
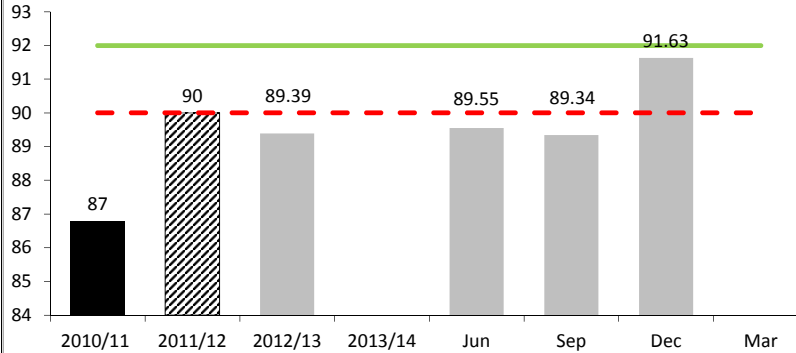
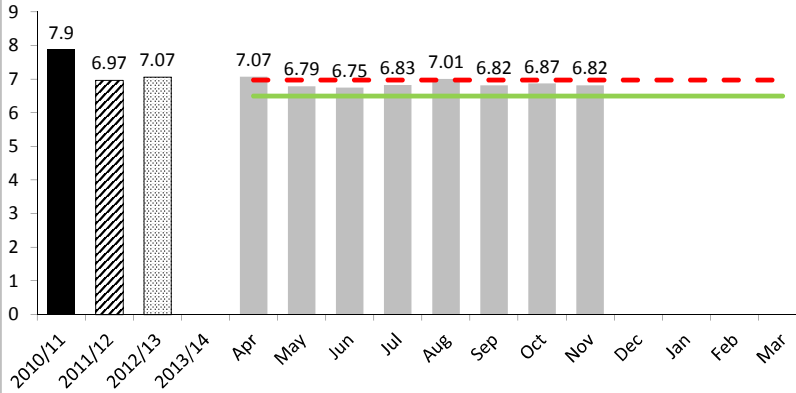

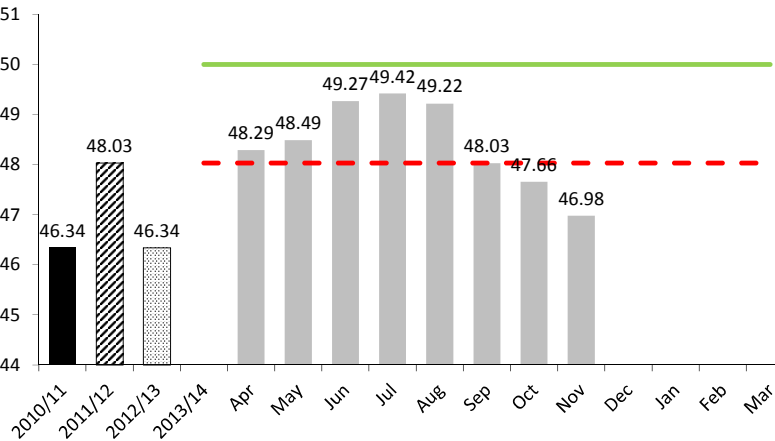
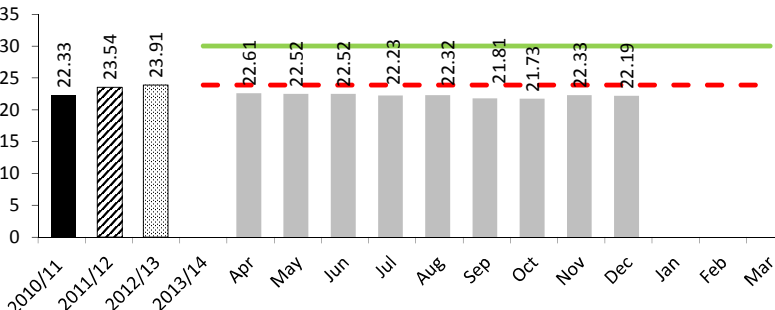

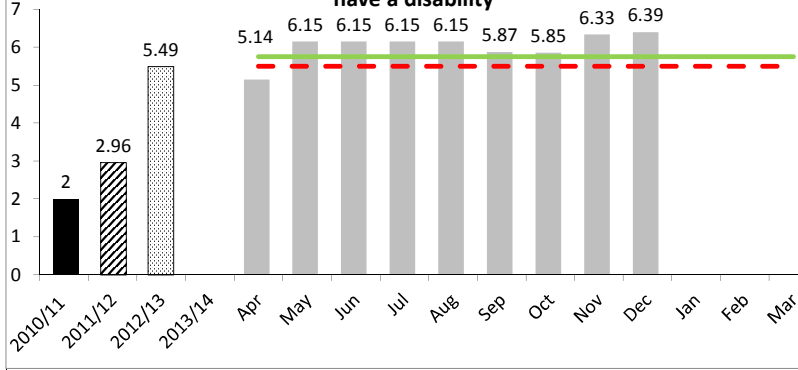
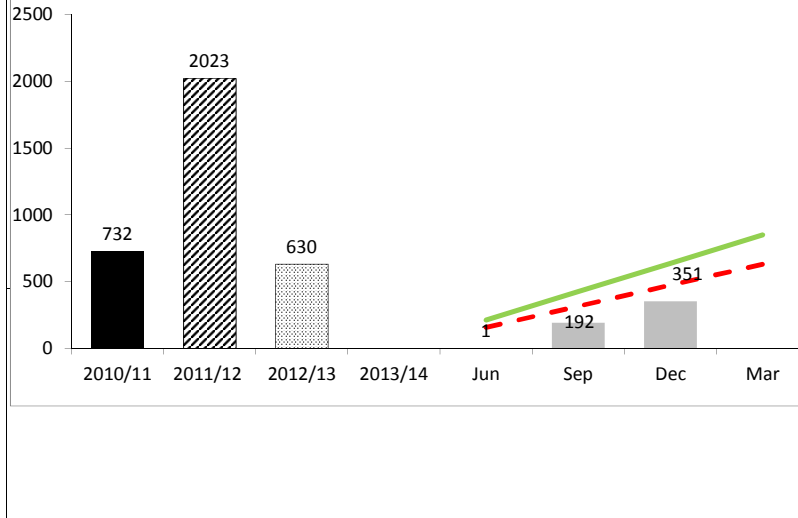

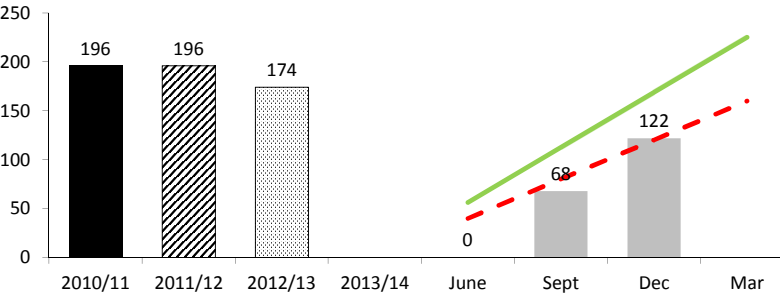
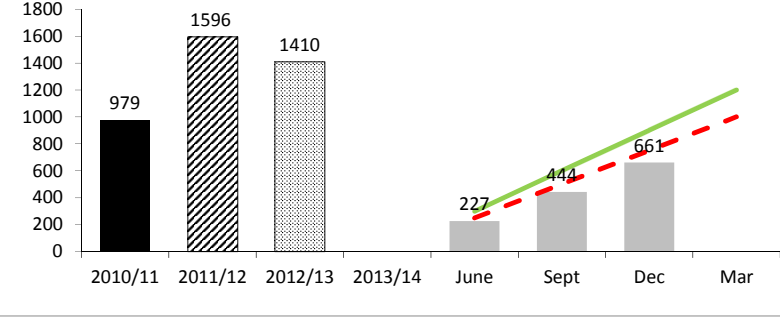


Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)																																		
One Tower Hamlets																																								
<p>Customer 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>-</td></tr> <tr><td>Jun</td><td>89.55</td></tr> <tr><td>Sep</td><td>89.34</td></tr> <tr><td>Dec</td><td>91.63</td></tr> <tr><td>Mar</td><td>-</td></tr> </tbody> </table>	Year/Quarter	Value	2010/11	87	2011/12	90	2012/13	89.39	2013/14	-	Jun	89.55	Sep	89.34	Dec	91.63	Mar	-	92	92	91.63	AMBER	↔																
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<p>In Q3, 91.63% of customers that completed a satisfaction survey at the end of their call reported positive levels of satisfaction. The performance has increased by 2.29ppt compared to Q2 and 1.15ppt since 2012/13. The significant improvement in contact centre call wait times for Q3 are as a result of the resolution of a range of ICT issues which adversely impacted performance over the summer months. Overall customer satisfaction has remained consistent over the last three years despite pressure on resources.</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>-</td></tr> <tr><td>Apr</td><td>7.07</td></tr> <tr><td>May</td><td>6.79</td></tr> <tr><td>Jun</td><td>6.75</td></tr> <tr><td>Jul</td><td>6.83</td></tr> <tr><td>Aug</td><td>7.01</td></tr> <tr><td>Sep</td><td>6.82</td></tr> <tr><td>Oct</td><td>6.87</td></tr> <tr><td>Nov</td><td>6.82</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/Quarter	Value	2010/11	7.9	2011/12	6.97	2012/13	7.07	2013/14	-	Apr	7.07	May	6.79	Jun	6.75	Jul	6.83	Aug	7.01	Sep	6.82	Oct	6.87	Nov	6.82	Dec	-	Jan	-	Feb	-	Mar	-	6.5	6.5	6.82	AMBER	↔
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<p>While sickness absence is currently above the Council's stretch target (6.5), it remains under the minimum standard target (6.97). There has been significant improvements in recent years and data collected by London Councils shows Tower Hamlets as a high performing local authority; performance in Tower Hamlets was 0.8 days better than comparative boroughs in London. The average days lost from sickness has improved further in 2013/14, from 7.17 days in 2012/13 to 6.82 days in quarter 3 - performance over the last six months has improved by 0.07 ppt. We would need to improve by a further 0.32 days to meet the stretch target. 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>																																								


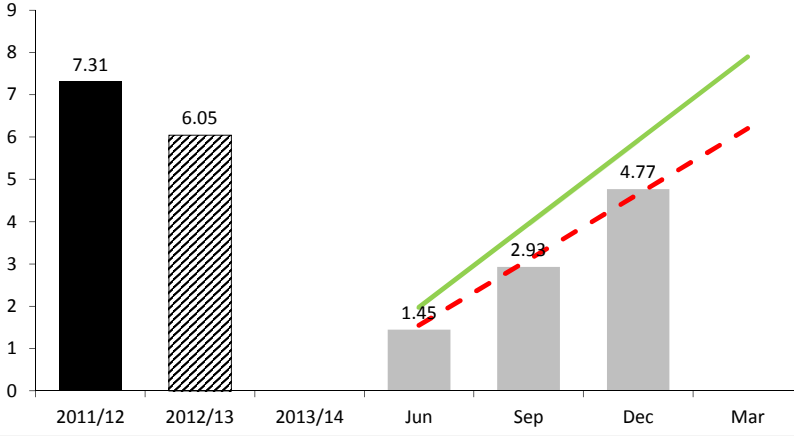
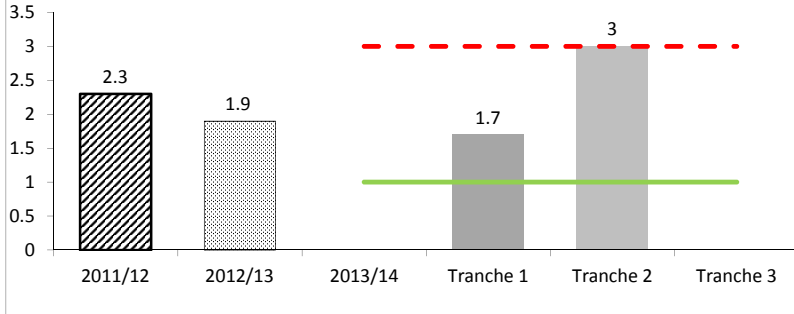
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<p>Percentage of LP07 or above Local Authority staff that are women (%)</p> <p>Measured in: % Good Performance: Higher</p>	<p>% of staff that are LP07 or above that are women</p>  <table border="1"> <caption>Data for % of staff that are LP07 or above that are women</caption> <thead> <tr> <th>Year</th> <th>Value (%)</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>46.34</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> <tr><td>Oct</td><td>47.66</td></tr> <tr><td>Nov</td><td>46.98</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	Value (%)	2010/11	46.34	2011/12	48.03	2012/13	46.34	2013/14	46.34	Apr	48.29	May	48.49	Jun	49.27	Jul	49.42	Aug	49.22	Sep	48.03	Oct	47.66	Nov	46.98	Dec		Jan		Feb		Mar		50.0	50.0	46.98	RED	↔
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<p>The percentage of women in LPO7+ posts remains below the target level and performance has slightly deteriorated in the last four months, however it remains the same compared to this time last year. The dip in performance in the last four months are caused by the slightest change in total FTE across the Council. The following actions have been put in place to increase the proportion of women in posts graded LP07 and above: -Recruitment target to be set and monitored by People Board for the Council as a whole -Workforce planning and succession planning embedded across the organisation -Navigate initiative used as a platform to increase representation of women into more senior positions. Additionally the WFTRC Action Plan identifies specific actions as follows: •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>																																								
<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>Value (%)</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>23.91</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> <tr><td>Oct</td><td>21.73</td></tr> <tr><td>Nov</td><td>22.33</td></tr> <tr><td>Dec</td><td>22.19</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	Value (%)	2010/11	22.33	2011/12	23.54	2012/13	23.91	2013/14	23.91	Apr	22.61	May	22.52	Jun	22.52	Jul	22.23	Aug	22.32	Sep	21.81	Oct	21.73	Nov	22.33	Dec	22.19	Jan		Feb		Mar		30	30	22.19	RED	↔
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<p>The percentage of BME staff at this level remains fairly steady around 8ppt below target. Comparative performance information shows that Tower Hamlets is one of the best performing authorities on this measure. Actions being taken include: 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 Additionally, the WFTRC Action Plan suggests exploration of the need to implement Positive Action Schemes to increase representation.</p>																																								


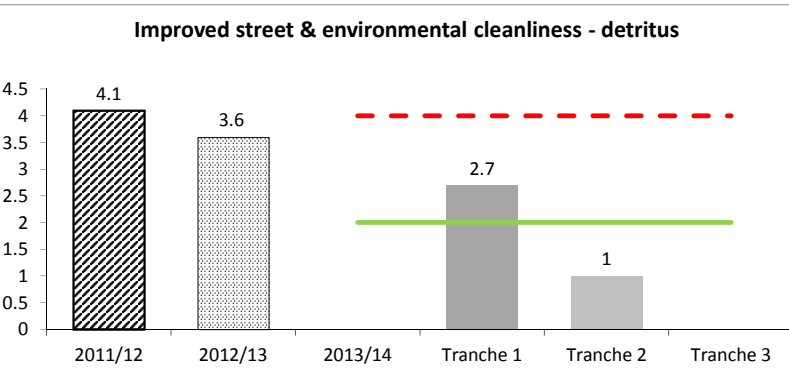
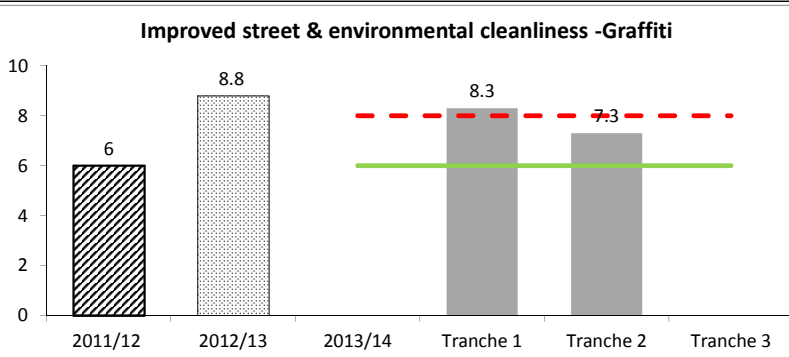
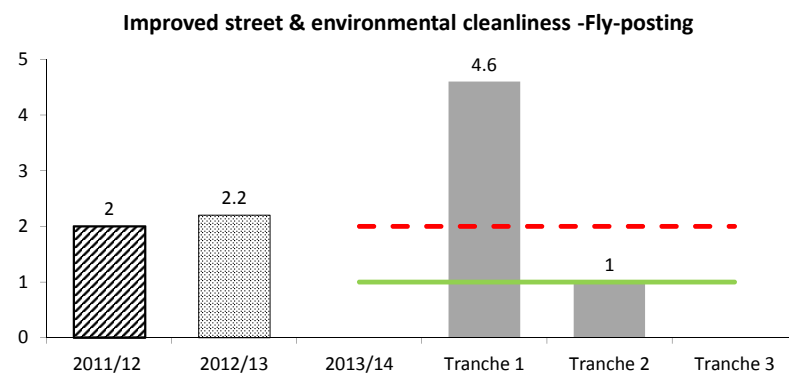
Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)
<p>Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained 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> 	5.75	5.75	6.39	GREEN	↑
<p>We are currently performing above the target level for this quarter and 1.76 ppt better than this time last year. Action to improve further against target during 2013/14 is as follows -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.</p>						
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	637.5	351	RED	↑
<p>The 13/14 year-end forecast for affordable homes delivery is 839 new build units and approximately 55 non-new build grant funded units, bringing overall delivery to exceed the upper bandwidth target. Affordable delivery in Q3 of new build units represents 41% of the year end forecast. Scheme slippages have meant that over 300 units forecasted for completion ending Q3 have slipped into Q4. Whilst construction related problems delay completions, RPs also reported delays in utility connections and street numbering procedures which had held back the completion of works. Performance is never evenly spread across the year and this year the largest number of units are being delivered in Q4. The number of units delivering in each quarter is dependent on the contractors' performance on site and other technical issues relating to completion of schemes. 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 new build affordable homes from October 2010 to the end of December 2013 now totals 3,405 units, with a forecast of 3,893 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 4,138 by May 2014.</p>						


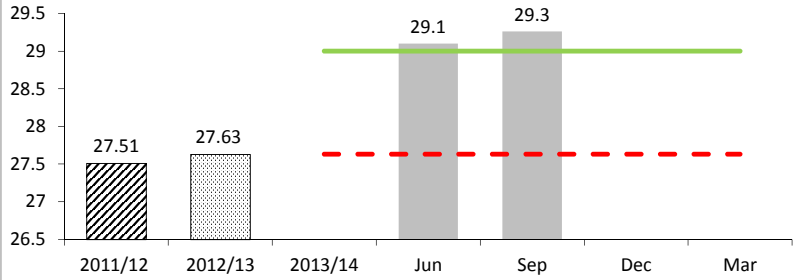
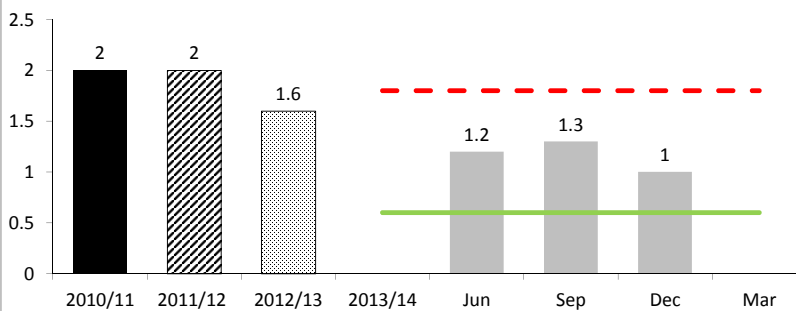
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<p>Number of social rented housing completions for family housing (gross)</p> <p>Measured in: Number (a count of the number of affordable housing - local authority, housing associations, and co-operative tenants. Family housing is 3 bedrooms or more) Good Performance: Higher</p>	<p>Number of social rented housing completions for family housing (gross)</p> 	225	168.75	122	AMBER	↑
<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	900	661	RED	↓


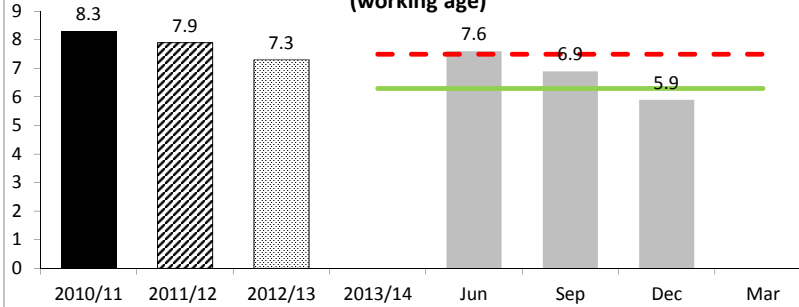
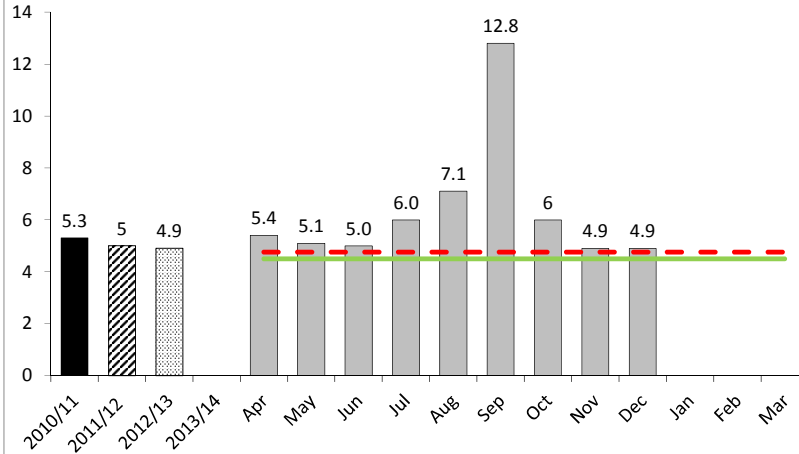
122 affordable rented housing units have been delivered in Q3 supported by the completions of good family provisions on the Ocean Estate. The predicted annual delivery stands at 242, exceeding the upper target by 17 additional family houses (7.5%). We are also still on track to meet the Mayor's target of 4,000 new affordable homes.


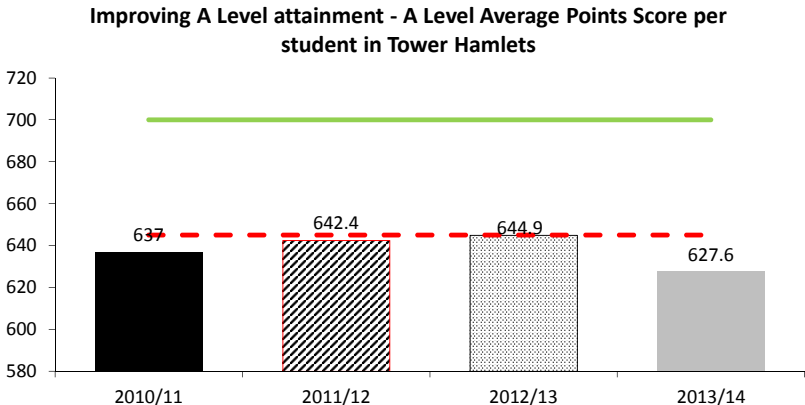
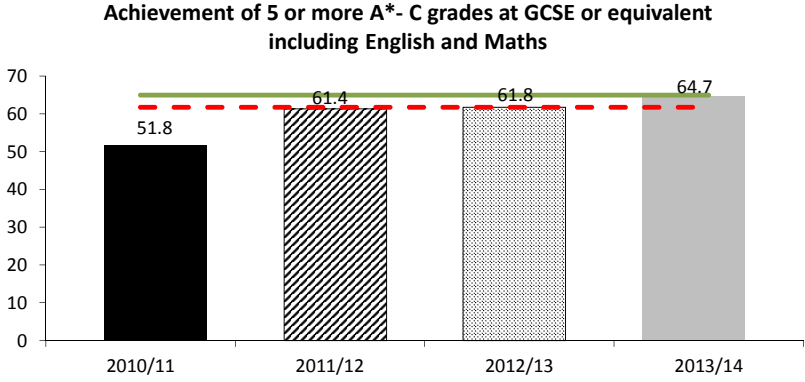
The total number of lets to overcrowded applicants is 661, which is below the Standard target for December 2013 (750), influenced by fewer properties to let this year - a likely 1,786 based on activity to date compared with last year's 2,435. As forecasted, this measure would have also been affected by an increasing number of offers to non-priority cases and the 10% target set for Band 3 applicants (who are adequately housed) under the Council's lettings plan. The impact of reduced number of lets to overcrowded families could be mitigated by revising the target lets set for Band 3 applicants. The number of lets next year is likely to increase because greater number of new build homes is expected to be handed over. However, performance against this measure has continued to remain strong with a total of 3,667 lets to overcrowded households from April 2011 against a Mayoral target of 1,000 lets to overcrowded households per year.


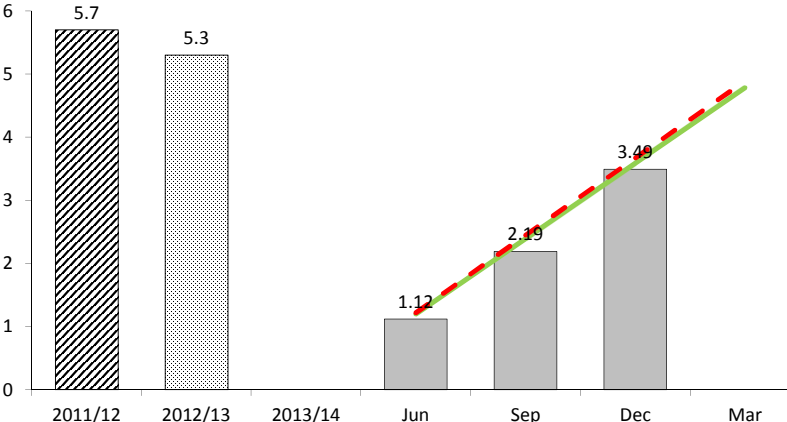
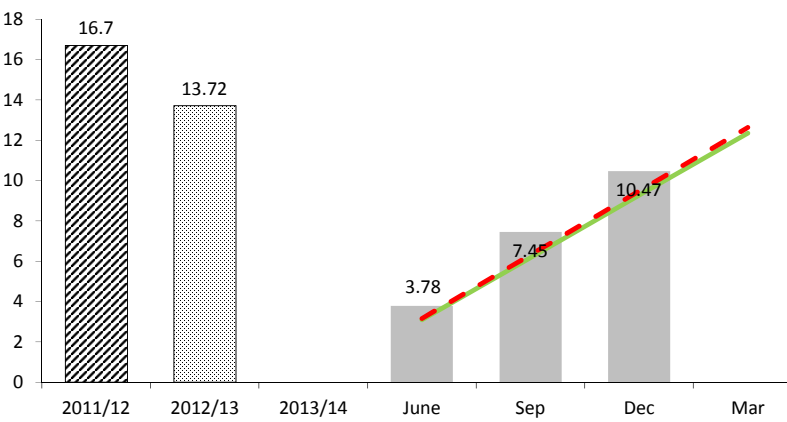
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<p>The number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.</p> <p>Measured in: The number of cases assisted through successful casework intervention divided by the number of thousand households in the local authority area. Good Performance: Higher</p>	<p style="text-align: center;">Homelessness Prevention</p> 	7.9	5.93	4.77	AMBER	↑
<p>Level of street and environmental cleanliness - litter (%)</p> <p>Measured in % Good performance: Lower</p>	<p style="text-align: center;">Improved street & environmental cleanliness - Litter</p> 	1	1	3	AMBER	↑
		<p>Although performance was below expectations in the first 2 quarters of 2013/14, improvements were seen in quarter 3. 520 households, equating to 4.77% of total households, were prevented from homelessness in Q3 which is above our minimum target (4.65%) and also above performance levels this time last year (4.19%). There is a severe shortage of affordable private sector properties available to homeless households as an alternative to pursuing a statutory homeless application and the problem is increasing. Consequently, our ability to prevent homelessness by securing an alternative tenancy had been diminishing immensely but we have seen a small improvement. This through improving the incentive provided to landlords so they will let their admittedly small number of properties available at, or close to, Local Housing Allowance levels via the council to one of our customers rather than let them to a member of the general public. This will be for a finite period to see if there is any improvement in supply and a subsequent improvement in homeless preventions. It is also envisaged that performance will further improve in quarter 4 to meet this year's target (7.9%).</p>				
		<p>This figure in the outturn field relates to Tranche 2 (Jul-Sept). We have met the minimal standard target (3%) but missed the stretch target (1%). As tranche survey 2 consisted of inspections within wards such as Whitechapel and Spitalfields & Bangla Town, which are the most highly littered wards in the borough the level of litter had increased from the last survey conducted. It is anticipated that with the extra funding from the Mayor's accelerated delivery programme we will achieve the stretched target on the next survey completed. We have highlighted the problematic land uses and wards, and in partnership with Veolia and the enforcement team we have strategized a process to minimise the level of litter around these areas.</p>				


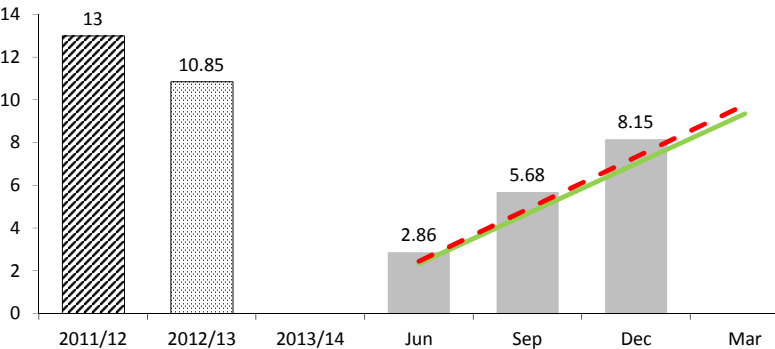
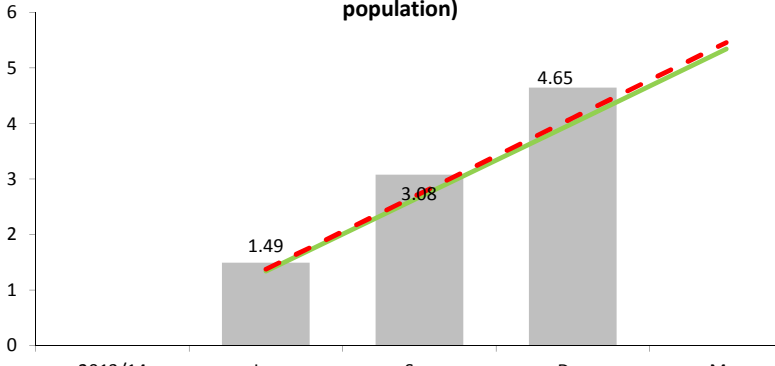
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<p>Level of street and environmental cleanliness - detritus (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness - detritus</p>  <table border="1"> <caption>Detritus Data</caption> <thead> <tr> <th>Year/Tranche</th> <th>Value (%)</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>2.7</td> </tr> <tr> <td>Tranche 1</td> <td>2.7</td> </tr> <tr> <td>Tranche 2</td> <td>1</td> </tr> <tr> <td>Tranche 3</td> <td>1</td> </tr> </tbody> </table>	Year/Tranche	Value (%)	2011/12	4.1	2012/13	3.6	2013/14	2.7	Tranche 1	2.7	Tranche 2	1	Tranche 3	1	2	2	1	GREEN	↑	
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<p>This figure in the outturn field relates to Tranche 2 (Jul-Sept). The performance is 1 ppt better than our stretch target (2%).</p>	<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>Graffiti Data</caption> <thead> <tr> <th>Year/Tranche</th> <th>Value (%)</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>7.3</td> </tr> <tr> <td>Tranche 3</td> <td>7.3</td> </tr> </tbody> </table>	Year/Tranche	Value (%)	2011/12	6	2012/13	8.8	2013/14	8.3	Tranche 1	8.3	Tranche 2	7.3	Tranche 3	7.3	6	6	7.3	AMBER	↑
Year/Tranche	Value (%)																				
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2012/13	8.8																				
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Tranche 1	8.3																				
Tranche 2	7.3																				
Tranche 3	7.3																				
<p>We have met the minimal standard target (8%) but missed the stretch target (6%). The level of graffiti has dropped from 8.3% to 7.3% since the last tranche survey. Areas that need further improvements have been identified with the LAP managers, and they will address issues in each ward via enforcement, monitoring and contract management. With the extra resources allocated via the Mayors' accelerated delivery programme, we expect to further improve by meeting the stretched target in the next tranche survey completed. Inspections were carried out in wards that include Whitechapel and Spitalfields & Bangla Town, with the highest graffiti issues, as reflected in the result.</p>	<p>Improved street and environmental cleanliness - fly-posting (%)</p> <p>Measured in % Good performance: Lower</p>	<p>Improved street & environmental cleanliness -Fly-posting</p>  <table border="1"> <caption>Fly-posting Data</caption> <thead> <tr> <th>Year/Tranche</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>2</td> </tr> <tr> <td>2012/13</td> <td>2.2</td> </tr> <tr> <td>2013/14</td> <td>4.6</td> </tr> <tr> <td>Tranche 1</td> <td>4.6</td> </tr> <tr> <td>Tranche 2</td> <td>1</td> </tr> <tr> <td>Tranche 3</td> <td>1</td> </tr> </tbody> </table>	Year/Tranche	Value (%)	2011/12	2	2012/13	2.2	2013/14	4.6	Tranche 1	4.6	Tranche 2	1	Tranche 3	1	1	1	1	GREEN	↑
Year/Tranche	Value (%)																				
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<p>The performance is 1 ppt better than our standard target (2%) and in line with the stretch target (1%). The performance is also nearly 5 ppt better than the previous quarter as well as for the same period last year, which indicates an significant improvement in this area of environmental cleanliness.</p>																					


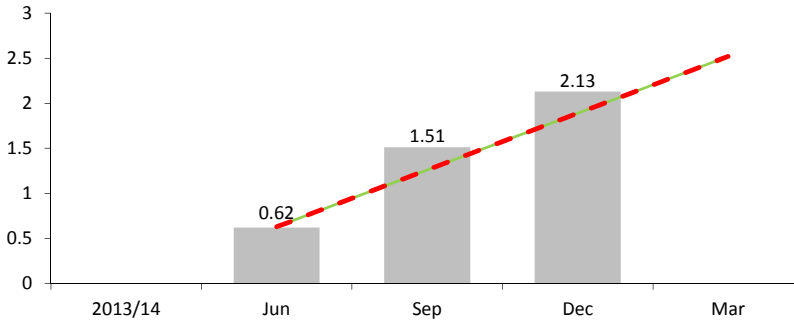
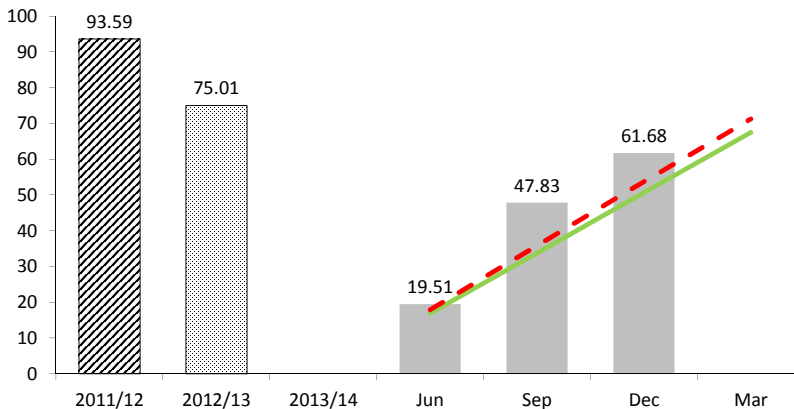
Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)
<p>Percentage of household waste sent for reuse, recycling and composting</p> <p>Measured in % Good performance: Higher</p>	<p>Percentage of household waste sent for reuse, recycling & composting</p> 	29	29	29.26	GREEN	↑
<p>Due to time lag, this figure in the outturn field relates to Q2 (Jul-Sept). The performance for Q2 is above the stretch target (29.3%) and 2.16 ppt better than this time last year.</p>						
<p>Prosperous Community</p>						
<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> 	0.6	0.6	1	AMBER	↑
<p>The trend is positive compared to last quarter's update, with a 0.3ppt reduction in the JSA claimant rate gap between Tower Hamlets and the London average rate. The gap has reduced 0.7ppt since this time last year. In December 2012, the JSA rate for the borough was 5.5%, in December 2013 the outturn is 4.0%. In terms of the number of claimants, there has been a total reduction of 2,833 JSA claimants from December 2012 to December 2013.</p>						


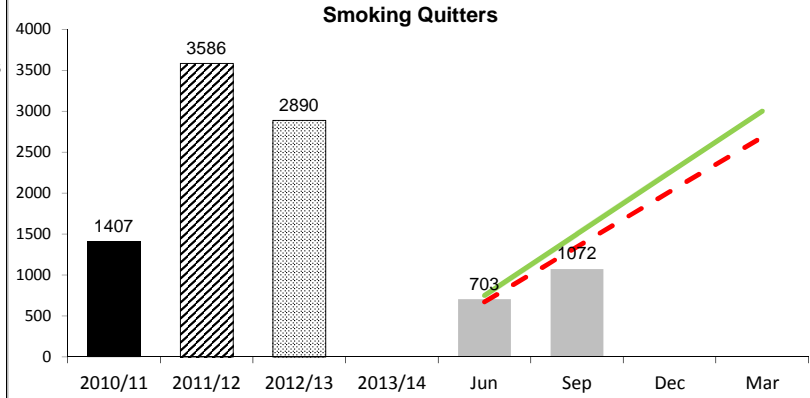
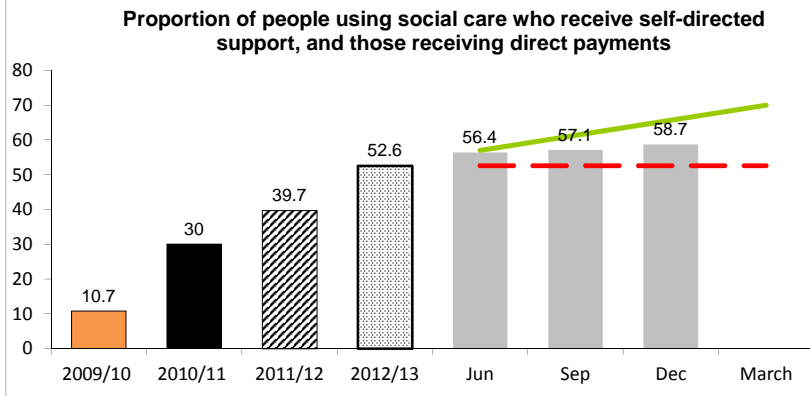
Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)																																		
<p>Overall employment rate - gap between the Borough and London average 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>  <table border="1"> <caption>Gap between the Borough and London average employment rate (working age)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Gap (%)</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>5.9</td></tr> <tr><td>Dec</td><td>5.9</td></tr> <tr><td>Mar</td><td>5.9</td></tr> </tbody> </table>	Year/Quarter	Gap (%)	2010/11	8.3	2011/12	7.9	2012/13	7.3	2013/14	7.6	Jun	6.9	Sep	5.9	Dec	5.9	Mar	5.9	6.3	6.3	5.9	GREEN	↑																
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<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>16-18 Year olds who are not in education, employment or training (NEET)</caption> <thead> <tr> <th>Year/Quarter</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>6</td></tr> <tr><td>Oct</td><td>4.9</td></tr> <tr><td>Nov</td><td>4.9</td></tr> <tr><td>Dec</td><td>4.9</td></tr> <tr><td>Jan</td><td>4.9</td></tr> <tr><td>Feb</td><td>4.9</td></tr> <tr><td>Mar</td><td>4.9</td></tr> </tbody> </table>	Year/Quarter	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	6	Oct	4.9	Nov	4.9	Dec	4.9	Jan	4.9	Feb	4.9	Mar	4.9	4.5	4.5	4.9	RED	↑
Year/Quarter	NEET (%)																																							
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<p>Although off target, at 4.9%, performance on NEETs has improved since this time last year by 0.7ppts. The annual NEET average figures are calculated as an average of Nov / Dec / Jan. There are several activities being undertaken to reduce the number of NEETs in the borough. These include:</p> <ul style="list-style-type: none"> • High levels of tracking are being undertaken including phone calls, letters and door knocking exercise. • The Voluntary Sector has been commissioned to undertake a further tracking exercise within key LAP based localities. • Youth offer commissioning is now complete with a start date of January 2015. • A NEET event took place in mid-January. • London portal and National Apprenticeship Scheme (NAS) systems are now set up and running that will allow the borough to get updates from learning providers, universities and all apprenticeship providers on young people destination. • Support requested from PRG on sharing of information from other council databases i.e. electoral services, council tax / housing benefit, and RSLs JCP due to existing barriers. 																																								


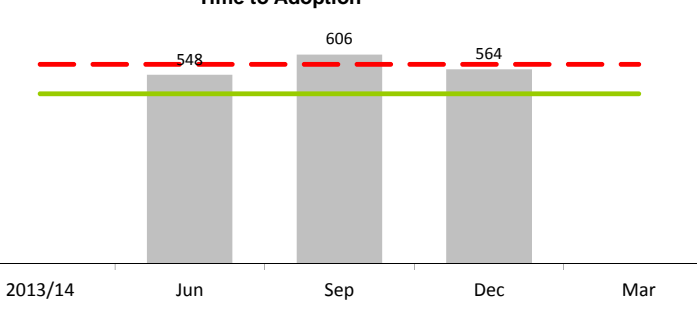
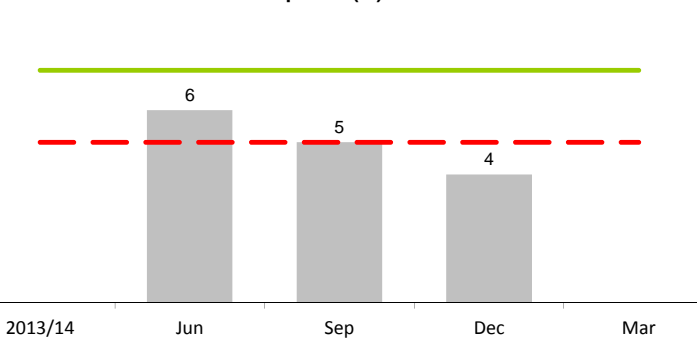
Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)										
<p>A Level Average Points Score per student in Tower Hamlets. Measured in % Good performance: Higher</p>	<p>Improving A Level attainment - A Level Average Points Score per student in Tower Hamlets</p>  <table border="1"> <caption>A Level Average Points Score per student in Tower Hamlets</caption> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>637</td> </tr> <tr> <td>2011/12</td> <td>642.4</td> </tr> <tr> <td>2012/13</td> <td>644.9</td> </tr> <tr> <td>2013/14</td> <td>627.6</td> </tr> </tbody> </table>	Year	Score	2010/11	637	2011/12	642.4	2012/13	644.9	2013/14	627.6	700	700	627.6	RED	↔
Year	Score															
2010/11	637															
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<p>Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths 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>Achievement of 5 or more A*- C grades at GCSE or equivalent including English and Maths</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>64.7</td> </tr> </tbody> </table>	Year	Percentage	2010/11	51.8	2011/12	61.4	2012/13	61.8	2013/14	64.7	65	65	64.7	AMBER	↔
Year	Percentage															
2010/11	51.8															
2011/12	61.4															
2012/13	61.8															
2013/14	64.7															
<p>7 out of 11 providers exceeded the borough minimum target points per student, however our highest performing schools have relatively small numbers of students in their year 13 A level groups, compared to other schools in the borough. All of the smaller schools have improved their points per student scores for 2012 – 2013. Our larger sixth forms – Mulberry, Sir John Cass have achieved above target but dipped from last year. Tower Hamlets College has dipped significantly from the previous year, which is of significance to our overall APS score. Aggregation of the schools only provision APS is 681.2 – above the minimum target. Staff changes in 6th form management across Mulberry School, Sir John Cass School, Tower Hamlets College, and Cambridge Heath (comprised of Morpeth, Oaklands and Swanlea) may have played some role in their underperformance.</p>		<p>The final outturn for 2012/13 is 64.7 which is well above our standard target (61.8) and is only 0.3 ppt below our stretch target (65). Our overall performance remains above the national average of 60.8% and has improved by 2.9% points compared to 2012.</p>														

Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 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>  <table border="1"> <caption>Rate of personal robbery crimes (per 1,000 population)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>5.7</td> </tr> <tr> <td>2012/13</td> <td>5.3</td> </tr> <tr> <td>2013/14</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>1.12</td> </tr> <tr> <td>Sep</td> <td>2.19</td> </tr> <tr> <td>Dec</td> <td>3.49</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table>	Year/Quarter	Rate	2011/12	5.7	2012/13	5.3	2013/14	-	Jun	1.12	Sep	2.19	Dec	3.49	Mar	-	4.78	3.59	3.49	GREEN	↑
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<p>The performance for Q3 is on target (3.49) and better than this time last year.</p>																						
<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>  <table border="1"> <caption>Rate of residential burglary crimes (per 1,000 households)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>16.7</td> </tr> <tr> <td>2012/13</td> <td>13.72</td> </tr> <tr> <td>2013/14</td> <td>-</td> </tr> <tr> <td>June</td> <td>3.78</td> </tr> <tr> <td>Sep</td> <td>7.45</td> </tr> <tr> <td>Dec</td> <td>10.47</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table>	Year/Quarter	Rate	2011/12	16.7	2012/13	13.72	2013/14	-	June	3.78	Sep	7.45	Dec	10.47	Mar	-	12.35	9.26	10.47	RED	↔
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<p>Off target. When comparing the same period (quarters 1-3), there were 998 offences in 2012 and 1060 offences in 2013, which is an increase of 62 offences or a 6% increase. This is reflective of the proactivity, crime prevention and problem solving that has taken place around Residential Burglary offenders and venues. A number of proactive operations and initiatives were implemented in Q1 and these have continued notably Operation PEGASUS with further work and operations planned throughout the remainder of the financial year, such as Operation Bumblebee, an enhanced Cocooning regime and new problem solving initiatives and patrol patterns derived from the Simple2Start problem solving process. For Q3 the borough is continuing its focus on Burglary and gradually seeing the figures decrease, for example for Q3 when comparing 2013 to 2012 the borough saw a reduction of 21% with 82 less offences.</p>																						

Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)
<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	7.01	8.15	RED	↔
<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> 	5.34	4.01	4.65	RED	New
<p>Non DV Violence with Injury offences exceeded the set target by 171 offences which is a 3% increase when compared to 2012. 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>						

Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)																																
<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>Rate of violence with injury crimes (DV only) per 1,000 population</caption> <thead> <tr> <th>Period</th> <th>Actual</th> <th>Stretch Target</th> <th>Standard Target</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>0.62</td> <td>0.62</td> <td>0.62</td> </tr> <tr> <td>Jun</td> <td>0.62</td> <td>0.62</td> <td>0.62</td> </tr> <tr> <td>Sep</td> <td>1.51</td> <td>1.51</td> <td>1.51</td> </tr> <tr> <td>Dec</td> <td>2.13</td> <td>2.13</td> <td>2.13</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Period	Actual	Stretch Target	Standard Target	2013/14	0.62	0.62	0.62	Jun	0.62	0.62	0.62	Sep	1.51	1.51	1.51	Dec	2.13	2.13	2.13	Mar	-	-	-	2.52	1.89	2.13	GREEN	New								
Period	Actual	Stretch Target	Standard Target																																			
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Sep	1.51	1.51	1.51																																			
Dec	2.13	2.13	2.13																																			
Mar	-	-	-																																			
<p>The performance for Q3 was (2.13) equating to 77 additional offences, which is significantly above the standard and stretch target (1.89). The Police consider this to be positive due to better reporting practices. The increase can be attributed to the borough's continued focus on a better initial assessment and investigation of Domestic Violence. For example Domestic Violence With Injury Offences, when compared to the same period in 2012, saw an increase of 10% and is reflective of the proactivity being undertaken. This focus has been running for over 12 months, by this time you would have expected to have seen a levelling out or slight decrease as it was 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 but this has not been the case. Tower Hamlets has one of the highest arrest rates in the MPS for Domestic Violence with a Detection Rate of 52.9%.</p>																																						
<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>  <table border="1"> <caption>Rate of CAD calls for ASB (per 1,000 population)</caption> <thead> <tr> <th>Period</th> <th>Actual</th> <th>Stretch Target</th> <th>Standard Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>93.59</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>75.01</td> <td>-</td> <td>-</td> </tr> <tr> <td>2013/14</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Jun</td> <td>19.51</td> <td>19.51</td> <td>19.51</td> </tr> <tr> <td>Sep</td> <td>47.83</td> <td>47.83</td> <td>47.83</td> </tr> <tr> <td>Dec</td> <td>61.68</td> <td>61.68</td> <td>61.68</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Period	Actual	Stretch Target	Standard Target	2011/12	93.59	-	-	2012/13	75.01	-	-	2013/14	-	-	-	Jun	19.51	19.51	19.51	Sep	47.83	47.83	47.83	Dec	61.68	61.68	61.68	Mar	-	-	-	67.51	50.64	61.68	RED	↔
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Mar	-	-	-																																			
<p>The recorded number of ASB CAD Calls in they year up to and including Q3 was 16221, which is an increase of 2536 against a target of 13685 (50.64) Calls. When looking at the same period in 2012 there were 15946 ASB CAD Calls recorded, so again a slight increase. To combat the increase the borough ran a Summer Initiative around ASB CAD Callers which identified a number of areas where an impact can be made to further improve performance. As part of this work ASB repeat callers have been engaged with and specific plans developed to deal with identified issues. For Quarter 3 the borough experienced some peak days for ASB CAD Calls, such as Halloween, Fireworks evening and linked events and of course the Christmas and New Year Period. However, for Quarter 3 only when comparing to the same quarter in 2012 the borough saw a reduction so is heading in the right direction for a reduction at the end of the financial year.</p>																																						

Description		Annual Stretched Target (2013/14)	Q3 Stretched Target (Sept-Dec 2013)	Q3 Actual (Sept-Dec 2013)	Performance against target	Direction of Travel (comparing Q3 12/13 and Q3 13/14 actual)																				
<p>Healthy and Supportive Community</p> <p>Smoking Quitters 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/Quarter</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</td><td>-</td></tr> <tr><td>Jun</td><td>703</td></tr> <tr><td>Sep</td><td>1072</td></tr> <tr><td>Dec</td><td>-</td></tr> <tr><td>Mar</td><td>-</td></tr> </tbody> </table>	Year/Quarter	Value	2010/11	1407	2011/12	3586	2012/13	2890	2013/14	-	Jun	703	Sep	1072	Dec	-	Mar	-	3000	1500	1072	RED	↑		
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<p>Social care clients and carers in receipt of Self Directed Support 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/Quarter</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</td><td>-</td></tr> <tr><td>Jun</td><td>56.4</td></tr> <tr><td>Sep</td><td>57.1</td></tr> <tr><td>Dec</td><td>58.7</td></tr> <tr><td>March</td><td>-</td></tr> </tbody> </table>	Year/Quarter	Value (%)	2009/10	10.7	2010/11	30	2011/12	39.7	2012/13	52.6	2013/14	-	Jun	56.4	Sep	57.1	Dec	58.7	March	-	65.65	65.65	58.7	AMBER	↑
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<p>Due to the time lag for this measure, the latest available data is for Q2, which shows that the number of quitters is below the lower bandwidth (1343 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, men and women employed in routine and manual jobs, pregnant smokers, those living with severe mental illness and long term conditions.</p> <p>In Q3 the proportion of service users who received self-directed support was 58.7% for the rolling year (Jan 2013 – Dec 2013). Performance is continuing to show a steady improvement when compared the 2012/13 outturn (52.6%). 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.</p>																										

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<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>  <table border="1"> <caption>Time to Adoption Data</caption> <thead> <tr> <th>Period</th> <th>Actual (Days)</th> <th>Stretch Target (Days)</th> <th>Standard Target (Days)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>500</td> <td>500</td> <td>578</td> </tr> <tr> <td>Jun</td> <td>548</td> <td>500</td> <td>578</td> </tr> <tr> <td>Sep</td> <td>606</td> <td>500</td> <td>578</td> </tr> <tr> <td>Dec</td> <td>564</td> <td>500</td> <td>578</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>500</td> <td>578</td> </tr> </tbody> </table>	Period	Actual (Days)	Stretch Target (Days)	Standard Target (Days)	2013/14	500	500	578	Jun	548	500	578	Sep	606	500	578	Dec	564	500	578	Mar	-	500	578	493	493	564	AMBER	New
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<p>Percentage of ethnic minority background children adopted (BME adoptions)</p> <p>Measured in: % Good Performance: Higher</p>	<p>BME Adoptions (%)</p>  <table border="1"> <caption>BME Adoptions (%) Data</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Stretch Target (%)</th> <th>Standard Target (%)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>7.25</td> <td>7.25</td> <td>5</td> </tr> <tr> <td>Jun</td> <td>6</td> <td>7.25</td> <td>5</td> </tr> <tr> <td>Sep</td> <td>5</td> <td>7.25</td> <td>5</td> </tr> <tr> <td>Dec</td> <td>4</td> <td>7.25</td> <td>5</td> </tr> <tr> <td>Mar</td> <td>-</td> <td>7.25</td> <td>5</td> </tr> </tbody> </table>	Period	Actual (%)	Stretch Target (%)	Standard Target (%)	2013/14	7.25	7.25	5	Jun	6	7.25	5	Sep	5	7.25	5	Dec	4	7.25	5	Mar	-	7.25	5	7.25	7.25	4	RED	New
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Mar	-	7.25	5																											
<p>This measure, as published in the Adoption Scorecard, is a three year average. The December actual refers to the period from April 2011 to December 2013. Performance is better than the standard target (578) but higher than the stretch target (493).</p>		<p>Currently 4% of children leaving care who were adopted in the 2011/14 (three year period) were from a BME background. This is below the minimum target (5) set for this strategic measure, and in line with the final performance for 2010/13 period. The number of children leaving care who are adopted is a small number and the purpose of this indicator is to track whether or not the percentage of children from a BME background is the same as that for the overall population. Currently the 'All' adoptive rate is 6%. There are a number of stages within the process that leads to a child leaving care through adoption and whilst the number of BME children in that process has increased, they have yet to actually be adopted. In addition, as a result of changes in case law during the course of 2013, there are likely to be less children placed for adoption overall.</p>																												