
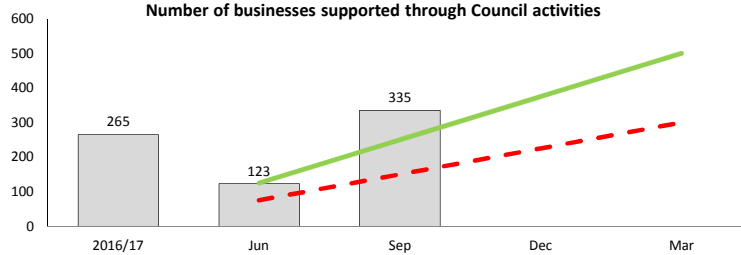
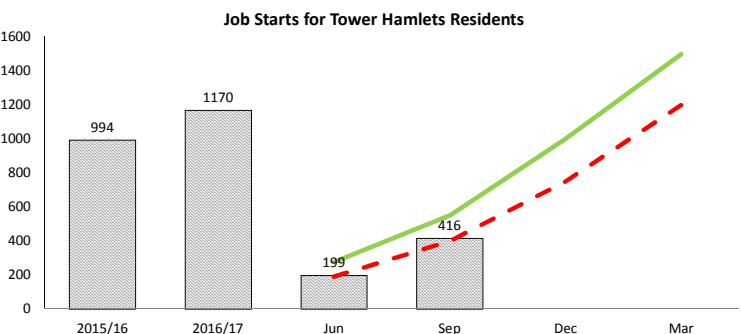
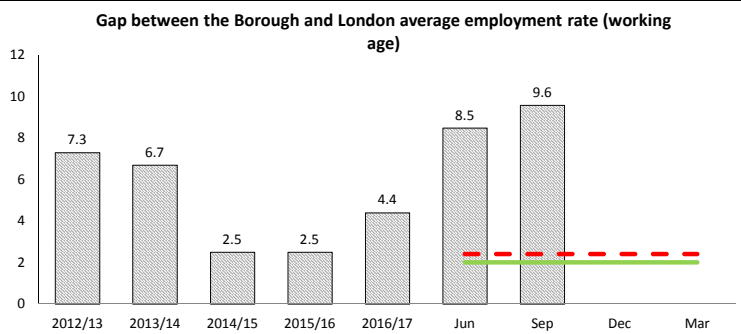
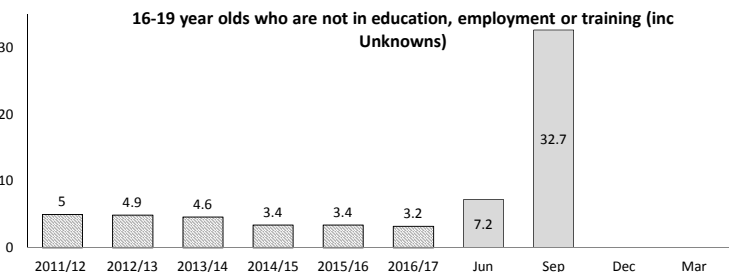

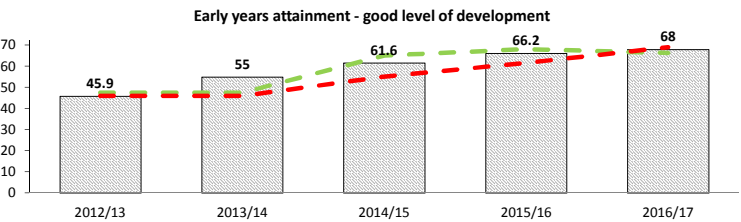
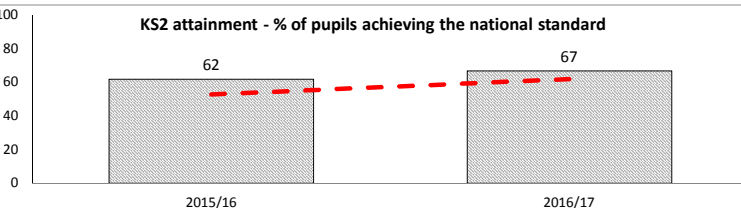

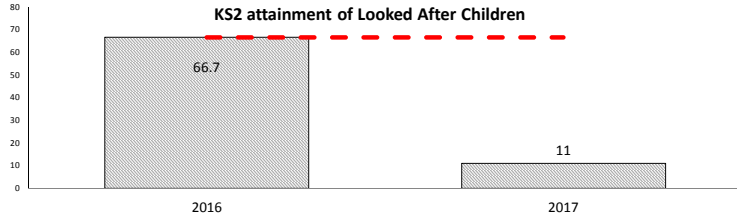
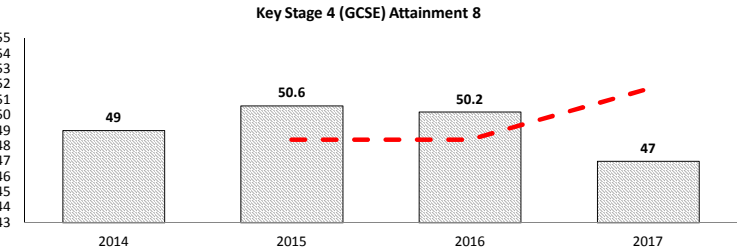
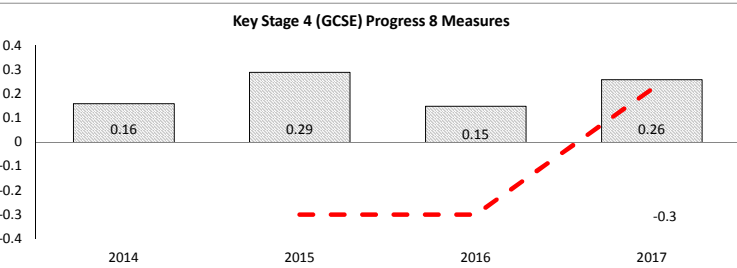
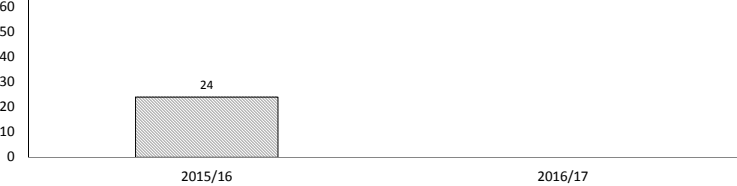
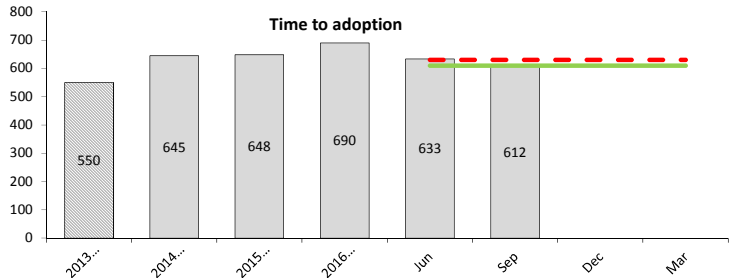


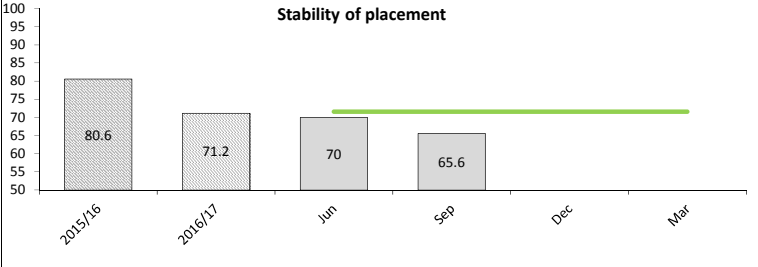
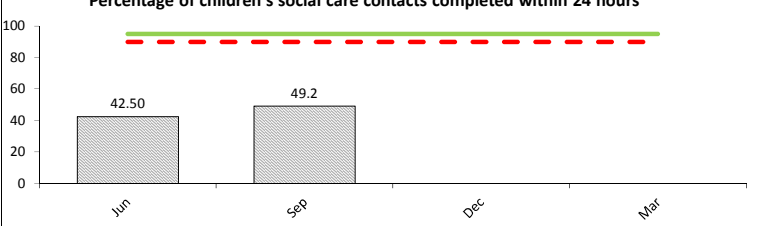
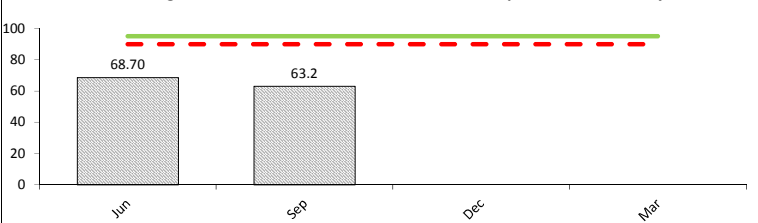
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Creating opportunity by supporting aspiration and tackling poverty							
A dynamic local economy with high levels of growth benefiting us							
Number of businesses supported through Council activities	Strategic Plan activity to support this measure: 1.1b: Implement a programme of business support for Tower Hamlets businesses and entrepreneurs						
Measured in: Number Good Performance: Higher		265	150	250	335	GREEN	↑
The Enterprise Team has been actively engaging and supporting start-up businesses with partner support organisations. Additionally the business desk assists businesses to access local markets through supply chain work and, where appropriate, supports them to locate suitable property to start or move to the borough. There is now a new package of 'Business Ready' projects in New Start up, Retail marketing, Supply Chain and Growth which will assist more businesses to develop and grow, thus creating further local opportunities. The New Entrepreneurship programme has also been launched and it will accelerate output comparative to the previous financial year. 335 businesses have been supported through council activities so far this year. 4 Enterprises have been supported in finding suitable accommodation. 96 pre-start entrepreneurs benefitted from training resulting in 34 enterprises being created by the end of Q2. 82 Businesses were supported to improve performance through training opportunities. £214,193.15 of new sales were generated in Q2 through the 'Supply Tower Hamlets' project. This project helps businesses build capacity in order to improve opportunities to successfully bid for contracts.							
More residents in good-quality, well-paid jobs							
Tower Hamlets residents supported into work by the Council's Workpath partnership provision	Strategic Plan activity to support this measure: 1.2a Expand the Raising Aspirations programme across the borough, to provide intensive support to get long-term unemployed and economically inactive residents into work 1.2b Develop an Integrated Employment Service to support higher volumes of local people into work, including graduates into higher skilled jobs						
Measured in: Number Good Performance: Higher		1170	400	550	416	AMBER	↓
The WorkPath Partnership has reported 416 Job Outputs that satisfy the definition of this measure. Although the figures reported for our position in Q2 are lower than expected, the WorkPath Service has seen a net increase of 108 (60%) job starts recorded that satisfy the definition. The Career service has seen a sizable drop in Apprenticeships starts and employment outcomes for their service users as the service is remodelled. The first official apprenticeship figures has shown a 61% fall in starts nationally and it is believed that this is a contributing factor in the Career Service's lower than expected outputs (apprenticeship starts Q1 & Q2 2016/17 - 158 compared to 54 for the same period 2017/18). An additional 55 Job Starts were also recorded but have not satisfied the definition (16 hours a week) or achieved the 4 weeks sustained/evidenced at the time of reporting.							
Quarterly target split has been adjusted, to reflect historical trends and the anticipation of the expansion of the WorkPath partnership leading to higher outputs recorded in Q3 & Q4. As WorkPath partners' processes, definitions and methods of recording are aligned with the WorkPath delivery model. The WorkPath Service continues to work with Key Council services and external partners including the Supporting Stronger Families, Job Centre Plus, Poplar HARCA, Housing Options, the Careers Service, Drug and Alcohol Team, Integrated Offender Management project (Probation service) and Ideas Stores to identify those residents who would benefit most from support, maximising engagement of women, disabled and BAME residents. The WorkPath service is developing a working relationship with SERCO and their delivery partners Renaisi and Catch22 who are delivering the DWP and European Social Fund project Inspiring Families.							
The WorkPath service remains focused on supporting economically inactive and long-term unemployed groups of residents (Residents furthest from the Labour Market, potentially with multiple barriers to employment), those that require extensive support over a longer period of time to get them job ready and into employment. This quarter 217 residents have been supported into work. Achievements include: <ul style="list-style-type: none"> • 70 more jobs recorded in Q2 2017/18, 61 more reported Job Starts for BME residents, 28 more reported for female residents, 28 more for BME female and 7 more Lone Parents compared to the same period in 2016/17 • 57 of the 241 (23.6%) jobs recorded by the WorkPath service that satisfied this measure's definition were 12 months + unemployed/economically inactive at the point of registering with the service compared to 32 out of 171 (18.7%) in Q2 2016/17 • 30 reported Jobs (12.4%) we of residents who had been underemployed (working part-time i.e. less than 16 hours a week) at the point of registration and supported in gaining new or additional employment, 11 of the 30 had been working less than 8 hours a week are now averaging 34 hours per week • An increase in recorded Jobs achieving a salary between £16,001 and £28,000 from 68 reported Q2 2016/7 to 136 this quarter A Training Provider has recently appointed to deliver construction training and has already delivered training to 93 TH residents which will further equip them in gaining employment in the industry. Pre-employment training funding has been approved to continue previous sector specific and generic training for example, Teaching Assistant, Mid Meal supervisor training, SIA (security industry). This Section 106 funded pre-employment training is for a total of £530,244 over two years to train 1,112 residents, equating to an average cost per resident trained of around £477. Funding of £555,000 over three years, has been secured to increase the capacity of ESOL training delivered by the IDEA Stores and also a sector specific ESOL tutor has been recruited.							


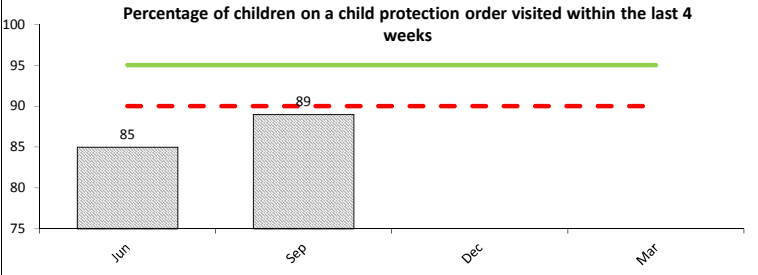
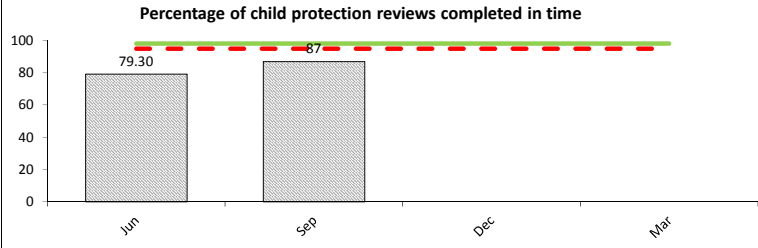
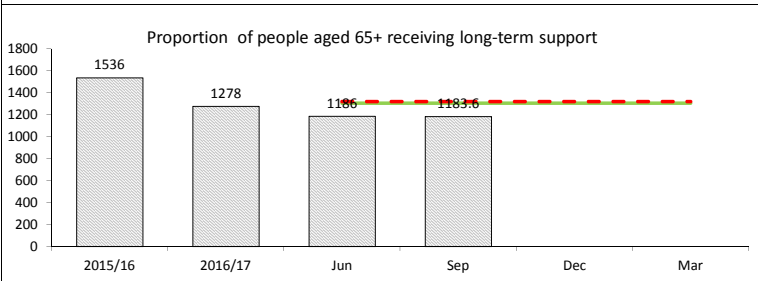
Description	<p>--- Minimum — Target</p>	Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Overall employment rate - gap between the Borough and London average rate (working age) (ppts)</p> <p>Measured in: percentage points Good Performance: Gap - Lower</p>	<p>Strategic Plan activity to support this measure: 2.1a Expand the Raising Aspirations programme across the borough to provide intensive support to get long-term unemployed and economically inactive residents into work. 2.1b Develop an Integrated Employment Service to support higher volumes of local people into work, including graduates into higher skilled jobs.</p>  <p>Gap between the Borough and London average employment rate (working age)</p> <p>According to the figures published by NOMIS the Tower Hamlets employment rate has decreased 4.1ppts since last quarter's reporting, whilst the London average has remained the same. The gap between this quarter and last quarter has widened by 1.1 percentage point. The TH employment rate is 64.13% whilst the London average rate is 73.7%. The total numbers in employment for TH is 145,700, which is a net decrease of 1,700 since last quarters reporting. The working age population for TH has increased 1.12% since last quarters reporting whilst the London average rate has seen a 0.1% decrease. These results are survey based estimates with large confidence intervals, therefore also subject to significant variations in outturns from one reporting period to the next. Whilst the sample was for last quarter was only 0.22% of the estimated working age population, this quarters reporting shows a 0.1% reduction in sample size to 0.21% of the WAP. The sample size has also reduced a huge 10ppts since 2015 for the same reporting period, where TH has seen an increase of 7% in its WAP population.</p> <p>The data for the employment rate is taken from the Annual Population Survey (APS). The APS is the largest regular household survey in the United Kingdom. It includes data from the Labour Force Survey (LFS), plus further sample boosts in England, Wales and Scotland. The survey includes data from a sample of around 256,000 people aged 16 and over. As APS estimates are based on samples, they are subject to sampling variability. This means that if another sample for the same period were drawn, a different estimate might be produced. In general, the larger the number of people in a sample, the smaller the variation between estimates.</p> <p>Estimates for smaller areas such as local authorities are therefore less reliable than those for larger areas such as regions. This provides survey based estimates, the methodology of which means that there may be significant variations in outturn from one quarter to the next. Furthermore, it is important to note that the confidence interval on the TH employment rate is 4.5% compared to 0.7% for London which means that the actual rate for TH could in fact be much higher.</p> <p>The WorkPath service and wider WorkPath partnership continue to support residents into employment. The WorkPath Service has seen a net increase of 108 (60%) job starts been recorded that satisfy the definition. The Career service has seen a sizable drop in Apprenticeships starts and employment outcomes for their service users as the service is remodelled. The first official apprenticeship figures has shown a 61% fall in starts nationally and it is believed that this is a contributing factor in the Career Service's lower than expected outputs (apprenticeship starts Q1 & Q2 2016/17 - 158 compared to 54 for the same period 2017/18).</p>	4.40	2.40	2.00	9.60	RED	↓
<p>16 to 19 year olds who are not in education, employment or training (including Unknowns) (NEET) (%)</p> <p>Measured in: % Good Performance: Lower</p>	<p>Strategic Plan activity to support this measure: 1.3e Improve educational and vocational provision at post-16</p>  <p>16-19 year olds who are not in education, employment or training (inc Unknowns)</p> <p>The definition of this measure has been changed nationally, and the numerator now includes any 16-19 year olds whose status is "unknown" therefore increasing the apparent percentage of NEETs. Our 2017/18 targets are based on recalculated 16/17 performance with this definition.</p> <p>The snapshot at the end of Q2 is 2% NEET & 30.7% Unknown, giving an overall NEET figure of 32.7%. The definition of the measure has changed this year to include both those confirmed NEET and those whose status is 'unknown' increasing the outturns over last year's figures. There are also high figures for September as it is the start of the academic year and the number of 'unknowns' increases at this point. We would expect this to affect October outturns as well based on previous years data, though the percentage NEET figure will return to its average range by Q3. September is a time of transition where young people's next step Post 16 is still being confirmed and as such is not a meaningful reflection of general performance. The London figure for NEET and "unknown" in September is 50%.</p>	3.20	7.50	6.00	32.7	N/A	N/A

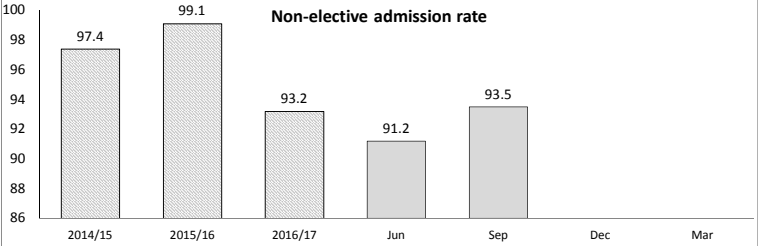

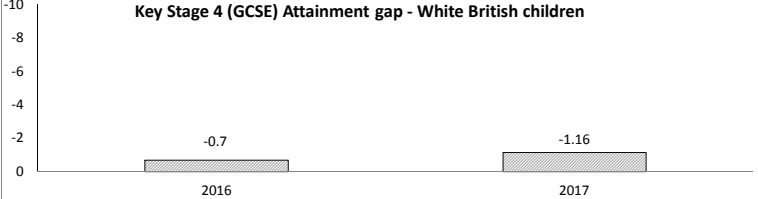
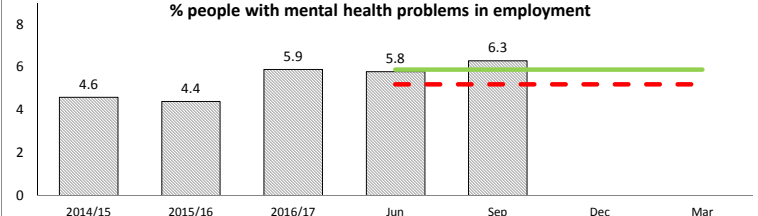
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Young people realising their potential							
Early Years Foundation Profile - achievement of a good level of development Measured in % Good performance: Higher		61.60	66.2	69.0	68.0	AMBER	↑
FINAL Final result. Performance has continued to improve though at a slower rate than previous years. We have achieved the minimum target of improving on last year's score, but have not exceeded the stretch target set, which would have seen us reach the 2015/16 national average. There is however now only a 1% point gap between our performance and national average.							
Key Stage 2 Achievement: Percentage of children achieving the national standard (all children) Measured in: Percentage Good Performance: Higher	Strategic Plan activity to support this measure: 1.3c Improve educational aspiration and attainment 	N/A	62.00	63.00	67.00	GREEN	↑
PROVISIONAL Summer 2017 exams Provisional result. We have exceeded the stretch target set for this measure, after seeing a 5% point improvement in performance compared to last year. Final result expected in January 2018.							

Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Key Stage 2 Achievement: Percentage of children achieving the national standard Looked After Children</p> <p>Measured in: Percentage Good Performance: Higher</p>		20.00	N/A	66.60	11.00	RED	↓
<p>Strategic Plan activity to support this measure: 1.3c Improve educational aspiration and attainment</p>							
<p>Key Stage 4 (GCSE) Attainment 8 (average point score against a basket of 8 GCSE subjects)</p> <p>Measured in: average point score Good Performance: Higher</p>		50.20	51.70	54.00	47.00	RED	↓
<p>Strategic Plan activity to support this measure: 1.3c Improve educational aspiration and attainment</p>							
<p>Key Stage 4 (GCSE) Progress 8 Measures (comparing actual performance in Attainment 8 with expected performance from KS2)</p> <p>Measured in: Points Good Performance: Higher</p>		0.15	0.18	0.22	0.26	GREEN	↑
<p>Strategic Plan activity to support this measure: 1.3c Improve educational aspiration and attainment</p>							
<p>Key Stage 4 (GCSE) Attainment 8 (average point score against a basket of 8 GCSE subjects) Looked After Children</p> <p>Measured in: average point score Good Performance: Higher</p>		19.40	Above national & London Ave	N/A	24.00	N/A	↑


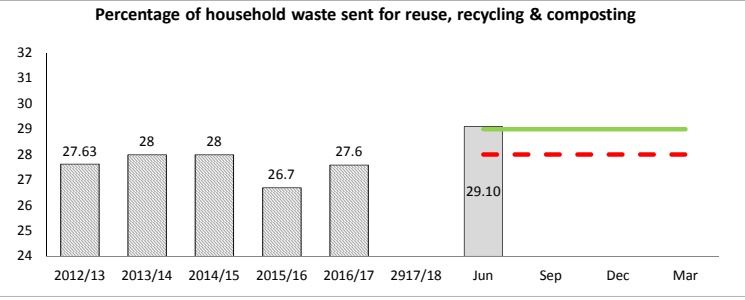
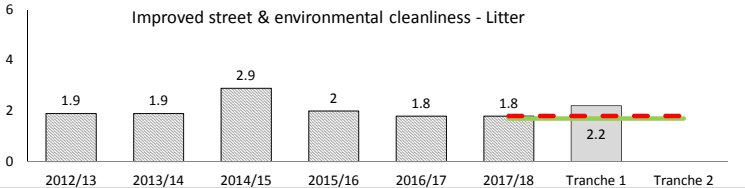
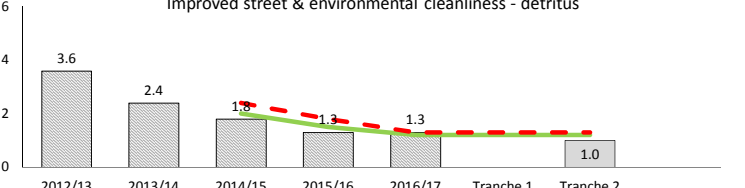
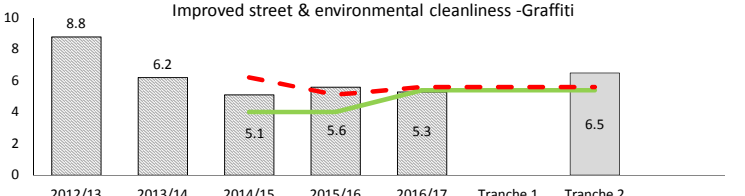
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Key Stage 5 (A Level) Average Grade: Academic Qualifications</p> <p>Measured in: Grade Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: 1.3c Improve educational aspiration and attainment 1.3e Improve educational and vocational provision at post-16</p> <p>KS5 (A Level) average grade: academic qualification</p> 	C-	C-	B-	C	AMBER	↑
<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>Strategic Plan activity to support this measure: 1.3d Ensure better outcomes for looked after children and young people</p> <p>Time to adoption</p> 	690.00	630.00	610.00	612.00	AMBER	↑
<p>Number of adoptions and special guardianship orders granted for looked after children</p> <p>Measured in: Number Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: 1.3d Ensure better outcomes for looked after children and young people</p> <p>Number of adoptions and special guardianship orders for looked after children</p> 	34	16.00	19.00	13.00	RED	↓


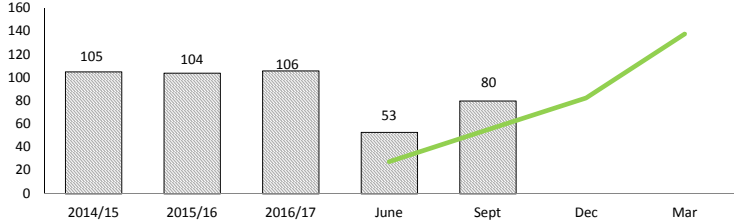
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Percentage of looked after children in the same placement for two years or more</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: 1.3d Ensure better outcomes for looked after children and young people</p> 	71.20	N/A	71.60	65.60	RED	↓
<p>The target for this measure has recently been revised. This is because it was set against data which inaccurately reported a significantly healthier position than was the case. In view of this, the target is to be amended to 71.6%.</p>							
<p>There is a relentless drive to improve placement stability. When measured against our 16/17 performance (71.6%) we are on track to maintain the position, which hides some success in improving stability whilst at the same time appropriately moving children from care and back in to the community - an action which (perversely) adversely affects the stability data.</p>							
<p>Percentage of children's social care contacts completed within 24 hours</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: Ensure better outcomes for looked after children and young people</p> 	N/A	90.00	95.00	49.20	RED	N/A
<p>August and September monthly performance was 63% and 61% respectively and the best individual monthly performance since April 2017. Overall YTD position to be reported at Q2 shows slight improvement on Q1 position. The number of contacts in September has started to increase, this is predictable follows the summer holidays. Contacts outcome in 24 hours remains the 60% area, but this is not acceptable and more work is required to ensure this improves. However, it still runs ahead of the YTD figure so as this continues it will improve the overall YTD figure which is severely impacted on by the data cleansing exercise which took place in the first part of the year following the Ofsted inspection. In reviewing the data some contacts are put on the system by teams in other areas and are not outcome swiftly impacting on the overall figure. Management action is in place to improve this.</p>							
<p>Percentage of children's social care assessments completed within 45 days</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: Ensure better outcomes for looked after children and young people</p> 	N/A	90	95	63.20	RED	N/A
<p>There has been a significant deterioration in assessment timescales caused by management action which identified a large number of cases that had not been actioned. This has been dealt with. Managerial grip across the whole service is in place and improvements are already beginning to show in contemporary data. The surfacing of this issue will probably mean that our improvement plan target will not now be reached within the original timescale and a realistic revision will be incorporated imminently.</p>							
<p>Data against this measure is now recorded monthly, and an improvement is forecast for November due to system improvements (a series of ICT service degradations impacted October timescales).</p>							


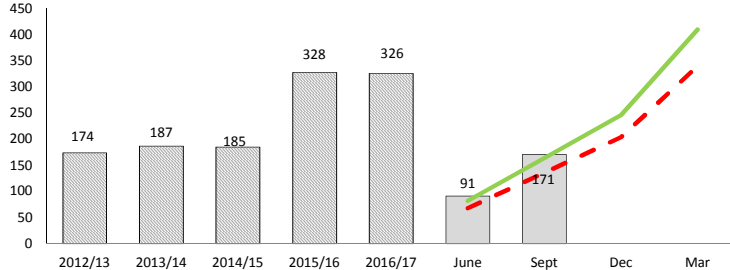
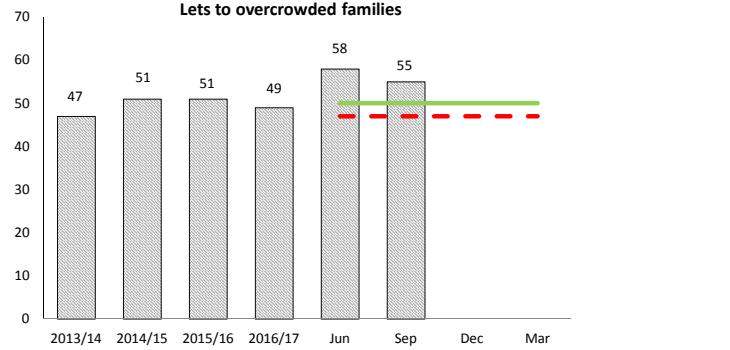
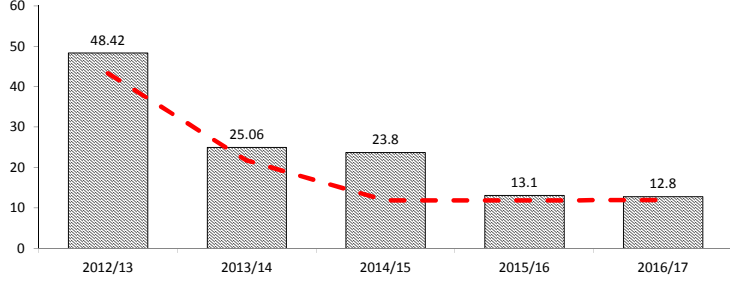
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Percentage of children on a child protection order visited within the last 4 weeks</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: Ensure better outcomes for looked after children and young people</p> 	N/A	90	95	89	RED	N/A
<p>Child protection visiting frequency has improved in a number of teams with the best achieving 90% or more on time. The overall data is adversely affected by continuing poor performance in specific teams. There are some concerns which are being addressed that raise doubts about compliance with the regulation governing statutory visits. If these concern proves to be accurate, it is likely that performance in this area will initially deteriorate until such time that practice "catches up" with legal requirements.</p>							
<p>Percentage of child protection reviews completed in time</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: Ensure better outcomes for looked after children and young people</p> 	N/A	95	98	87.0	RED	N/A
<p>We are still below where we need to be for this measure but the picture is starting to improve and this is an area of considerable focus for us. We expect to get closer to the target in the next quarter</p>							
<p>More people living healthily and independently for longer</p>							
<p>Proportion of people over 65 receiving long term support, per 10,000 population</p> <p>Measured in: Rate Good Performance: Lower</p>	<p>Strategic Plan activity to support this measure: 1.4b Improve care and support for vulnerable adults and their carers, integrating with health and promoting independence and keeping people safe from all forms of abuse</p> 	1278	1318.4	1304.8	1183.6	GREEN	↑
<p>There are 18,266 over 65s living in the borough and of those 2,162 receive long term support equating to a rate of 1183.6. 82.3% (1,799) of over 65s who receive long term support, receive that support in the community.</p> <p>Performance continues to be on target. It is likely that performance will deteriorate against this measure over the coming year as clients receiving short-term services are assessed/reviewed and potentially moved to long-term services.</p>							


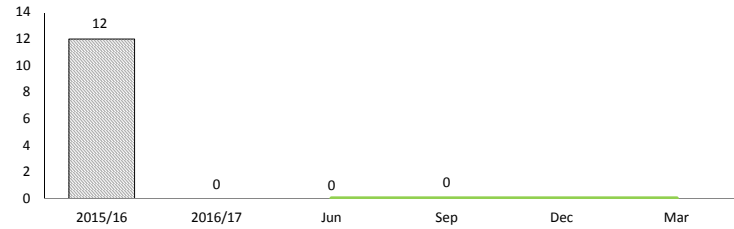
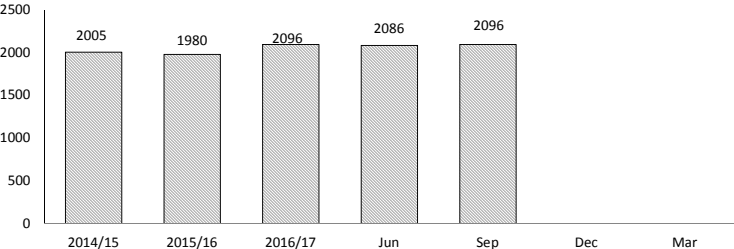
Description	<p>--- Minimum — Target</p>	Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Non-Elective Admissions (Better Care Fund)</p> <p>Measured in: Percentage Good Performance: Lower</p>	<p>Strategic Plan activity to support this measure: 1.4b Improve care and support for vulnerable adults and their carers, integrating with health and promoting independence and keeping people safe from all forms of abuse</p> 	93.20	tbc	tbc	93.5	N/A	↔
<p>The rolling year rate to end of Q2 was 93.5 – this is on target for the year end rate of 93.5. However, in terms of actual admissions in Q2, there were 5,851, compared to the target of 5,605 set out in the BCF Plan. This is also an increase compared to Q2 last year, which recorded 5,360 admissions. This performance has been reported to the Joint Commissioning Executive and the CSU is currently undertaking further analysis of the data to understand the cause of the increase. The actions and initiatives set out in the joint health and social care BCF Plan and wider work to integrate health and social care are aimed increasing independence and preventing admission to hospital."</p>							
<p>Key Stage 2 Achievement: Percentage of children achieving the national standard (attainment gap for White British children)</p> <p>Measured in: Points Good Performance: Lower</p>	<p>Strategic Plan activity to support these attainment gap measures: 1.3c Improve educational aspiration and attainment</p> 	-5.00	-5.00	-3.30	-11.00	RED	↓
<p>Provisional Data - Key Stage 2 achievement for all children is 67%. Key Stage 2 achievement for White British children is 56%, the gap in attainment between White British children and all children is 11 percentage points. The attainment gap of White British students to their peers has increased. The cohort of White British children is relatively small at 310 children.</p>							
<p>Key Stage 4 (GCSE) Attainment & Progress 8 Achievement: (attainment gap for White British children compared to non-White British children)</p> <p>Measured in: Points Good Performance: Lower</p>		N/A	-0.90	-0.60	-1.16	RED	↓
<p>Provisional Data The Attainment 8 score in Tower Hamlets was 47.9 points, the Attainment 8 score for White British children in Tower Hamlets was 36.5 points - there is a 11.46 gap. The gap in progress 8 has increased by 0.26 points as a result of both white British students having lower progress than last year (-0.67 to -0.80) and all other students making greater progress than last year (+0.24 to +0.36).</p>							
<p>Proportion of people with mental health problems in employment</p> <p>Measured in: Percentage Good Performance: Higher</p>	<p>Strategic Plan activity to support milestone: 1.4d Deliver the council commitment to the Mental Health Challenge and work with local employers to tackle mental health stigma</p> 	5.9	5.2	5.9	6.3	GREEN	↑
<p>Target exceeded. There have been 920 adults aged 18-64 who have received Care Pathway Approach mental health services in the period. 58 of them were in employment. This achievement is supported by Council activity to "tackle health-related employment issues" (strategic activity 1.4.5). A programme of activities to support people into the workplace, people with a range of needs including disability, on JSA/ESA benefit, the long term unemployed of more than 2 years, care leavers, and ex-offenders. The Council is on track to achieve the London Healthy Workplace Charter 'achievement' status. The number of employees in Tower Hamlets who have been trained as Mental Health First Aiders has increased to 300 so far.</p>							

Description	<p>--- Minimum — Target</p>	Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Employment gap for women: reducing the gap between the Borough employment rate and employment rate for women</p> <p>Measured in: percentage points Good Performance: Gap - Lower</p>	<p>Strategic Plan activity to support these employment gap measures: 1.5b Support more women and black and minority ethnic and disabled residents into employment</p>  <p>The WorkPath service and wider WorkPath partnership continue to support residents into employment:</p> <ul style="list-style-type: none"> 150 out of the 337 (44.5%) Job Starts recorded by the WorkPath service were for female residents, 121 of which satisfied the Strategic Performance measure Strategic7017 definition. 133 of the 150 (88.6%) job starts were for BME females which is 39.4% of the overall job starts (337) recorded by the WorkPath service 459 of the 964 (47.6%) residents engaging with the WorkPath service in Q1 were female, 416 of the 459 (90.6%) were BME female. <p>Funding has been secured to extend the Women in Health programme, next steps will be to finalise staff resources, develop training packages and secure placement opportunities. The Economic Development service is awaiting decisions on additional funding to continue pre-employment function within the WorkPath service specifically for school Teaching Assistants and Mid-Day Meal Training which have historically gained majority interest from female residents especially mother looking to return/re-enter employment.</p>	6.2	4.5	4.35	14.4	RED	↓
<p>Employment gap for BME residents reducing the gap between the Borough employment rate and employment rate for BME residents</p> <p>Measured in: percentage points Good Performance: Gap - Lower</p>	 <p>The WorkPath service and wider WorkPath partnership continue to support residents into employment although the figures reported for our position in Q2 are lower than expected and lower than Q2 2016/17, the WorkPath Service has seen a net increase of 108 (60%) job starts been recorded that satisfy the definition. 290 of the 337 (86.0%) Job Starts recorded by the WorkPath service were for BME residents. 243 of which satisfied the Strategic Performance measure Strategic7017 definition. 860 of the 964 (89.2%) residents engaging with WorkPath were from the BME community. ELBA have been appointed to deliver a project to specifically target Somali Graduates and support them in finding and securing graduate opportunities. We are working with Renaisi who are delivering a Big Lottery Fund and European Social Fund project called RISE (supporting Refugees Into Sustainable Employment) and will be introducing them to the New Resident and Refugee Forum.</p>	10.30	6.00	5.85	14.00	RED	↓


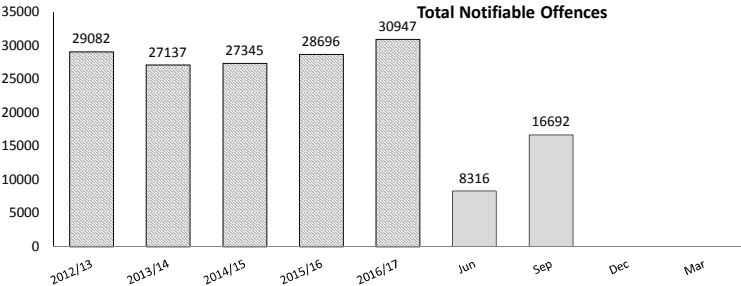

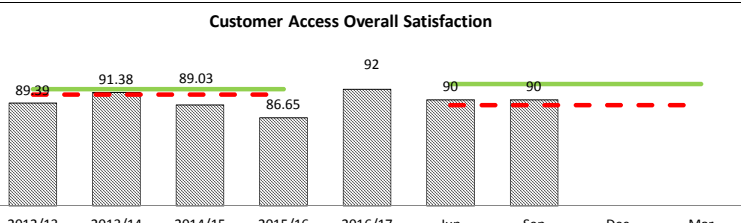

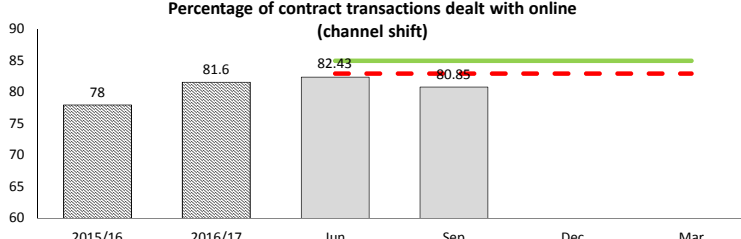

Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Creating and maintaining a vibrant successful place							
An improved local environment							
Percentage of household waste sent for reuse, recycling and composting Measured in % Good performance: Higher	Strategic Plan activity to support measure: 2.1b Improve waste management and recycling performance 	27.60	28.00	29.00	29.10	GREEN	↑
10 public bring bank sites have been refurbished and frames put in place with signage that tells residents what they can and cannot recycle. The sites are being widely used and there is positive feedback from residents and management organisations. The sites have made it easier for residents to identify recycling points across the borough. Furthermore, we have scheduled all collections in the borough which are now live through the councils dedicated site. Residents can now look up their collection days online rather than call or email. This will in time also reduce the number of service requests and complaints as residents are now better informed.							
Level of street and environmental cleanliness - litter (%) Measured in % Good performance: Lower	Strategic Plan activity to support these cleanliness measures: 2.1a Ensure that the borough is clean to the highest possible standards 	1.80	1.8	1.7	2.2	RED	↓
Seasonal changes in high footfall areas such as Brick Lane are the most common fail areas. A majority of the fail areas are on areas of busy footfall and food outlets. The litter that has been noted is more from commercial waste such as boxes from fast food businesses rather than dumped household waste. Blitz clean which due to take place on the 24th of October will target high litter areas.							
Level of street and environmental cleanliness - debris (%) Measured in % Good performance: Lower		1.30	1.3	1.2	1.0	GREEN	↑
Target exceeded. Just 1% of land surveyed was judged to be below acceptable levels; the target of 1.2% was exceeded. Nevertheless, Debris is often an area that is affected by season and footfall hence the time that the survey was undertaken (the summer months) the results were not a big surprise. All of the tranche survey results for debris have been passed to Veolia to ensure that cleanliness issues do not arising arise in the same areas in the next survey. Council activity to "ensure that the borough is clean to the highest possible standards" (2.1.1) have contributed to this successful survey result.							
Improved street and environmental cleanliness - graffiti (%) Measured in % Good performance: Lower		5.30	5.3	5.2	6.5	RED	↓
The target on Graffiti has been missed. Much of the graffiti is on private property again in the Brick Lane areas. Other fail areas are in the industrial parts of the borough such as Wick Lane where footfall is minimal. This is something the council will target with enforcement options to ensure graffiti is minimalised in remote areas. Graffiti on council land or assets is another area that is being specifically targeted through the blitz clean next week.							

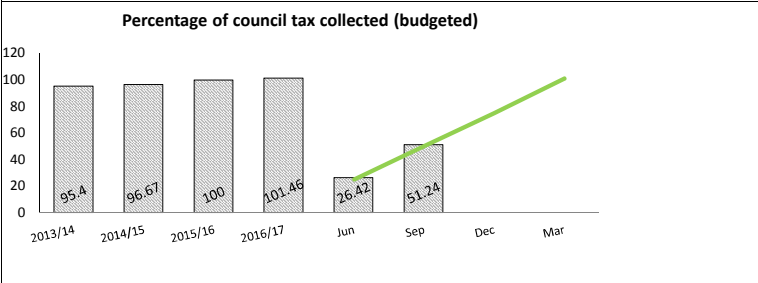
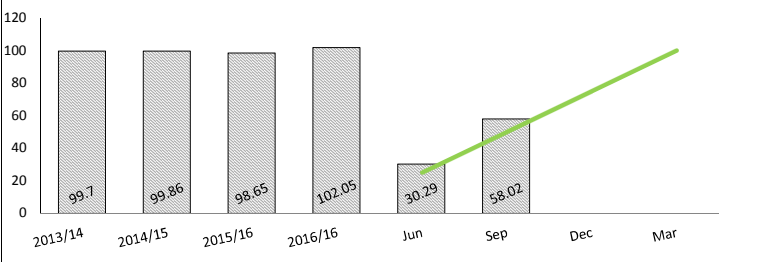
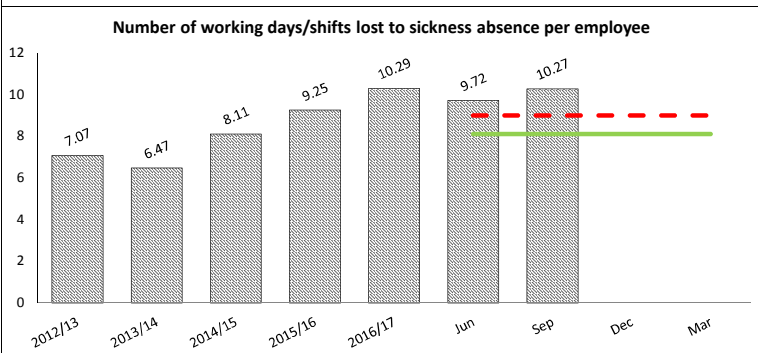
Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Improved street and environmental cleanliness - fly-posting (%)</p> <p>Measured in % Good performance: Lower</p>		0.80	0.8	0.7	1.0	RED	↓
<p>Target not met on flyposting. Flyposting tends to rise throughout the summer period with advertising of services and events. An investigation has already been launched by the THEO's into the worst offenders who will face enforcement action being taken against them or their establishment. Operation Bill Stickers will begin on the 24th October and its primary focus will be flyposting on council land assets.</p>							
<p>Better quality homes for all</p>							
<p>Number of affordable homes delivered (gross)</p> <p>Measured in: Number (the sum of social rent housing and intermediate housing - low cost home ownership and intermediate rent) Good Performance: Higher</p>	<p>Strategic Plan activity to support these housing delivery measures: 2.2a Increase the availability of good quality housing, including family sized across all tenures</p> 	1070	400	550	438	AMBER	↑
<p>The cumulative Q1&Q2 figure is 438, and this achieves the lower point of the banded target. At the mid-year point, we have recorded 45% of the completions expected over the full year. Unfortunately the end of year forecast figure of 975 is now at a lower level than in quarter one, due to a number of schemes not progressing on site as fast as we originally expected. There are no actions that the council team can take to influence these construction programme issues or to influence the actual date of handovers, which rely on the progress of final building works and often on unpredictable timing of connections to utilities. Delivery of completed units also depends on action taken several years earlier, and the council is not able to influence the number of developments that either submit satisfactory planning permissions, or then start on site.</p> <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 Council is also on track to meet the Mayor's target of 1,000 new Council Homes by 2018. In addition, Cabinet has also agreed alternative housing delivery vehicles to maximise the numbers of affordable homes delivered.</p> <p>In 2016 the Council also assessed funding applications from Registered Providers (RPs) to the council's own resources, known as the Right To Buy (RTB) Receipts Programme. This process determined the best schemes to enable additional new build affordable housing to be built within the available timetable for expenditure of this funding. 16 homes funded by our RTB grant programme were delivered in Q2 with another 37 expected by the end of the financial year. The Council has re-launched the scheme and is encouraging RPs to apply for grants under Continuous Market Engagement. Delivery of housing and in particular affordable homes will be progressed through a number of regeneration programmes which includes the Poplar Riverside Housing Zone.</p>							
<p>Number of affordable units provided as wheelchair accessible or adaptable (10% of affordable homes delivered)</p> <p>Measured in: Number Good Performance: Higher</p>		106	N/A	69 (10%)	80 (18%)	GREEN	↑
<p>27 wheelchair accessible and adaptable units were completed in Q2, bringing the cumulative total to 80 units, or 18% of the total affordable units completed, which is substantially above the target of 10%. Of these 80 units, 68 were for rented tenures and it really goes without saying that the new occupants of those homes are much better off living in homes designed and built to the best modern wheelchair accessible standards. Project 120 was initiated to tackle problems in the development of suitable wheelchair properties and the Council and its RP partners are actively working with developers to ensure that future wheelchair units are more suitable to meet the needs of those on the project 120 list. Officers are also trying to address this situation by exploring the possibility of taking 'commuted sums' from developers on sites which are demonstrably unable to deliver suitable wheelchair units. This is to be addressed as a new policy in the Local Plan which will be considered by Cabinet in September 2017 (Reg 19 version) and then subject to independent examination under the authority of the Secretary of State.</p>							

Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<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> 	326	136	164	171	GREEN	↑
<p>This measure has hit the top end of the banded target, with 80 family homes for rent being completed this quarter. The cumulative figure is 171 units, which exceeds the Q1 + Q2 target. The achievement of a high level of family units, which is not such a profitable produce for private developers, is down to the hard work of the team and their planning colleagues, carried out 2 or more years ago when the schemes completing now were the subject of scrutiny. The provision of these family sized units is likely to achieve a greater benefit for the families who move in than the production of smaller units, as their housing needs very often include overcrowding, which has impacts on health and the educational prospect of children, so this measure shows that substantial number of people are better off. Registered Providers (RPs) and developers continue to cooperate in using the borough's recommended levels of Affordable Rents. These rent levels will be phased out for future schemes and replaced with London Affordable Rents and Tower Hamlets Living Rents, which were agreed by Cabinet in May 17. The next grant programme for RPs is currently being negotiated with partners and the GLA. Residents moving into RP properties in the 2016/20 programme will benefit from lower rent where RPs comply with the guidance. The first scheme to come forward on these new rents was the Council's own Watts Grove development which was let to families mainly on the Council's Common Housing Register in Q2. 7 units were 'top sliced' for the Pan London Housing Moves Scheme due to it being grant funded by the GLA. The 142 remaining units were let to families on the Council's Common Housing Register in Q2, thereby rehousing families often living in overcrowded unsuitable homes, into more suitable accommodation. The new THLR will be more affordable to people on median incomes.</p>							
<p>% of lets to overcrowded households</p> <p>Measured in: % (of lets to overcrowded housing applicants and tenants of CHR partner landlords lacking one or more bedrooms) Good Performance: Higher</p>	<p>Strategic Plan activity to support these housing delivery measures: 2.2a Increase the availability of good quality housing, including family sized across all tenures</p> <p>Lets to overcrowded families</p> 	51	47	51	55	GREEN	↑
<p>The overcrowded lets target has recently been changed from a number to a percentage, the rationale for which is a reduction in overall supply and competing targets. The number of overcrowded families rehoused to larger and more suitable accommodation at the end of Q2 is 506. This represents 55% as a percentage of total lets ending September (920), exceeding the target of 50%. The numbers of overcrowded families rehoused is also 75% more than this time last year (352). Analysis also shows that the number of overcrowded applicants on the housing list has reduced by 10% from 1 April 2014 to 1 April 2016 but the April 2017 figured showed a slight increase of 1.34% in the number of cases registered as being overcrowded. Nevertheless, an overall reduction of 8.66% is still a significant achievement.</p> <p>Whilst the target for Q2 has been exceeded, it is however worth noting that the Council has little influence over applicants' bidding strategy because of choice based lettings – which allows applicants to choose what they consider suitable for them. The Common housing Register partners facilitates Open Day event for residents, and officers continue to encourage applicants to exercise different housing options and be more flexible in their bidding.</p> <p>In addition to the health and educational benefits of reducing overcrowding in homes, the high number of lets to overcrowded applicants also has a positive impact on preventing homelessness because many applicants that do approach the council as homeless are often from accommodation that is overcrowded.</p>							
<p>Percentage of overall council stock that is non-decent</p> <p>Measured in % Good performance: Lower</p>	<p>Strategic Plan activity to support this measure: 2.2b Maintain and improve the quality of council housing stock and housing management services</p> <p>Percentage of overall council housing stock that is non decent</p> 	13.11	Not Set	11.92	12.80	RED	↔
<p>2016/17 FINAL OUTTURN</p> <p>The 2016/17 capital investment programme was reconfigured and substantially amalgamated into the new 6 year Better Neighbourhoods programme (2017/18 to 2022/23) which moved some 2016/17 blocks in the future years. In addition, 229 decent homes were sold under RTB entailing an increase of 1.93% non-decent homes at the end of the 2016/17 reporting period. The reduction in decent homes due to RTB, coupled with the reconfiguring the capital programme, adversely impacted on meeting the annual 11.92% target. A total of 1,946 residents (tenants and leaseholders) benefited from these DH external communal works in 2016/17. Satisfaction with external works measured as a BCI in 2016-17 was 76% against a target of 79%. The dissatisfaction was borne by the delays to the works by Axis together with poor communications and in some cases the view was there is no real improvement to the block despite the works completed and handed back. Consequently, THH agreed not to allocate any works to Axis as part of the Better Neighbourhoods programme. The THH Project team learning was limiting the number of blocks that contractors can have opened at one time. As a results of the changes introduced as above, satisfaction with capital works measured in 2017-18 is currently 75% against a target of 71%. Better Neighbourhoods takes a holistic approach to maintaining homes and neighbourhoods to be proud of. The programme will be delivered with improved joint-working between THH teams: Repairs and THH Neighbourhoods staff who will attend initial block walkabouts and THH will be able to add any repairs they are aware of to the programme. Improvement in terms of this indicator is directly proportional to the amount of resources available rather than related to any specific change in working methods or organisational reorganisation.</p>							

Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)																
<p>Number of homeless families in B&B >6 weeks</p> <p>Measured in: Number Good Performance: Lower</p>	<p>Number of families households in B&B >6 weeks</p>  <table border="1"> <caption>Number of families households in B&B >6 weeks</caption> <thead> <tr> <th>Year/Period</th> <th>Number of Families</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>12</td> </tr> <tr> <td>2016/17</td> <td>0</td> </tr> <tr> <td>Jun</td> <td>0</td> </tr> <tr> <td>Sep</td> <td>0</td> </tr> <tr> <td>Dec</td> <td>0</td> </tr> <tr> <td>Mar</td> <td>0</td> </tr> </tbody> </table>	Year/Period	Number of Families	2015/16	12	2016/17	0	Jun	0	Sep	0	Dec	0	Mar	0	0	N/A	0	0.00	GREEN	↑		
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<p>Number of households living in temporary accommodation</p> <p>Measured in: Number owed a statutory duty Good Performance: Lower</p>	<p>Households in temporary accommodation</p>  <table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Year/Period</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>2005</td> </tr> <tr> <td>2015/16</td> <td>1980</td> </tr> <tr> <td>2016/17</td> <td>2096</td> </tr> <tr> <td>Jun</td> <td>2086</td> </tr> <tr> <td>Sep</td> <td>2096</td> </tr> <tr> <td>Dec</td> <td></td> </tr> <tr> <td>Mar</td> <td></td> </tr> </tbody> </table>	Year/Period	Number of Households	2014/15	2005	2015/16	1980	2016/17	2096	Jun	2086	Sep	2096	Dec		Mar		2096	N/A	N/A	2094	N/A	↔
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<p>The proportion 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 percentage of cases assisted through successful casework intervention as a proportion of all those who approached the local authority Good Performance: Higher</p>	<p>Strategic Plan activity to support this measure: 2.2e Tackle homelessness, including through improved prevention and a reduction in families in temporary accommodation</p> <div data-bbox="441 300 1196 646"> <table border="1"> <caption>Homelessness Prevention Data</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>20.5</td> </tr> <tr> <td>Jun</td> <td>17.4</td> </tr> <tr> <td>Sep</td> <td>15.4</td> </tr> <tr> <td>Dec</td> <td>-</td> </tr> <tr> <td>Mar</td> <td>-</td> </tr> </tbody> </table> </div>	Period	Percentage	2016/17	20.5	Jun	17.4	Sep	15.4	Dec	-	Mar	-	20.50	19.00	21.00	15.4	Red	↓
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<p>Homelessness was prevented in 15.4% of new approaches to the Service of households who were homeless or threatened with homelessness. The target has been missed and there has been a decrease of 5.1% since 2016/17. One of the reasons for this is that there has been a significant decrease in the number of households approaching the Housing Options Service Team (HOST) team for assistance; a contributing factor could be the prospect of being placed in temporary accommodation outside of Tower Hamlets. The number of approaches to the Housing Advice and Families teams has slightly increased. Homelessness was prevented in a total of 112 cases (including the Sanctuary Scheme), 63 of those provided discretionary supported hostel accommodation for single homeless people. Not including the sanctuary scheme homelessness prevention, there was a total of 92 preventions and a total of 596 approaches across the teams, resulting in 15.4% preventions as a proportion of those approaching for assistance.</p> <p>Despite the difficulty in finding affordable accommodation in the private rented sector, there was an increase in the number of properties secured through a financial incentive to the landlord. Unfortunately, due to personnel issues the Housing Advice team performed under par this quarter but steps are being taken to address this and there are a number of outcomes pending which should be reflected in the next quarter's return.</p> <p>The Service continues to successfully prevent homelessness through negotiation and other assistance to remain in the private or social sector. This is despite evidence that private landlords are increasingly reluctant to let to benefit-dependent tenants and those on low to medium incomes because:</p> <ul style="list-style-type: none"> • Market rents are far above the LHA in Tower Hamlets, which has been frozen for the last four years. • The reduction in the benefit cap to £23,000 in London from November 2016 • Research by Sheffield Hallam University found that only 20% of landlords indicated a willingness to let to HB claimants due to concerns about the gap between LHA rates and market level rents, uncertainty around the roll out and implications of universal credit and the payment of HB 6 weeks in arrears under UC. Recent experience of UC claimants has shown that the delay in UC payments has exceeded six weeks and it has been proposed in Parliament that this should be reduced to a four week period. <p>Despite this, the Options Service and Housing Strategy are nurturing good landlords and developing good working relations.</p> <p>In addition, the commissioned supported hostel provision has reduced leaving fewer options available for prevention. For example, the revised hostel commissioning plan will result in fewer places and there is an increase in the use of beds for emergencies and assessments prior to move, neither of which can be counted as preventions.</p>																			

Description		Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
Less crime and ASB							
Total Notifiable Offences (number) Measured in: Number Good Performance: Lower	Strategic Plan activity to support this measure: 2.3a Work with our partners to target resources to reduce crime 	30,947	Not Set	Not Set	16,692	N/A	
<p>Total Notifiable Offences: are all offences under United Kingdom law where the police must inform the Home Office by completing a crime report form for statistical purposes. There are strict rules regarding the recording of crime which is outlined in the Home office counting rules for recorded crime. TNO is used as a general marker for total crime in the borough, although the Metropolitan Police prefer to measure key/priority crime types related to the MOPAC Police and Crime Plan 2017-20 rather than TNO.</p> <p>Whilst the responsibility to tackle and reduce crime lies with the Metropolitan Police Service, the Council has for a considerable amount of time been supplementing the local Police in the borough, by funding an additional number of Police officers to address key crime and disorder priorities (Drugs, ASB and Prostitution) for the Council and in turn residents.</p> <p>Existing Council funded Partnership Taskforce (6 Police Officers) Q2 (1st July - 30th Sept) Update: * 852 individuals stopped in hotspot areas * 77 Stop and Searches * 50 Arrests * 14 Cannabis Warnings & Penalty Notice for Disorder * 15 Prostitutions cautioned * 19 Suspected Brothels Investigated * 12 women referred to specialist support networks to exit prostitution * 20 Kerb Crawling Warning Letters issued * 74 ASB warnings issued.</p> <p>The council has recently committed £3m over 3 years to increase council funded Police Officers to 39 to tackle crime and ASB. 14 police officers will be responsible for tackling crime on estates and 25 additional officers will work across the borough. The police officers will tackle crime and ASB where it is an issue.</p> <p>When comparing with neighbouring boroughs and the Met Police Total, in this quarter there has been a general increase in crime and Tower Hamlets is no exception. 5 out of 6 of neighbouring boroughs have experienced an increase [Greenwich, Hackney, Newham, Southwark and Tower hamlets].</p>							
Working smarter together as one team with our partners and community							
Customer Access Overall Satisfaction (telephone contact) Measured in: % Good Performance: Higher	Strategic Plan activity to support these customer access measures: EOC Deliver an organisational transformation programme to ensure effective responsive front line services and efficient cost-effective support services, enabled by ICT and including a new Civic Centre 	92.00	89.00	93.00	90.00	AMBER	
<p>Output for October 2017 was 92% which suggests improvement for Q3. Contact centre telephone queue wait times, the quality of the individual customer/adviser transaction and the outcome of the individual service request are all likely to be factors in overall satisfaction and all three areas are key elements of contact centre management and monitoring. Queue times were reduced in October which is likely to be the main factor in the monthly output improvement.</p>							
Percentage of contact transactions dealt with online (channel shift) Measured in: Percentage Good Performance: Higher		81.60	83.00	85.00	80.85	RED	
<p>(a) total number of visits to Council Hot Lines as percentage of all customer contact: 12.36% (b) total number of visits to Council One Stop Shop as % of all customers contacted: 6.79% (c) total number of user visits to Council websites as % of all customer contact: 80.85%</p> <p>Channel shift to digital service delivery is a key driver and measure of the Smarter Customer Access programme, and as the planned work to improve the Council's web site and digital service offering progresses, this indicator will reflect the planned shift from phone and face-to-face customer contact (which should reduce) to online contact and transactions (which should increase). Key service areas for this indicator will be Parking and Housing Benefits, both of which have planned process redesign and improvement programmes due for Q4 and into 2018/19.</p>							

Description	<p>--- Minimum — Target</p>	Annual Actual (2016/17)	Q2 Minimum Expectation	Q2 Target	Q2 Actual	Variance (performance against target)	Direction of Travel (comparing current outturn with this time last year)
<p>Percentage of Council Tax Collected (budgeted)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Strategic Plan activity to support these financial measures: EOc Deliver an organisational transformation programme to ensure effective responsive front line services and efficient cost-effective support services, enabled by ICT and including a new Civic Centre</p> 	101.46	N/A	50.00	51.24	GREEN	↑
<p>Percentage of Non-Domestic Rates Collected (budgeted)</p> <p>Measured in: % Good Performance: Higher</p>	<p>Strategic Plan activity to support these financial measures: EOc Deliver an organisational transformation programme to ensure effective responsive front line services and efficient cost-effective support services, enabled by ICT and including a new Civic Centre</p> 	102.05	N/A	50.00	58.02	GREEN	↑
<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>Strategic Plan activity to support this measure: EOe Develop an effective workforce strategy, with appropriate skills and representative of the community</p> 	10.29	9.00	8.10	10.27	RED	↓