

# Our performance 2007/08



## Our improvement story

### Tower Hamlets Council is improving the services it provides.

This supplement tells you exactly how we are improving and sets out how we perform against our targets and compared with other London boroughs.

We have asked you what our main focus for spending should be. As in previous years, your feedback is that you want us to

focus on making the borough cleaner and greener; and that you would like us to work with partners like the police to make the borough safer.

Over the year, we have focused our efforts on these areas, for example, by tackling youth-on-youth crime.

The Audit Commission has judged Tower Hamlets Council as improving strongly – the highest rating – for the second

year running. Three quarters of our performance indicators have improved, bringing the Council into the top six most improved councils in the country.

We know we need to do more, and will continue to improve our services in your priority areas, by directing efficiency savings to help us achieve ambitious targets for further improvement for

2008/09. These will be published in our Annual Report and Performance Plan at the end of June this year.

This supplement sets out our performance under each of the Community Plan themes: Living safely; Living well; Learning achievement and leisure; Creating and sharing prosperity; and Excellent public services.

The following pages outline

how we are performing in these areas. If you have any comments on our performance or views about how you would like to see this information presented in future please contact the Council's Strategy and Performance Team: Town Hall, Mulberry Place, 5 Clove Crescent, London E14 2BG  
lucy.sutton@towerhamlets.gov.uk  
Tel: 020 7364 4361

### A better place for Living Safely

#### Feeling safe where you live

We want everyone to enjoy living and working in Tower Hamlets and to be free from crime and the fear of crime. We're determined work with you, the police, the voluntary and private sectors and other organisations to tackle crime. And our work is proving successful.



- Our Beacon award-winning partnership work to reduce re-offending has been acknowledged by auditors as "innovative" – and is showing results.

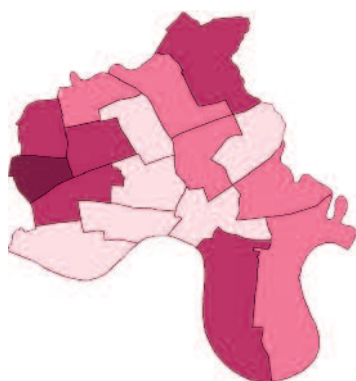
#### What we have done in the last year

- The past six months have seen recorded crime figures fall. Residential burglary is down by 5% on top of a 22% reduction the year before.
- Motor vehicle crime is down 1.2% this year and 33% over the past three years.
- Assaults are down 7.9% and personal robbery is down by 24% on last year

#### What we are aiming to improve next year

- We intend to strengthen our partnership work to reduce crime, especially violent crime.
- Build on our success at reducing re-offending and
- Reduce the number of arson incidents
- Rate of improvement in recorded crimes by London borough between 2003-2006

#### Overall number of recorded crimes in Tower Hamlets 2006/07 – by ward

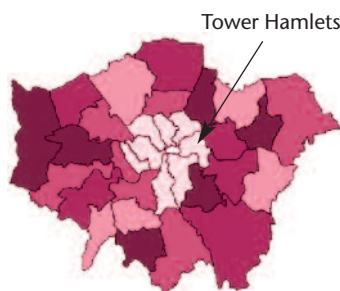


The highest levels of British Crime Survey type crimes are recorded in the Spitalfields and Banglatown ward. This is related to the night time economy in Spitalfields and Brick Lane, large numbers of visitors and high levels of poverty. Since this data was recorded, we have successfully worked in partnership to address anti-social behaviour and drug activity amongst young men, including the imprisonment of the leader of a drugs ring.

#### Increased Community Safety

| Indicator                                     | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|---|---------|---------|-----------|--------------------|--------|
| Number of under 18s accessing drug treatment  | 711     | 900     | ✓         |                    | Higher |
| Number of violent crimes per 1,000 population | 22.9    | 21.8    | ✓         |                    | Lower  |
| Overall number of recorded crimes             | 18592   | 17236   | ✓         |                    | Lower  |

#### Rate of improvement in recorded crimes by London borough between 2003-2006



#### Key:

- A darker shade signifies worse performance
- A lighter shade signifies better performance

#### Taking pride in where you live

With your help we want to continue to tackle unsociable behaviour such as dog-fouling, dropping litter, graffiti and dumping and we want to reduce car pollution to make the borough a cleaner, greener place.

#### What we have done in the last year

- Our parks retained all our Green Flag awards, and we achieved Best Park in London for King Edward Memorial Park
- We are a Fairtrade Borough

and source "green" energy for our key Council buildings.

- We have increased the proportion of recycling from nearly 12% to 15%.

#### Where we are aiming to improve next year

- We plan to further improve our recycling rate.
- Reduce CO2 emissions produced across the borough to give us all cleaner air and
- Work with our contractor to make our streets consistently clean and tidy.

#### Cleaner Safer Streets

| Indicator  | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|--|---------|---------|-----------|--------------------|--------|
| Percentage of household waste recycled                     | 11.72%  | 13.86%  | ✓         |                    | Higher |
| Land and highways below an acceptable level of cleanliness | 22%     | 23%     | ✗         |                    | Lower  |

# A better place for Living Well

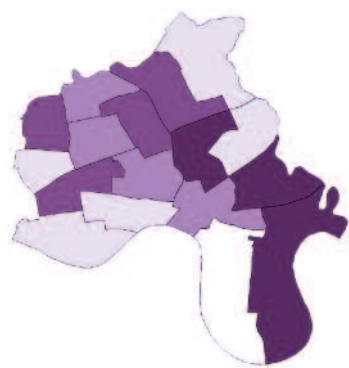
## More homes of a decent standard

We continue to work on improving health in the borough, looking to increase the number of decent and affordable homes and the quality of care services.

### What we have done in the last year

- 2,585 new homes have been built in the borough, and 1,036 affordable new homes were completed.
- We have developed detailed proposals to secure £190m of Government investment in our housing stock and we established a new arm's-length management organisation (ALMO).

### Proportion of Council housing not meeting the Decent Homes standard in Tower Hamlets – By Ward



This indicator doesn't count the homes that have been transferred to housing associations through Housing Choice. For example, Millwall ward does not contain any Council housing. Since the introduction of the DH standard in 2001, the Housing Choice process has seen the transfer of around 6,500 Council properties to local Registered Social Landlords, securing funding of over £420m of investment to transform these estates.

The creation of a new arm's length management organisation (ALMO), Tower Hamlets Homes, could release £190m of Government funding to bring our Council housing up to the Decent Homes standard.

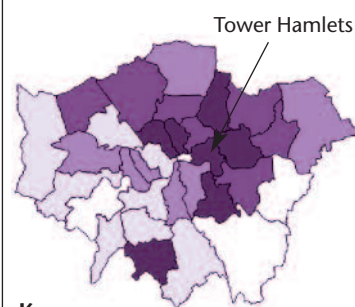
## Improved outcomes for Vulnerable Children and Adults

| Indicator   | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|---|---------|---------|-----------|--------------------|--------|
| Admissions of older people to residential and nursing care          | 74.6    | 74.92   | ✗         |                    | Lower  |
| Adult and older clients receiving a review                          | 84.9%   | 80.34%  | ✗         |                    | Higher |
| Child protection cases which were reviewed                          | 100%    | 100%    | ✓         |                    | Higher |
| Children looked after with three or more placements during the year | 10.95%  | 10.7%   | ✓         |                    | Lower  |

### Where we are aiming to improve next year

- We plan to further improve the quality of our housing service through the creation of an ALMO, Tower Hamlets Homes.
- Working with our contractors, we'll ensure that repairs are done faster, and are right first time.
- Granting planning permission for another 20,000 new homes, including larger family units.

### Proportion of Council housing not meeting the Decent Homes standard in London 2006/07



- Key:**
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  - A lighter shade signifies better performance

### What we have done in the last year

- We have helped more of you to stay in your own homes through pioneering partnership projects such as Link Age Plus.
- The new Barkantine Centre provides access to GPs, nurses, dieticians, a children's centre and the Mental Health Team amongst other services.
- 31 (out of 38) GP practices now provide additional services on Saturdays and later opening hours.
- Three new mobile dental clinics operate across the borough.
- We're encouraging healthy lifestyles too, helping 2,151 of you to quit smoking last year.

## More homes of a Decent Standard

| Indicator   | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|---|---------|---------|-----------|--------------------|--------|
| Urgent repairs completed in Government time limits                    | 96.59%  | 97.2%   | ✓         |                    | Higher |
| Average time taken to re-let council homes                            | 34.3    | 33.8    | ✓         |                    | Lower  |
| Residents satisfied with the council's repairs service                | 90%     | 90%     | =         |                    | Higher |
| The proportion of council homes which were non-decent at 1 April 2007 | 61.74%  | 58.9%   | ✓         |                    | Lower  |

## Improving health and social care

We work closely with health partners to ensure services make a real difference to every day lives. Our adult social care services have been assessed as performing at the very highest level for the last four years.

### Where we are aiming to improve next year

- We hope to help more of you to give up smoking.
- We'll support those of you who care for others and
- Working with our partners we'll improve the health of children and prevent obesity.

# A better place for Creating and Sharing Prosperity

We have been working hard with businesses and other partners to create employment and ensure local people have the skills to compete for these jobs.

### What we have done in the last year

- We have contributed towards the new Langdon Park DLR station, improving access for you and acting as a catalyst for regeneration.
- We have helped 524 local people into work last year, through Earn as You Learn,

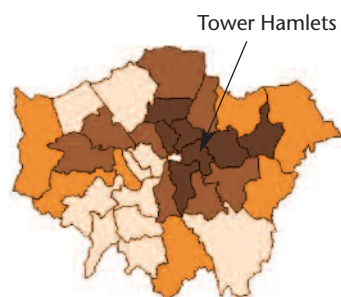
77% of whom were from black and minority ethnic communities.

- We are offering an Olympic pre-volunteering programme to help you improve your skills and gain valuable experience.
- High Street 2012 was launched to improve the

look and feel of the route from the city to the Olympic Park that runs through Tower Hamlets.

- We have reduced significantly the number of young people not in education, employment or training from 10.8% to 8.0%.

### Numbers of working age residents claiming benefits in London July 2006

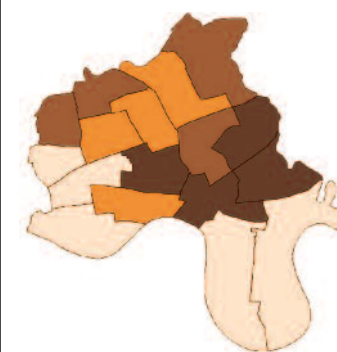


- Key:**
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## Developing the Local Economy

| Indicator  | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|--|---------|---------|-----------|--------------------|--------|
| Average time for processing new benefit claims                 | 28.49   | 25      | ✓         |                    | Lower  |
| 16-18 year-olds not in education, employment or training       | 10.8%   | 8%      | ✓         |                    | Lower  |
| Number of people aged 24 and under helped into paid employment | 139     | 163     | ✓         |                    | Higher |

### Working age residents claiming benefits in Tower Hamlets August 2006 – By Ward



This map shows that the areas of the borough with the lowest numbers of people claiming Department of Work and Pensions benefits are in the City fringes and the Isle of Dogs.

# A better place for Learning, Achievement and Leisure

## Improved education attainment

Like you, we want the very best for people living and growing up in Tower Hamlets. We have invested in education and skills to maximise young people's opportunities to gain employment.

### What we have done in the last year

- Our primary school children are now reading, writing and adding up as well as any kids across the country;
- GCSE results improved once again and over the last ten years, performance in Tower Hamlets has improved more than anywhere else in the country.

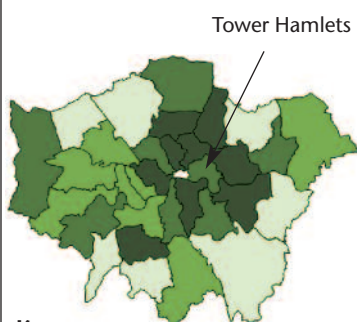
### Where we are aiming to improve next year

- We'll help more children and young people to obtain good GCSEs and A-Levels or NVQs, to better prepare them for employment.
- We'll build on our success at primary level, to make

success at school a good habit.

- We'll continue to narrow the achievement gap so that all our boys and girls achieve good results, no matter where they live or their ethnicity.

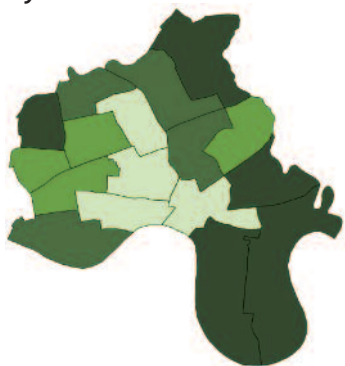
**Percentage of pupils attaining 5 or more GCSEs grades A\*-C in London 2006/07**



Key:

- A darker shade signifies worse performance
- A lighter shade signifies better performance

**Percentage of pupils attaining 5 or more GCSEs grades A\*-C in Tower Hamlets – By Ward of residence**



This map shows children living in some areas perform better than others.

The variation in attainment is being addressed by tailored support to individual schools. This uses information about predicted pupil performance to ensure that we provide tailored and appropriate support to each school. Support is concentrated in schools where attainment is lower. This includes special homework clubs and one-to-one tuition in place to help raise the standards for all our young people.

## Improved Educational Attainment

| Indicator  | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|--|---------|---------|-----------|--------------------|--------|
| 15-year-old pupils achieving 5 or more GCSEs A*-C or equivalent                | 55.7%   | 59.4%   | ✓         |                    | Higher |
| Pupils achieving 5 GCSEs grades A*-G or equivalent including English and Maths | 88.3%   | 91.1%   | ✓         |                    | Higher |
| A Level average points score per student                                       | 606.5   | 621.5   | ✓         |                    | Higher |
| Overall attendance rates at primary schools                                    | 93.39%  | 93.75%  | ✓         |                    | Higher |
| Overall attendance rates at secondary schools                                  | 94.48%  | 92.67%  | ✗         |                    | Higher |
| Unauthorised absence rates – primary schools                                   | 1.24%   | 1.16%   | ✓         |                    | Lower  |
| Unauthorised absence rates – secondary schools                                 | 2.05%   | 1.91%   | ✓         |                    | Lower  |

## Increased Participation in Leisure and Cultural Activities

| Indicator  | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|--|---------|---------|-----------|--------------------|--------|
| Under 16s who are active users of the Idea Stores and libraries              | 13,473  | 14,500  | ✓         |                    | Higher |
| Total number of library items issued to under 16s                            | 266,303 | 298,500 | ✓         |                    | Higher |
| Young people under 16 attending study support sessions                       | 750     | 760     | ✓         |                    | Higher |
| Under 19s completing a course in Idea Stores, libraries and learning centres | 1,741   | 1,760   | ✓         |                    | Higher |
| Visits to libraries per 1,000 population                                     | 9,265   | 9,726   | ✓         |                    | Higher |

## Reducing Poverty

| Indicator  | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|--|---------|---------|-----------|--------------------|--------|
| Major planning applications determined within 13 weeks | 38.33%  | 55%     | ✓         |                    | Higher |
| Minor planning applications determined in 8 weeks      | 80.49%  | 84%     | ✓         |                    | Higher |
| Other planning applications determined in 8 weeks      | 84.18%  | 87%     | ✓         |                    | Higher |
| Number of businesses/social enterprises helped         | 43      | 72      | ✓         |                    | Higher |



### Where we are aiming to improve next year

- We'll build on our successes, attracting and retaining young people in education and training.

- We'll help adults with learning disabilities and mental health issues into work and
- Make it easier for more of you to get off benefits and into work.

## Increased participation in leisure and cultural activities



Living in Tower Hamlets, you're never short of things to do. Our arts and events programme includes some of the best cultural activities in the country. There's something for everyone to enjoy.

### What we have done in the last year

- 3 (out of 7) leisure centres have been refurbished this year to include the latest fitness equipment and

facilities. Attendances at our Leisure Centres are over 1.45 million.

- Our award-winning Idea Stores and libraries continue to increase in popularity with more than 2.1 million of you visiting to borrow, use and learn this year. This is bucking the national trend.

### Where we are aiming to improve next year

- We plan to improve health and well-being in the borough through encouraging more adults to take up sport.
- We'll continue to invest in Idea Stores and we will invest further in our open spaces and leisure facilities.

# A better place for **Excellent Public Services**

With the sixth lowest council tax in the country we're delivering value for money services designed to meet your needs.

We listen to what you say about your services so we can improve them. Last year we listened to the views of 3,100 people from our residents' panel as well as conducting seven surveys and 44 focus groups on specific topics in different parts of the borough. A clear message from residents is that the Council



has a lead in strengthening relationships between different parts of the community. Creating the environment for this to happen continues to be a key part of our work.

## What we have done in the last year

- 'Bridging communities' is an initiative that seeks to build cohesion among and between different communities. The shared sense of belonging which comes from this is vital for our future success as 'One Tower Hamlets'.
- We've made more than £2 million efficiency savings

## Effective Council Services and Democracy

| Indicator   | Last yr     | This yr   | Improving | Year-on-year trend | Aiming |
|---|-------------|-----------|-----------|--------------------|--------|
| Budget Performance  | -£2,536,000 | -£608,000 | ✓         |                    | N/A    |
| Increased attendance at Local Area Partnership (LAP) events | 5202        | 6153      | ✓         |                    | Higher |
| Percentage of complaints completed in time                  | 65%         | 73%       | ✓         |                    | Higher |

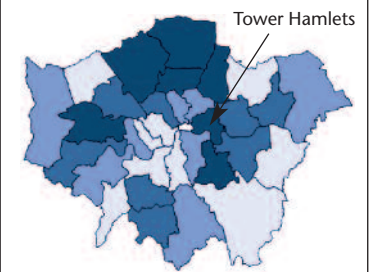
- across the board and have reinvested this money into frontline services such as community safety.
- More and more of you have

been making the most of the Local Area Partnership events in your area – 75% more than four years ago.

## Where we are aiming to improve next year

- Working with communities to ensure we all treat each other with respect and consideration.
- Continuing our cohesion work so that everyone feels like they belong in Tower Hamlets.
- Encouraging our workforce to live healthily, which will contribute to reducing staff sickness levels so that we are among the best in London.

## Proportion of top 5% of earners employed by London councils that are women in 2006/07



- Key:
- A lighter shade signifies worse performance
  - A darker shade signifies better performance

## Staff Effectiveness and Equality

| Indicator   | Last yr | This yr | Improving | Year-on-year trend | Aiming |
|---|---------|---------|-----------|--------------------|--------|
| Days lost to sickness absence per employee                                | 7.92    | 9.5     | ✗         |                    | Lower  |
| Percentage of the top 5% of council staff who are from an ethnic minority | 15.26%  | 17.29%  | ✓         |                    | Higher |
| Percentage of the top 5% of council staff that are women                  | 53.21%  | 52.45%  | ✓         |                    | Higher |

## Finances

### Our Financial performance in 2007/08

In 2007/08, the Council set a revenue budget of £280.1m and a Council Tax of £836.37 for the average home - band D. (This doesn't include the tax charged by the Mayor of London, known as the GLC precept). The budget for schools from the Dedicated Schools Grant was £215.9m.

We expect to underspend budgets slightly by £608,000 (0.2%). This underspend is because we received more income from investments, reduced our borrowing costs and made higher efficiencies. Capital expenditure in 2007/08 is expected to be £70.848m.

### Our Finances in 2008/09

For 2008/09, we set a revenue budget of £295.5m and a Council Tax of £865.64 for band D (excluding the GLC precept). The budget for schools in 2008/09 funded by the Dedicated Schools Grant is £222.7m.

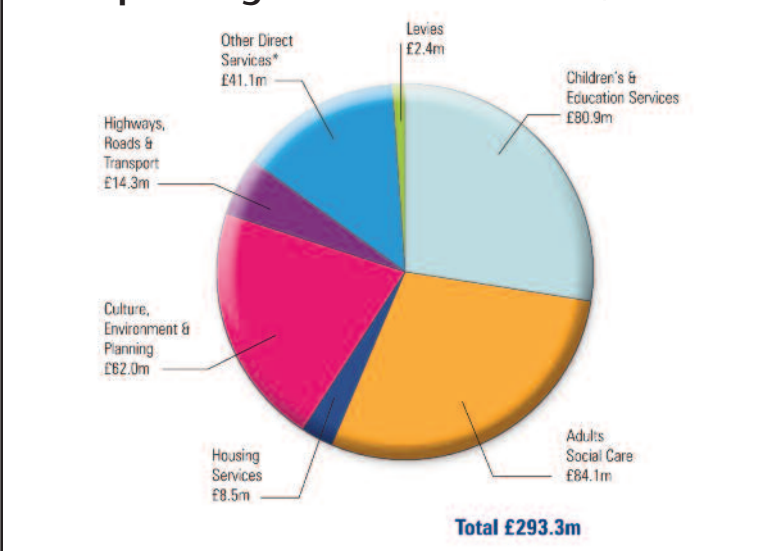
To keep the Council Tax low, we'll be making significant efficiency savings and finding better ways of working. This will enable us to reinvest £6.3million in frontline services, such as recycling, support for older people and street cleaning.

There will also be £3.4m extra for those priority services which

### Level of council tax (Band D)

| Year    | Tower Hamlets (£) | GLA (£) | Total (£) |
|---------|-------------------|---------|-----------|
| 2004-05 | 767               | 241     | 1,008     |
| 2005-06 | 797               | 252     | 1,049     |
| 2006-07 | 797               | 288     | 1,085     |
| 2007-08 | 836               | 304     | 1,140     |
| 2008-09 | 865               | 310     | 1,175     |

### Net spending on services in 2008/09



you have told us are important to you, including a continued focus on CCTV, doing more to tackle anti-social behaviour and more work to raise recycling levels.

We're committed to delivering outstanding, value for

money services and ensuring that Council tax increases are affordable for you. The average council tax payer in Tower Hamlets will pay just 50p a week extra and the council tax remains amongst the lowest in London.

Monday - Friday  
9.00am - 5.00pm



Ref:  
THBVP/07/53

|                 |   |
|-----------------|---|
| English         | For free translation phone                                |
| Arabic          | للترجمة المجانية الرجاء الاتصال هاتفياً.                  |
| Chinese         | 欲索取免費譯本，請致電。  |
| French          | Pour une traduction gratuite, téléphonez                  |
| Hindi           | मुफ्त अनुवाद के लिए फोन कीजिए                             |
| Malayalam       | സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക                     |
| Somali          | Turjubaan lacag la'aan ah ka soo wac telefoonka.          |
| Portuguese      | Para uma tradução grátis, telefone.                       |
| Bengali/Sylheti | বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন                     |
| Gujarati        | મફત ભાષાંતર માટે ફોન કરો.                                 |
| Punjabi         | ਮੁਫ਼ਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ                                   |
| Urdu            | مفت ترجمے کے لئے ٹیلیفون کیجئے۔                           |
| Serbo-Croat     | Za besplatne prevode pozovite                             |
| Spanish         | Para obtener una traducción telefónica gratuita llame al: |
| Russian         | Перевод – бесплатно. ЗВОНИТЕ.                             |
| Albanian        | Për një përkthim falas telefononi.                        |
| Tamil           | இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.                |
| Greek           | Για δωρεάν μετάφραση, τηλεφωνήστε.                        |
| Turkish         | Ücretsiz çeviri için telefon edin.                        |
| Vietnamese      | Điền thoại để được thông dịch miễn phí.                   |
| Kurdish         | بۆ وەرگیران (تەرجومە کردن) بە خۆرای، تەلەفۆن بکە.         |
| Lithuanian      | Del nemokamo vertimo skambinkinte                         |
| Polish          | Po bezpłatne tłumaczenia prosimy dzwonic                  |

Also available in audio, large print or braille, phone

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