
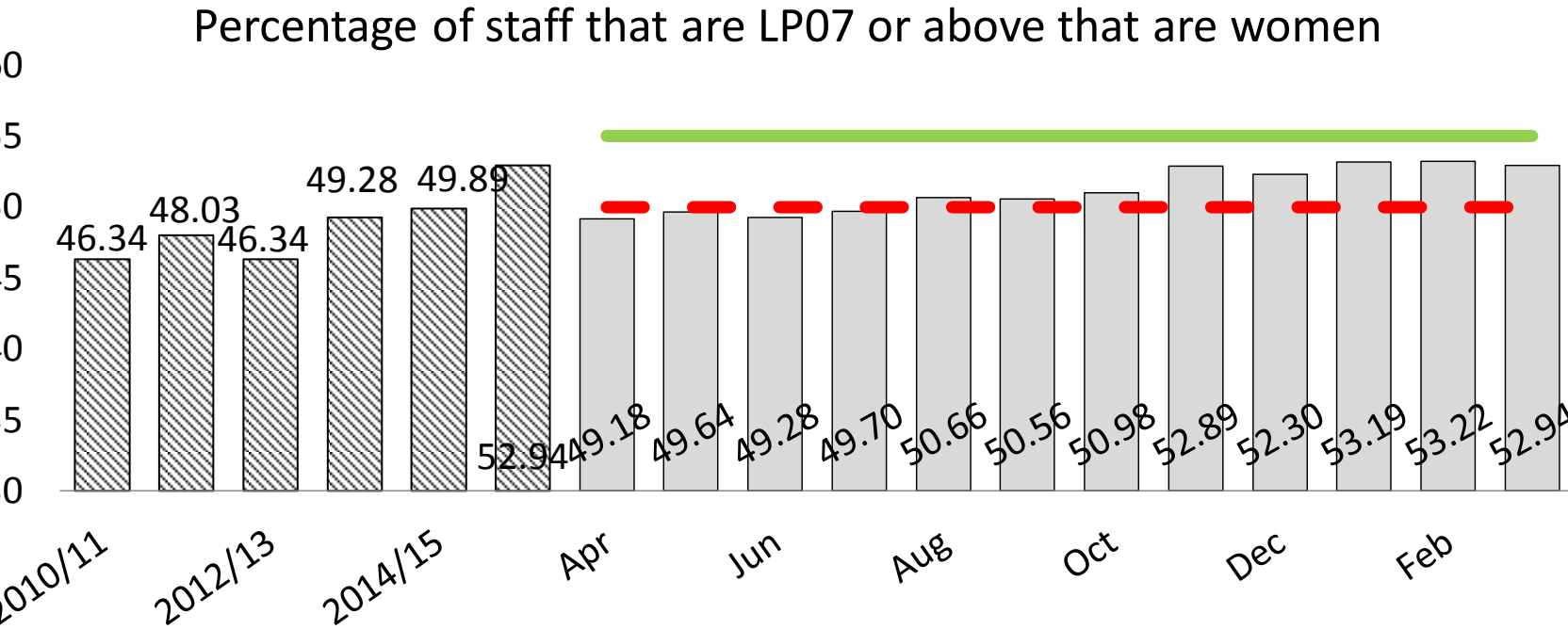
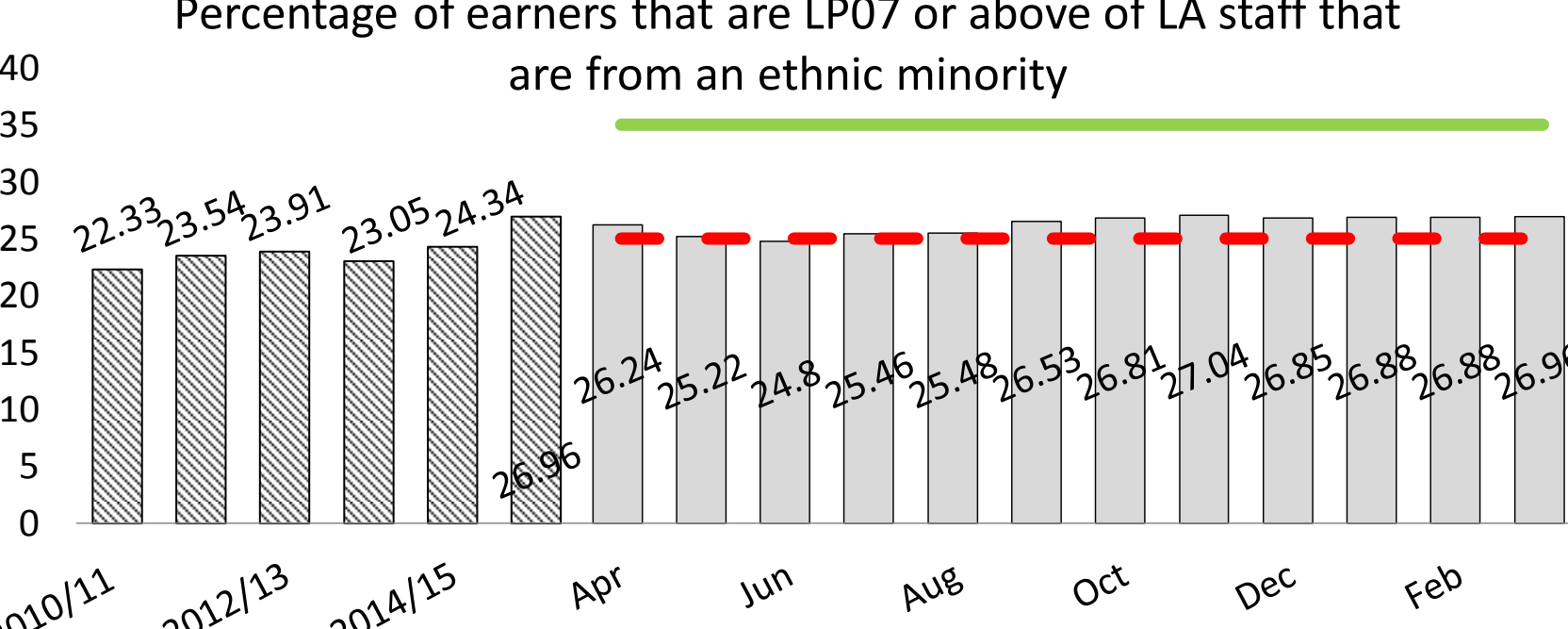
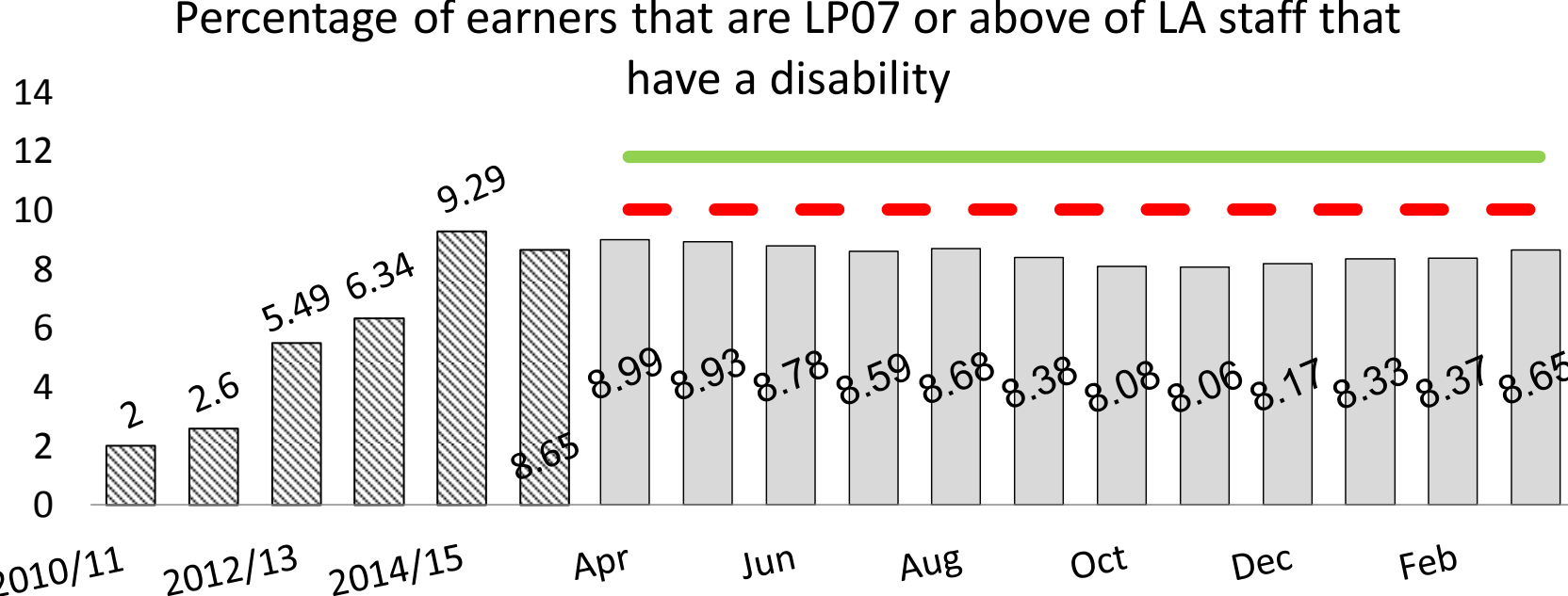

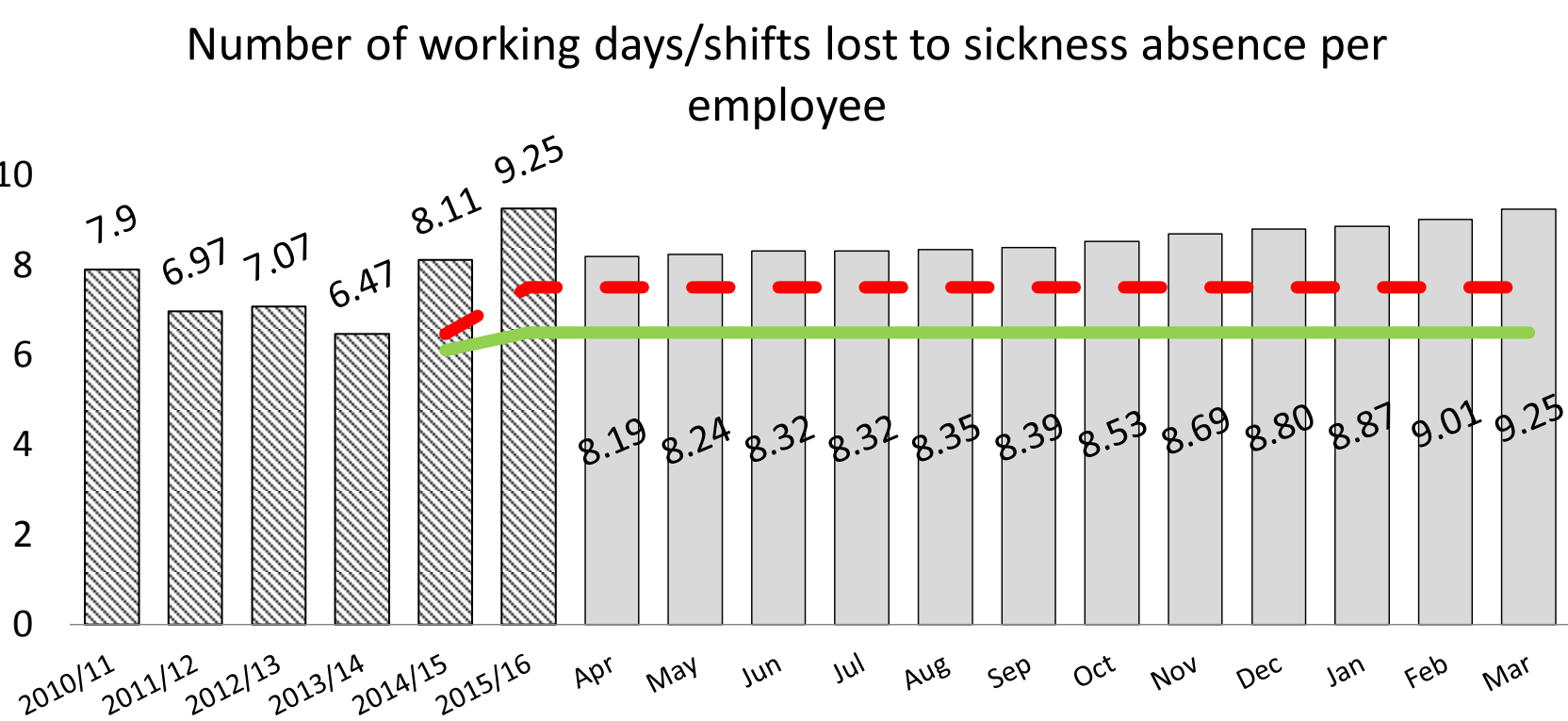
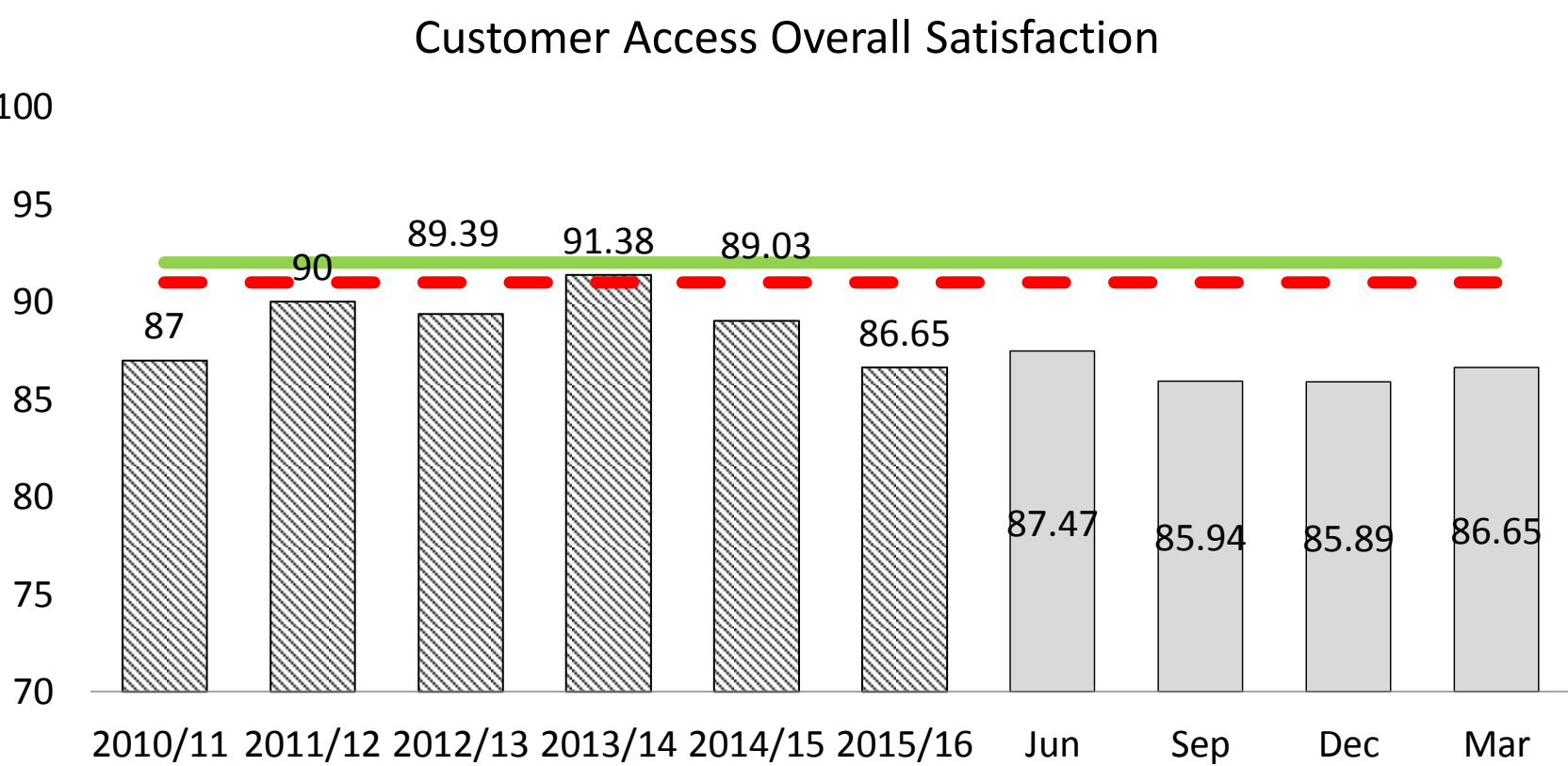
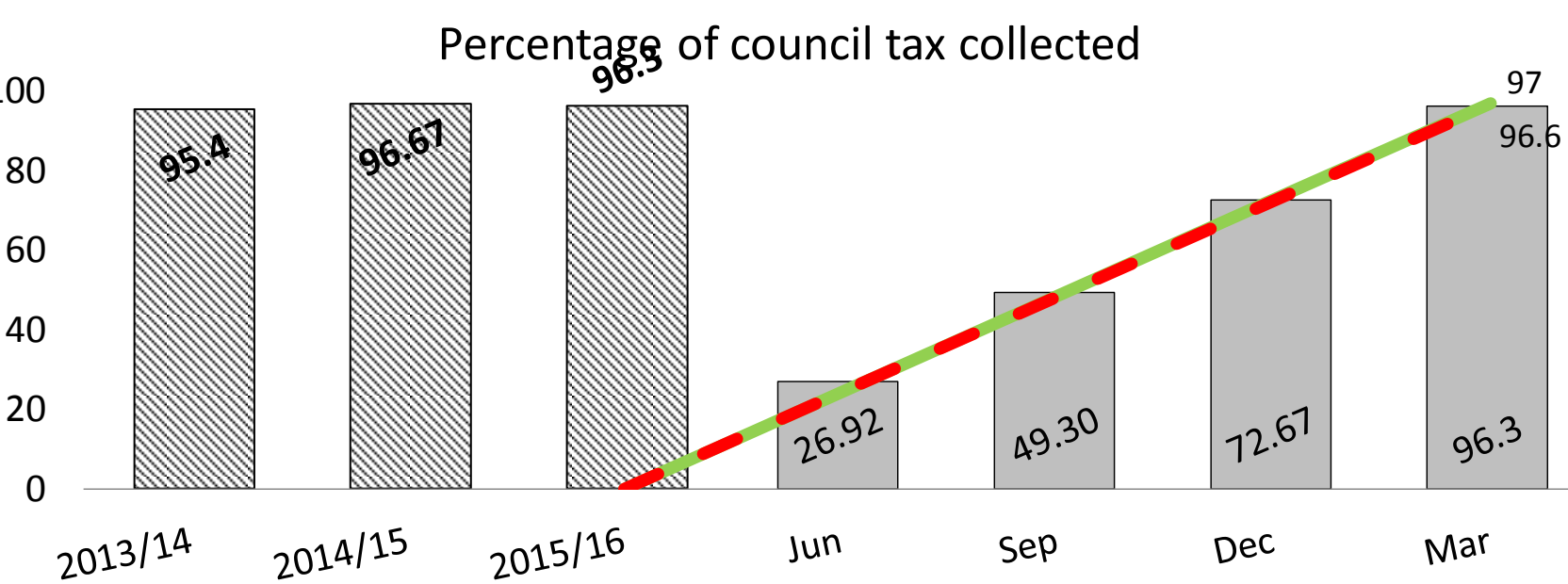


Description		Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
One Tower Hamlets							
Percentage of LP07 or above Local Authority staff that are women (%) Measured in: % Good Performance: Higher		49.89	50.00	55.00	52.94	AMBER	↑
The total FTE of all staff at LPO7 and above is 238.13 and the total FTE of women at LPO7 and above is 126.07. The proportion of women at LP07 and above has increased by 3.05% compared to the previous year and now stands at 52.94%. The target for this measure was set at 55.00% because of the higher proportion of women in the workforce as a whole. Representation of women at the corporate management team level is now better balanced with 4 out of 7 corporate directors being women. Performance is 2.06% below the target, but the current direction of travel is positive.							
Percentage of LP07 or above Local Authority staff that are from an ethnic minority (%) Measured in: % Good Performance: Higher		23.34	25.00	35.00	26.96	AMBER	↑
The total FTE of all staff at LPO7 and above is 238.13 and the total FTE of minority ethnic staff at LPO7 and above is 64.20. The proportion of BME staff at LP07 and above has increased by 2.62 percentage points compared to last year, and now stands at 26.96%. This is a little way off the target of 35.00%, but this is an aspirational target and there are limitations which include the very few opportunities that arise at this level. Initiatives currently in place to support the internal progression of staff include MYMentor and the Take a Chance scheme, which can take time to embed and bring about change. The performance is 8.04% below the stretch target, but the current direction of travel is positive.							
Percentage of LP07 or above Local Authority staff who have a disability (excluding those in maintained schools) (%) Measured in: % Good Performance: Higher		9.29	10.00	11.80	8.65	RED	↓
The total FTE of all staff at LPO7 and above to make a declaration as to whether they have a disability or not is 208.01 and the total FTE of disabled staff at LPO7 and above is 18.0. The proportion of disabled staff at LP07 and above is lower than the previous year by -0.64 percentage points. Given the small number of staff that classify themselves as disabled and the fact that a small change can have a more pronounced effect on proportions, an exercise will be undertaken in the future to further encourage staff to review their HR profile to improve disability declaration rates. The percentage difference between the target and the final outturn is 3.15 percentage points. The target of 11.8% for this measure is set against the Census 2011 figure for disabled people in the borough and represents a stretch target.							

Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<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> 	8.11	7.50	6.50	9.25	RED	↓
<p>Customer Access Overall Satisfaction (telephone contact)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Customer Access Overall Satisfaction</p> 	89.03	91.00	92.00	86.65	RED	↔
<p>Percentage of Council Tax Collected</p> <p>Measured in: % Good Performance: Higher</p>	<p>Percentage of council tax collected</p> 	96.67	96.60	97.00	96.30	RED	↔


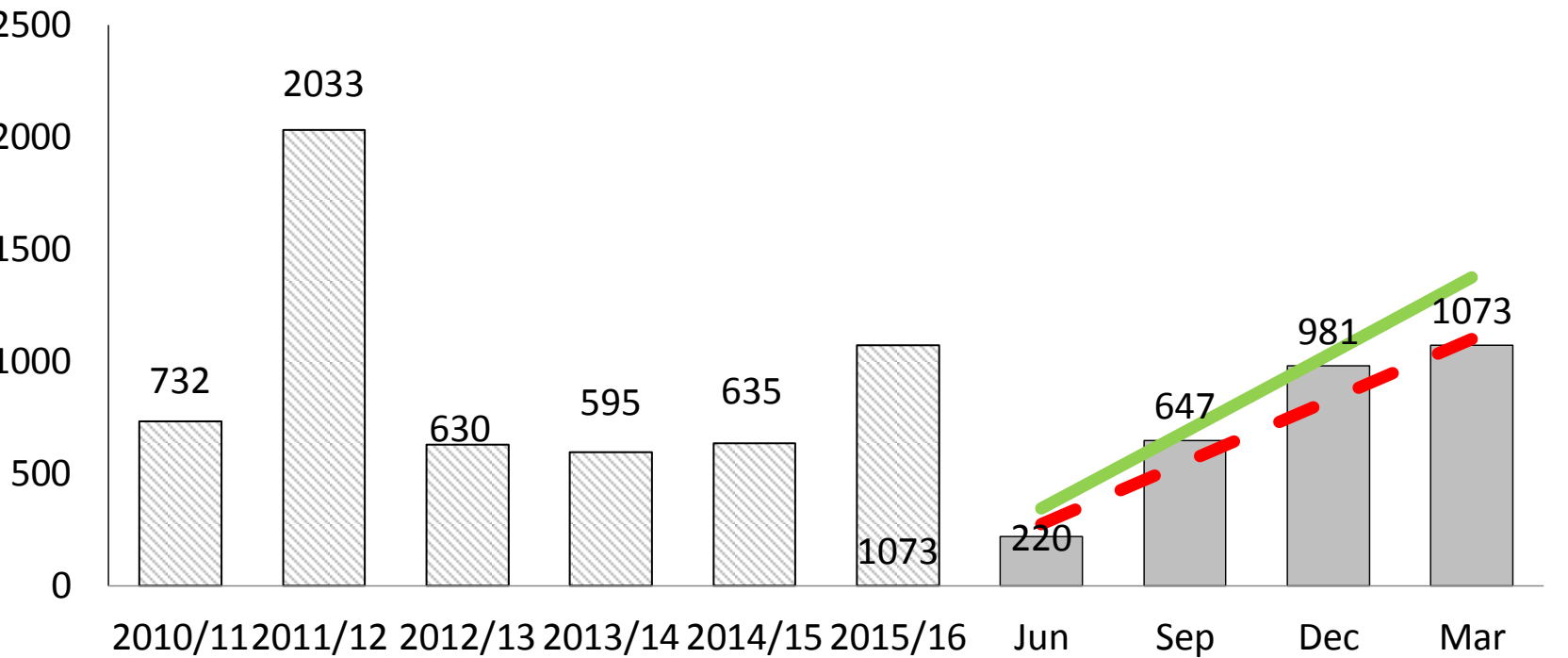
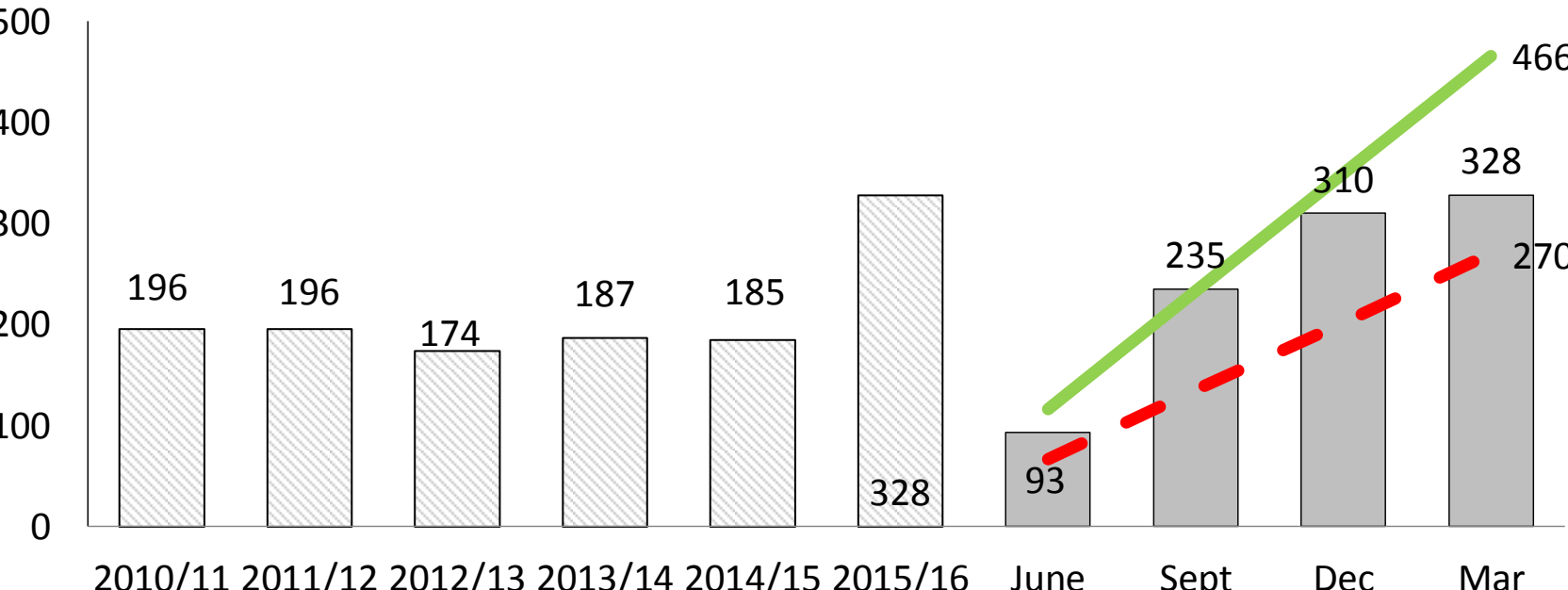
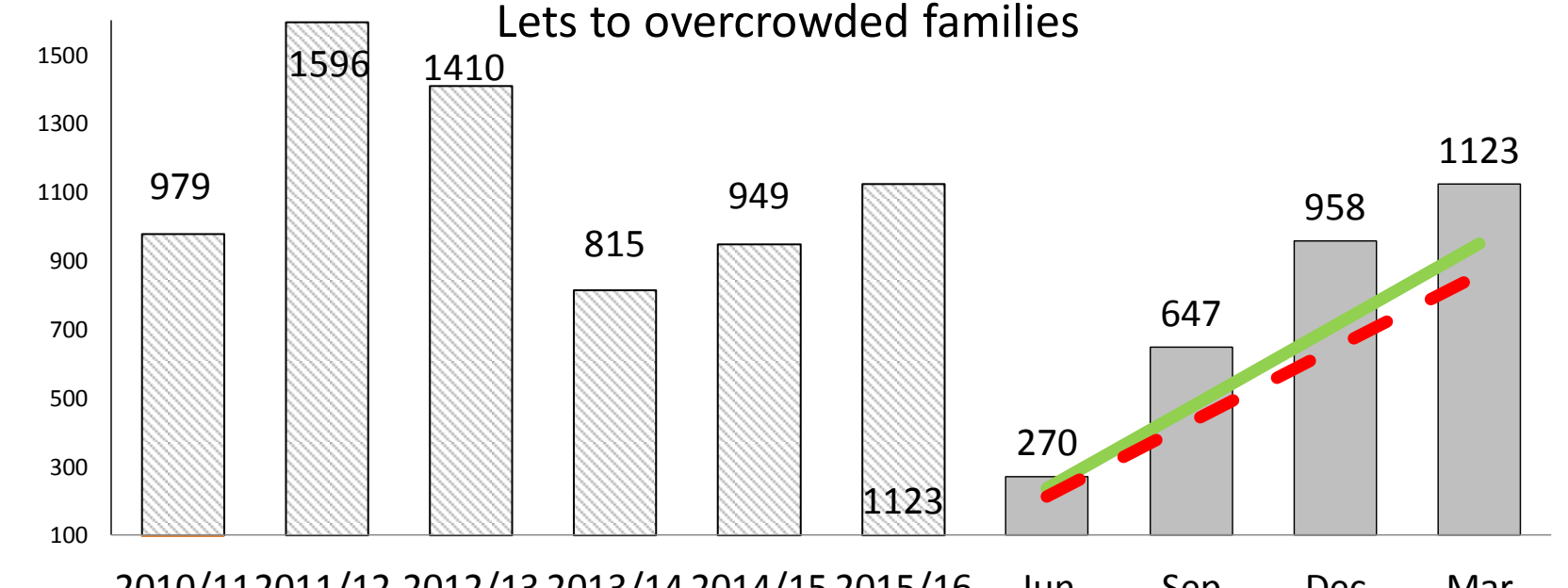
In order to address the disappointing performance in this area, a number of actions have been agreed and a comprehensive review of the current arrangements for managing sickness absence is being undertaken. The review will include learning from best practice in other organisations that have successfully prevented, managed and reduced sickness absence. The CE is putting targets for sickness into the PDR objectives of each Director and each Director will be setting objectives for their Service Heads and this will be cascaded to Service Managers. Senior Management Teams are provided with monthly reports on sickness, identifying the top 30 cases and the action that has been taken under the sickness procedure to manage each case. Training on Managing Sickness and Handling Difficult Situations has been developed and regular sessions have and continue to be offered, Directorate Management Teams are being advised of managers attendance at this training.


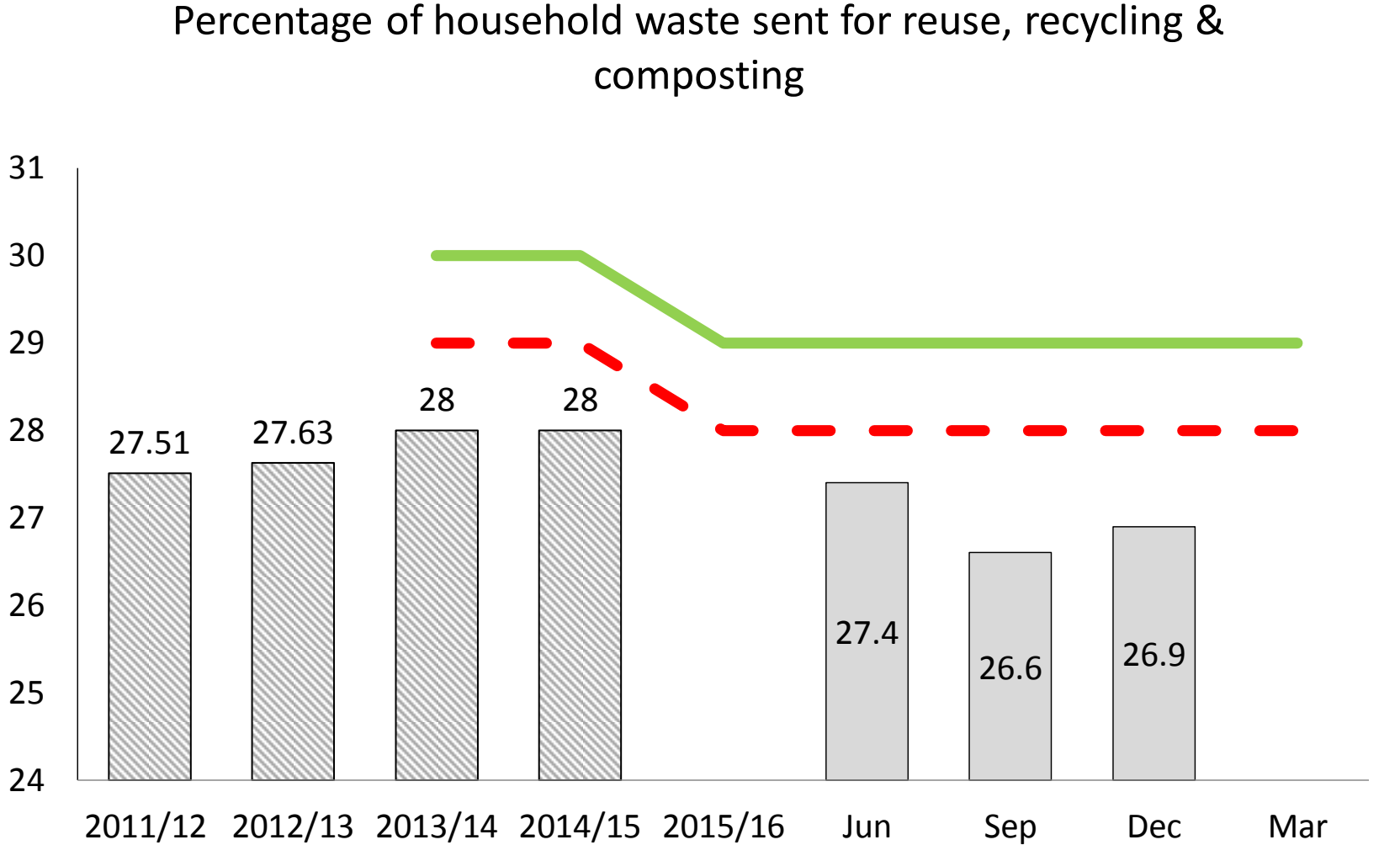
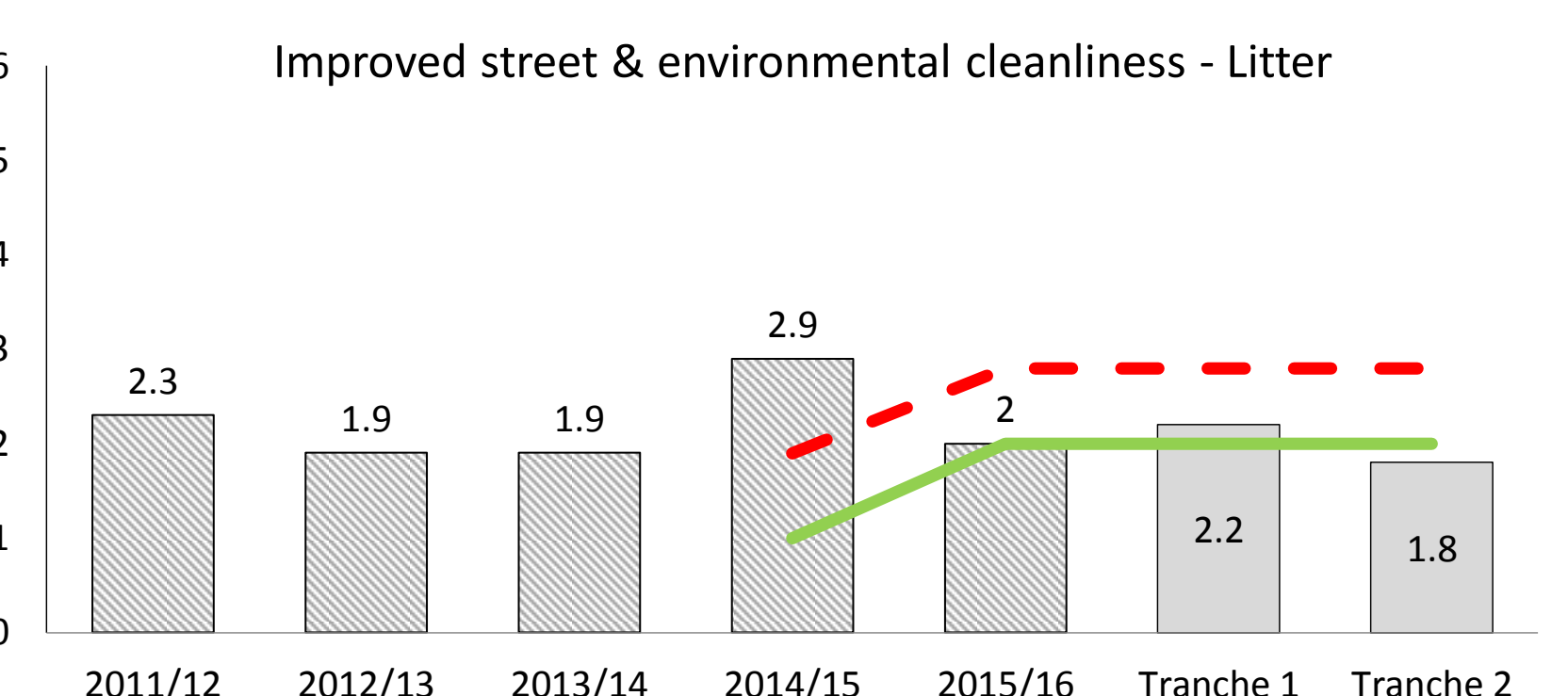
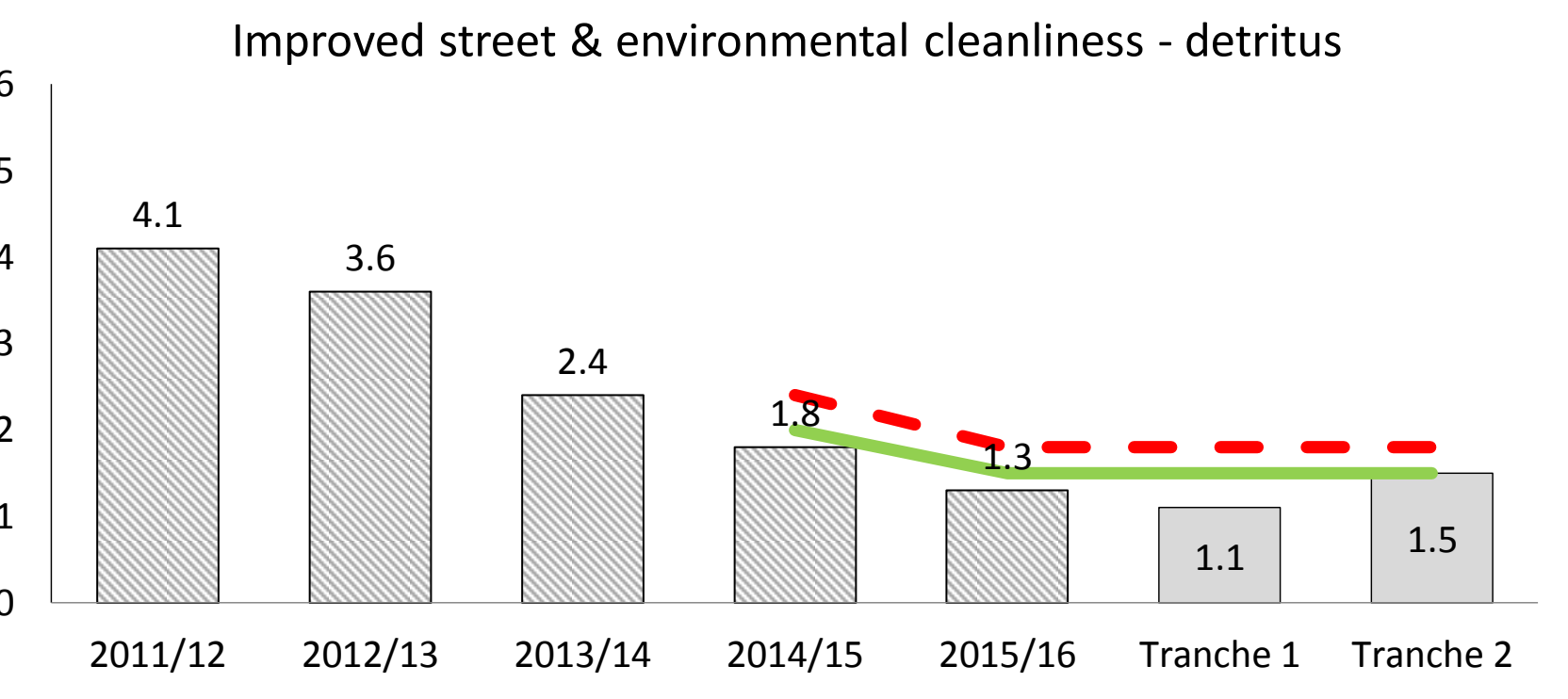
End of year performance shows a decrease year-on-year from 89% to 87% satisfaction (rounded figures). While no single factor can be seen to have influenced this, year-on-year comparisons show;


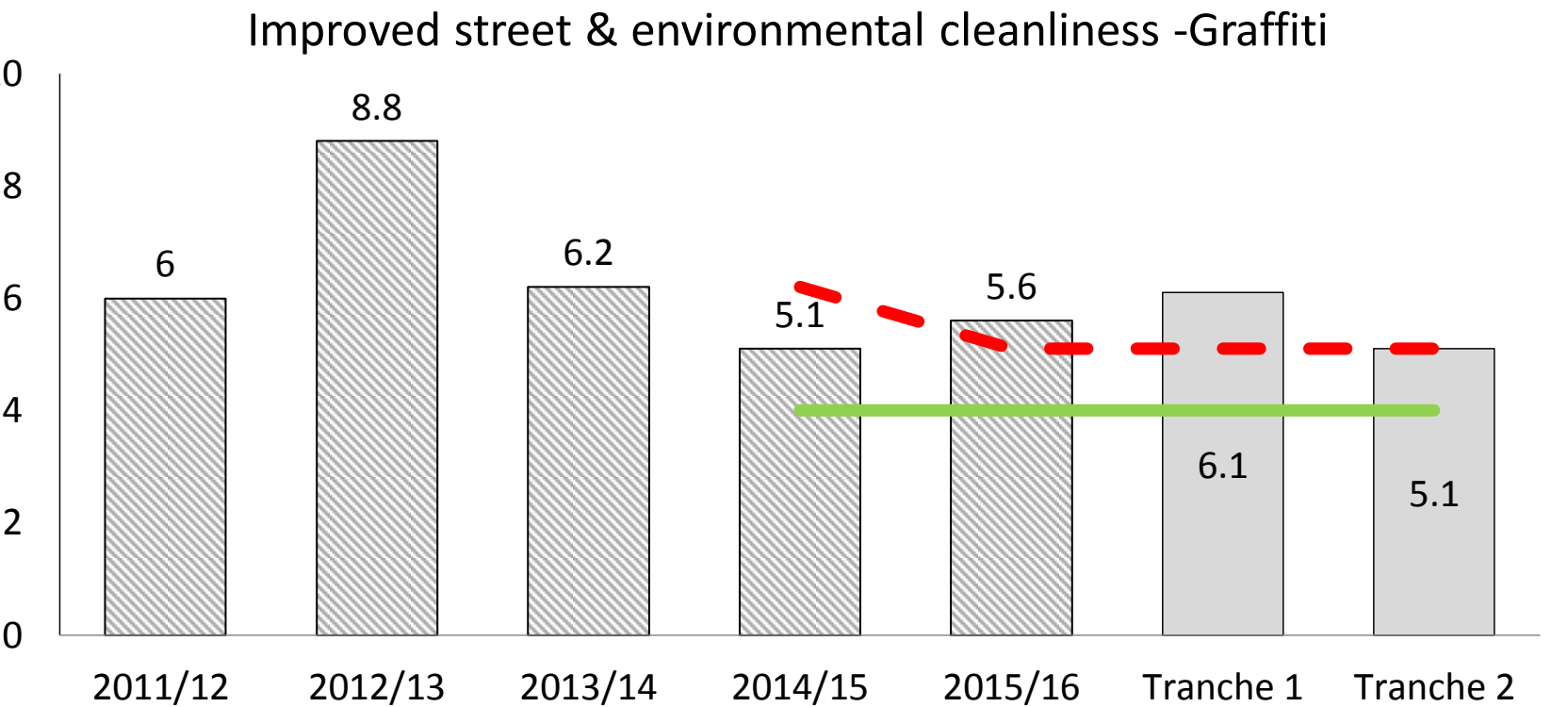
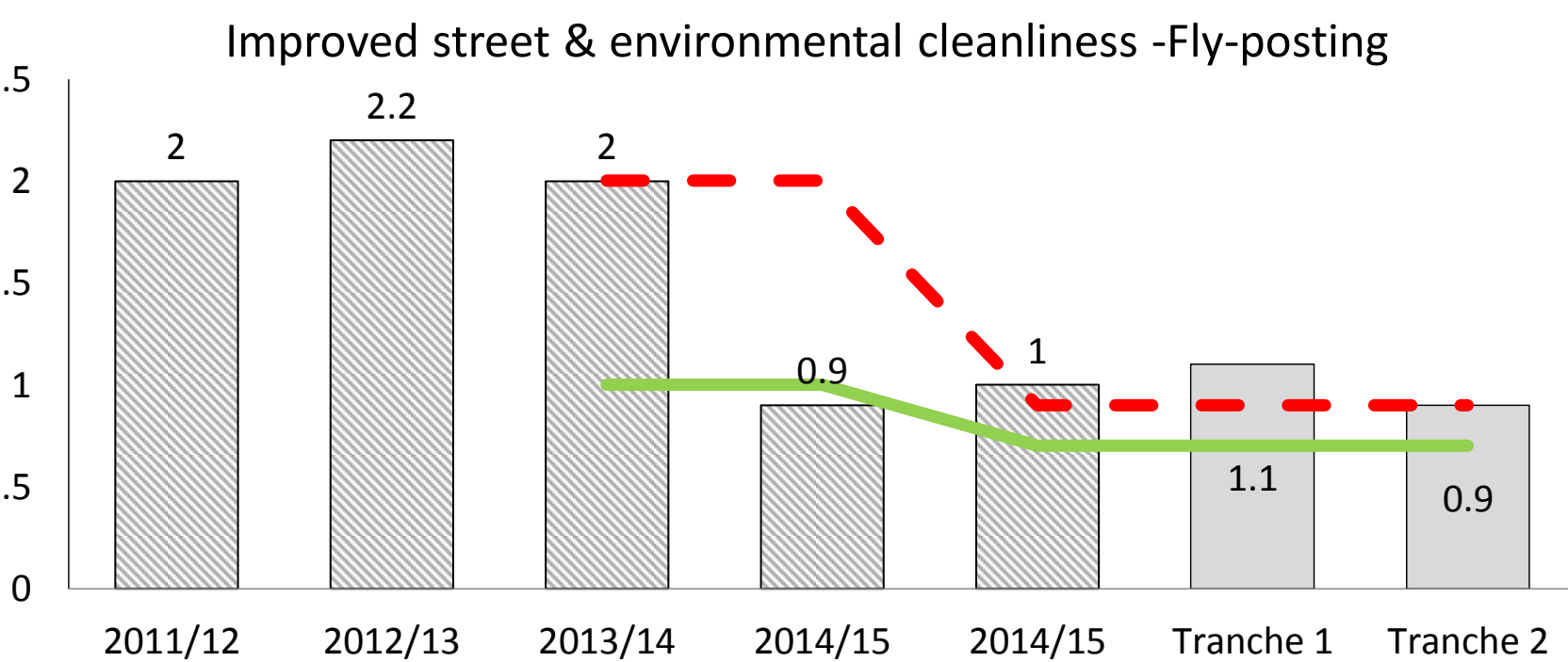
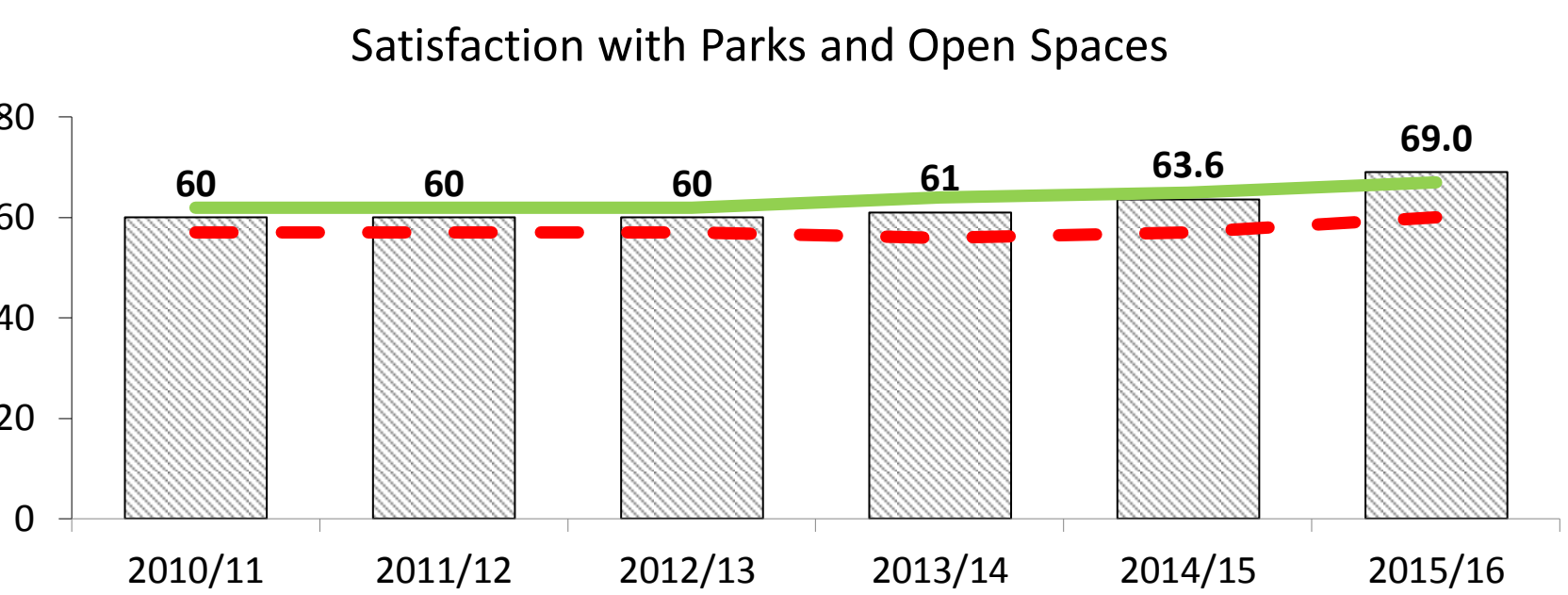
- a considerable increase in sample size/survey take-up from 3043 to 4864, ie approx. 50% increase. The larger sample size (nearly 10% of all calls) may be a more accurate reflection of performance than 14/15
- there is a similar small decrease in satisfaction with adviser politeness (97% to 96%) and helpfulness (96% to 94%). Close monthly monitoring of call quality continues to identify poor performance and training needs.
- Contact Centre wait times have lengthened during 15/16 due to reduced resources. However performance improved considerably in Q4 and satisfaction with wait times remained unchanged year-on-year (86%).

Council Tax in year collection ended up marginally below target at 96.3% and compares favourably with our target group. This remains a good performance, with a great deal of work being to done to reduce Single Person Discount levels throughout the year and ensuring all new properties are identified and added to the local list. Both of these functions will result in additional debit being added at the end of the year which does generate additional income in real terms, but will affect "in year" collection. Overall, collection exceeded the budgetary requirement by £3.2m.

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Percentage of Non-Domestic Rates Collected</p> <p>Measured in: % Good Performance: Higher</p>		99.86	99.60	99.80	99.50	RED	↔
<p>In year collection has finished marginally below target at 99.5% but this still represents a very good performance level and compares favourably with our target group. As more and more work is done to grow the ratebase, this will in turn make it more difficult to collect all the increases in year, but this does mean income generation is maximised but may not be achieved until the following year. The team did achieve in year growth of £53.8m in rateable value but also suffered losses of £16.8m due to appeals and deletions from the list, with a further £20m yet to be added from schedules that came in late in the year. There have been many delays with the VOA in getting challenges to valuations completed and dealing with errors and omissions in the local valuation list. Work in the area is on-going with further meetings with the VOA scheduled this year. We have also challenged a number of applications for reliefs, completion dates, and exemptions and some large assessments have yet to be paid and are subject to either Valuation Tribunals or Court action. These balances will remain on our records until the outcome of these hearings are known later this year. B21</p>							
<p>Percentage of residents agreeing that the Council is doing a good job (Annual Residents Survey (ARS) Measure)</p> <p>Measured in: % Good Performance: Higher</p>		75.30	71.90	78.70	72.0	AMBER	↔
<p>The difference between the 2015/6 annual outturn of 72% and 75.3% for last year is not statistically significant.</p>							
<p>Percentage of residents agreeing that the Council involves residents when making decisions (ARS Measure)</p> <p>Measured in: % Good Performance: Higher</p>		52.6	48.7	56.6	55.0	AMBER	↔
<p>The difference between the 2015/6 annual outturn of 55% and 52.6% for last year is not statistically significant.</p>							

Description		Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
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> 	635	1100	1375	1073	RED	↑
<p>Tower Hamlets has a strong track record of housing delivery and continues to provide among the highest numbers of affordable homes in the country. The cumulative figure for the 2015-16 stands at 1073 units. This is outside our target range, although it represents 97.5% of the minimum expectation of 1100. There were seven schemes which were expected to complete in March 2016 but where completion has been slightly delayed and will now fall in early 2016-17. These schemes would have produced an extra 189 units, taking the annual figure to 1262, which would have been close to the mid-point target of 1238. The current forecast for 2016-17 is now close to the higher target figure, partly due to this slippage of schemes.</p>							
<p>Number of affordable 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>Social rented housing completions for family housing (gross figures only)</p> 	185	270	466	328	AMBER	↑
<p>The number of family units for rent delivered in Quarter 4 is 18 of the 92 affordable units delivered in Q4, giving a total for the year of 328, which achieves a middle point between the minimum expectation and target (270 and 466). The family units for rent represent 43% of the total units for rent (768), which is close to our policy target of 45%. The final outturn is also 77% greater than last year's final outturn (185).</p>							
<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> 	949	860	950	1123	GREEN	↑
<p>1123 overcrowded families have been rehoused in 15/16 exceeding the target for the year and last year's outturn by 18%. The total lets last year was much higher than expected – an increase of more than 308 lets (17%) compared to the previous year, which has greatly assisted in the increased number of lets to overcrowded applicants. Furthermore, the fact that we operate a choice based lettings scheme and have no control over bidding preferences - who and how applicants bid - it is not possible to accurately predict lets outcome.</p>							

Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Percentage of household waste sent for reuse, recycling and composting Measured in % Good performance: Higher		28.00	28.00	29.00	26.90	RED	↓
Quarter 3 data, this outturn reports one month in arrears. Legislative changes have been made to improve the quality of recycling from co-mingled collections which has had a significant negative impact on the recycling performance. The current MRF contractor is therefore unable to deliver the same recycling rate. Clean, Green & Highways, alongside the Veolia Outreach and Education Team, are currently working closely with registered providers to decrease contamination and increase the quality and quantity of recycling collected from estates. Our Communications, Education and Outreach Team launched 'Let's sort it!' - a borough wide advertising campaign focusing on recycling correctly. This was launched in November 2015. The campaign consisted of large scale outdoor advertising, a mail out to all residents living in flats, vehicle livery, 16 education roadshows delivered across the borough and 7 weeks' worth of advertising in East End Life. This campaign will continue being advertised during the year and another smaller campaign is planned to take place by the end of the year as a remainder of the previous campaign. In addition, a food waste campaign will be delivered in June to encourage households to take part of the food waste collection scheme and this will also allow the Council to assess the service delivered and find ways of improvement. It is expected this campaign will help to improve the Council's household recycling rate.							
Level of street and environmental cleanliness - litter (%) Measured in % Good performance: Lower		2.9	2.8	2.0	2.0	GREEN	↑
The final outturn is an aggregate of tranche 1 and 2. Target met.							
Level of street and environmental cleanliness - detritus (%) Measured in % Good performance: Lower		1.8	1.8	1.5	1.3	GREEN	↑
The final outturn is an aggregate of tranche 1 and 2. Target met.							

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Improved street and environmental cleanliness - graffiti (%)</p> <p>Measured in % Good performance: Lower</p>		5.1	5.1	4.0	5.6	RED	↓
<p>Improved street and environmental cleanliness - fly-posting (%)</p> <p>Measured in % Good performance: Lower</p>		0.9	0.9	0.7	1.0	RED	↓
<p>Percentage of residents who rate parks and open spaces as good, very good or excellent (ARS)</p> <p>Measured in % Good performance: Higher</p>		63.6	60.0	67.0	69.0	GREEN	↑

The final outturn is an aggregate of tranche 1 and 2.

Actions taken to target hotspots mean that for Q4 the minimum expectation as been met. For the 12 month period the target has been missed.


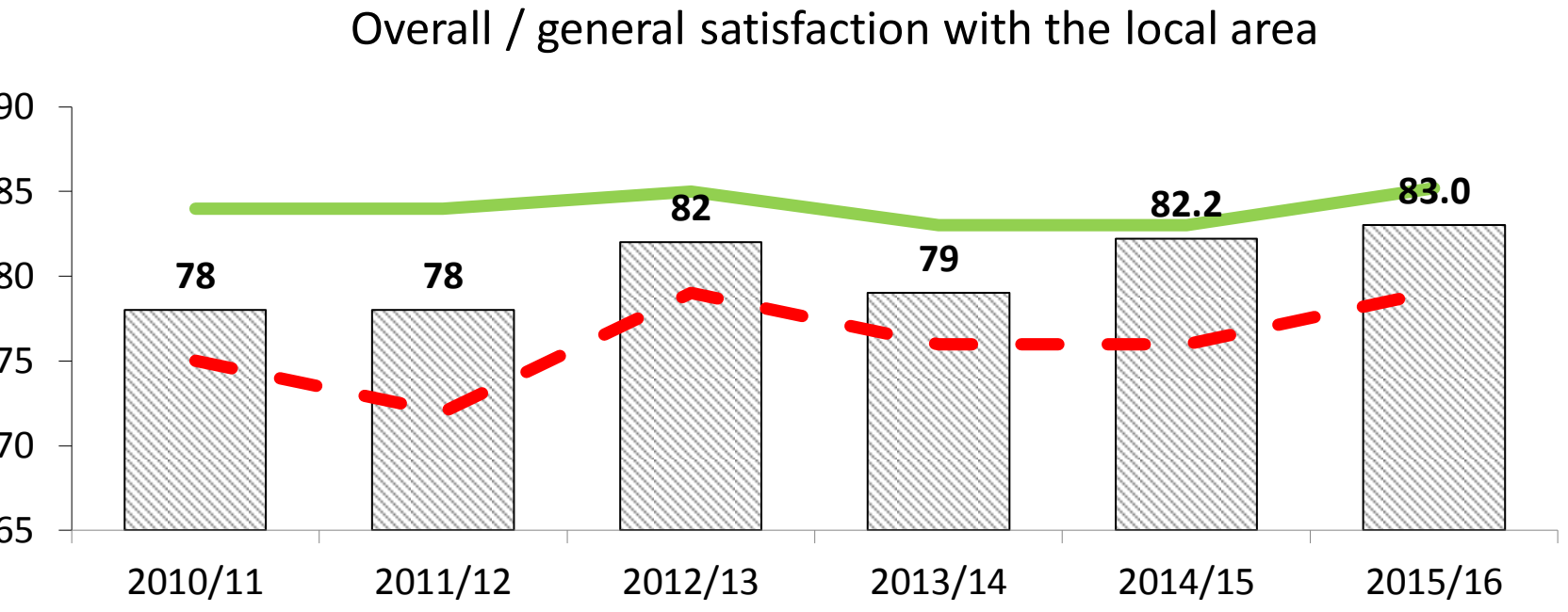
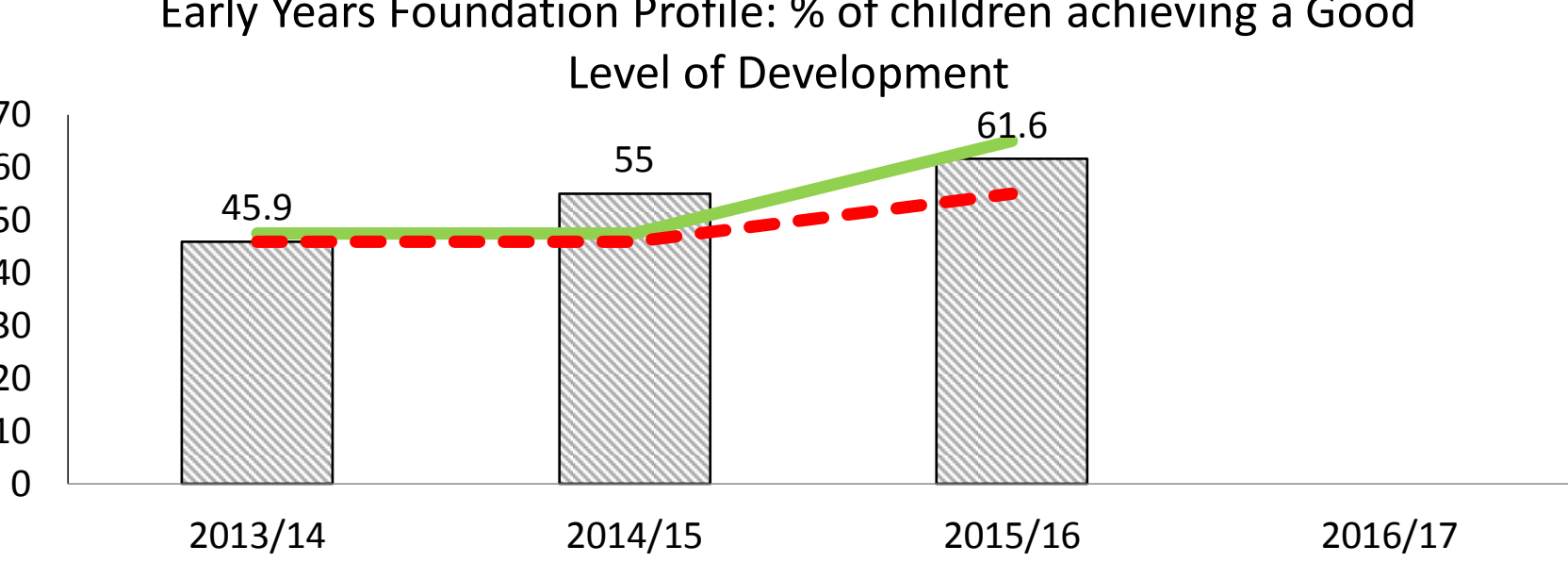
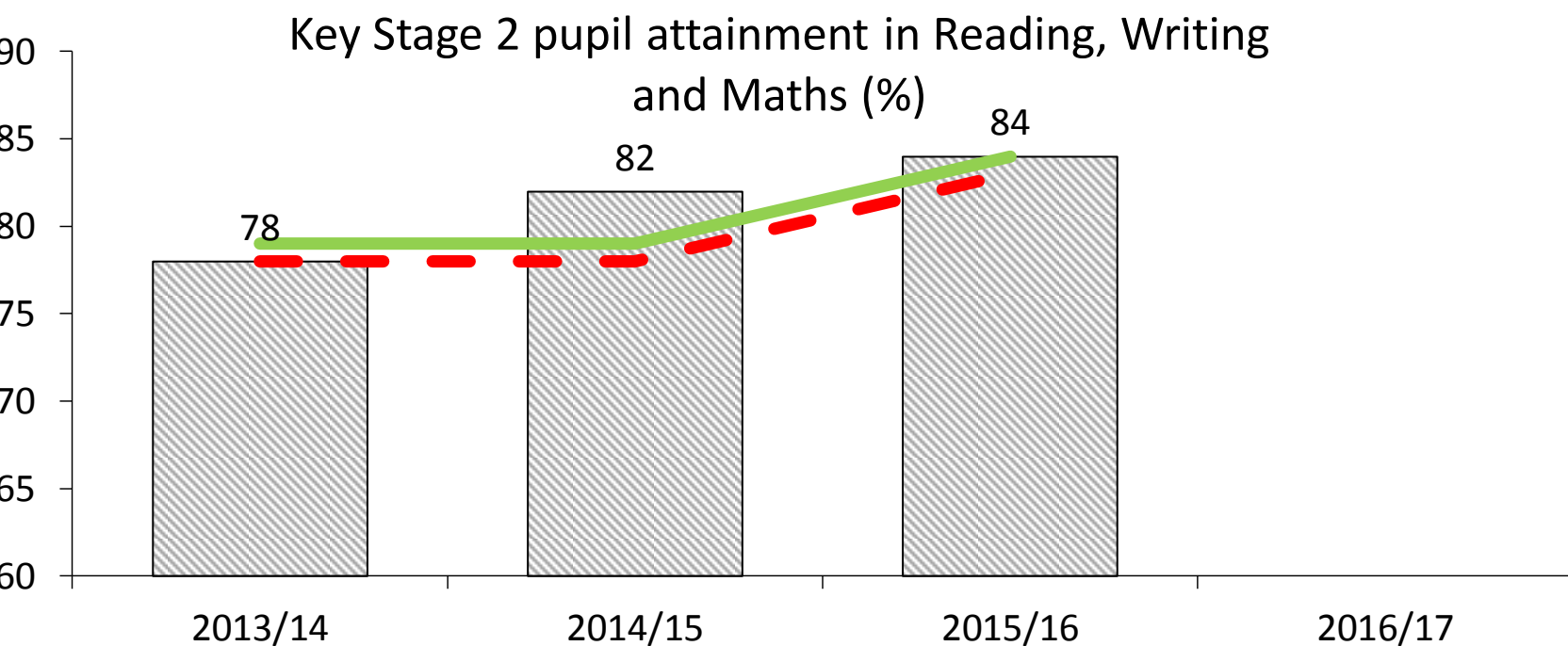
Areas that need further improvements have been identified with the StreetCare supervisors, and they will continue to address issues in each ward via enforcement, monitoring and contract management.

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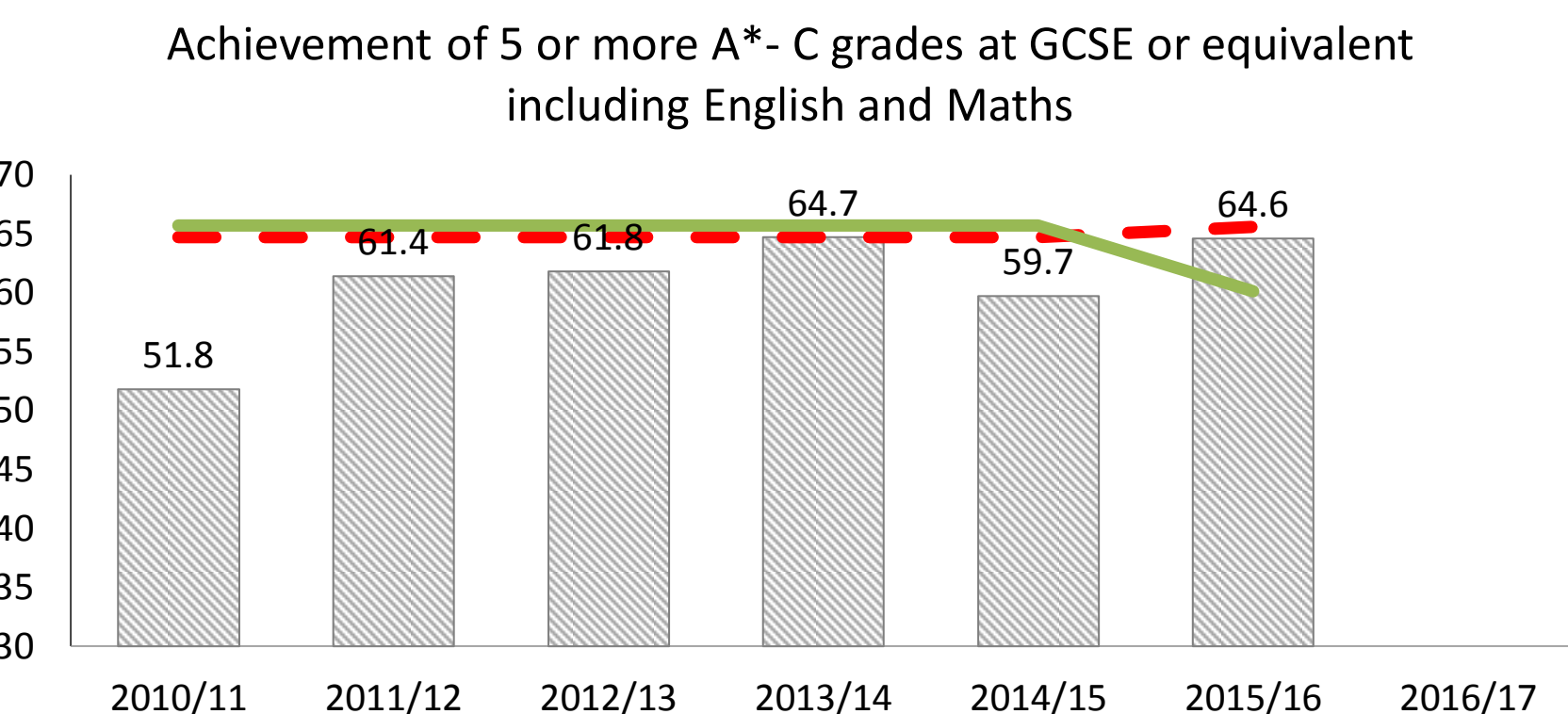
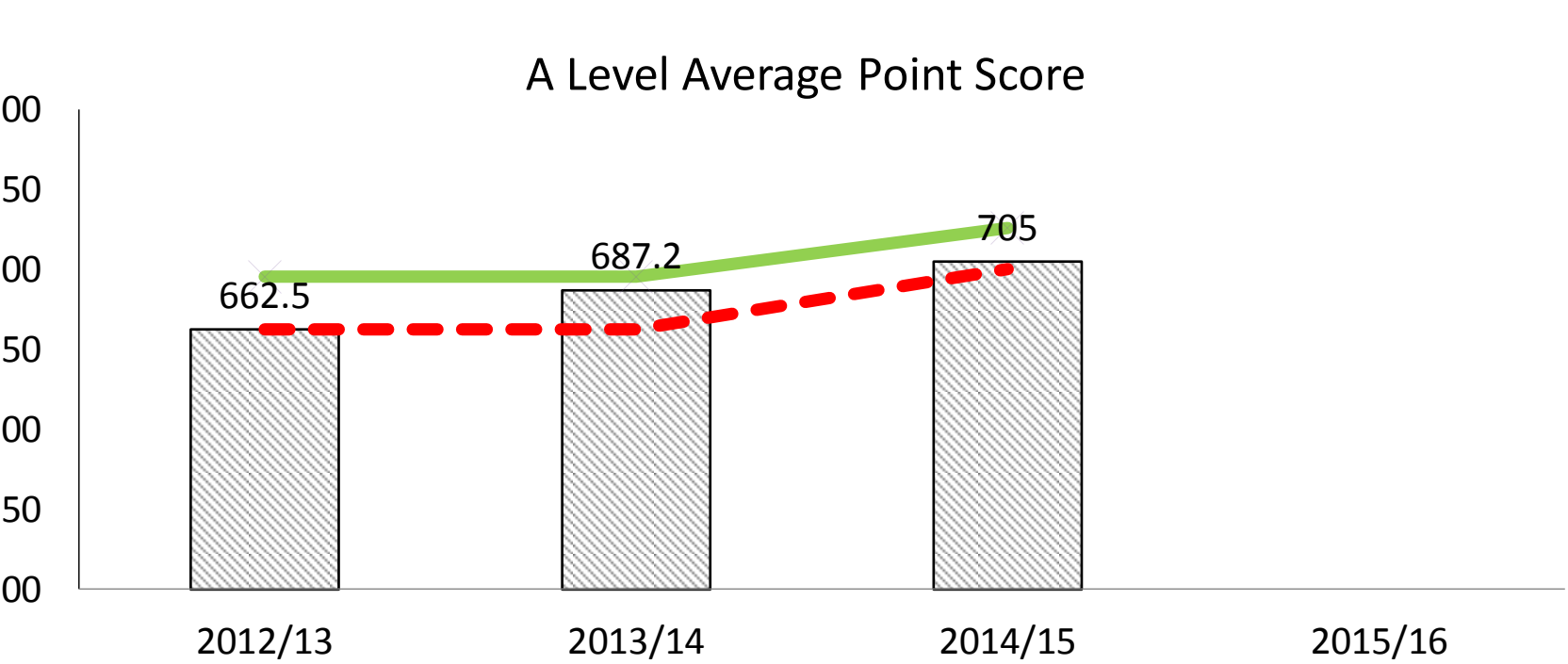
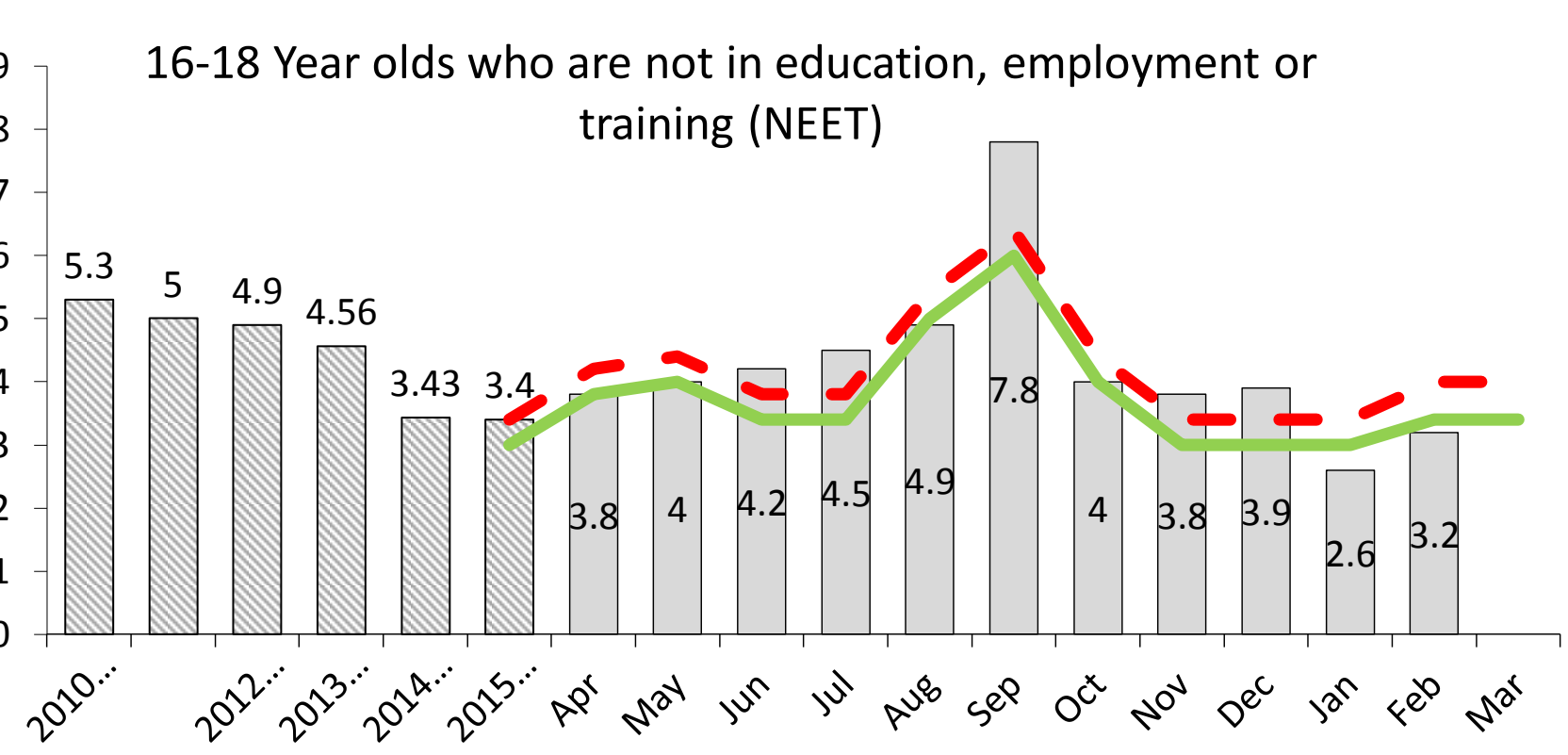
The difference between the 2015/6 annual outturn of 69% and 64% for last year is statistically significant.

Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Overall / general satisfaction with the neighbourhood (ARS) Measured in % Good performance: Higher		82.2	79.1	85.2	83.0	AMBER	↔
Prosperous Community							
Early Years Foundation Profile - achievement of a good level of development Measured in % Good performance: Higher		55.0	55.0	65.0	61.6	AMBER	↑
Key Stage 2 pupil attainment in Reading, Writing and Maths (KS2 RWM) (%) Measured in: % Good Performance: Higher		82.0	83.0	84.0	84.0	GREEN	↔

The difference between the 2015/6 annual outturn of 83% and 82% for last year is not statistically significant.

Final result. We have well exceeded the minimum expectation for 2015, and 61.6% represents another significant year on year improvement (6.6 percentage points) for this measure of early years educational attainment.

In the 2014/15 academic year the percentage of children achieving Level 4 or above in Reading, Writing and Maths was 84% - a 2 percentage point increase over the previous year. Component Results are broken down as follows:
 > Grammar, Punctuation & Spelling: 85%
 > Reading (test): 92%
 > Writing (teacher assessment): 89%
 > Maths (test): 91%


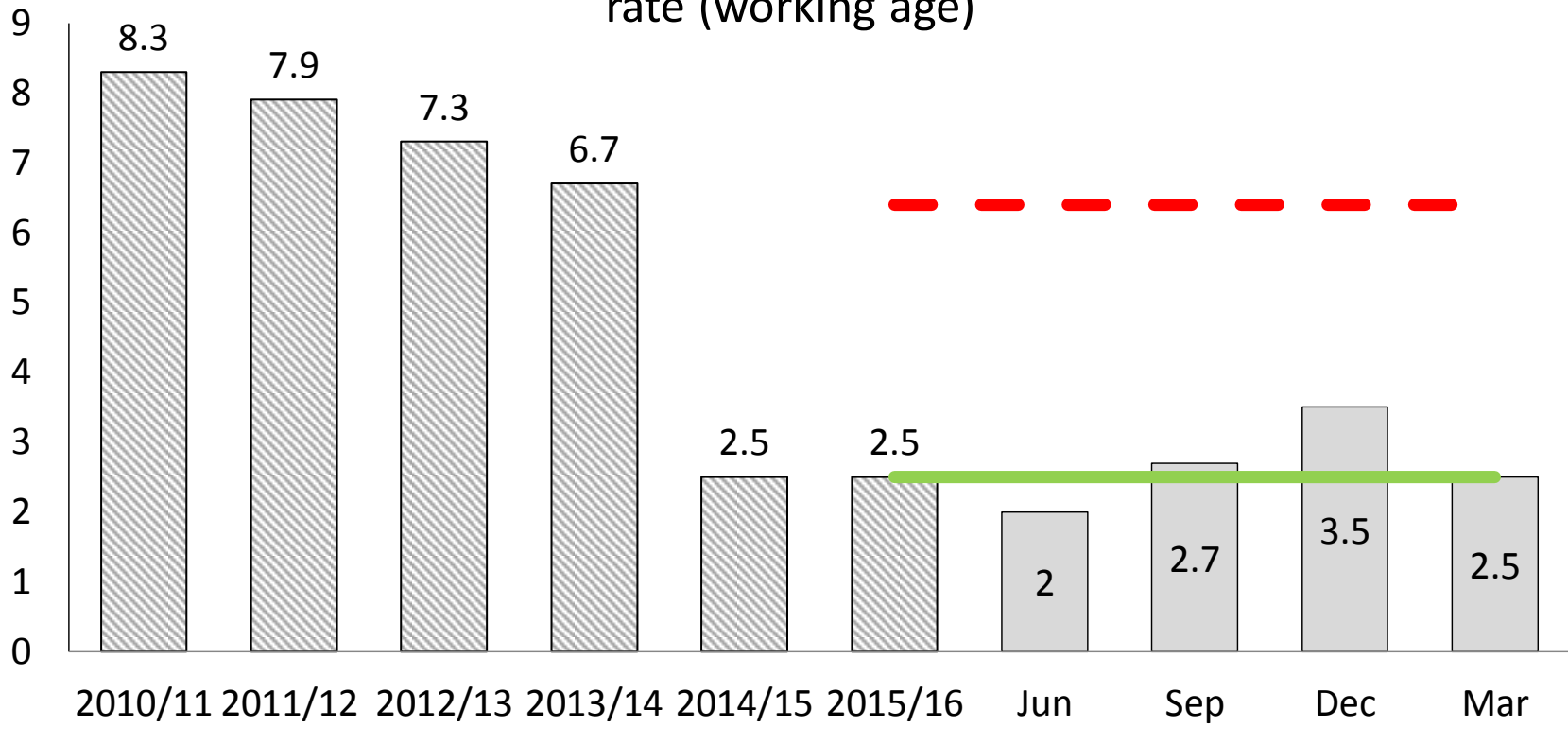
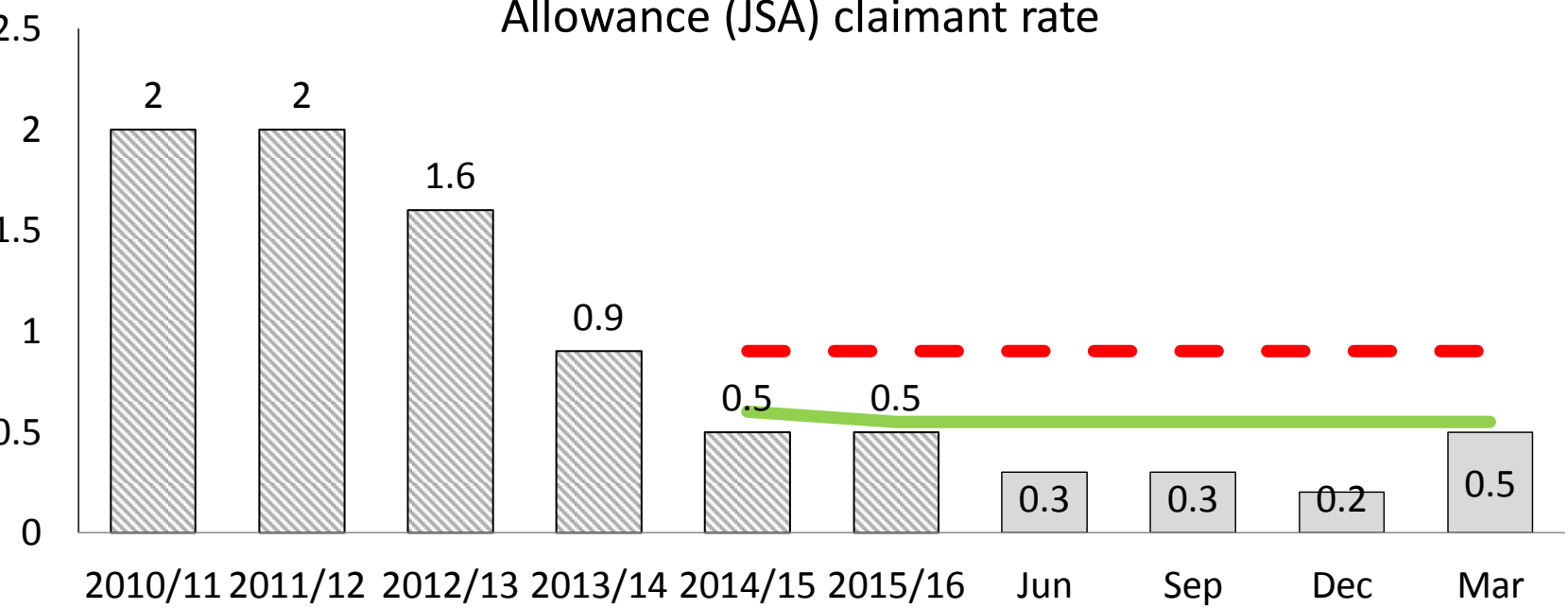

Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths. Measured in % Good performance: Higher		59.7	60.10	65.60	64.60	AMBER	↑
A Level Average Points Score per student in Tower Hamlets. Measured in % Good performance: Higher		695.0	700.00	726.00	705.00	AMBER	↔
16 to 19 year olds who are not in education, employment or training (NEET) (%) Measured in: % Good Performance: Lower		3.43	3.40	3.00	3.40	AMBER	↔

The final results for summer 2015 exams (released Jan 16) show that 64.6% of LBTH pupils attained 5 A*-C GCSE grades including English & Maths (5ACEM) in the 2014/15 academic year. This represents a 4.9 percentage point increase on the previous year's performance and brings the LA average near to where it had been in 2012/13, before rule changes in 2013/14 led to drops in performance both locally and nationally. National performance saw an improvement of 0.4 percentage points with 53.8% of pupils attaining 5 A*-C including English and Maths and in London performance fell 0.6 percentage points to 60.9% of pupils attaining 5 A*-C including English and Maths.

We have achieved the minimum expectation of 700 points in this measure, and seen an improvement of 18 points since 2014. This also closes the gap between TH and national position by almost 30 points to 59 points. Though not reflected in this specific A-Level measure, overall Level 3 performance has improved in 2015 to 704 points per pupil. Our overall APS per student is now above state-funded national scores and above the London/Inner London average. This is largely the result of good performance in vocational subjects. The gap between TH and the national average (for state schools and colleges) of 764 has closed by 27 points.

The annual actual is an average of Nov/Dec/Jan outturns. The annual actual is 3.4 percent; the minimum expectation has been met.

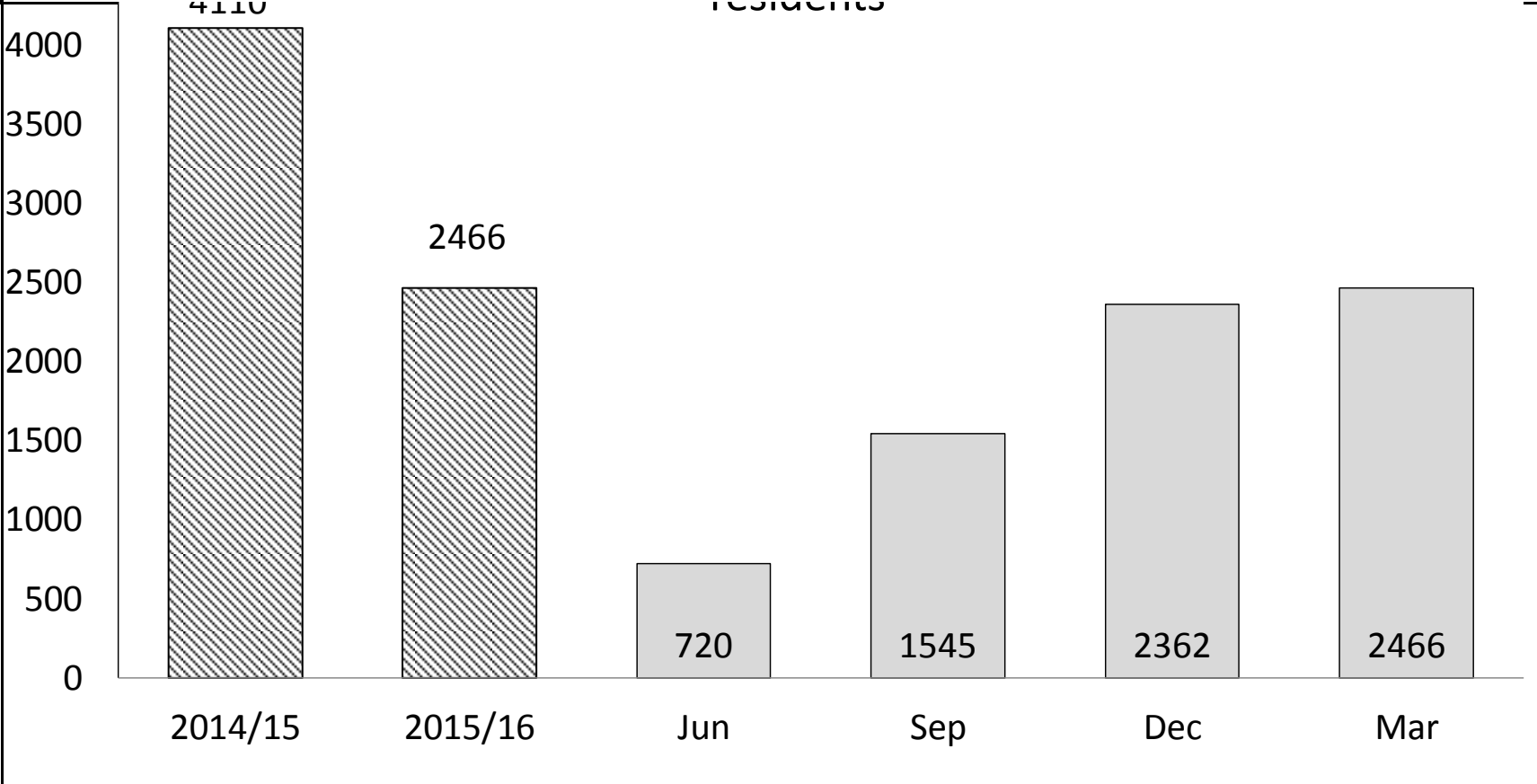
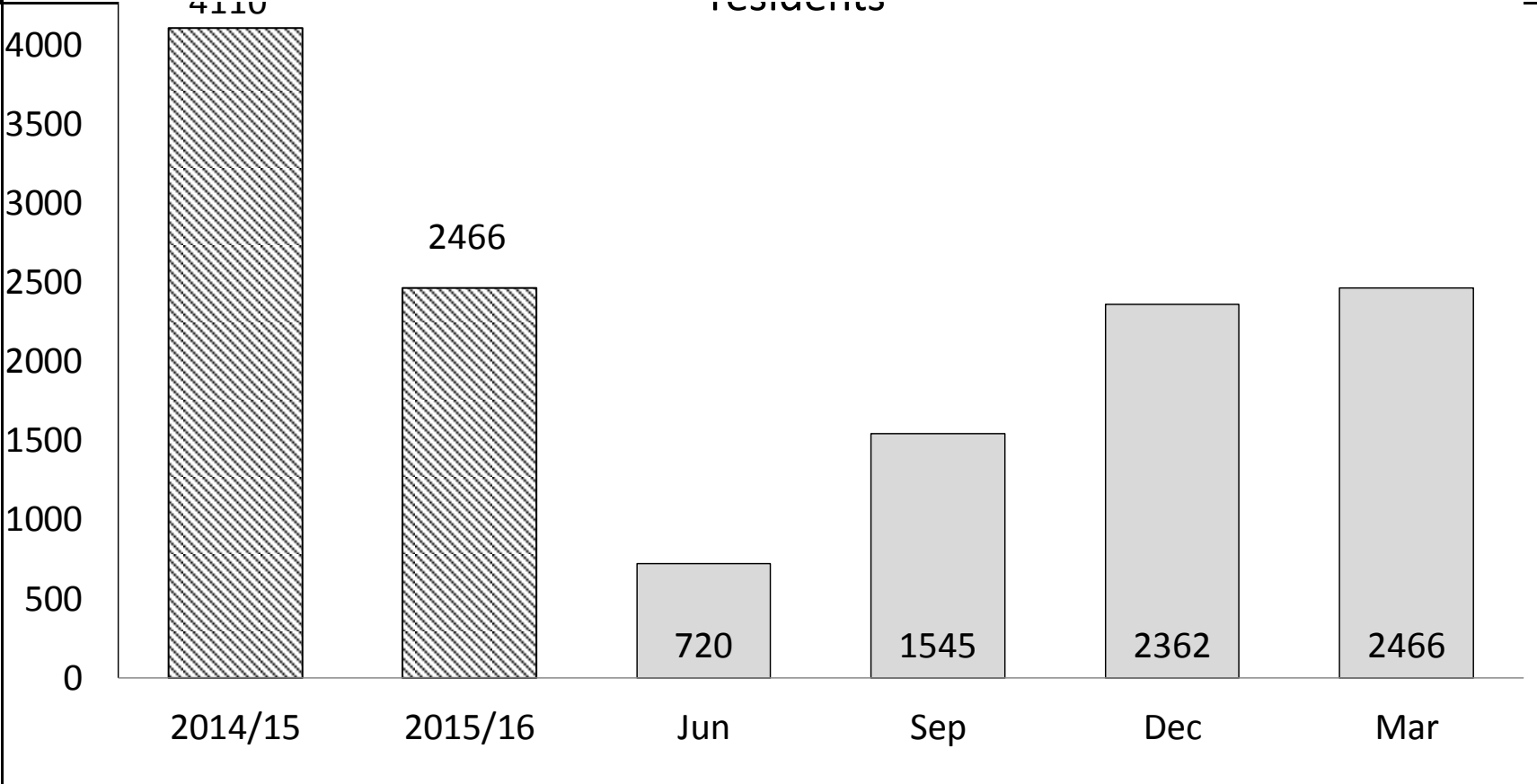
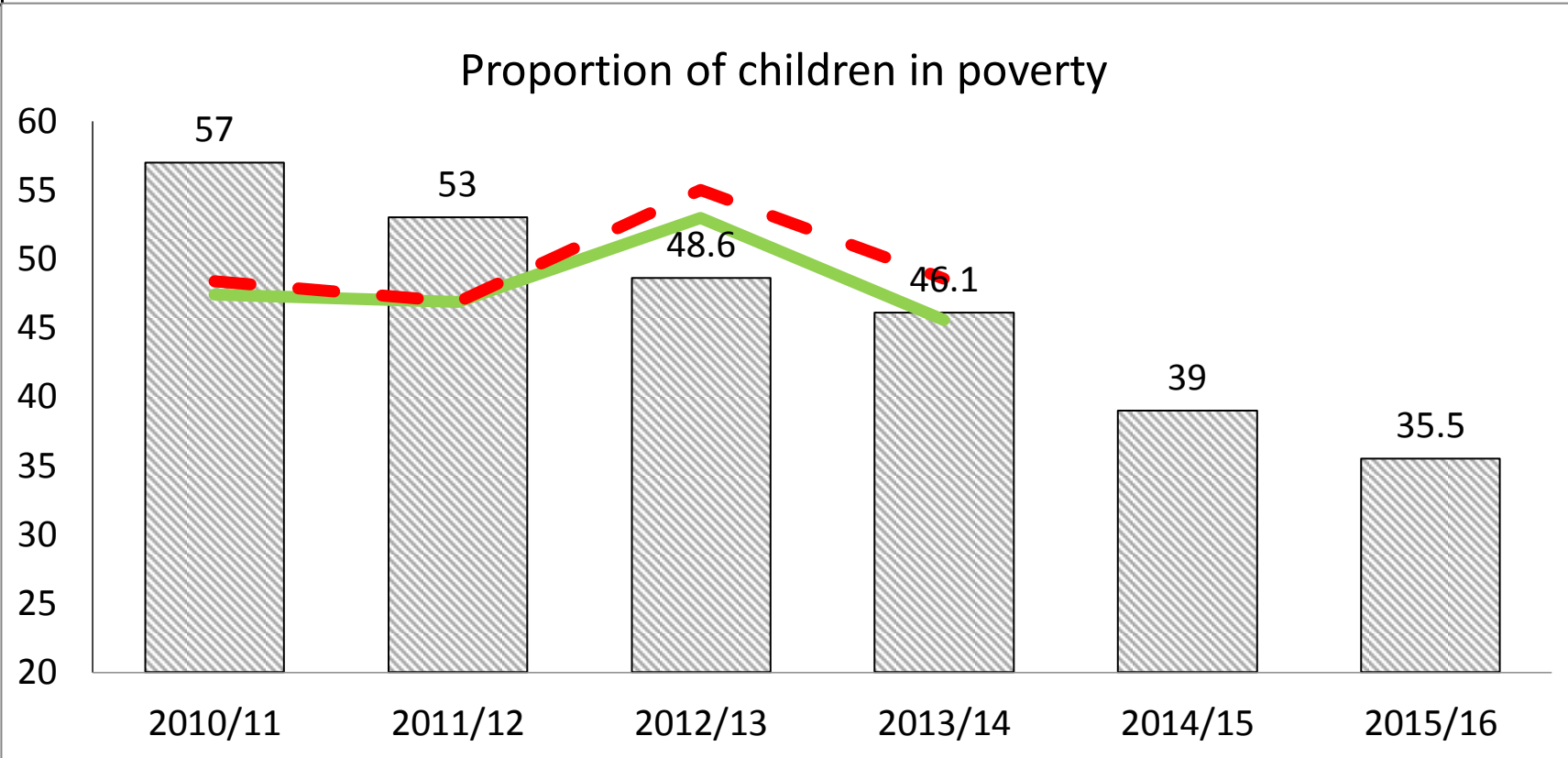
The minimum expectation for NEET has been met. Benchmarking of February's NEET figure of 3.2% shows an improvement on the figures achieved at that time last year. It is also better than the England average of 4.3% and in line with the London average of 3.2%.


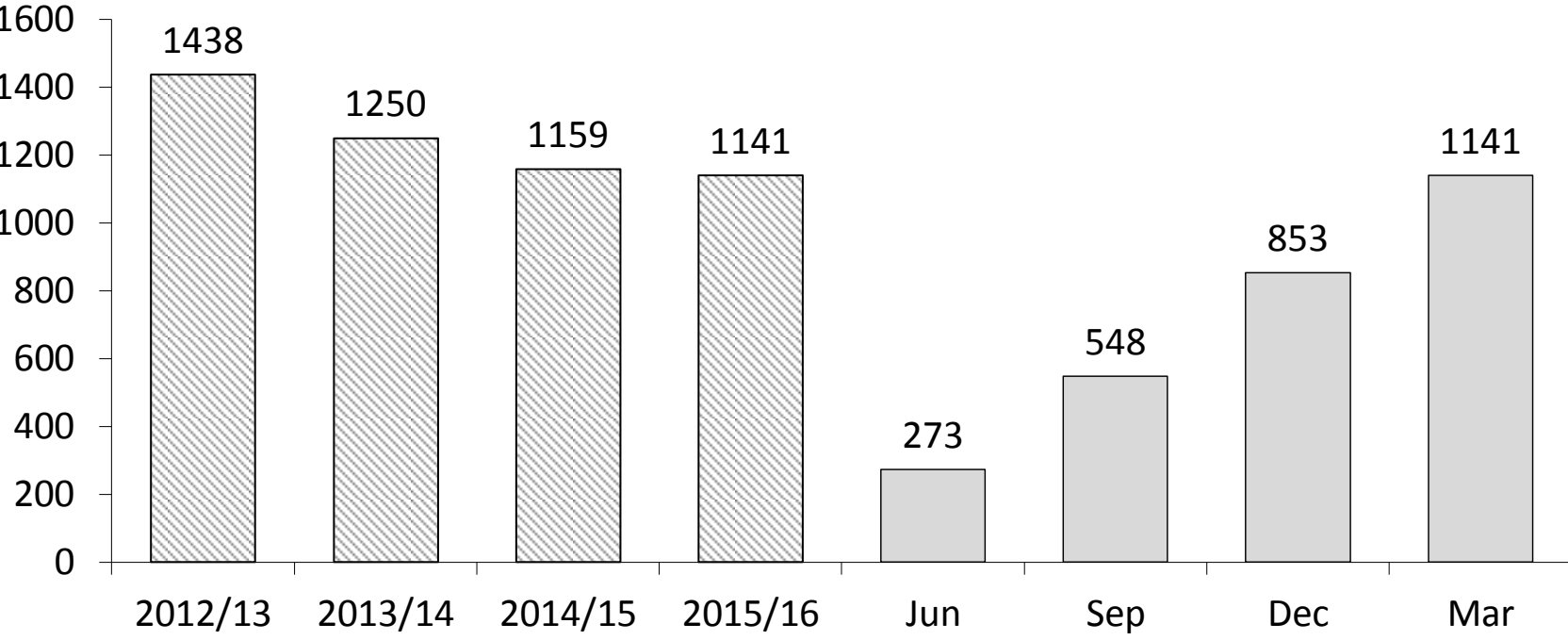
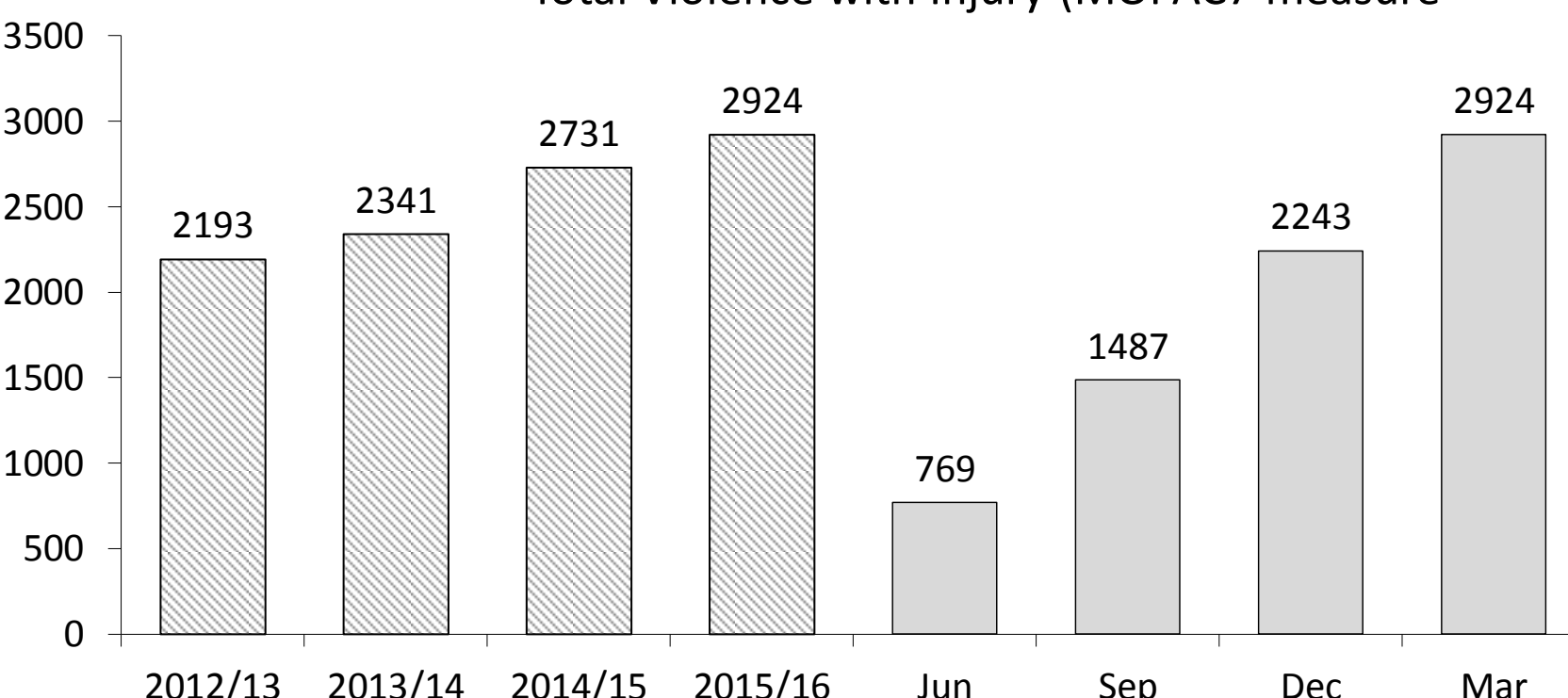
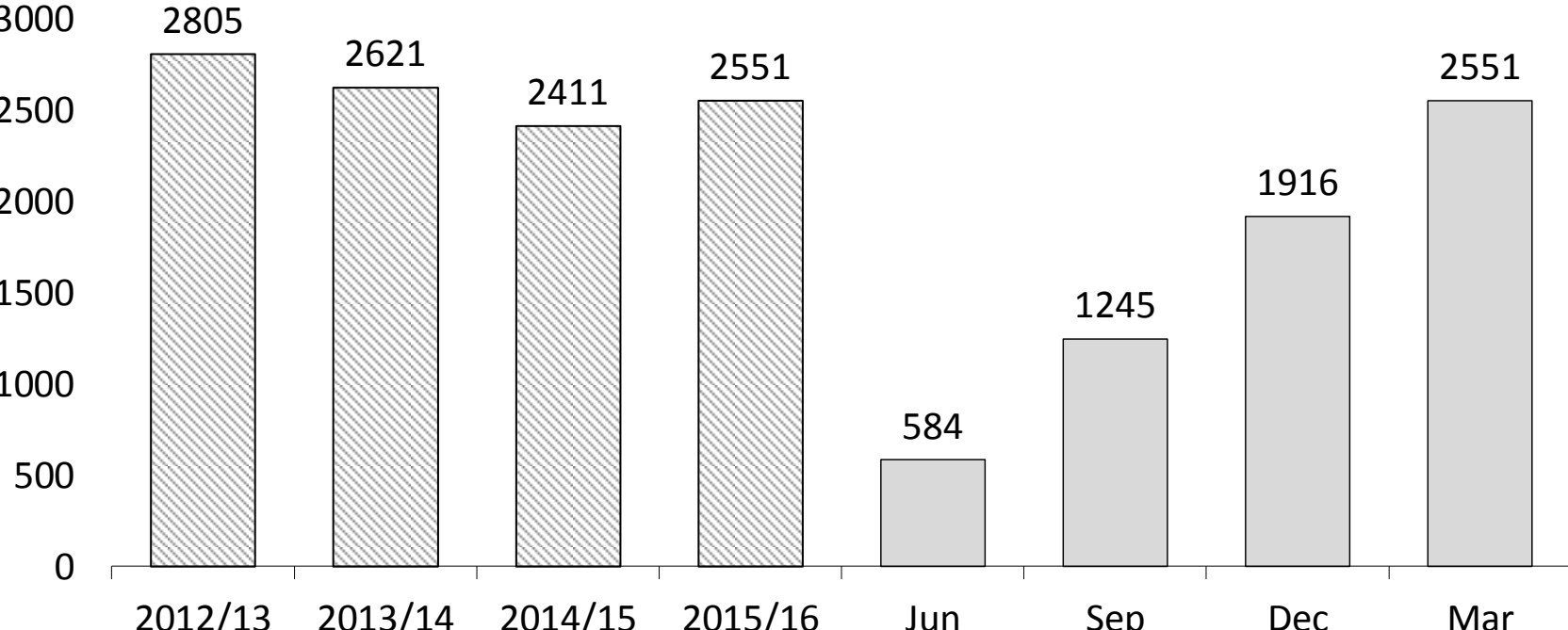
Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Overall employment rate - gap between the Borough and London average rate (working age) (ppts)</p> <p>Measured in: percentage points Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average employment rate (working age)</p> 	2.50	6.40	2.50	2.50	GREEN	↔
<p>JSA Claimant Rate (gap between the Borough and London average rate (working age) (ppts)</p> <p>Measured in: percentage points Good Performance: Gap - Lower</p>	<p>Gap between the Borough and London average Job Seekers Allowance (JSA) claimant rate</p> 	0.50	0.90	0.55	0.50	GREEN	↔
<p>Labour Market: number of job starts for Tower Hamlets residents</p>	<p>Labour Market: number of job starts for Tower Hamlets residents</p> 	4110	Not Set	Not Set	2466		

The Tower Hamlets employment rate is 70.4 percent. The London average is 72.9 percent. The gap between Tower Hamlets and the London average is 2.5 percentage points. The employment for the borough is also 2.5% higher than this time last year, the London average rate has only increased 2.3%. When comparing TH performance against the East London Growth boroughs employment levels, TH has the 3rd highest employment rate with all but Newham seeing increases in their employment rates. The TH employment rate is also 20% higher than in September 2011.


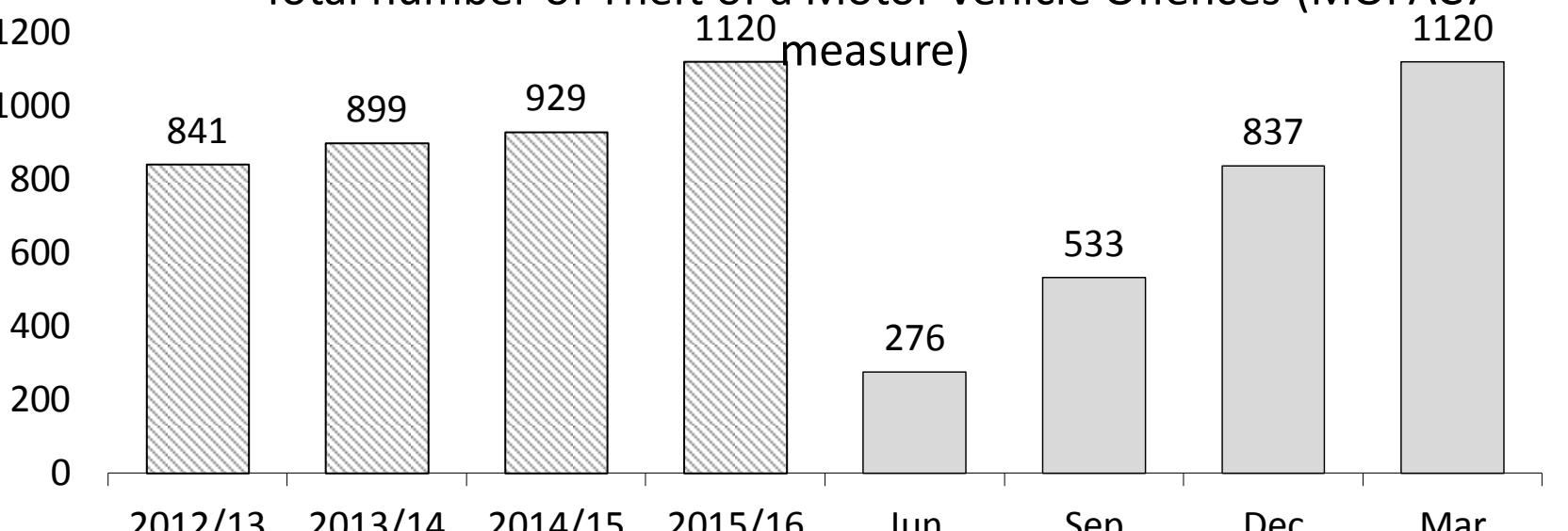
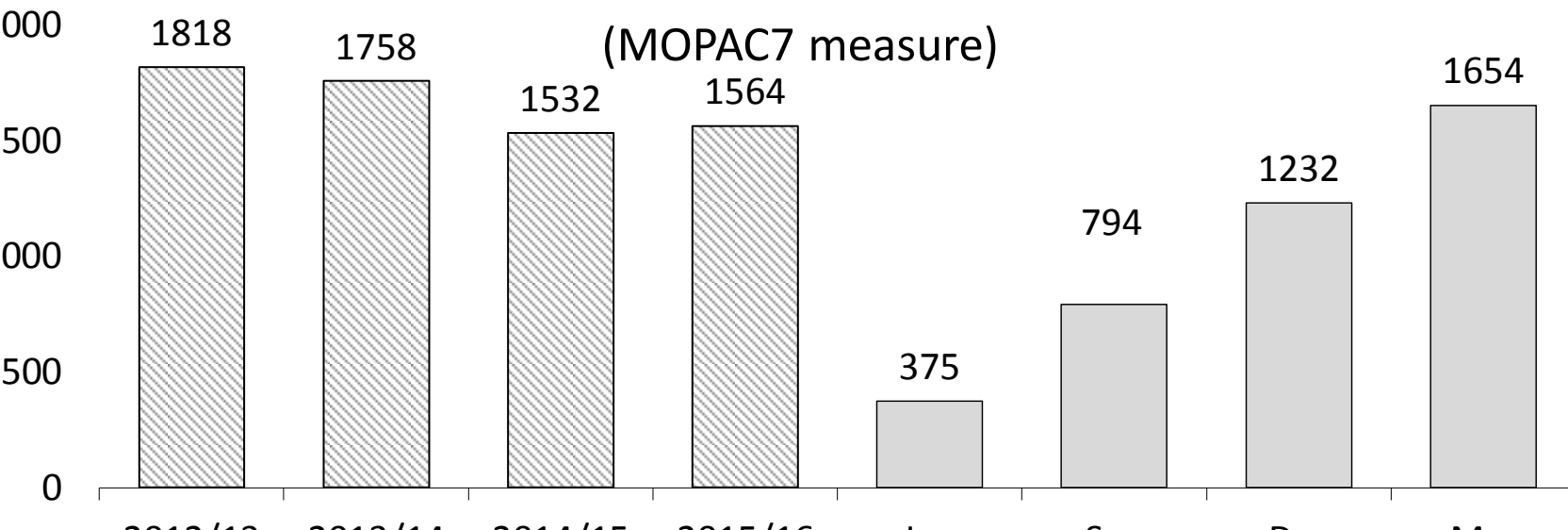
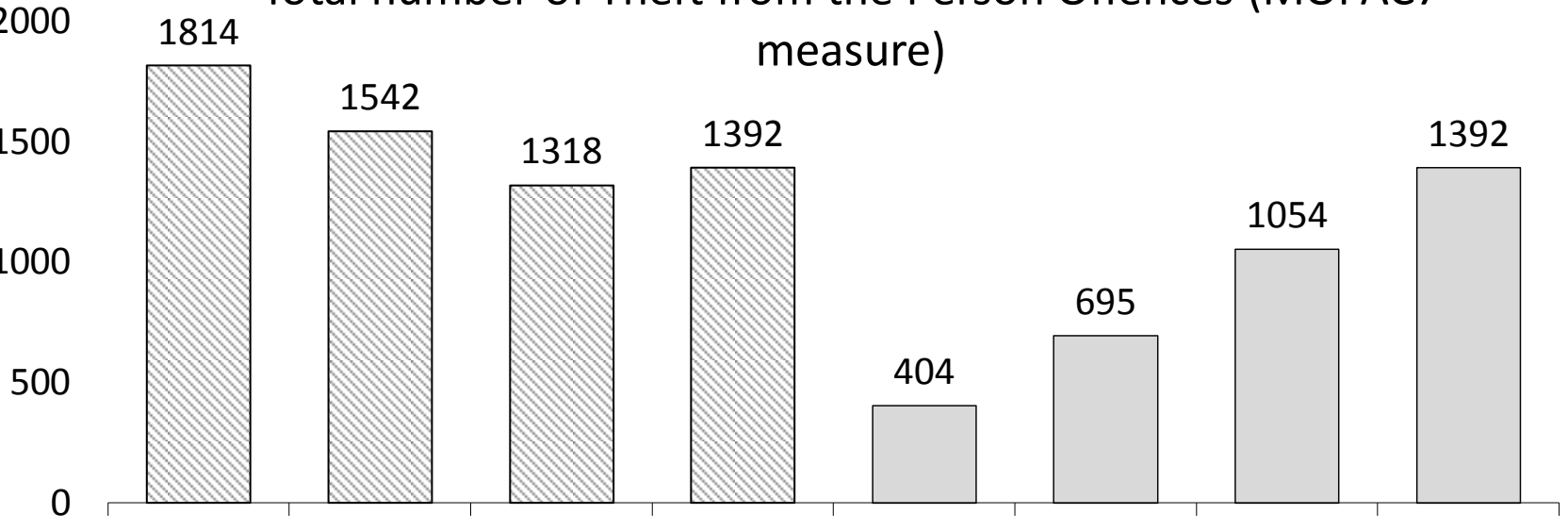
The Claimant Count rate in Tower Hamlets is 2.4 percent and the London average is 1.9 percent. The gap between Tower Hamlets and the London average is 0.5 percentage points.

Target met. Until December 2015, the borough was experiencing continuous reductions in the numbers of JSA claimants / the JSA claimant rate; however this data set (as published by NOMIS) now includes transfers onto universal credit (UC), where there are job seeker requirements. The numbers of JSA claimants for the borough was 4,047 at the end of December 15; the lowest since recording began in September 2006. However, the total claimant count (including UC) has increased the TH rate to 2.4%, increasing the gap with London to 0.5pps, but remaining within target. The change in definition and analysis of trends and expected rate of change will inform future target setting processes.

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Residents</p> <p>Measured in: % Good Performance: Higher</p>		PROVISIONAL OUTTURN					<p>2,466 job starts have been achieved showing a positive increase, however JCP off flow stats for Q4 are still awaited. The outturn is provisional because there is a time lag in receiving data. Following a restructuring of service, a new team has been established to take over the monitoring and reporting of employment statistics, helping to strengthen cross council reporting of outputs whilst ensuring quality assurance. There is a significantly decreasing pool of those not working and service delivery via the Employment and Skills centre is shifting towards focusing more on those who are economically inactive and long term unemployed who often have multiple barriers to employment (Socio-Economic, Mental Health etc.) and working towards addressing those, meaning potentially longer turnaround time from registration to employment. Targets are still under review with the new administration; however a positive trend upwards is still expected against this measure. A review of the employment delivery services across the council has taken place to begin the development of a more holistic partnership driven service which will better align council services and more comprehensively support those residents with complex needs.</p>
<p>Proportion of children in poverty</p> <p>Measured in: % Good Performance: Lower</p>		39.0	Not Set	Not Set	35.5	N/A	<p>↑</p> <p>Previously reported in Q2: The latest HMRC data show that 21,585 children in Tower Hamlets live in poverty – this represents 35.5 per cent of all children in the borough and is the highest child poverty rate nationally. The data is a snapshot in time and relates to August 2013. The trend data shows that the borough’s child poverty rate has been showing significant improvement in recent years – falling from 64 to 36 per cent between 2006 and 2013. However, the local indicator is a proxy measure of relative poverty, and because of that, the trend needs to be interpreted with some care. In particular, coverage of in-work poverty is limited, because the in-work component of the measure is heavily influenced by the volatility of incomes nationally. So, for some families, moving out of poverty according to the HMRC measure, may not necessarily mean that their material circumstances have improved. Targets for this measure were not set this year due to the variability expected in the methodology this year and in future.</p>

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)																		
Safe and Cohesive Community																									
<p>Number of Robbery incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Including personal and business properties) Good Performance: Lower</p>	<p>Total number of Robbery Offences (MOPAC7 measure)</p>  <table border="1"> <caption>Total number of Robbery Offences (MOPAC7 measure)</caption> <thead> <tr> <th>Year/Period</th> <th>Number of Offences</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>1438</td></tr> <tr><td>2013/14</td><td>1250</td></tr> <tr><td>2014/15</td><td>1159</td></tr> <tr><td>2015/16</td><td>1141</td></tr> <tr><td>Jun</td><td>273</td></tr> <tr><td>Sep</td><td>548</td></tr> <tr><td>Dec</td><td>853</td></tr> <tr><td>Mar</td><td>1141</td></tr> </tbody> </table>	Year/Period	Number of Offences	2012/13	1438	2013/14	1250	2014/15	1159	2015/16	1141	Jun	273	Sep	548	Dec	853	Mar	1141	1,159	N/A	N/A	1,141	N/A	↔
Year/Period	Number of Offences																								
2012/13	1438																								
2013/14	1250																								
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Sep	548																								
Dec	853																								
Mar	1141																								
<p>MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership.</p> <p>Data taken from the met.police.uk website. Data indicates that there were 1,141 Robbery offences in 2015/16 compared to 1,159 in the same period last year.</p>																									
<p>Number of Violence with Injury incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Murder, wounding/GBH, assault with injury) Good Performance: Lower</p>	<p>Total Violence with Injury (MOPAC7 measure)</p>  <table border="1"> <caption>Total Violence with Injury (MOPAC7 measure)</caption> <thead> <tr> <th>Year/Period</th> <th>Number of Offences</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>2193</td></tr> <tr><td>2013/14</td><td>2341</td></tr> <tr><td>2014/15</td><td>2731</td></tr> <tr><td>2015/16</td><td>2924</td></tr> <tr><td>Jun</td><td>769</td></tr> <tr><td>Sep</td><td>1487</td></tr> <tr><td>Dec</td><td>2243</td></tr> <tr><td>Mar</td><td>2924</td></tr> </tbody> </table>	Year/Period	Number of Offences	2012/13	2193	2013/14	2341	2014/15	2731	2015/16	2924	Jun	769	Sep	1487	Dec	2243	Mar	2924	2,731	N/A	N/A	2,924	N/A	↓
Year/Period	Number of Offences																								
2012/13	2193																								
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<p>MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership.</p> <p>Data taken from the met.police.uk website. Data indicates that there were 2924 Violence with Injury offences in 2015/16 compared to 2,731 in the same period last year.</p>																									
<p>Number of Burglary Incidents (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set. Theft or attempted theft from residential or non-residential property) Good Performance: Lower</p>	<p>Total number of Burglary Offences (MOPAC7 measure)</p>  <table border="1"> <caption>Total number of Burglary Offences (MOPAC7 measure)</caption> <thead> <tr> <th>Year/Period</th> <th>Number of Offences</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>2805</td></tr> <tr><td>2013/14</td><td>2621</td></tr> <tr><td>2014/15</td><td>2411</td></tr> <tr><td>2015/16</td><td>2551</td></tr> <tr><td>Jun</td><td>584</td></tr> <tr><td>Sep</td><td>1245</td></tr> <tr><td>Dec</td><td>1916</td></tr> <tr><td>Mar</td><td>2551</td></tr> </tbody> </table>	Year/Period	Number of Offences	2012/13	2805	2013/14	2621	2014/15	2411	2015/16	2551	Jun	584	Sep	1245	Dec	1916	Mar	2551	2,411	N/A	N/A	2,551	N/A	↓
Year/Period	Number of Offences																								
2012/13	2805																								
2013/14	2621																								
2014/15	2411																								
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Dec	1916																								
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<p>MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership.</p> <p>Data taken from the met.police.uk website. Data indicates that there were 2,551 Burglary offences in 2015/16 compared to 2,411 in the same period last year.</p>																									

STRATEGIC MEASURES


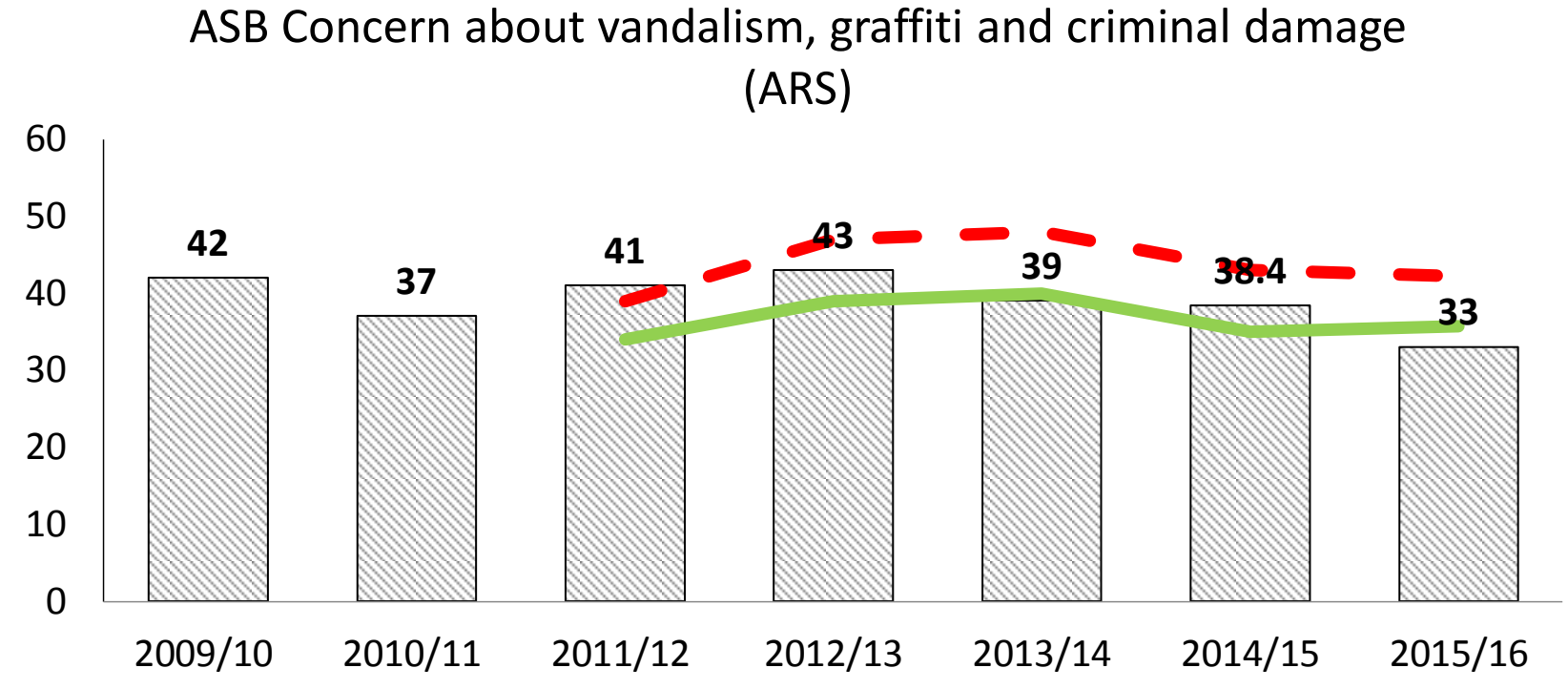
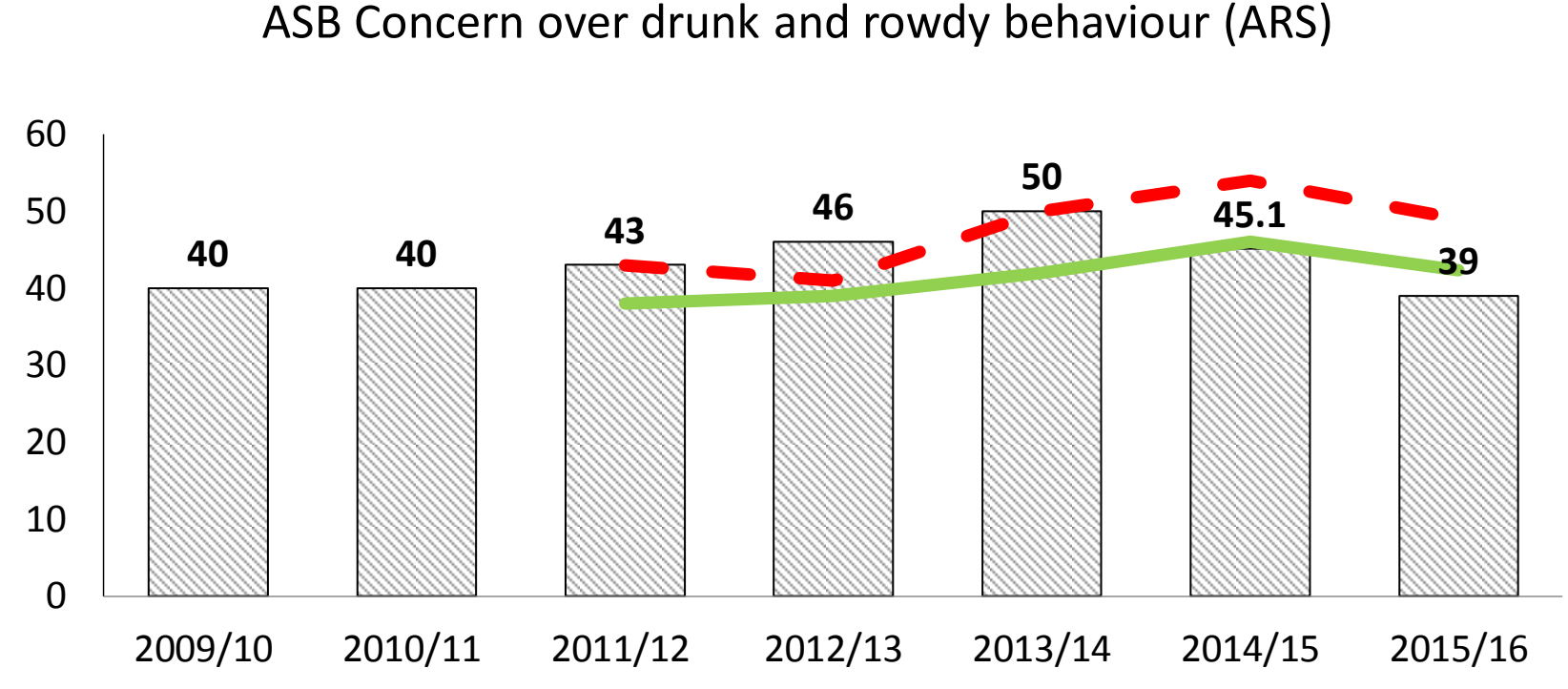
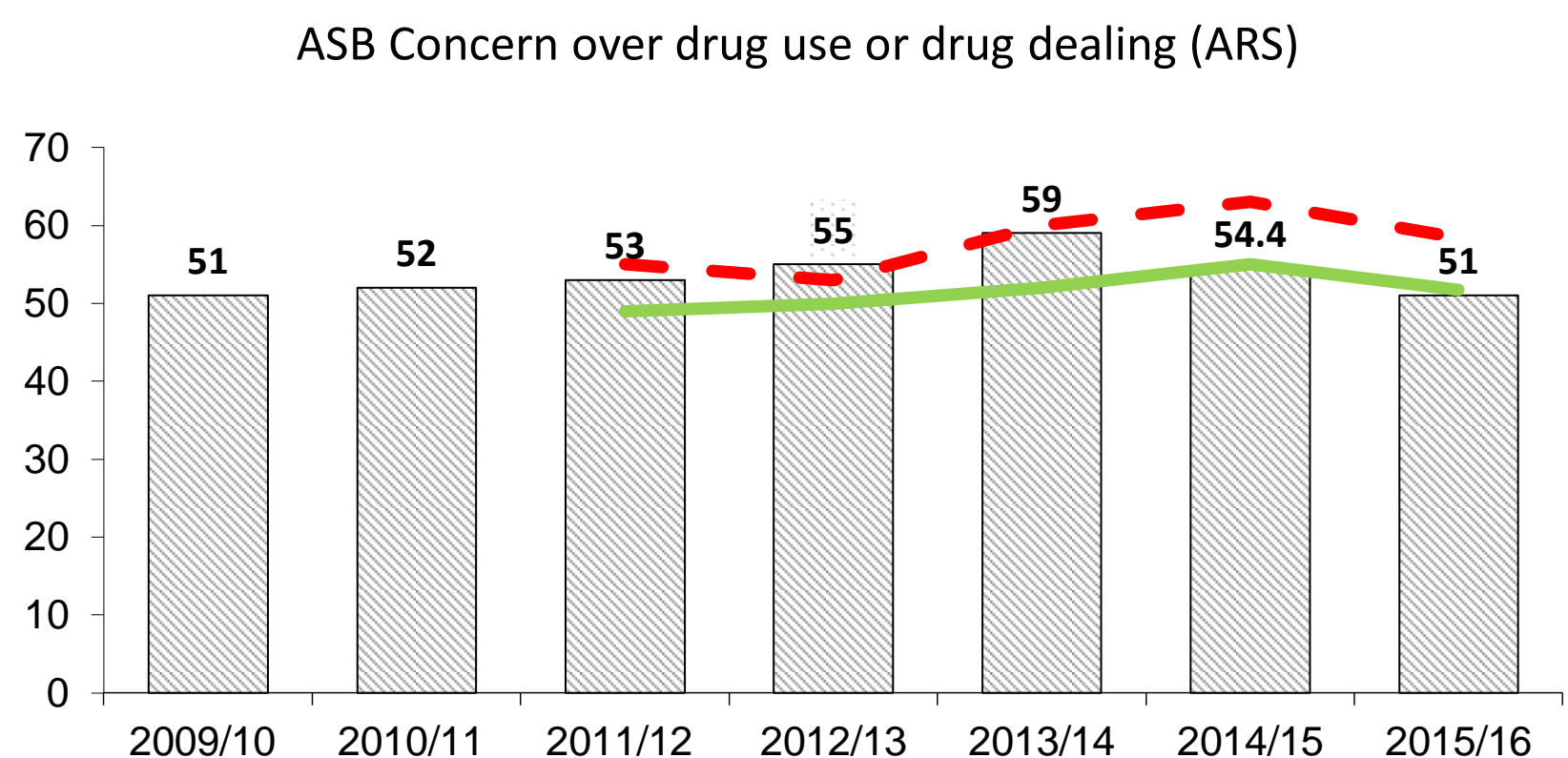
Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)																									
<p>Theft of a Motor Vehicle (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft of a Motor Vehicle Offences (MOPAC7 measure)</p>  <table border="1"> <caption>Total number of Theft of a Motor Vehicle Offences (MOPAC7 measure)</caption> <thead> <tr> <th>Year</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>841</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2013/14</td> <td></td> <td>899</td> <td></td> <td></td> </tr> <tr> <td>2014/15</td> <td></td> <td></td> <td>929</td> <td></td> </tr> <tr> <td>2015/16</td> <td></td> <td></td> <td></td> <td>1120</td> </tr> </tbody> </table>	Year	2012/13	2013/14	2014/15	2015/16	2012/13	841				2013/14		899			2014/15			929		2015/16				1120	929	N/A	N/A	1,120	N/A	↓
Year	2012/13	2013/14	2014/15	2015/16																												
2012/13	841																															
2013/14		899																														
2014/15			929																													
2015/16				1120																												
<p>Theft from a Motor Vehicle (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft from a Motor Vehicle Offences (MOPAC7 measure)</p>  <table border="1"> <caption>Total number of Theft from a Motor Vehicle Offences (MOPAC7 measure)</caption> <thead> <tr> <th>Year</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>1818</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2013/14</td> <td></td> <td>1758</td> <td></td> <td></td> </tr> <tr> <td>2014/15</td> <td></td> <td></td> <td>1532</td> <td></td> </tr> <tr> <td>2015/16</td> <td></td> <td></td> <td></td> <td>1564</td> </tr> </tbody> </table>	Year	2012/13	2013/14	2014/15	2015/16	2012/13	1818				2013/14		1758			2014/15			1532		2015/16				1564	1,532	N/A	N/A	1,654	N/A	↓
Year	2012/13	2013/14	2014/15	2015/16																												
2012/13	1818																															
2013/14		1758																														
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2015/16				1564																												
<p>Theft from the Person (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Theft from the Person Offences (MOPAC7 measure)</p>  <table border="1"> <caption>Total number of Theft from the Person Offences (MOPAC7 measure)</caption> <thead> <tr> <th>Year</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>1814</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2013/14</td> <td></td> <td>1542</td> <td></td> <td></td> </tr> <tr> <td>2014/15</td> <td></td> <td></td> <td>1318</td> <td></td> </tr> <tr> <td>2015/16</td> <td></td> <td></td> <td></td> <td>1392</td> </tr> </tbody> </table>	Year	2012/13	2013/14	2014/15	2015/16	2012/13	1814				2013/14		1542			2014/15			1318		2015/16				1392	1,318	N/A	N/A	1,392	N/A	↓
Year	2012/13	2013/14	2014/15	2015/16																												
2012/13	1814																															
2013/14		1542																														
2014/15			1318																													
2015/16				1392																												


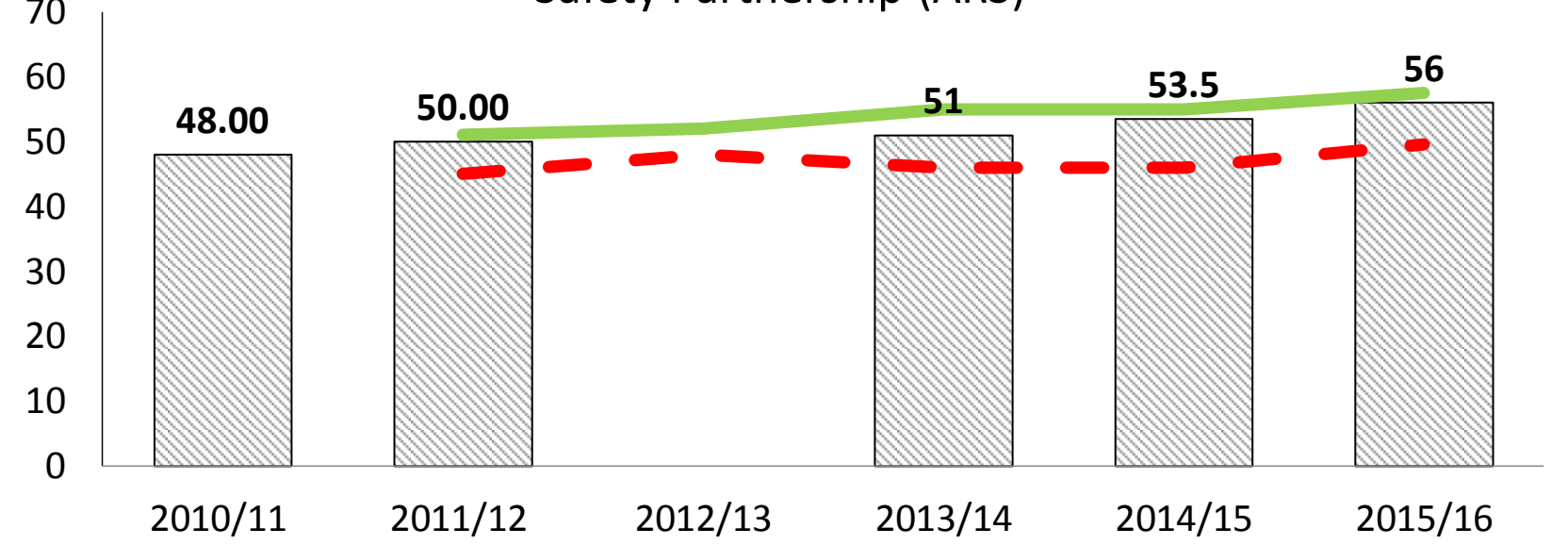
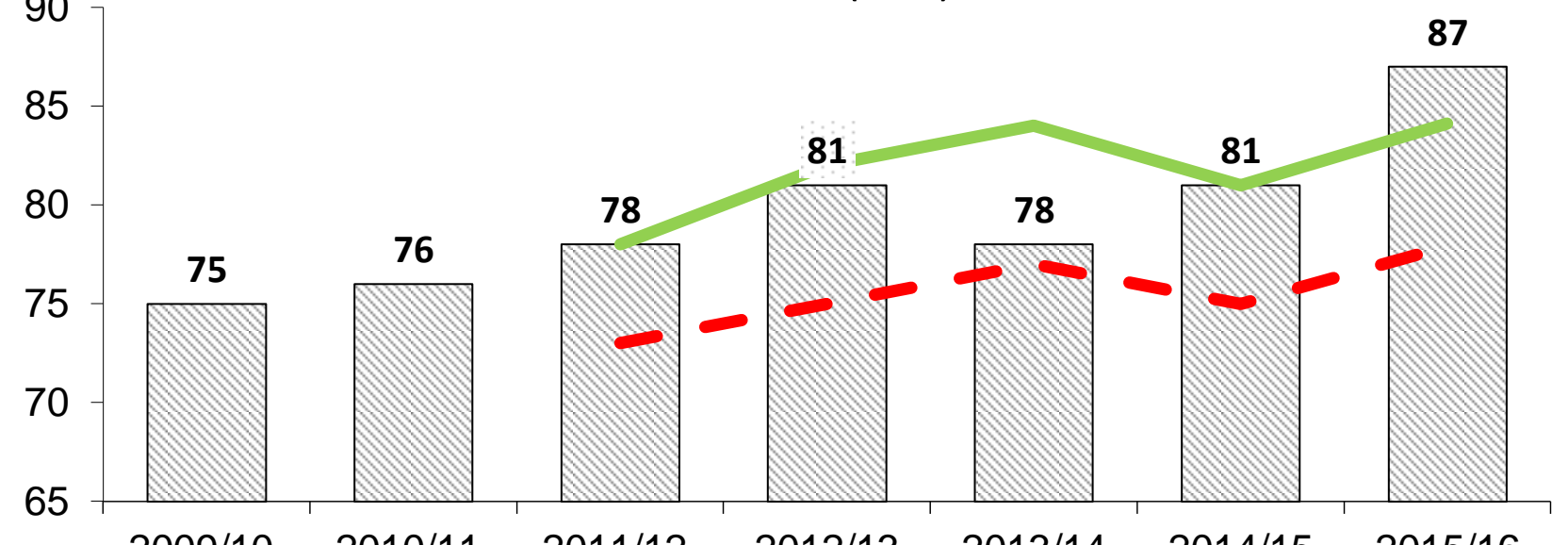
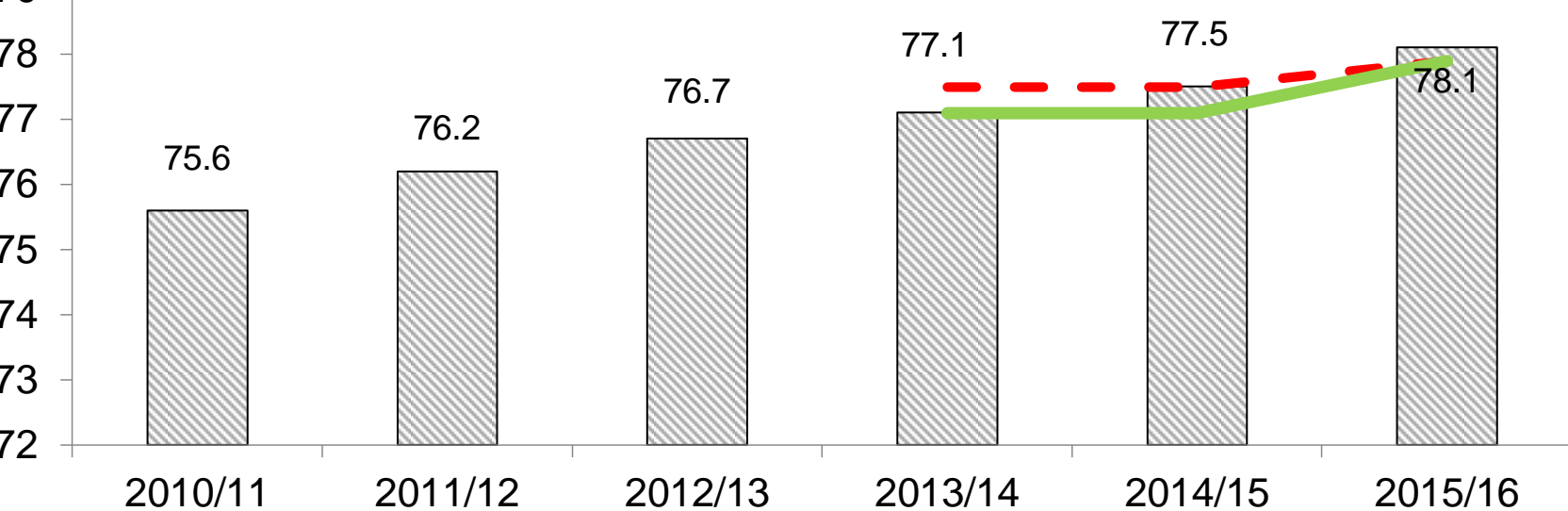
Description	Minimum ----- Target —————		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
	<p>Vandalism (criminal damage) (MOPAC 7 measure)</p> <p>Measured in: Number (part of the MOPAC set) Good Performance: Lower</p>	<p>Total number of Criminal Damage Offences (MOPAC7 measure)</p>		2,383	N/A	N/A	2,363	N/A
<p>Total MOPAC 7 incidents</p> <p>Measured in: Number (includes MOPAC 7 crimes: robbery, burglary, criminal damage, theft from and theft of a motor vehicle, theft from the person, violence with injury) Good Performance: Lower</p>	<p>MOPAC 7 Total</p>		12,469	N/A	N/A	13,055	N/A	↔
<p>Total Notifiable Offences (number)</p> <p>Measured in: Number Good Performance: Lower</p>	<p>Total Notifiable Offences</p>		27,345	N/A	N/A	28,618	N/A	↓


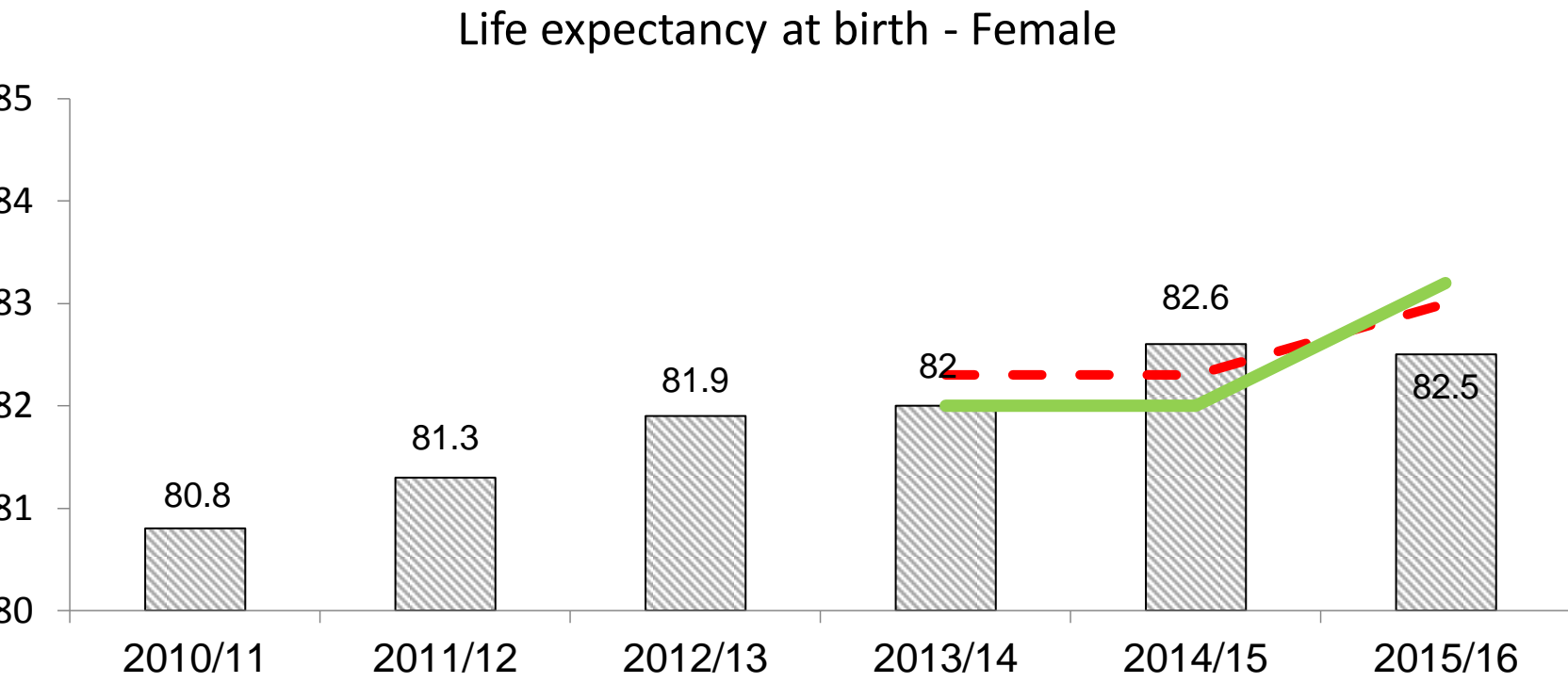
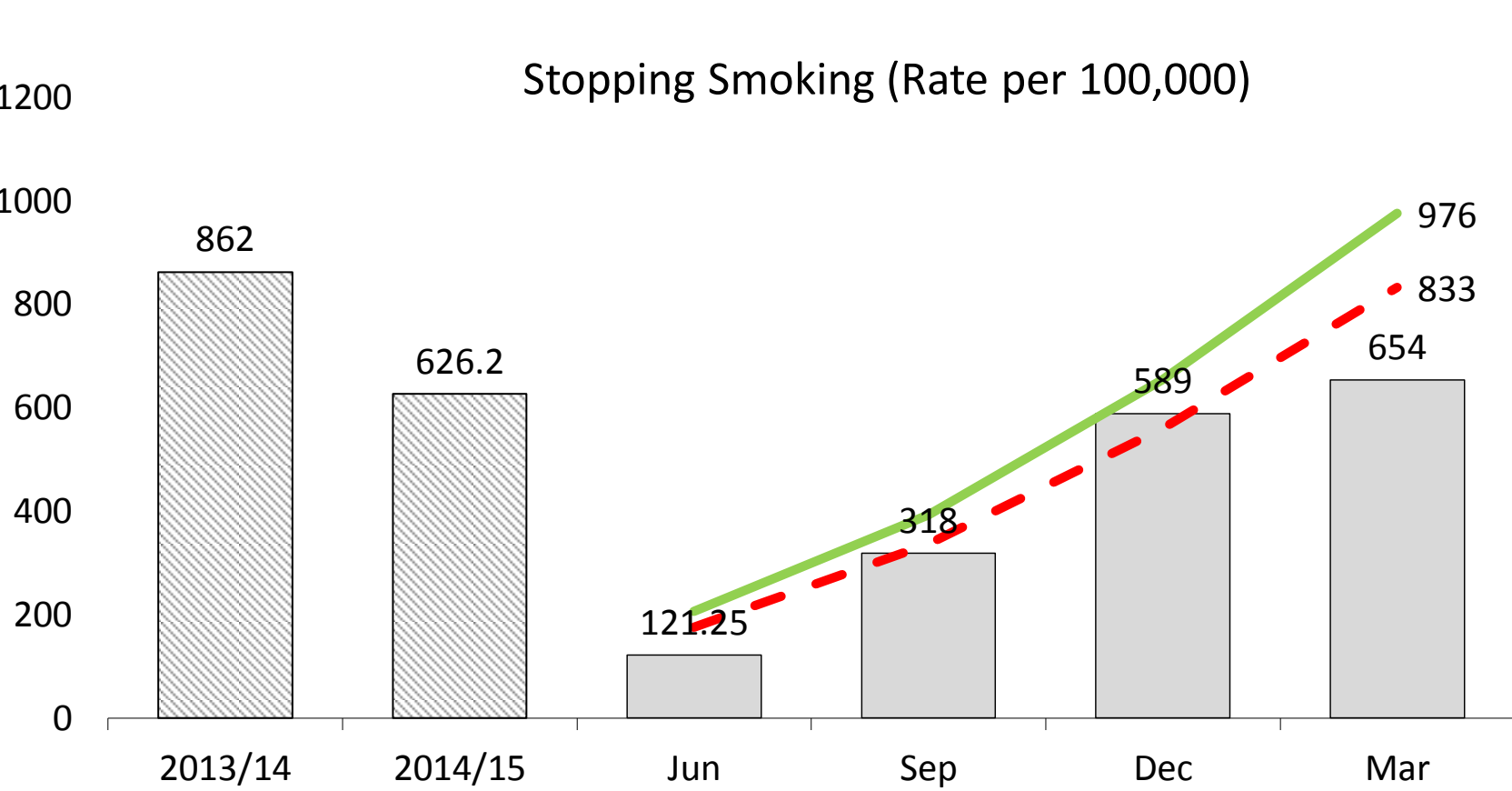
MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership. Data indicates that there were 2,392 criminal damage / vandalism offences compared to 2,363 in the same period last year.


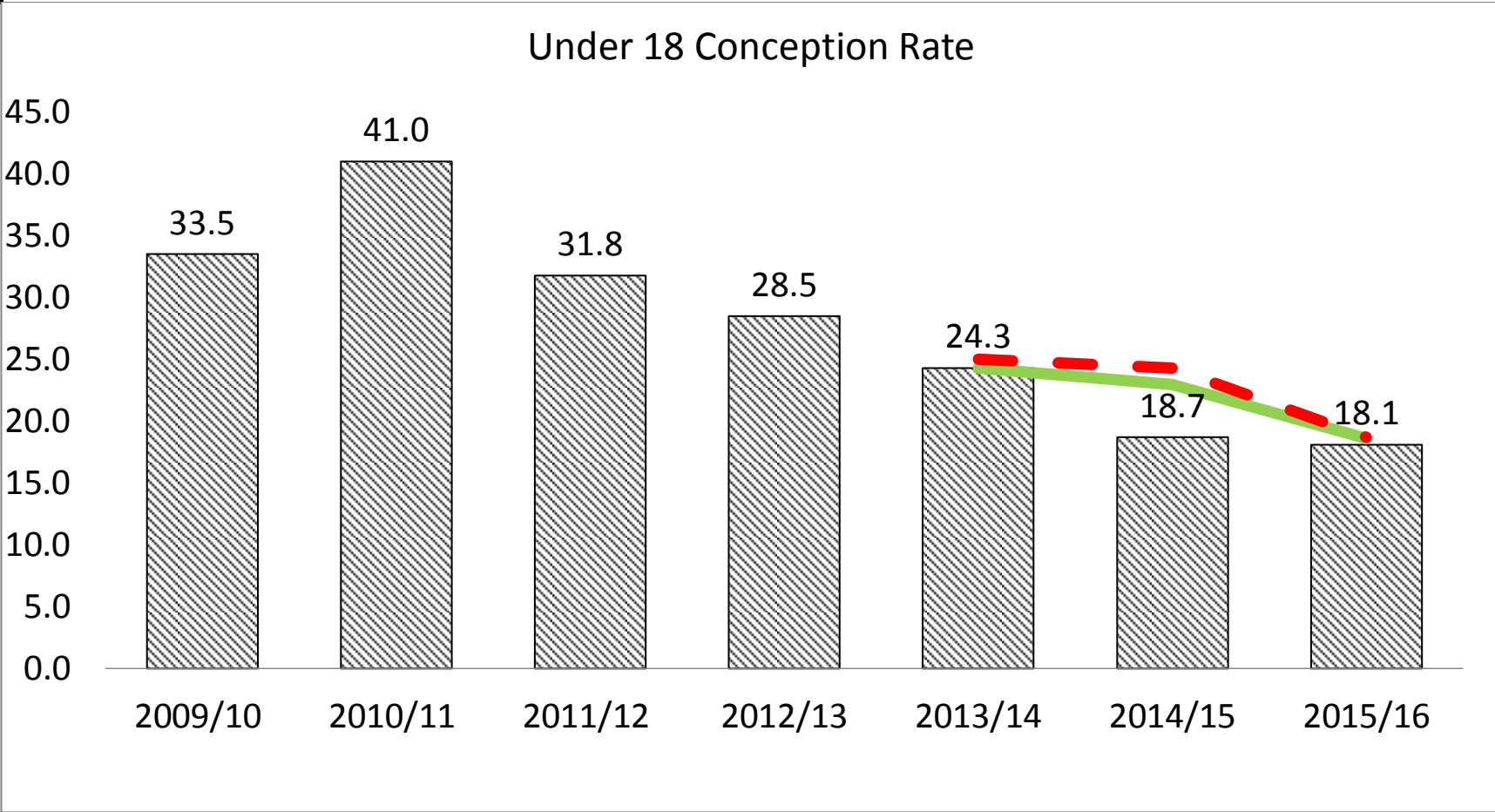
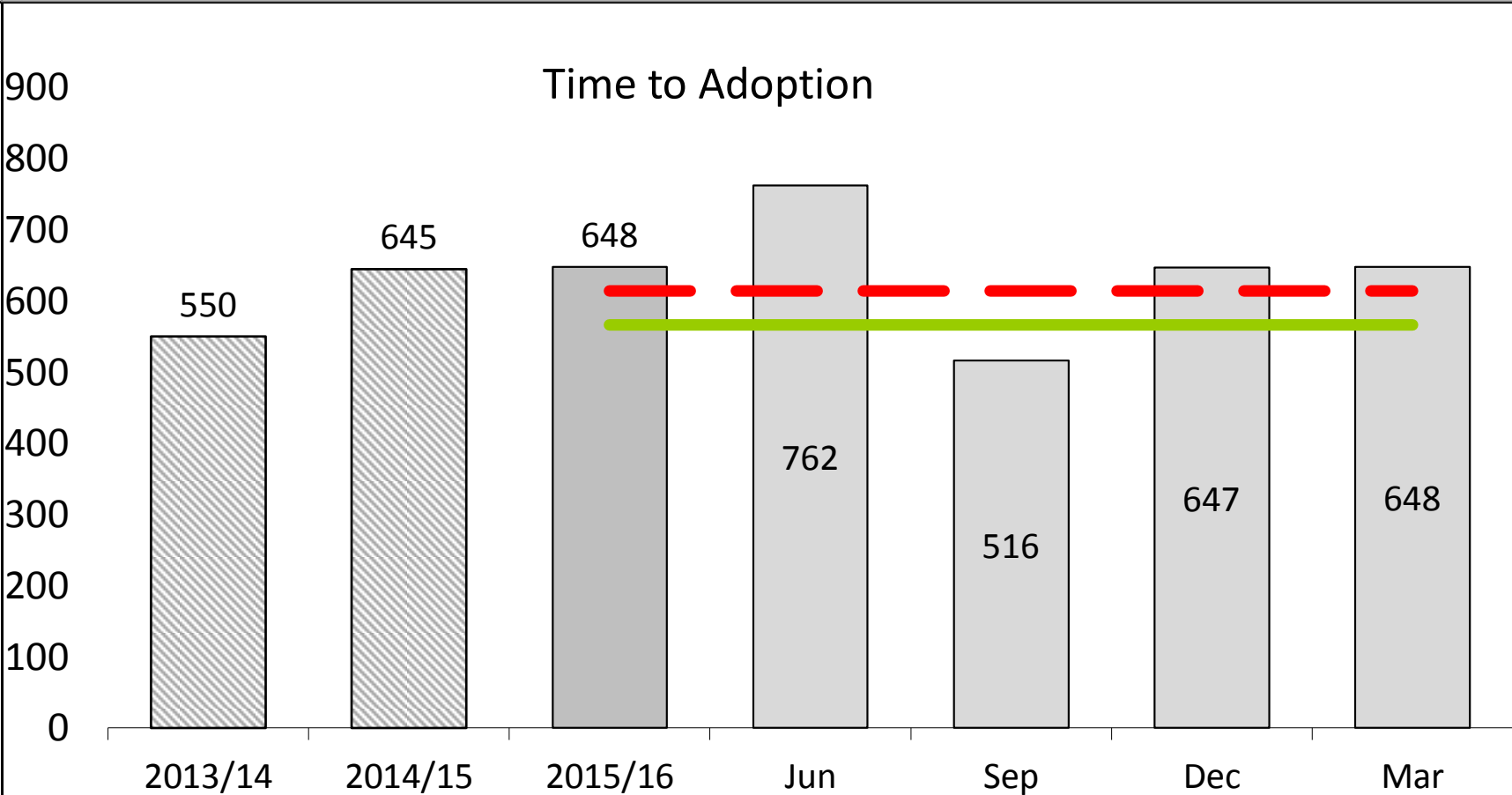
MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership. Data taken from the met.police.uk website. Data indicates that there were 13055 total MOPAC 7 offences in 2015/16 compared to 12,469 in the same period last year.


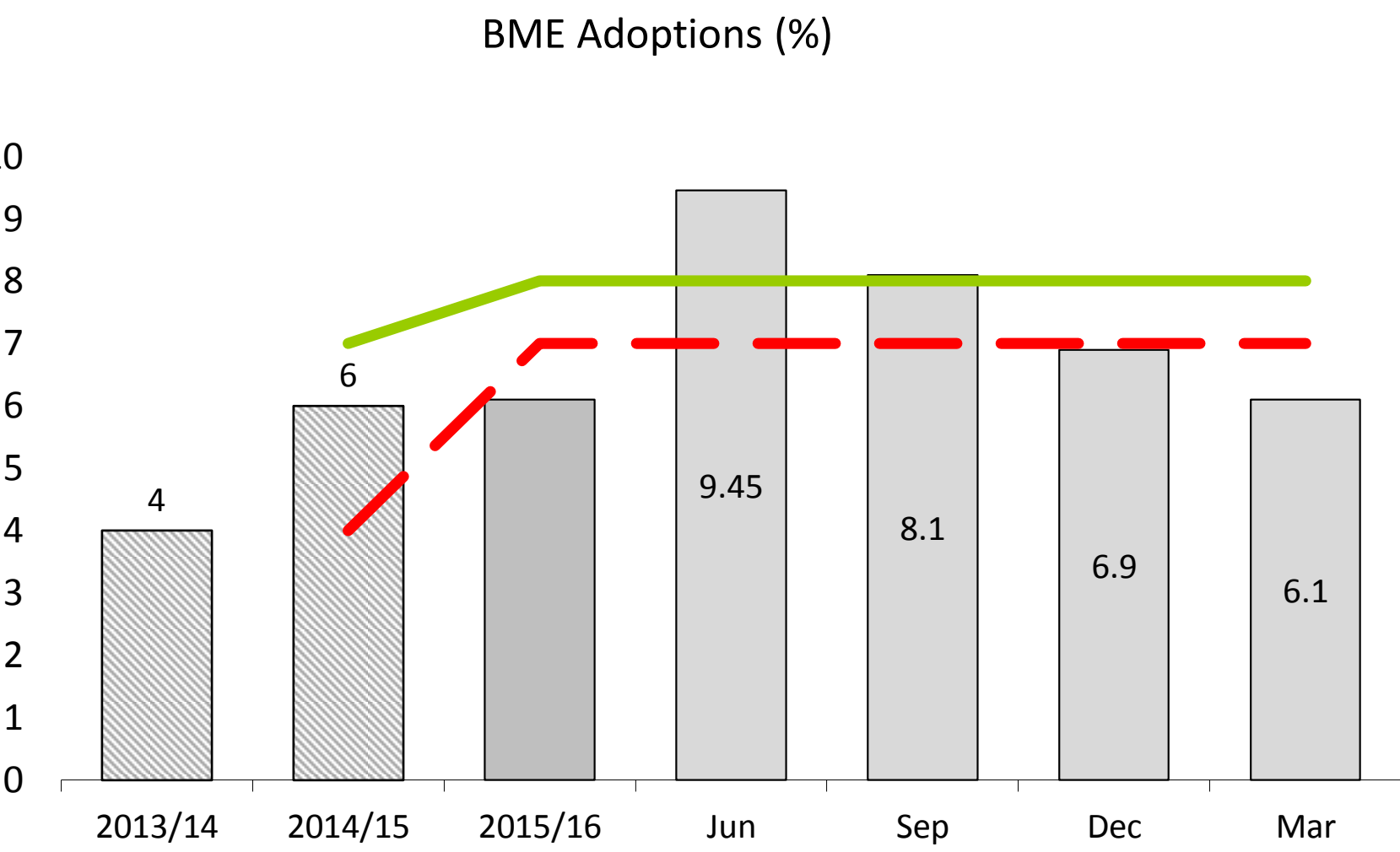
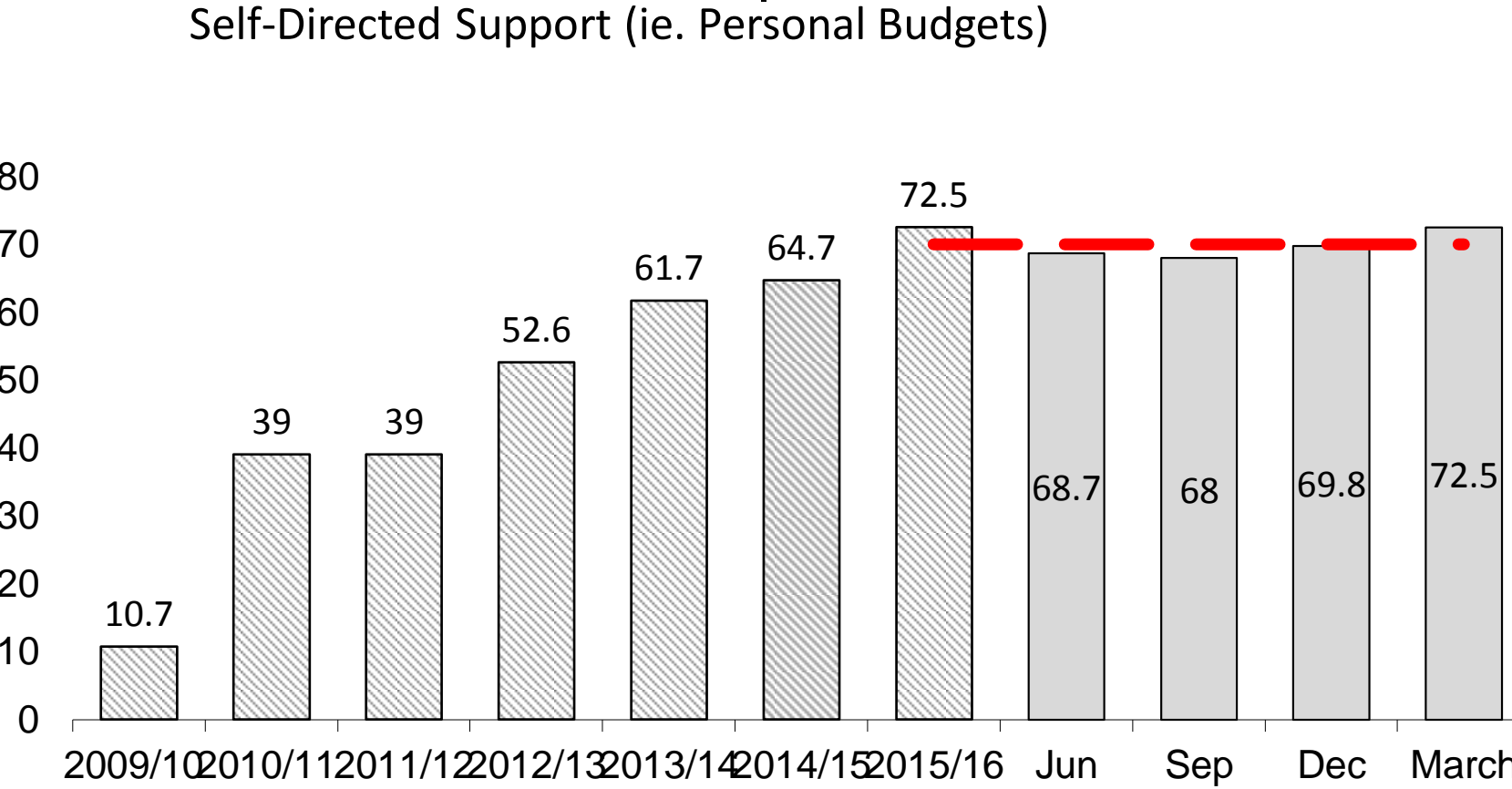
MOPAC stands for Mayor's Office for Policing and Crime. Targets are being set by the Community Safety Partnership. Data taken from the met.police.uk website. Data indicates that there were 28618 total notifiable offences in 2015/16 compared to 26,313 in the same period last year.

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)																
<p>Local concern about ASB and Crime (ARS): vandalism graffiti and criminal damage (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern about vandalism, graffiti and criminal damage (ARS)</p>  <table border="1"> <caption>ASB Concern about vandalism, graffiti and criminal damage (ARS)</caption> <thead> <tr><th>Year</th><th>Value</th></tr> </thead> <tbody> <tr><td>2009/10</td><td>42</td></tr> <tr><td>2010/11</td><td>37</td></tr> <tr><td>2011/12</td><td>41</td></tr> <tr><td>2012/13</td><td>43</td></tr> <tr><td>2013/14</td><td>39</td></tr> <tr><td>2014/15</td><td>38.4</td></tr> <tr><td>2015/16</td><td>33</td></tr> </tbody> </table>	Year	Value	2009/10	42	2010/11	37	2011/12	41	2012/13	43	2013/14	39	2014/15	38.4	2015/16	33	42	42.2	35.7	33.0	GREEN	↑
Year	Value																						
2009/10	42																						
2010/11	37																						
2011/12	41																						
2012/13	43																						
2013/14	39																						
2014/15	38.4																						
2015/16	33																						
<p>The difference between the 2015/6 annual outturn of 33% and 42% for last year is statistically significant.</p>																							
<p>Local concern about ASB and Crime (ARS): Drunk or rowdy behaviour in public spaces (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern over drunk and rowdy behaviour (ARS)</p>  <table border="1"> <caption>ASB Concern over drunk and rowdy behaviour (ARS)</caption> <thead> <tr><th>Year</th><th>Value</th></tr> </thead> <tbody> <tr><td>2009/10</td><td>40</td></tr> <tr><td>2010/11</td><td>40</td></tr> <tr><td>2011/12</td><td>43</td></tr> <tr><td>2012/13</td><td>46</td></tr> <tr><td>2013/14</td><td>50</td></tr> <tr><td>2014/15</td><td>45.1</td></tr> <tr><td>2015/16</td><td>39</td></tr> </tbody> </table>	Year	Value	2009/10	40	2010/11	40	2011/12	43	2012/13	46	2013/14	50	2014/15	45.1	2015/16	39	45	49.0	42.3	39.0	GREEN	↑
Year	Value																						
2009/10	40																						
2010/11	40																						
2011/12	43																						
2012/13	46																						
2013/14	50																						
2014/15	45.1																						
2015/16	39																						
<p>The difference between the 2015/6 annual outturn of 39% and 45.1% for last year is statistically significant.</p>																							
<p>Local concern about ASB and Crime (ARS): Drug use or drug dealing as a problem (%)</p> <p>Measured in % Good performance: Lower</p>	<p>ASB Concern over drug use or drug dealing (ARS)</p>  <table border="1"> <caption>ASB Concern over drug use or drug dealing (ARS)</caption> <thead> <tr><th>Year</th><th>Value</th></tr> </thead> <tbody> <tr><td>2009/10</td><td>51</td></tr> <tr><td>2010/11</td><td>52</td></tr> <tr><td>2011/12</td><td>53</td></tr> <tr><td>2012/13</td><td>55</td></tr> <tr><td>2013/14</td><td>59</td></tr> <tr><td>2014/15</td><td>54.4</td></tr> <tr><td>2015/16</td><td>51</td></tr> </tbody> </table>	Year	Value	2009/10	51	2010/11	52	2011/12	53	2012/13	55	2013/14	59	2014/15	54.4	2015/16	51	54.4	58.4	51.7	51.0	GREEN	↔
Year	Value																						
2009/10	51																						
2010/11	52																						
2011/12	53																						
2012/13	55																						
2013/14	59																						
2014/15	54.4																						
2015/16	51																						
<p>The difference between the 2015/6 annual outturn of 51% and 54.4% for last year is not statistically significant.</p>																							

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Satisfaction with the Police and Community Safety Partnership (ARS) (%)</p> <p>Measured in % Good performance: Higher</p>	<p>ASB Satisfaction: Satisfaction with the Police / Community Safety Partnership (ARS)</p> 	53.5	49.6	57.5	56.0	AMBER	↔
<p>The difference between the 2015/6 annual outturn of 56% and 54% for last year is not statistically significant.</p>							
<p>Percentage of people who believe people from different backgrounds get along well together (ARS) (%)</p> <p>Measured in % Good performance: Higher</p>	<p>People from different backgrounds getting on well together (ARS)</p> 	81.0	77.9	84.1	87.0	GREEN	↑
<p>The difference between the 2015/6 annual outturn of 87% and 81% for last year is statistically significant.</p>							
Healthy and Supportive Community							
<p>Life expectancy at birth - Male</p> <p>Measured in: Years Good Performance: Higher</p>	<p>Live expectancy at birth - Male</p> 	77.5	77.5	77.9	78.1	GREEN	↔
<p>This is a tracking indicator, as it is the result of a multiplicity of factors from the social and environmental determinants of health, through to health behaviours and the effectiveness of services in addressing ill-health. It is therefore not possible to point to a single contributory factor to explain this increase in life expectancy. Data shows this is not a statistically significant increase from the previous year.</p>							

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Life expectancy at birth - Female</p> <p>Measured in: Years Good Performance: Higher</p>		82.6	82.6	83.0	82.5	RED	↔
<p>Smoking Quitters</p> <p>Measured in: rate per 100,000 of population (aged 16+) of four-week smoking quitters who have attended NHS Stop Smoking Services . Good Performance: Higher</p>		626.2	560.0	655.2	589.0	RED	↑
<p>This is a tracking indicator, as it is the result of a multiplicity of factors from the social and environmental determinants of health, through to health behaviours and the effectiveness of services in addressing ill-health. It is therefore not possible to point to a single contributory factor to explain this slight reduction in life expectancy. Data shows this is not a statistically significant reduction from the previous year.</p>		<p>The number of people successful quitting tobacco increased by 8.8% (an additional 120 quits) compared to the previous year's performance and we achieved 82% of our minimum target of 1815 quits. Throughout the year we have reviewed our smoking cessation model and refocused service provision to both increase the number of successful quits, and reach the most heavily dependent smokers. Working in partnership with the CCG we have increased the number of smokers living with COPD and serious mental illness who have accessed the specialist stop smoking services. A CQUIN has been agreed with Barts NHS to increase identification and referral of smokers and this commenced in April 2016.</p> <p>A thorough review of performance data submitted by all providers was undertaken in Q4. This identified a systematic data entry error system located in the electronic data reporting system used by the pharmacies and the specialist services. This has led to a correction and resubmission of performance data for the year and an improvement in data quality systems in use by providers.</p>					

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Under 18 conception rate</p> <p>Measured in: per 1000 females aged 15 - 17 Good Performance: Lower</p>		18.7	18.7	18.6	18.1	GREEN	↔
<p>The continued reduction in teenage pregnancy in Tower Hamlets is welcomed. Due to reductions in the Public Health Grant cuts reduction being proposed to a number of sexual health and supporting services. Ensuring these charges do not lead to an increase in teenage pregnancies will be closely monitored.</p>							
<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>		645	614	582	648	RED	↔
<p>Based on 14 adoptions in 2015/16. In October 2015, 1 adoption was finalised that had taken 2051 days (5.5 years) between a child entering care and moving in with the adoptive family. There were unique circumstances surrounding this child and this outlier has had a significant impact on this measure. The child stayed with the same family who eventually became her adoptive "forever" family at the end of this process. This case was characterised by court delays and ambivalence from the foster family regarding adoption. Excluding this case would reduce the average time to 540 days, well under the aspirational target for 2015/16. As adoption numbers decrease as a result of court decisions our adoption timeline average will be continue to be easily impacted by a small number of outlier cases.</p>							

Description		Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Percentage of ethnic minority background children leaving care who are adopted (BME adoptions)</p> <p>Measured in: % Good Performance: Higher</p>		6.0	7.0	8.0	6.10	RED	↑
<p>Proportion of service users accessing long term community support who were receiving self-directed support (ie. personal budgets)</p> <p>Measured in: % Good Performance: Higher</p>		64.7	70.00	TBC	72.50	GREEN	↑


Performance remains in line with 2014/15 level. Overall for 2015/16 there were 14 adoptions, and 10 of which were for BME children - meaning that 71% of all adoptions were for BME children. BME LAC account for 73% of LAC in Tower Hamlets, compared to 23% nationally. This gives us a tougher challenge as we need to find good outcomes for a higher number of BME care leavers than many other areas. The minimum target was based on 2014/15 median London performance but at this stage we cannot say how our other London boroughs or statistical neighbours did in comparison this year.

The overall percentage of all children leaving care who were adopted was 6.6% - indicating no large gap in performance between BME and non-BME children this year. Nationally (based on latest published data for 14/15) the gap between % BME care leavers being adopted and all care leavers being adopted was 7% points.

Our recruitment strategy continues to work with finding adopters from the BME community. Our community liaison officer and "Home for Good" are working with us on this issue. The practice challenges in adoption for BME children include working with communities to promote adoption, which for some cultures is not part of their heritage. Tower Hamlets is one of the most successful authorities in recruiting adopters from the BME community.

At the end of March 2016, 72.5% of adult social care service users were receiving Personal Budgets, a significant improvement on 2014/15 position. The 70% target was considered to be both the aspiration and minimum standard for 2015/16, tied to the former national expectation of performance in this area and reflecting the fact that the measure is linked to review and assessment activity, limiting the rate at which improvement can be achieved in a single year. Under the Care Act, all community-based service users are required to have a Personal Budget. A Personal Budget is an allocated amount of funding which the service user is able to spend at their discretion to meet identified social care needs; this may be via a direct payment to the service user, or managed on their behalf by the local authority. Under-performance up until this point was caused in part by issues relating to short term services which are put in place as an urgent response to need, and due to the speed at which they are implemented cannot be provided via Personal Budgets. The two key issues were an inability to distinguish for reporting purposes services intended as "short term" from longer term services, and delays in reviewing short term services and converting them to longer term services under a Personal Budget.

STRATEGIC MEASURES

Description	 Minimum Target	Annual Actual (2014/15)	Minimum Expectation □	Target	Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
		<p>Changes have been made to ASC processes so that all new assessments & reassessments are carried out under Care Act practice framework. Review activity, and the conversion of short term services to longer term Personal Budgets, is being actively monitored. Short term services themselves are being recorded differently, and have been removed from the calculation of performance measure. These changes have led to improvement, and should lead to further improvement during 2016/17.</p> <p>The 2014/15 London average was 81.1%, and nationally it was 83.7%. Our performance this year, ranked against 2014/15 London performance, would place us 26th out of 33 boroughs. As assessment and review activity continues, service users will be converted to personal budget arrangements, and we should continue to see improvement this year. The level of improvement will depend on the volume of new service users coming into adult social care, and how many reviews are carried out of existing service users. This information will be monitored by AS DMT.</p>					