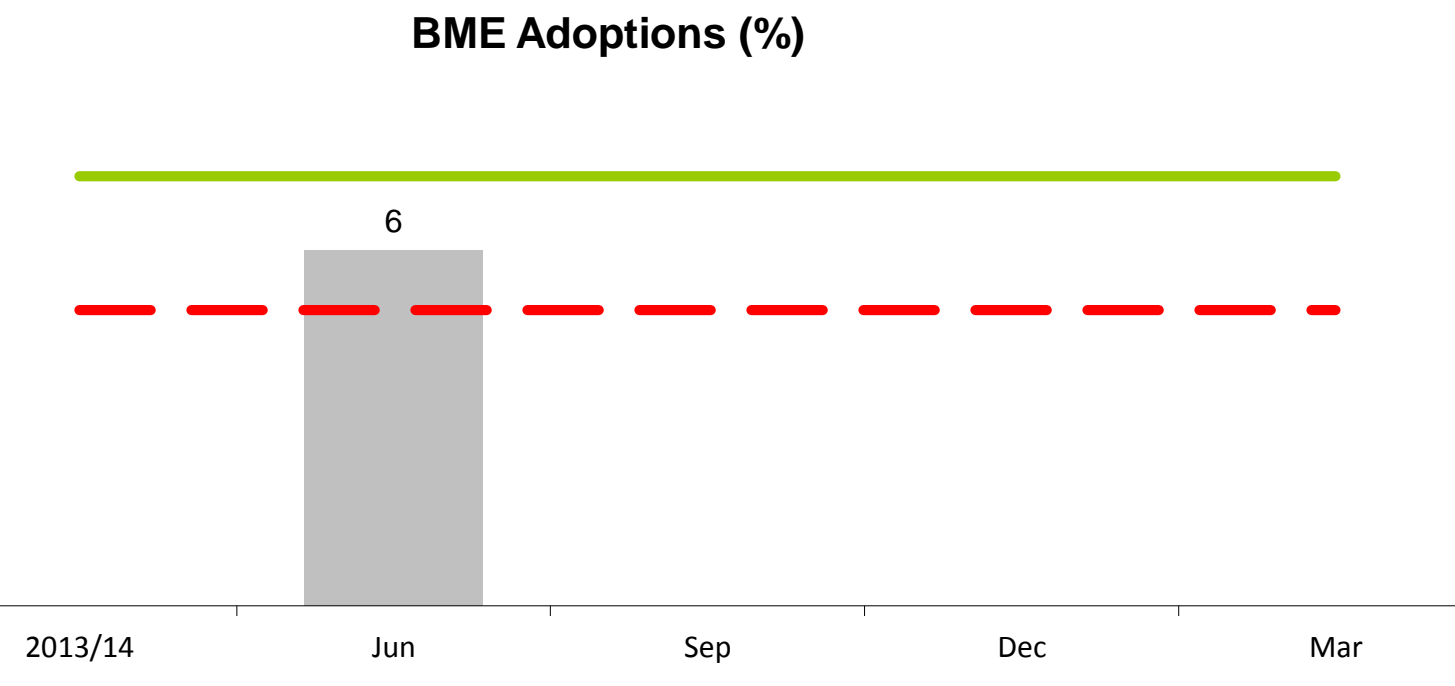
Smoking Quitters
Measured in: the number of four-week smoking quitters who have attended NHS Stop Smoking Services per 100,000 .
Good Performance: Higher



2686	2890	1731	n/a	AMBER	↓
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Due to the time lag for this measure, the latest available data is for Q4, which shows that the number of quitters is significantly above the stretch target and this is reflected in each of the quarters for the last financial year.

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information (%)</p> <p>Measured in: % (number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year) Good Performance: Higher</p>	<p>Carers receiving needs assessment or review and a specific carer's service, or advice and information</p> 	34.5	37.4	n/a	n/a	GREEN	↑
<p>Social care clients and carers in receipt of Self Directed Support</p> <p>Measured in: % (Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over) Good Performance: Higher</p>	<p>Proportion of people using social care who receive self-directed support, and those receiving direct payments</p> 	68.6	52.6	58.6	52.6	RED	↑
<p>Average time between a child entering care and moving in with adoptive family (Time to adoption)</p> <p>Measured in: Days Good Performance: Lower</p>	<p>Time to Adoption</p> 	n/a	n/a	493	548	AMBER	New
<p>This is a new strategic performance measure. Performance is currently better than the standard target. Comparative performance information will be available shortly.</p>							

Description		Annual Stretched Target (2012/13)	Annual Actual (2012/13)	Q1 Stretched Target (Apr-Jun 2013)	Q1 Actual (Apr-June 2013)	Performance against target	Direction of Travel (comparing Q1 12/13 and Q1 13/14 actual)
<p>Percentage of ethnic minority background children adopted (BME adoptions)</p> <p>Measured in: % Good Performance: Higher</p>		n/a	n/a	7.25	6	AMBER	New
<p>This is a new strategic performance measure. Performance is currently better than the standard target. Comparative performance information will be available shortly.</p>							