
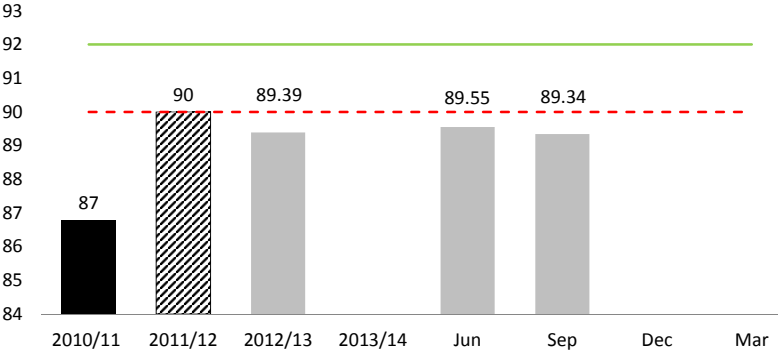
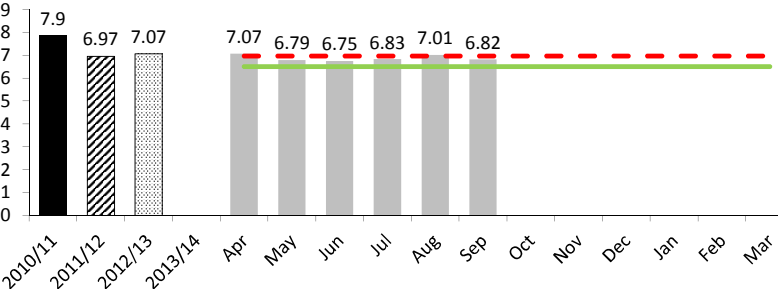

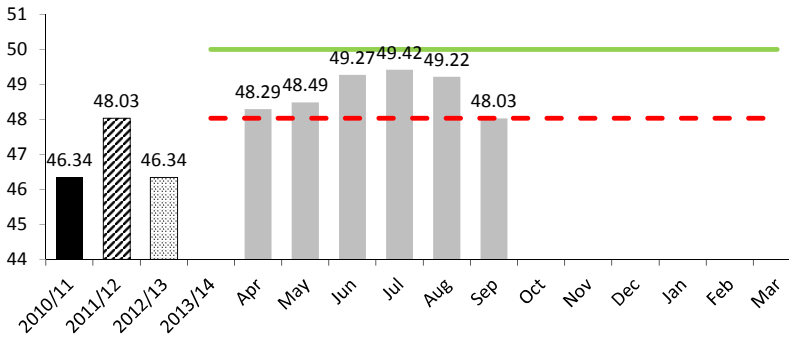
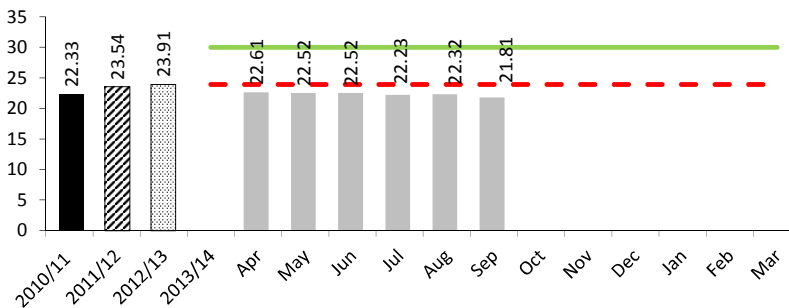

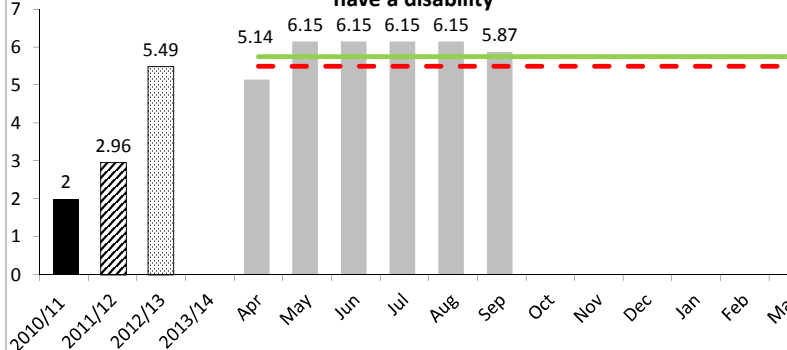
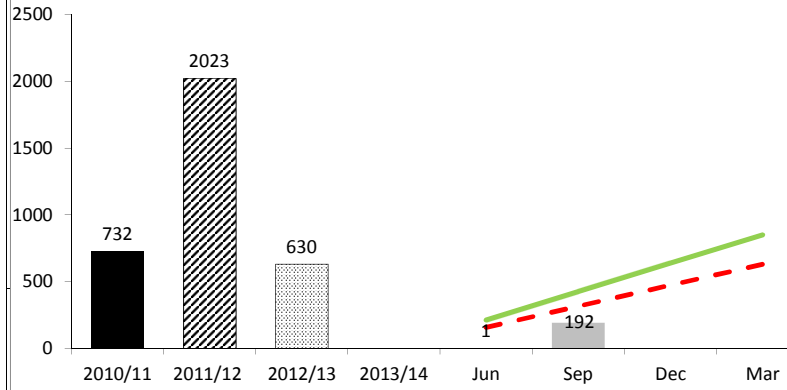

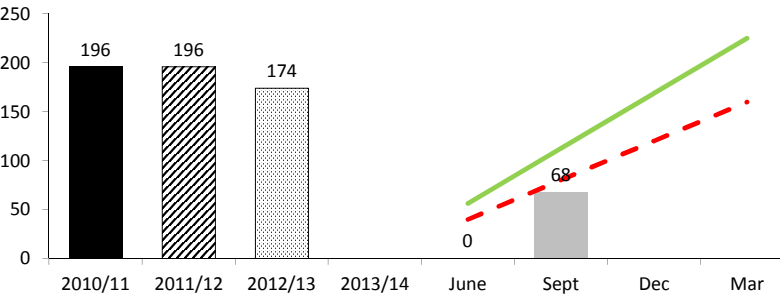
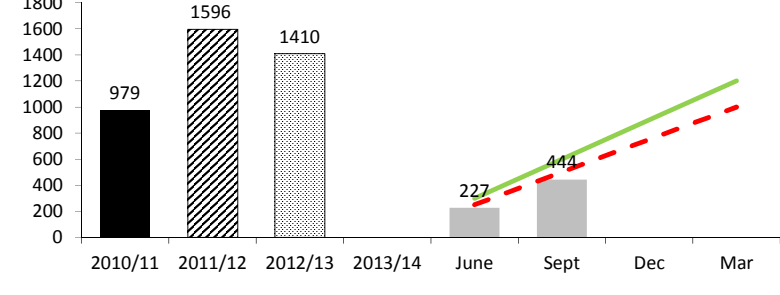
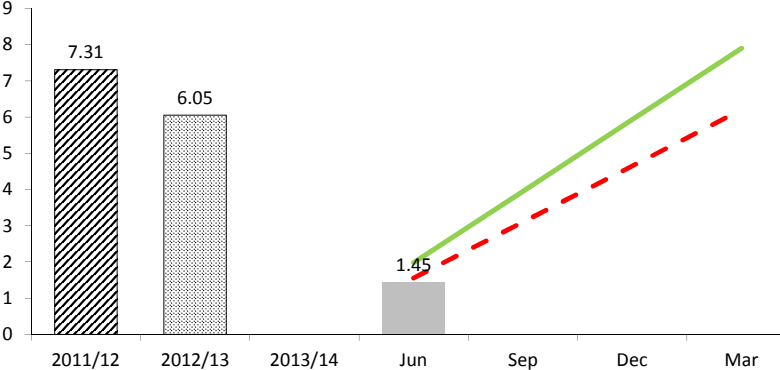


Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)																				
One Tower Hamlets																										
<p>Customer Access Overall Satisfaction (telephone contact)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Customer Access Overall Satisfaction</p>  <table border="1"> <caption>Customer Access Overall Satisfaction Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>87</td></tr> <tr><td>2011/12</td><td>90</td></tr> <tr><td>2012/13</td><td>89.39</td></tr> <tr><td>2013/14</td><td>89.55</td></tr> <tr><td>Jun</td><td>89.55</td></tr> <tr><td>Sep</td><td>89.34</td></tr> </tbody> </table>	Year/Quarter	Value	2010/11	87	2011/12	90	2012/13	89.39	2013/14	89.55	Jun	89.55	Sep	89.34	92	92	89.34	RED	↔						
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<p>Tower Hamlets Contact Centre answered 81,553 calls in the first quarter of 2013/14 and 80,831 calls in quarter 2. 89.34% of customers that completed a satisfaction survey at the end of their call reported positive levels of satisfaction. Although performance has decrease by 0.05% since 2012/13, overall customer satisfaction has remained consistent over the last three years despite pressure on resources. Performance between August and October has improved further, with 90.39% of customers reporting high levels of satisfaction. Development work will continue to focus on maintaining high standards of customer care and on call resolution at first point of contact as key drivers of satisfaction. Current levels of performance are a significant achievement for the service, despite reduction in resources and ICT issues throughout the quarter which have pushed up average wait times considerably. The latest figure helps to confirm research that wait time, while a factor, is not the key driver of customer satisfaction, which is more reliant on the service delivered than the time taken to access it.</p>																										
<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>  <table border="1"> <caption>Number of working days/shifts lost to sickness absence per employee Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>7.9</td></tr> <tr><td>2011/12</td><td>6.97</td></tr> <tr><td>2012/13</td><td>7.07</td></tr> <tr><td>2013/14</td><td>7.07</td></tr> <tr><td>Apr</td><td>6.79</td></tr> <tr><td>May</td><td>6.75</td></tr> <tr><td>Jun</td><td>6.83</td></tr> <tr><td>Jul</td><td>7.01</td></tr> <tr><td>Aug</td><td>6.82</td></tr> </tbody> </table>	Year/Quarter	Value	2010/11	7.9	2011/12	6.97	2012/13	7.07	2013/14	7.07	Apr	6.79	May	6.75	Jun	6.83	Jul	7.01	Aug	6.82	6.5	6.5	6.82	AMBER	↑
Year/Quarter	Value																									
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<p>While sickness absence is currently above the Council's target, there has been significant improvements in recent years. Data collected by London Councils (inc 25 local authorities) shows Tower Hamlets as better than average. Q2 performance in Tower Hamlets is 0.8 days better than Q4 performance for our four statistical 'near neighbours', although these may have improved at the same rate as us. The average days lost from sickness has improved further in 2013/14, from 7.07 days in 2012/13 to 6.82 days in quarter 2 - performance over the last six months has improved by 3.5%. We would need to improve by 4.9% to meet the target (or 0.32 days). It is notable that the reduction in the sickness figure has coincided with an increase in the number of active sickness absence cases being managed. All Directorates continue to prioritise action on sickness absence through the Corporate Absence Management Panel and the supporting DAMPs and Efficiency Boards. In addition to this, HR & WD Business Partners continue to support Directorates in dealing with sickness.</p>																										

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)																						
<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>  <table border="1"> <caption>Data for % of staff that are LP07 or above that are women</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>46.34</td></tr> <tr><td>2011/12</td><td>48.03</td></tr> <tr><td>2012/13</td><td>46.34</td></tr> <tr><td>2013/14</td><td>48.03</td></tr> <tr><td>Apr</td><td>48.29</td></tr> <tr><td>May</td><td>48.49</td></tr> <tr><td>Jun</td><td>49.27</td></tr> <tr><td>Jul</td><td>49.42</td></tr> <tr><td>Aug</td><td>49.22</td></tr> <tr><td>Sep</td><td>48.03</td></tr> </tbody> </table>	Year	Percentage (%)	2010/11	46.34	2011/12	48.03	2012/13	46.34	2013/14	48.03	Apr	48.29	May	48.49	Jun	49.27	Jul	49.42	Aug	49.22	Sep	48.03	Awaiting September data.	50.0	48.03	AMBER	↑
Year	Percentage (%)																											
2010/11	46.34																											
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<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>  <table border="1"> <caption>Data for Percentage of earners that are LP07 or above of LA staff that are from an ethnic minority</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>22.33</td></tr> <tr><td>2011/12</td><td>23.54</td></tr> <tr><td>2012/13</td><td>23.91</td></tr> <tr><td>2013/14</td><td>21.81</td></tr> <tr><td>Apr</td><td>22.61</td></tr> <tr><td>May</td><td>22.52</td></tr> <tr><td>Jun</td><td>22.52</td></tr> <tr><td>Jul</td><td>22.23</td></tr> <tr><td>Aug</td><td>22.32</td></tr> <tr><td>Sep</td><td>21.81</td></tr> </tbody> </table>	Year	Percentage (%)	2010/11	22.33	2011/12	23.54	2012/13	23.91	2013/14	21.81	Apr	22.61	May	22.52	Jun	22.52	Jul	22.23	Aug	22.32	Sep	21.81	30	30	21.81	RED	↓
Year	Percentage (%)																											
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Sep	21.81																											
<p>The percentage of women in LP07+ posts is showing a slight decline over recent months and performance is currently at the lower bandwidth, however 2ppt more than this time last year.</p> <p>The following actions have been put in place to increase the proportion of women in posts graded LP07 and above:</p> <ul style="list-style-type: none"> -Recruitment target to be set and monitored by people board for the council as a whole -Workforce and succession planning embedded across the organisation -Navigate initiative used as a platform to increase representation of women into more senior positions. <p>Additionally the WFTRC Action Plan identifies specific actions as follows:</p> <ul style="list-style-type: none"> •To work closely with directorates to set realistic local targets to increase representation • Through the PDR process, identify key development areas to enable females to gain experience, knowledge and skills to enable progression • To encourage women into non-traditional roles through publicity and education of public sector job roles and routes to employment • Annual recruitment onto Navigate initiative and setting targets for under-represented groups 																												
<p>The percentage of BME staff at this level has declined recently and remains around 2.1 percentage points below the lower bandwidth.</p> <p>Actions being taken include:</p> <ul style="list-style-type: none"> Implementation of the Talent Management Programme – Navigate Initiative -Local targets set within directorates -Monitoring of progression of BME groups -BME staff focus groups and Snr Manager (HOPS) sponsorship of the BME Staff Forum -Targeted development for BME staff in PDRs to develop skills for progression <p>Additionally, the WFTRC Action Plan suggests exploration of the need to implement Positive Action Schemes to increase representation</p>																												

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 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> 	5.49	5.75	5.87	GREEN	↑
<p>We are currently performing above the target level, though this month saw a reduction in the percentage of senior staff with a disability. Action to improve further against target during 2013/14 is as follows</p> <ul style="list-style-type: none"> -Time to change pledge to increase awareness of mental health issues -Working with staff forum to increase declaration -Setting local targets in directorates -Raising awareness around disability across all groups of staff -Renewed membership of Disability Employers Forum providing advice and guidance 						
Great Place to Live						
<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> 	850	425	192	RED	↓
<p>The 13/14 year-end forecast for affordable homes delivery is 826 new build units and approximately 55 non-newbuild grant funded units, bringing overall delivery to exceed the upper bandwidth target. Affordable delivery in Q2 of newbuild units represents 23% of the year end forecast. Scheme slippages have meant the 379 units forecasted for completion ending Q2 has been missed. This can be due to a multitude of possible construction-related problems. The current forecast for Q3 is for another 450 units to complete, however it is envisaged that some of these units may slip in to Q4. Performance is never evenly spread across the year and this year the largest number of units are being delivered in Q4. Quarterly delivery of units is dependent on the RP's contractors' performance on site and only units which started on site last year have any chance of completing before the end of this financial year.</p>						


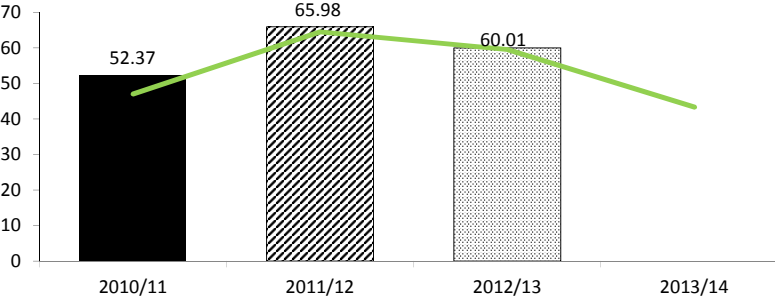
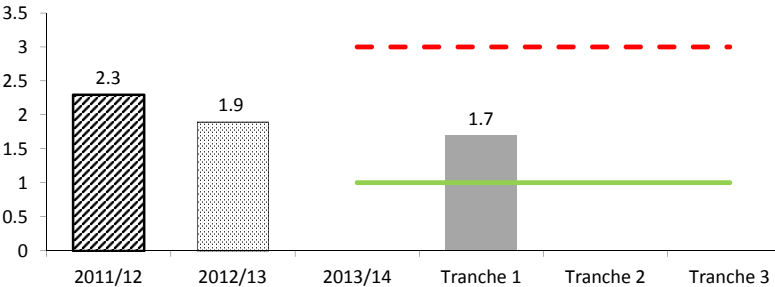
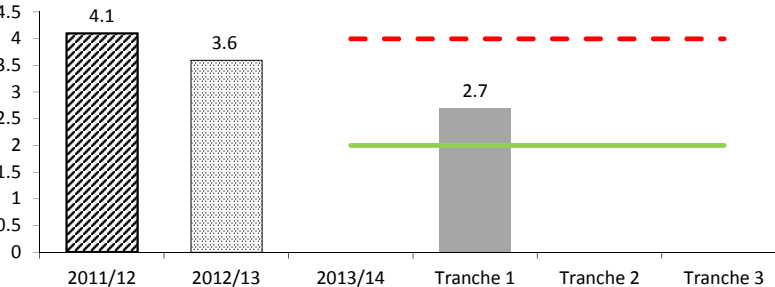
Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)										
<p>Number of social rented housing completions for family housing (gross)</p> <p>Measured in: 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>  <table border="1"> <caption>Number of social rented housing completions for family housing (gross)</caption> <thead> <tr> <th>Year</th> <th>Completions</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>196</td> </tr> <tr> <td>2011/12</td> <td>196</td> </tr> <tr> <td>2012/13</td> <td>174</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> </tbody> </table>	Year	Completions	2010/11	196	2011/12	196	2012/13	174	2013/14	0	225	112.5	68	RED	↑
Year	Completions															
2010/11	196															
2011/12	196															
2012/13	174															
2013/14	0															
<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>  <table border="1"> <caption>Lets to overcrowded families</caption> <thead> <tr> <th>Year</th> <th>Lets</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>979</td> </tr> <tr> <td>2011/12</td> <td>1596</td> </tr> <tr> <td>2012/13</td> <td>1410</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> </tbody> </table>	Year	Lets	2010/11	979	2011/12	1596	2012/13	1410	2013/14	0	1200	600	444	RED	↓
Year	Lets															
2010/11	979															
2011/12	1596															
2012/13	1410															
2013/14	0															
<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. Good Performance: Higher</p>	<p>Homelessness Prevention</p>  <table border="1"> <caption>Homelessness Prevention</caption> <thead> <tr> <th>Year</th> <th>Prevention</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>7.31</td> </tr> <tr> <td>2012/13</td> <td>6.05</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> </tbody> </table>	Year	Prevention	2011/12	7.31	2012/13	6.05	2013/14	0	7.9	1.98	1.45	RED	↓		
Year	Prevention															
2011/12	7.31															
2012/13	6.05															
2013/14	0															


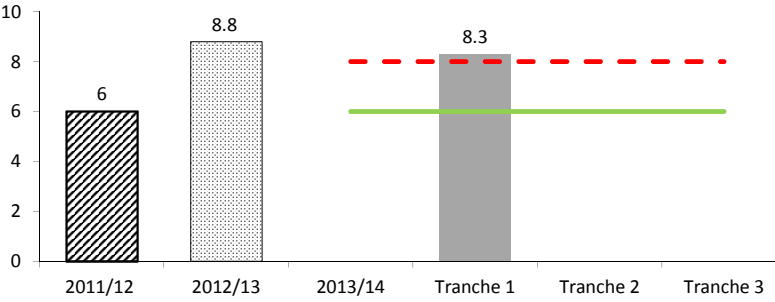
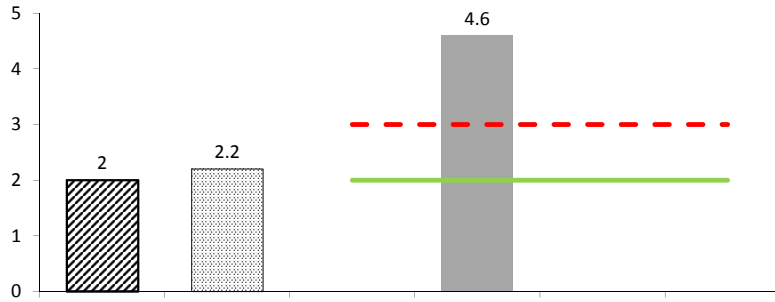
68 affordable rented housing units have been delivered in Q2, below the quarterly profile. The predicted annual delivery stands at 239, exceeding the 2013/14 upper bandwidth. Tower Hamlets has a strong track record of housing delivery and continues to provide among the highest number of affordable homes in the country. We are also still on track to meet the Mayor's target of 4,000 new affordable homes. The total delivery of newbuild affordable homes from October 2010 to the end of September 2013 now totals 3,246 units, with a forecast of 3,880 units ending March 2014. We also predict delivery of 245 additional units secured through government and LA grant funding which will take the delivery of affordable homes up to 4,125 by May 2014.


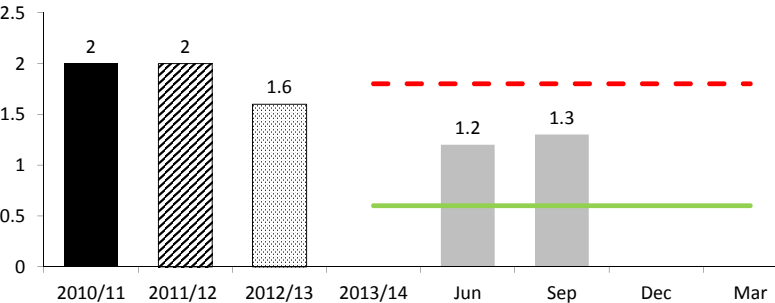
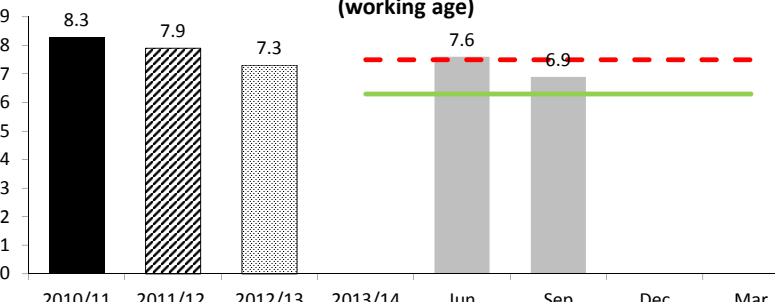
The total number of lets to overcrowded applicants is 444, which is slightly lower than the target for September 2013. Number of lets is low due to a reduction in the overall lets by approximately 15% compared to lets this time last year. However, performance against this measure has continued to remain strong with a total of 3,450 lets to overcrowded households from April 2011 against a Mayoral target of 1,000 lets to overcrowded households per year. It is anticipated that the annual target will also be met.

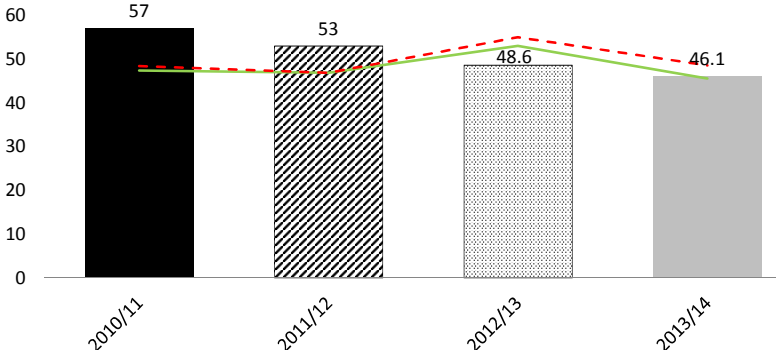
This figure in the outturn field relates to Q1 2013/14. 158 households, equating to 1.45% of total households, were prevented from homelessness in Q1. Due to a data collection and verification timelag, Q2 data for the P1E return will be available mid - November.


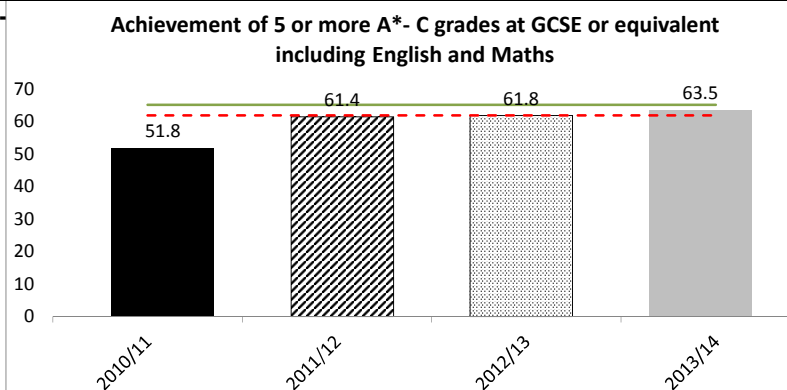

Numerator = 158 homelessness preventions
Denominator = 109,294 total number of households
158 / 109,294 = 1.45


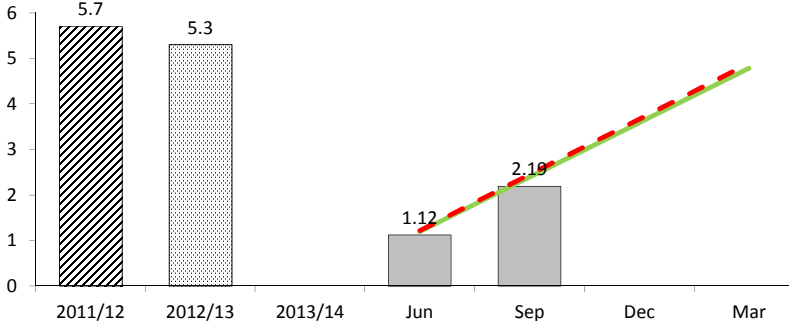
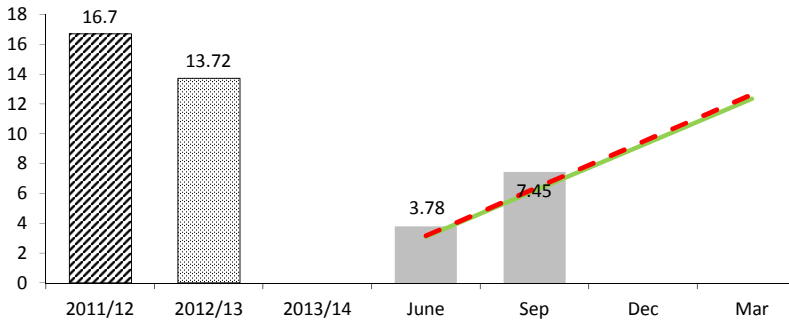
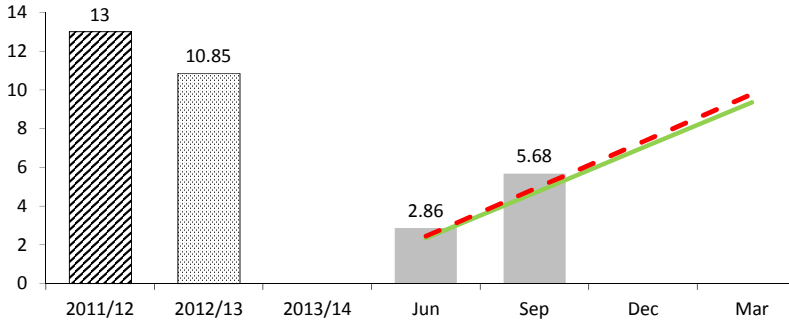
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Year	Percentage																			
2010/11	52.37																			
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2013/14	-																			
<p>Level of street and environmental cleanliness - litter (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness - Litter</p>  <table border="1"> <caption>Improved street & environmental cleanliness - Litter</caption> <thead> <tr> <th>Year/Tranche</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>2.3</td> </tr> <tr> <td>2012/13</td> <td>1.9</td> </tr> <tr> <td>2013/14</td> <td>-</td> </tr> <tr> <td>Tranche 1</td> <td>1.7</td> </tr> <tr> <td>Tranche 2</td> <td>-</td> </tr> <tr> <td>Tranche 3</td> <td>-</td> </tr> </tbody> </table>	Year/Tranche	Percentage	2011/12	2.3	2012/13	1.9	2013/14	-	Tranche 1	1.7	Tranche 2	-	Tranche 3	-	1	1	1.7	AMBER	↑
Year/Tranche	Percentage																			
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<p>Level of street and environmental cleanliness - detritus (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness - detritus</p>  <table border="1"> <caption>Improved street & environmental cleanliness - detritus</caption> <thead> <tr> <th>Year/Tranche</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4.1</td> </tr> <tr> <td>2012/13</td> <td>3.6</td> </tr> <tr> <td>2013/14</td> <td>-</td> </tr> <tr> <td>Tranche 1</td> <td>2.7</td> </tr> <tr> <td>Tranche 2</td> <td>-</td> </tr> <tr> <td>Tranche 3</td> <td>-</td> </tr> </tbody> </table>	Year/Tranche	Percentage	2011/12	4.1	2012/13	3.6	2013/14	-	Tranche 1	2.7	Tranche 2	-	Tranche 3	-	2	2	2.7	AMBER	↑
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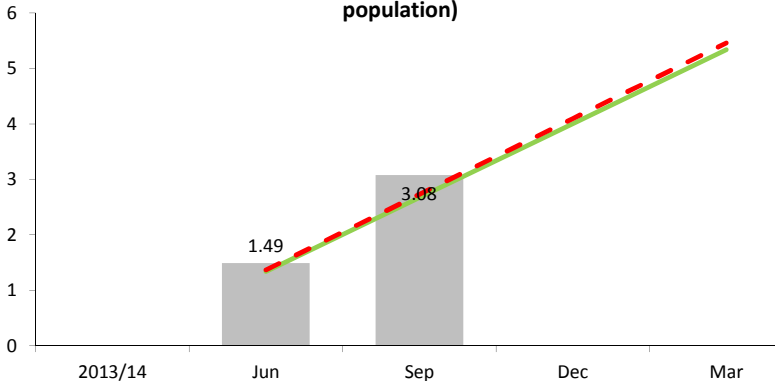
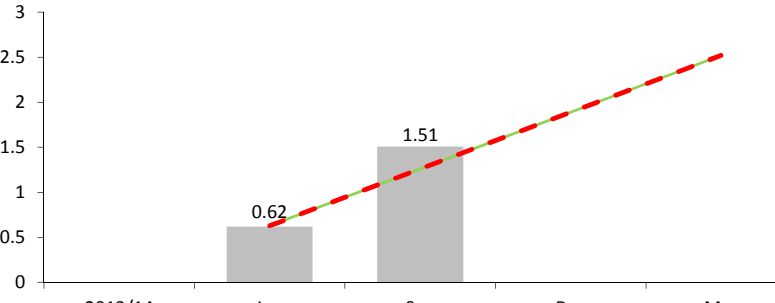
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<p>Improved street and environmental cleanliness - graffiti (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness -Graffiti</p>  <table border="1"> <caption>Improved street & environmental cleanliness -Graffiti Data</caption> <thead> <tr> <th>Year/Tranche</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>6</td> </tr> <tr> <td>2012/13</td> <td>8.8</td> </tr> <tr> <td>2013/14</td> <td>8.3</td> </tr> <tr> <td>Tranche 1</td> <td>8.3</td> </tr> <tr> <td>Tranche 2</td> <td>-</td> </tr> <tr> <td>Tranche 3</td> <td>-</td> </tr> </tbody> </table>	Year/Tranche	Percentage (%)	2011/12	6	2012/13	8.8	2013/14	8.3	Tranche 1	8.3	Tranche 2	-	Tranche 3	-	6	6	8.3	RED	↓
Year/Tranche	Percentage (%)																			
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<p>Indicator is off target mainly due to pressures within Weavers, Bow East and Bethnal Green South wards LAP managers have been informed of the failures, and they will address issues in each ward via enforcement, monitoring and contract management. Extra resources have been allocated to reduce defacement via the Mayors Accelerated Delivery Programme, however, as the Programme only started in June, it has yet to make a full impact on graffiti and fly posting. The Council has yet to adopt a cohesive graffiti and defacement policy, however a draft scoping document for a Defacement Policy is being prepared. Outturn is expected to be in line with target within the year</p>		<p>Indicator is off target mainly due to the scale of pressures within Weavers ward and in Bethnal Green LAP managers have been informed of the failures, and they will address issues in each ward via enforcement, monitoring and contract management. Extra resources have been allocated to reduce defacement via the Mayors Accelerated Delivery Programme, however, as the programme only started in June, it has yet to make a full impact on graffiti and fly posting. The Council has yet to adopt a cohesive graffiti and defacement policy, however a draft scoping document for a Defacement Policy is being prepared. Outturn is expected to be in line with target within the year</p>																		


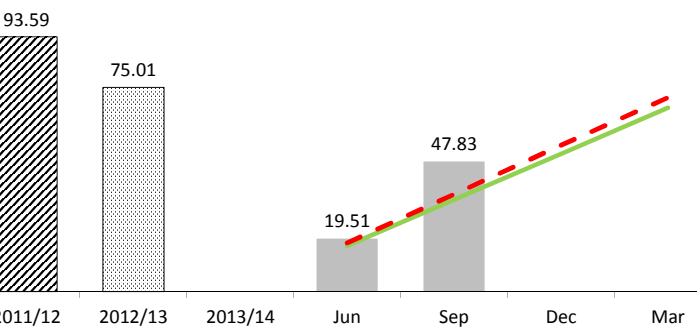
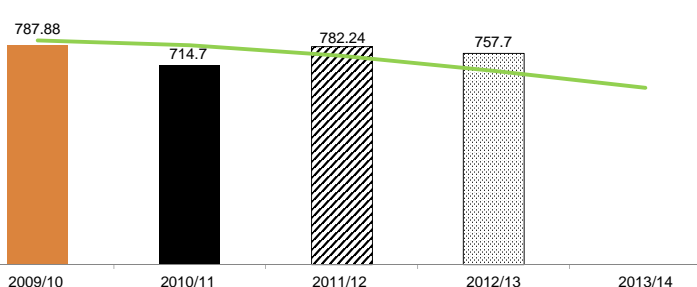
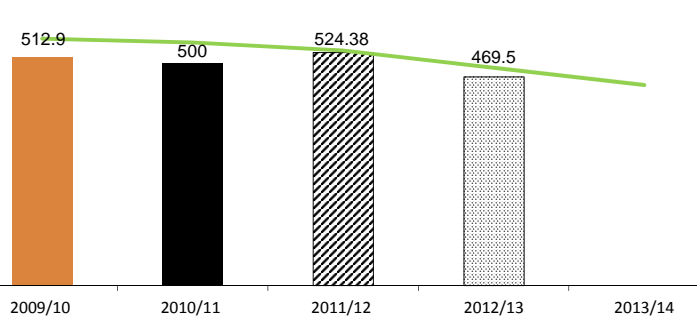
Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)														
Prosperous Community																				
<p>JSA Claimant Rate (gap between the Borough and 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>  <table border="1"> <caption>JSA Claimant Rate Gap Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>2.0</td></tr> <tr><td>2011/12</td><td>2.0</td></tr> <tr><td>2012/13</td><td>1.6</td></tr> <tr><td>2013/14</td><td>1.2</td></tr> <tr><td>Jun</td><td>1.3</td></tr> <tr><td>Sep</td><td>1.3</td></tr> </tbody> </table>	Year/Quarter	Value (%)	2010/11	2.0	2011/12	2.0	2012/13	1.6	2013/14	1.2	Jun	1.3	Sep	1.3	0.6	0.6	1.3	AMBER	↑
Year/Quarter	Value (%)																			
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Sep	1.3																			
<p>Trend is negative compared to last quarter's update, with a 0.1pp increase in the JSA claimant rate gap between Tower Hamlets and the London average rate. However, the gap has reduced 0.5pp since this time last year. In September 2012, the JSA rate for the borough was 5.5%. In September 2013 the outturn is 4.7%. In terms of the number of claimants, there has been a total reduction of 1,585 JSA claimants from September 2012 to September 2013.</p> <p>Tower Hamlets: 4.7% London Average: 3.4% Gap between TH & the London Average: 4.7 - 3.4 = 1.3pp</p>																				
<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>  <table border="1"> <caption>Overall employment rate Gap Data</caption> <thead> <tr> <th>Year/Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>8.3</td></tr> <tr><td>2011/12</td><td>7.9</td></tr> <tr><td>2012/13</td><td>7.3</td></tr> <tr><td>2013/14</td><td>7.6</td></tr> <tr><td>Jun</td><td>6.9</td></tr> <tr><td>Sep</td><td>6.9</td></tr> </tbody> </table>	Year/Quarter	Value (%)	2010/11	8.3	2011/12	7.9	2012/13	7.3	2013/14	7.6	Jun	6.9	Sep	6.9	6.3	6.3	6.9	AMBER	↑
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<p>The employment rate for Tower Hamlets is looking positive (compared to previous quarter's release) with an increase of 0.6pp, whilst the trend for the London average is negative with a reduction of 0.1pp. Whereas the employment rate gap widened 0.3pp in Q1, this has since reduced by 0.7pp (gap at 6.9pp). The employment rate gap has also narrowed a further 0.7pp since this time last year.</p> <p>Tower Hamlets: 62.5% London Average: 69.4% Gap between TH & London average rate: 69.4 - 62.5 = 6.9pp</p>																				


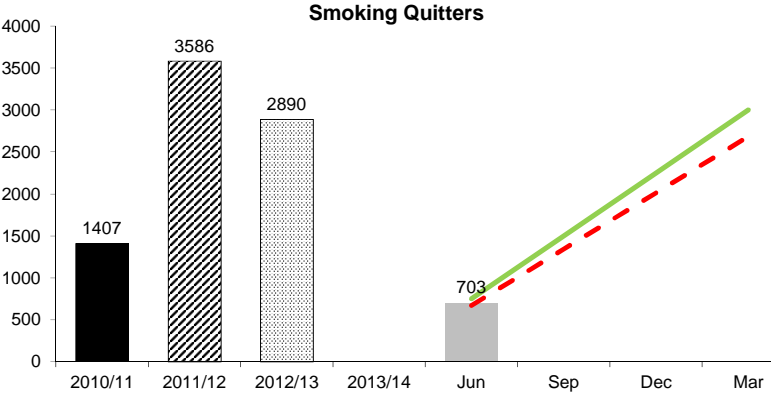
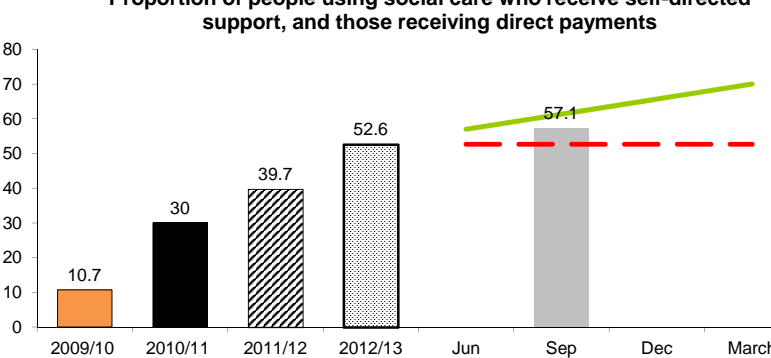
Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)																																		
<p>16 to 19 year olds who are not in education, employment or training (NEET) (%)</p> <p>Measured in: % Good Performance: Lower</p>	<p>16-18 Year olds who are not in education, employment or training (NEET)</p>  <table border="1"> <caption>NEET Data</caption> <thead> <tr> <th>Year</th> <th>NEET (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>5.3</td></tr> <tr><td>2011/12</td><td>5</td></tr> <tr><td>2012/13</td><td>4.9</td></tr> <tr><td>2013/14</td><td>5.4</td></tr> <tr><td>Apr</td><td>5.1</td></tr> <tr><td>May</td><td>5.0</td></tr> <tr><td>Jun</td><td>6.0</td></tr> <tr><td>Jul</td><td>7.1</td></tr> <tr><td>Aug</td><td>12.8</td></tr> <tr><td>Sep</td><td></td></tr> <tr><td>Oct</td><td></td></tr> <tr><td>Nov</td><td></td></tr> <tr><td>Dec</td><td></td></tr> <tr><td>Jan</td><td></td></tr> <tr><td>Feb</td><td></td></tr> <tr><td>Mar</td><td></td></tr> </tbody> </table>	Year	NEET (%)	2010/11	5.3	2011/12	5	2012/13	4.9	2013/14	5.4	Apr	5.1	May	5.0	Jun	6.0	Jul	7.1	Aug	12.8	Sep		Oct		Nov		Dec		Jan		Feb		Mar		4.5	4.5	12.8	RED	↑
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<p>1. The increase in % during Q2 is normal this time of the year as all year 11's automatically go onto the NEET list once they leave school - approx. 2500 yp</p> <p>2. A number of events have been undertaken during the summer - Transition mentoring work, NEET event - your next move and a big drive on the September Guarantee which included tracking to address this.</p> <p>3. Improvements on NEET will be more visible during Q3. On course to meet target as further NEET programmes are planned to be commissioned from November, Tracking & Door Knocking exercise will continue regularly, NEET event planned for 15th Jan 2014.</p> <p>4. Schools / Training providers lists are being returned now, this will have an impact on updating records which should reduce the number of NEET. Further to this, cross references of NEET young people attending generic youth provisions are being carried out, planned work to cross check NEET with RSLs and Electoral Register also being put in place.</p>																																								
<p>Proportion of children in poverty</p> <p>Measured in: % Good Performance: Lower</p>	<p>Proportion of children in poverty</p>  <table border="1"> <caption>Proportion of children in poverty</caption> <thead> <tr> <th>Year</th> <th>Proportion (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>57</td></tr> <tr><td>2011/12</td><td>53</td></tr> <tr><td>2012/13</td><td>48.6</td></tr> <tr><td>2013/14</td><td>46.1</td></tr> </tbody> </table>	Year	Proportion (%)	2010/11	57	2011/12	53	2012/13	48.6	2013/14	46.1	45.6	45.6	46.1	GREEN	↑																								
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<p>The HMRC data for 2011 shows that 46.1% of all children in the Tower Hamlets live in poverty. This continues to be the highest child poverty rate in England (and the UK).</p> <p>The child poverty rate in Tower Hamlets has fallen considerably since 2007 from 64% to 46.1% - a fall of 17.9 percentage points. The drop in rate reflects a significant fall in the number of children in relative poverty against a steadily growing child population. London also saw a fall over the same period but it was far less pronounced (a drop from 33% to 26.7% - a fall of 6.3 percentage points). Nationally rates have shown little change – falling only by 1.9 percentage points since 2007. Performance falls within the agreed target range.</p>																																								

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)										
<p>Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths</p> <p>Measured in: % Good Performance: Higher</p>	<p>Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths</p>  <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>51.8</td> </tr> <tr> <td>2011/12</td> <td>61.4</td> </tr> <tr> <td>2012/13</td> <td>61.8</td> </tr> <tr> <td>2013/14</td> <td>63.5</td> </tr> </tbody> </table>	Year	Percentage	2010/11	51.8	2011/12	61.4	2012/13	61.8	2013/14	63.5	65	65	63.5	AMBER	 <p>Provisionally performance has increased by 1.6% points since 2012 and remains above the national average of 60.8%. As in previous years, it is expected that performance will improve by c.1% point in the final data.</p> <p>Numerator: number of children at the end of KS4 achieving 5 or more A*- C grades at GCSE or equivalent including English and Maths Denominator: number of children on school roll at end of KS4</p>
Year	Percentage															
2010/11	51.8															
2011/12	61.4															
2012/13	61.8															
2013/14	63.5															

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 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> 	4.78	2.39	2.19	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> 	12.35	6.18	7.45	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> 	9.35	4.675	5.68	RED	↔


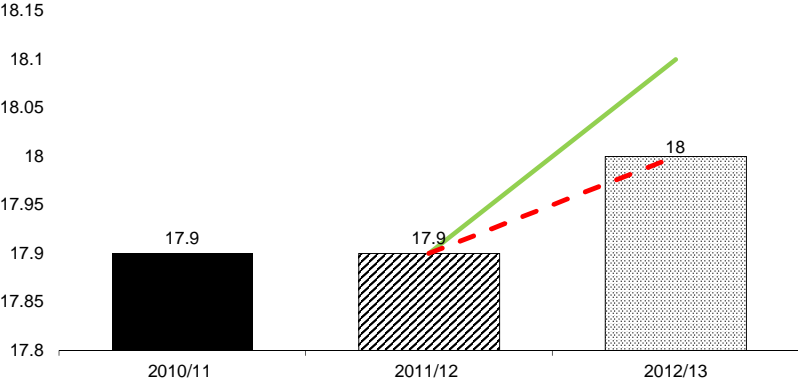
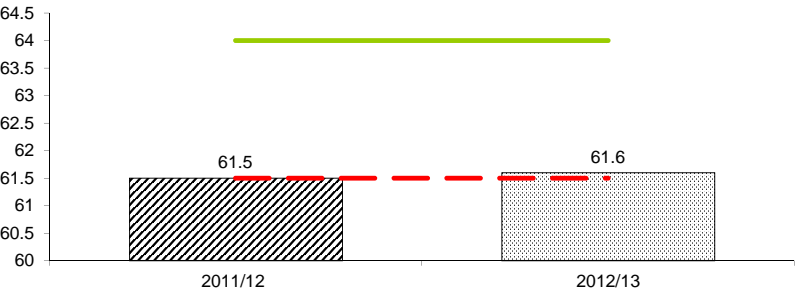
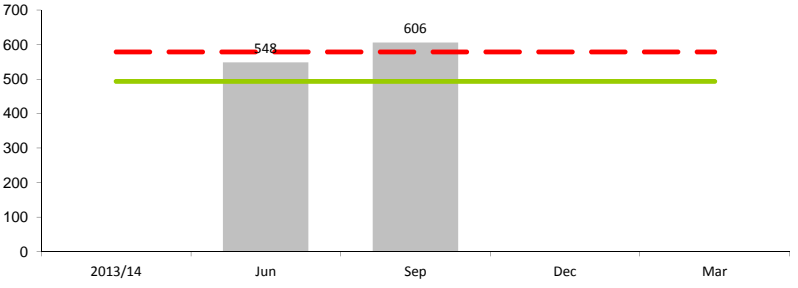
Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)								
<p>Rate of violence with injury crimes (Excl. DV) per 1,000 population</p> <p>Measured in: Number (No. 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>  <table border="1"> <caption>Rate of violence with injury crimes - Excl.DV (per 1,000 population)</caption> <thead> <tr> <th>Period</th> <th>Actual Rate</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>5.37</td> </tr> <tr> <td>Jun</td> <td>1.49</td> </tr> <tr> <td>Sep</td> <td>3.08</td> </tr> </tbody> </table>	Period	Actual Rate	2013/14	5.37	Jun	1.49	Sep	3.08	5.37	2.685	3.08	RED	New
Period	Actual Rate													
2013/14	5.37													
Jun	1.49													
Sep	3.08													
<p>Rate of violence with injury crimes (DV only) per 1,000 population</p> <p>Measured in: Number (No. of violence with injury crimes (DV only)/total population x 1,000) Good Performance: Higher</p> <p>NB. This measure is designed to track the success of the Police in increasing detection of domestic violence</p>	<p>Number of violence with injury incidents - DV Only (per 1,000 population)</p>  <table border="1"> <caption>Number of violence with injury incidents - DV Only (per 1,000 population)</caption> <thead> <tr> <th>Period</th> <th>Actual Rate</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>2.52</td> </tr> <tr> <td>Jun</td> <td>0.62</td> </tr> <tr> <td>Sep</td> <td>1.51</td> </tr> </tbody> </table>	Period	Actual Rate	2013/14	2.52	Jun	0.62	Sep	1.51	2.52	1.26	1.51	GREEN	New
Period	Actual Rate													
2013/14	2.52													
Jun	0.62													
Sep	1.51													
<p>Non DV Violence with Injury offences exceeded the set target by 26 offences, however, when comparing the same period to 2012 a reduction of -3% (28 less offences) is seen. The borough continues to focus in this crime type area and a number of initiatives are in place to impact on the number of Non-DV related incidents.</p>		<p>We have seen a welcome increase which can be attributed to the borough's continued focus on a better initial assessment and investigation of Domestic Violence. (This measure is designed to track the success in increasing detection of domestic violence). For example Domestic Violence With Injury Offences when compared to the same period in 2012 saw an increase of 21% and is reflective of the proactivity being undertaken. Tower Hamlets has one of the highest arrest rates in the MPS for Domestic Violence with a Detection Rate of 56.7%. The Police consider the increase in rate is due to better reporting practices. It is anticipated that the figures will start to reduce after September as the programme around better assessment and investigation of DV really took hold in September 2012 and therefore the comparisons will be evened out.</p>												


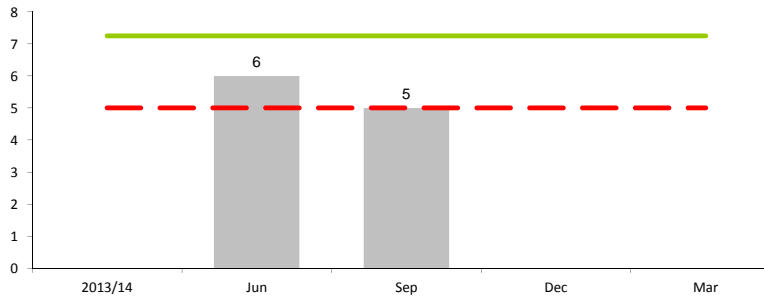
Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)
<p>Computer Aided Despatch (CAD) calls for ASB</p> <p>Measured in: Number (No. of CAD calls/total population x 1,000) Good Performance: Lower</p>	<p>Rate of CAD calls for ASB (per 1,000 population)</p> 	67.51	33.755	47.83	RED	↓
Healthy and Supportive Community						
<p>All-age all-cause mortality rate - Male</p> <p>Measured in: Standardised mortality rate per 100,000 population, from all causes at all ages (three year rolling average) Good Performance: Lower</p>	<p>All-age, all-cause mortality - male</p> 	TBC	n/a	757.7	TBC	↔
<p>All-age all-cause mortality rate - Female</p> <p>Measured in: Standardised mortality rate per 100,000 population, from all causes at all ages (three year rolling average) Good Performance: Lower</p>	<p>All-age, all-cause mortality - female</p> 	TBC	n/a	469.5	TBC	↑
<p>The target for 2012/13 is subject to confirmation, but from the trajectory it appears that the outturn would be above target (RED). The latest available mortality figures relate to end of year 2012/13. This shows that the all-age all-cause mortality rate for males is slightly lower than it was in the previous year. 2013/14 data will be available in August 2014.</p> <p>The target for 2012/13 is subject to confirmation, but from the trajectory it appears that the outturn would be below target (GREEN). The latest available mortality figures relate to end of year 2012/13. This shows that the all-age all-cause mortality rate for females is slightly lower than it was in the previous year. 2013/14 data will be available in August 2014.</p>						

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)												
<p>Smoking Quitters</p> <p>Measured in: the number of four-week smoking quitters who have attended NHS Stop Smoking Services per 100,000 . Good Performance: Higher</p>	 <table border="1"> <caption>Smoking Quitters Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>1407</td> </tr> <tr> <td>2011/12</td> <td>3586</td> </tr> <tr> <td>2012/13</td> <td>2890</td> </tr> <tr> <td>2013/14 (Actual)</td> <td>703</td> </tr> </tbody> </table>	Year	Value	2010/11	1407	2011/12	3586	2012/13	2890	2013/14 (Actual)	703	3000	750	703	AMBER	↓		
Year	Value																	
2010/11	1407																	
2011/12	3586																	
2012/13	2890																	
2013/14 (Actual)	703																	
<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>	 <table border="1"> <caption>Proportion of people using social care who receive self-directed support, and those receiving direct payments</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>10.7</td> </tr> <tr> <td>2010/11</td> <td>30</td> </tr> <tr> <td>2011/12</td> <td>39.7</td> </tr> <tr> <td>2012/13</td> <td>52.6</td> </tr> <tr> <td>2013/14 (Actual)</td> <td>57.1</td> </tr> </tbody> </table>	Year	Value (%)	2009/10	10.7	2010/11	30	2011/12	39.7	2012/13	52.6	2013/14 (Actual)	57.1	70	70	57.1	AMBER	↑
Year	Value (%)																	
2009/10	10.7																	
2010/11	30																	
2011/12	39.7																	
2012/13	52.6																	
2013/14 (Actual)	57.1																	

Due to the time lag for this measure, the latest available data is for Q1, which shows that the number of quitters is within the target bandwidth (703 quits). This year, smoking cessation services are being used in a more targeted and intense fashion which potentially means that fewer people will be seen, but in terms of benefits to the individual and the wider community the benefit should be greater. For example groups to be targeted are Bangladeshi men, routine and manual men and women, pregnant smokers, those living with severe mental illness and long term conditions.

The proportion of service users who received self-directed support was 57.1% for the rolling year (Oct 2012 – Sep 2013). The outturn is within the target bandwidth . Performance is continuing to show a steady improvement when compared the 2011/12 and 2012/13 outturn. It should be noted that the performance figure excludes external carers' data which is used in the full measure calculation. This is because the data is not received from the carers centre in time for analysis and inclusion.

Description		Annual Stretched Target (2013/14)	Q2 Stretched Target (Apr-Sept 2013)	Q2 Actual (Jul-Sept 2013)	Performance against target	Direction of Travel (comparing Q2 12/13 and Q2 13/14 actual)																								
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<p>Currently 5% of children leaving care who were adopted in the 2011/14 three year period were from a BME background. This meets the minimum target set for this strategic measure but is a decrease on the previous 2010/13 period.</p> <p>Numerator: all children with a known ethnicity of Asian, Black, Chinese, Mixed or Other who were adopted in the period</p> <p>Denominator: all children within these ethnic groups who ceased to be looked after for any reason in the same time period.</p> <p>Numerators and denominators exclude all children where ethnicity was refused or not obtained.</p>																		