

<b>Cabinet</b>  24 <sup>th</sup> November 2021	 <b>TOWER HAMLETS</b>
<b>Report of:</b> Will Tuckley, Chief Executive	<b>Classification:</b> Unrestricted
<b>Strategic delivery and performance reporting – Q2 2021/22</b>	

<b>Lead Member</b>	<b>John Biggs, Executive Mayor</b>
<b>Originating Officer(s)</b>	Sharon Godman, Director Strategy, Policy and Performance Thorsten Dreyer, Head of Intelligence and Performance Juanita Haynes, Senior Intelligence and Performance Manager Vicky Allen, Intelligence and Performance Manager
<b>Wards affected</b>	All wards
<b>Key Decision?</b>	No
<b>Forward Plan Notice Published</b>	1 <sup>st</sup> June 2021
<b>Reason for Key Decision</b>	This report has been reviewed as not meeting the Key Decision criteria.
<b>Strategic Plan Priority / Outcome</b>	<b>All</b>

### Executive Summary

This report provides the Mayor in Cabinet with an update on the council's delivery and performance in quarter 2 of 2021/22 for the activities and performance indicators included in our Strategic Plan.

### Recommendations:

Cabinet is recommended to:

1. Note the strategic delivery and performance report for quarter 2 of 2021/22;
2. Note that the Covid-19 pandemic continues to have an impact on service delivery in some parts of the council;
3. Review the performance of the strategic measures, including those measures where the minimum expectation has been missed.

## **1 REASONS FOR THE DECISIONS**

- 1.1 The council is committed to improving outcomes for residents. Our corporate priorities and outcomes are found in our Strategic Plan and provide a framework for action.
- 1.2 Our Performance & Accountability Framework sets out the process for monitoring the timely and effective delivery of the Strategic Plan to improve outcomes for residents. In line with the framework, Cabinet receives regular update reports to ensure oversight of pace, delivery, performance and improvement activities. Cabinet receives a report on performance indicators only in quarters 1 and 3 of the financial year while at the mid-year and end-of-year points (quarters 2 and 4), the report also includes a progress update on delivery of our Strategic Plan actions.
- 1.3 This report promotes openness, transparency and accountability by enabling Tower Hamlets residents to track progress of activities that impact on their lives and the communities they live in.

## **2 ALTERNATIVE OPTIONS**

- 2.1 Cabinet may decide not to review the delivery and performance information. This is not recommended as Members have a key role to review and challenge underperformance and to utilise performance information to inform resource allocation.

## **3 DETAILS OF THE REPORT**

- 3.1 *Background*
- 3.2 The Strategic Plan is the council's main business plan and embeds the priorities set by the administration into council delivery. This report provides the Mayor in Cabinet with an update on the delivery and implementation of the council's Strategic Plan throughout the year.
- 3.3 The council's transition to becoming a truly outcome-based organisation continues and in April 2021 Cabinet adopted the Strategic Plan 2021-2024. The plan has been updated to reflect our continued response to the pandemic, our move into pandemic recovery for the borough and the progress and achievements made since the last Strategic Plan. The plan is underpinned by a set of 76 performance measures, aligned to the council's corporate outcomes.
- 3.4 In February 2021 the Prime Minister announced the Covid-19 roadmap to cautiously ease lockdown restrictions in England. In line with the revised

government guidance we began to reopen some of our services, increased capacity where needed whilst retaining some services online that are working well remotely.

- 3.5 Our Workpath service and business and enterprise support services are continuing to support residents and local businesses to thrive and survive post -Covid-19 challenges. We are providing support for local businesses and job preparation training for residents so that they can access job opportunities as the economy reopens. Through Kickstart, a new programme funded by the Department of Works and Pensions, we have also been able to secure placements and jobs for young Tower Hamlets residents. We are continuing to support local residents and businesses to access support and to navigate the wide range of support schemes and funding available.
- 3.6 We continue to prioritise our children and young people and their families. We have supported the distribution of laptops so that children and young people can participate in online learning. The economy is still recovering from the effects of the pandemic, so we are continuing to support families who are struggling to put food on the table and manage their finances. The recommendations of the Poverty Review will shape future partnerships and the actions and interventions needed to help us to achieve better outcomes for children and young people.
- 3.7 We continue to promote and support the NHS Covid-19 vaccination programme through the vaccination helpline, community clinics and promotion of access to all clinics in community pharmacies, primary care and mass vaccination sites. During the quarter there has been specific focus on those groups and communities with lower uptake including 18-40 years olds and Black African and Caribbean communities. By the end of the quarter 209,000 residents had had their first dose of the vaccine, and 178,000 residents were fully vaccinated.
- 3.8 *Performance summary*
- 3.9 Although the restrictions in place during the lockdown began to ease at the beginning of the financial year the consequences of the pandemic have continued to impact on several performance indicators. Where we have not met our target, our report provides more detail on what we are planning to do to improve performance in the future.
- 3.10 At the end of quarter 2 2021/22, 26 performance indicators have met or are exceeding their target and 10 are between the target and the minimum expectation, while 12 are falling short. We are unable report the results of 28 indicators.
- 3.11 Indicators that are exceeding the target broadly fall into the main areas of the business as set out below. Full details of all indicator performance can be found in appendix 1.

## Education, skills, employment and income

- Percentage of Idea Store learners who pass their course
- Small and medium, and new enterprises supported through the council's business programme
- Residents who complete their job preparation training with the Workpath service
- Residents who complete their job preparation training with the Workpath Service who are women
- Residents who complete their job preparation training with the Workpath Service who are BAME
- Residents who complete their job preparation training with the Workpath service who have disabilities
- Residents who complete their job training with the Workpath service who live in the most deprived postcode areas
- Residents supported into employment by the Workpath partnership
- Residents who are better off after receiving benefit maximisation support
- Percentage of Idea Store learners who pass their English for Speakers of Other Languages (ESOL) course

## Health, social care and safeguarding

- Education Healthcare Plan assessments completed within the statutory timescales of 20 weeks
- Closed section 42 adult safeguarding enquiries where desired outcomes expressed were achieved
- People engaging with the smoking cessation service who quit smoking
- Residential and nursing admissions (over 65s)

## Environment and sustainability

- Level of public realm cleanliness (litter)
- Primary school pupils benefiting from a school street at their school
- Residents engaged with initiatives which contribute to reducing air pollution
- Number of regeneration outcomes secured

## Housing supply and homelessness

- Homeless households moved into affordable, sustainable housing
- Lettings to overcrowded households
- Level of temporary accommodation use
- Level of affordable homes permitted (by habitable rooms)

## Customer service and how we work as a council

- Service user satisfaction with the council's online service offer
- Proportion of the most frequent council transactions completed online
- Media and press view of the council
- Budget variance from the general fund

3.12 Indicators that are falling short of the minimum expectation broadly fall into the main areas of the business as set out below:

#### Health, social care and safeguarding

- Children with child protection plans receiving timely visits
- Long term looked after children who are in stable placements
- Young people engaging with the youth service/offer who achieve a recorded outcome
- People who are more independent after being supported through reablement services
- People using social care who receive direct payments as part of self-direct support

#### Community safety

- Drug users (opiate users) successfully completing treatment
- Victims of violence against women and girls who feel safe after engaging victim support

#### Environment and sustainability

- Percentage of annual infrastructure target achieved

#### Housing supply and homelessness

- Level of affordable homes completed (by habitable rooms)
- Households whose homelessness has been prevented or relieved

#### Customer service and how we work as a council

- Council staff sickness absence rate
- Council staff turnover rate

3.13 *Setting targets and improving outcomes*

3.14 The council is committed to driving improvement which sees us deliver high performing services and in turn improved outcomes for our residents. As part of our move to becoming an outcomes-based organisation, we have introduced a more mature approach to performance management which seeks improvement while at the same time taking into account more clearly the operating realities we face.

3.15 We need to consider factors affecting local government today. For example, budgetary constraints mean we have to do more with less whilst our population continues to grow, and expectations rise.

3.16 Absolute numerical improvement is often less appropriate now that we have refocused our activities on improving the life chances of our most vulnerable residents. A focus on numerical improvement can drive the wrong kind of behaviour and place the focus in the wrong area of concern.

3.17 Our improvement journey has been steep, and whilst there is no doubt that we need to continue improving, there is also recognition that sustainability is important. Improvements and new ways of working take time to bed in, and our targets need to reflect this.

3.18 Our target setting principles take these challenges into consideration:

- We will only set targets for performance indicators and not for contextual indicators. Contextual indicators are those less directly in the council's control but which are important for prioritising council investments and actions.
- Targets will be set using a bandwidth approach consisting of a target and a minimum expectation. The target (upper bandwidth) should adhere to one or more of the following target setting principles:
  - Be aligned to an external target, such as a statutory, national or Mayoral manifesto target, or target in strategies and policies where they have been agreed by Cabinet or a Tower Hamlets Partnership group;
  - Aim to improve on our benchmark performance position within the appropriate benchmark family group or maintain a high level of performance where we are among top performing councils;
  - Be based on management information evidence, especially for new measures where targets have previously not been set;
  - Take account of operational practicalities as described below;
- In relation to perception surveys, we will monitor the direction of travel rather than set specific targets.
- Targets for all measures are set against the operating realities of the service – for example service changes, funding changes, changes in legislation or in local or national policy. These changes may result in the need to re-baseline the targets from one year to the next to reflect the changing circumstances in which the service operates.

3.19 The Covid-19 pandemic and subsequent and ongoing recovery has had a significant impact on many services. Our target setting principles take these challenges into consideration.

3.20 Changes that have had occurred as a result of Covid-19 can be taken into consideration under the last principle. Where services have had to cease or significantly alter operations in response to government guidelines we have adjusted existing targets accordingly, where needed, to ensure they remain realistic. For example, cumulative targets will not include periods during which services were suspended. Targets also take into consideration, where possible, any further impacts Covid-19 may have on services.

## **4 EQUALITIES IMPLICATIONS**

- 4.1 The council's Strategic Plan is focused on meeting the needs of the diverse communities living in Tower Hamlets and ensuring that everyone can play their part in a vibrant and cohesive community. The strategic outcomes and supporting activities are designed to reduce inequalities and the foster community cohesion. Equalities considerations are embedded in all outcomes of the Strategic Plan with specific actions focusing on areas of inequality identified through the Borough Needs Assessment being addressed under Strategic Plan Outcome 4 - Inequality is reduced and people feel that they fairly share the benefits from growth.

## **5 OTHER STATUTORY IMPLICATIONS**

- 5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications,
- Consultations,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.
- Data Protection / Privacy Impact Assessment.

### 5.2 *Best Value (BV) Implications*

- 5.3 Section 3 of the Local Government Act 1999 requires the council as a best value authority to "make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness". Monitoring of performance information and acting on the findings is an important way in which that obligation is being fulfilled.

### 5.4 *Sustainable action for a greener environment*

- 5.5 Strategic Plan Outcome 5 - People live in a borough that is clean and green is dedicated to taking sustainable action for a cleaner environment. It focuses on key areas of sustainability, including air quality, waste and carbon emission. Key activities include work to drive up the borough's recycling rate, reducing CO2 emissions, and implementing a number of initiatives to improve air quality, including making Tower Hamlets one of the best boroughs for walking and cycling through our Liveable Streets programme.

## 5.6 *Risk management implications*

5.7 In line with the council's risk management strategy, the information contained within the strategic indicator monitoring will assist Cabinet, Corporate Directors and relevant service managers in delivering the ambitious targets set out in the Strategic Plan. Regular monitoring reports will enable Members and Corporate Directors to keep progress under regular review.

## 5.8 *Crime and disorder reduction implications*

5.9 Strategic Plan Outcome 7 - People feel safer in their neighbourhoods and anti-social behaviour is tackled and Strategic Plan Outcome 8 – People feel they are part of a vibrant and cohesive community are dedicated to crime and disorder reductions. Activities under these outcomes are designed to improve safety, the perception of safety and community cohesion.

## 5.10 *Safeguarding implications*

5.11 Strategic Plan Outcome 2 - Children and young people are protected so they get the best start in life and can realise their potential is dedicated to keeping children and young people safe from harm. The activities under this outcome seek to safeguard children and build on our Ofsted success.

5.12 Strategic Plan Outcome 3 - People access joined-up services when they need them and feel healthier and more independent is our key outcome in relation to safeguarding vulnerable people. Key activities include projects to address the impacts of the pandemic on the health and wellbeing of residents, as well as supporting greater choice and independence for those requiring adult social care.

## **6 COMMENTS OF THE CHIEF FINANCE OFFICER**

6.1 This report sets out the performance position for the Strategic Plan at the end of quarter 2 2021/22. There are no direct financial implications arising from the recommendations of this report

## **7 COMMENTS OF LEGAL SERVICES**

7.1 The report provides performance information. It is consistent with good administration for the council to consider performance related monitoring information. This also assists the council achieve Best Value and may demonstrate continuing improvement.

7.2 When considering its performance, the council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who do not (the public sector equality duty). The council's targets are formulated by reference to its public sector equality duty and monitoring performance against those targets should help to ensure they are delivered.

---

## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- None

### **Appendices**

- Appendix 1: Strategic delivery and performance report quarter 2 2021/22 - performance indicator outturn

### **Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012**

- None

### **Officer contact details for documents:**

Juanita Haynes, Senior Intelligence and Performance Manager

Vicky Allen, Intelligence and Performance Manager