

Outcome	Measure number	Indicator name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
ONE	1	Percentage of eligible children living in low income families accessing early years provision	The percentage of eligible 2 year olds accessing early years provision	NEW	55.00%	49.50%	41.3%	N/A	Q1	N/A	Data outstanding
ONE	2	Percentage of secondary pupils attending school regularly	The percentage of secondary school pupils who attended at least 90% of their possible sessions.	82.9%	90.2%	81.18%	82.6%	82.7%	Q2	↓	AMBER
ONE	3	Percentage of 16-17 year olds in education, employment or training	The proportion of 16-17 year olds who are in Education, Employment or Training (EET). The measure is based on tracking the progression of young people in the age group.	95.0%	94.0%	84.6%	94.3%	92.7%	Aug-21	↓	AMBER
ONE	4	Percentage of Idea Store Learning learners who pass their course	The percentage of adult Idea Store learners who completed their course successfully. Counting number of courses	97.0%	97.0%	87.3%	100.0%	98.0%	Q2	↓	GREEN

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ONE	5	Number of small and medium, and new enterprises supported through the council's business programmes	The number of businesses in the borough involved in participating in any of the enterprise support projects that the council runs.	1,069	350	315	288	373	Q2	↑	GREEN
ONE	6	Number of young people (16-24) supported into employment via the Kickstart programme	Cumulative measure. Straight count of the number of TH residents who secure a job through our Kickstart programme. This will also include any residents who may have secured jobs through another Kickstart gateway contract	NEW	230	207	111	210	Q2	N/A	AMBER
ONE	7	Percentage of residents who complete their job preparation training with the Workpath service	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of training and support to help people overcome their often multiple barriers to getting into work. Counting number of courses successfully passed / completed.	NEW	50.00%	45.00%	48.58%	54.54%	Q2	N/A	GREEN

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ONE	8	Number of residents supported into employment by the Workpath service	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of support to help people overcome their often multiple barriers to getting into work. Counting the number of adults supported into employment by the council's Workpath Service. Cumulative measure.	326	157	99	225	441	Q2	↑	Data only

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ONE	1	Percentage of eligible children living in low income families accessing early years provision	This is a termly measure. Summer term was reported in Q1. Autumn term ends in December and therefore the outturn will be reported at the end of Q3.
ONE	2	Percentage of secondary pupils attending school regularly	The latest available data is for the summer term. School attendance is reported termly and the next update will be at the end of Q3 covering the autumn term. Whilst secondary school attendance in Tower Hamlets is at or above national levels, we have not met our target. Secondary school attendance has been seriously affected by Covid-19 due to high degree of parental anxiety. A large number of families in Tower Hamlets have two levels of vulnerability - being a member of Black and minority ethnic communities and having extended family members living with them who have underlying health conditions. We expect attendance to increase as Covid-19 cases reduce and with the roll out of the vaccination programme. Our attendance welfare service has been working with targeted schools to support them to tackle entrenched cases of persistent absence. We are also looking at how we can further reduce absence through enforcement activity.
ONE	3	Percentage of 16-17 year olds in education, employment or training	The latest available data is for August 2021. 92.7 per cent of young people in the borough are in education, employment and training. We have not met our target of 94 per cent but exceeded the minimum expectation. During the months of July and August school and college leavers are in 'transition' and waiting for their GCSE, A level and BTEC results before they move into sixth form, college, jobs, apprenticeships and traineeships in September. The number of young people in 'transition' during this period increases and will decline as the service confirms destination details during the autumn term. We are still tracking and following up young people to establish their destination, including obtaining destination data from schools, colleges and other providers. In addition, we have seen a real decline in traineeships and apprenticeships over the past year however these are now slowly coming back. It is too early to predict the impact of Covid-19 on this year's school/college leavers. The picture will change as the economy opens up and job and apprenticeship vacancies emerge. The service will be able to confirm the picture as we conclude our destination data exercise and submit our official figures to the DfE in February 2022.
ONE	4	Percentage of Idea Store Learning learners who pass their course	The latest available date is for the summer and covers learners who took an Idea Store learning adult learner course between April and July. In the summer term, 885 residents enrolled achieving 98 per cent pass rate. We exceeded our target of 97 per cent.

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ONE	5	Number of small and medium, and new enterprises supported through the council's business programmes	This quarter, 68 SMEs and new enterprises received support through a range of business programmes bringing the total number of businesses supported so far this year to 373. There was less masterclass delivery this quarter as we reallocated our resources to initiating Pivot 2, Creative Cultural Freelancers programme and the Business Adaptations project. Our Enterprise Business Support Newsletter is now reaching an average of 7,000 businesses in the borough every week. We exceeded our target of 350. This is a cumulative measure.
ONE	6	Number of young people (16-24) supported into employment via the Kickstart programme	So far this year 210 young Tower Hamlets residents were supported into employment via the council's own Gateway Consortium, with a further 78 non-TH residents also supported through our Gateway. We have missed our in-year target by ten people. In the same way that our Workpath service has supported young people who live in other boroughs into Kickstart jobs, we know that other Gateway providers will be supporting young Tower Hamlets residents into Kickstart jobs too. We are reaching out to other Gateway providers so that we can start reporting these job successes in future reports. This is a cumulative measure.
ONE	7	Percentage of residents who complete their job preparation training with the Workpath service	979 job preparation training and intervention activities with our Workpath clients have taken place so far this year, helping them to gain the skills they need to enter the jobs market. Interventions included interview preparation, application support, coaching, and barriers to employment and skills assessments. This is a cumulative measure.

Outcome	Measure number	Indicator name	Comment
ONE	8	Number of residents supported into employment by the Workpath service	This a cumulative measure. Given the uncertainty with the economy, we plan to track our progress rather than assess our performance against target. The target is advisory only. Cumulative measure.

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TWO	9	Percentage of Education Healthcare Plan assessments completed within the statutory timescales of 20 weeks	The percentage of Education Healthcare Plan assessments complete within 20 weeks.	NEW	26%	23.40%	43.01%	41.2%	Q2	↓	GREEN
TWO	10	Children with child protection plans receiving timely visits	Percentage of children on a child protection plan receiving a visit with 10 working days. This measure is a snapshot of those children open at the end of the quarter and subject of child protection plans.	NEW	95.0%	90.0%	94.56%	87.1%	Q2	↑	RED
TWO	11	Families who are seeing the benefits of being supported before problems escalate	The percentage of families who achieved improved outcomes through Early Help support.	N/A	70.0%	63.0%	70.0%	67.6%	Q2	↓	AMBER
TWO	12	Percentage of pupils who are regularly attending primary school in reception year	The percentage of pupils in Reception who attended at least 90% of their possible sessions.	76.0%	80.50%	72.45%	77.0%	77.3%	Q2	↑	AMBER

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TWO	13	Percentage of pupils who are regularly attending primary school in Years 1-6	The percentage of pupils in Years 1-6 who attended at least 90% of their possible sessions.	84.0%	95.00%	85.50%	85.2%	86.2%	Q2	↑	AMBER
TWO	14	Long term looked after children who are in stable placements	The percentage of children who have been looked after for two and a half years or more who have been in the same placement for at least the last two years or who are placed for adoption.	72.7%	72.0%	65.0%	67.8%	63.5%	Q2	↓	RED
TWO	15	Young people engaging with the youth offer who achieve a recorded outcome	The percentage of young people who are engaged with the with the council's and council commissioned youth centres who achieve a recorded outcome.	35.6%	29.0%	26.1%	25.9%	23.1%	Q2	↓	RED

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TWO	9	Percentage of Education Healthcare Plan assessments completed within the statutory timescales of 20 weeks	An Education Healthcare Plan (EHCP) is a legally binding document outlining a child or young person's special educational, health, and social care needs. We met our target of completing EHCPs within statutory timescales, improving outcomes for 56 children / young people.
TWO	10	Children with child protection plans receiving timely visits	In Q2 (Sept 2021) there was a noticeable increase in the number of children with child protection plans compared to Q1 and this had meant an increase in capacity and pressures within the Children's Social Care service. Additionally, staff absences due to sickness and annual leave during the summer months are also reasons that has meant the target for children with child protection plans receiving timely visits was not met. There has recently been an increase in staffing in recognition of the rising volume of children requiring services. The Children's Social Care management information (CSCMI) scorecard and monthly performance surgeries with team managers remain pivotal in the reiteration of expectations that children should receive timely visits. Children where visits had been missed have received increased scrutiny from increased scrutiny from both senior managers and child protection chairs to ensure those children are safe, and if issues of non engagement has been identified, resulted in presentation and consideration for escalation processes, for example, at our legal planning meetings. Team Managers and Heads of Service will continue to scrutinise weekly data to ensure this is followed up. We anticipate that performance on this measure will be back on track by the next quarter (Q3).
TWO	11	Families who are seeing the benefits of being supported before problems escalate	<p>The pandemic saw a significant reduction in the ability of the Early Help Service to carry out whole family assessments. Although we have now moved to seeing families face to face, this also coincided with a significant restructure of the Early Help Service which involved some transition processes that resulted in a decrease in numbers of families assessed.</p> <p>We are monitoring the number of assessments completed by the family support workers as part of supervision and we are confident that the newly embedded Early Help structure and return of home visits will contribute to an improvement on this measure. With the described action in place, we anticipate performance will be back on track by the next reporting quarter.</p>
TWO	12	Percentage of pupils who are regularly attending primary school in reception year	The latest available data is for the summer term. School attendance is reported termly and the next update will be at the end of Q3 covering the autumn term. This year we have set ourselves a more challenging attendance target and whilst we missed our target of 80.5 per cent, the percentage of regular attenders is now slowly improving. Reception attendance has been seriously affected by Covid-19 due to high degree of parental anxiety. A large number of families in Tower Hamlets have two levels of vulnerability - being a member of Black and minority ethnic communities and having extended family members living with them who have underlying health conditions. We expect attendance to increase as Covid-19 cases reduce and with the roll out of the vaccination programme. Our attendance welfare service has been working with targeted schools to support their improvement. Our early years services are focussing on working with families with children who are persistently absent from school.

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TWO	13	Percentage of pupils who are regularly attending primary school in Years 1-6	<p>The latest available data is for the summer term. School attendance is reported termly and the next update will be at the end of Q3 covering the autumn term. We have missed our target of 95 per cent however the proportion of regular attenders has been slowly improving over the past year. Primary school attendance has been seriously affected by Covid-19 due to high degree of parental anxiety and the large number of families in Tower Hamlets who have two levels of vulnerability - being a member of the Black and Minority Ethnic (BAME) communities and having extended family members living with them who have underlying health conditions. Our attendance welfare service has been working with targeted schools to support their improvement. It is worth noting however, that there may need to be a higher level of legal enforcement of attendance in the coming academic year.</p>
TWO	14	Long term looked after children who are in stable placements	<p>Q2 performance for this measure is below target because of disruptions of placements for a number of large sibling groups in particular in the reporting period. These placement moves were unplanned and arose due to the complex needs of some of the children and the necessity in ensuring subsequent placements with carers who are better able to meet their needs. Stringent procedures that include explicit authorisation from the Service Manager for Regulated Services and Resources regarding all placement moves continues to be in place and practice. There is also an increased focus on long term fostering matches to ensure children remain secure and in stable placements.</p> <p>We continue to monitor performance as part of the monthly children's social care management information reporting and performance surgeries with Managers. We hope to be on target by the end of the 2021-22 reporting year because we anticipate a number of children would have met the threshold for either two continuous years in placement or adoptive placements by then.</p>
TWO	15	Young people engaging with the youth offer who achieve a recorded outcome	<p>We have not met our Q2 target. Not all of the provider contracts that we expected to be using at this point are set up yet. Performance is above the targets we have with the contracts that are currently in place. We expect performance to pick up when the remaining contracts are in place.</p>

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THREE	16	People who are more independent after being supported through reablement services.	Reablement is a short term service provided to people leaving hospital or current service users who may have deteriorated following a fall or a spell of illness. Reablement is designed to enable them to remain more independent for longer. The measure reflects the proportion of new clients who required reduced support after reablement or who did not require any further support within the year.	55.0%	75.00%	67.50%	47.4%	52.1%	Q2	↓	RED
THREE	17	Residents' self-reported level of physical activity	This measure is taken from the council's residents' survey. It is expressed as the percentage of respondents who say that, on average, they complete over 150 minutes of physical activity and are therefore considered physically active in line with national guidance.	29.0% (2018/19)	31.88%	26.12%	N/A	N/A	2020/21	N/A	Residents' survey
THREE	18	Residents' self-reported level of health	This measure is taken from the council's residents' survey. It is expressed as the percentage of respondents who report their health as being 'very good' or 'good'.	77.0% (2018/19)	79.48%	74.52%	N/A	N/A	2020/21	N/A	Residents' survey
THREE	19	Number of people using social care who receive direct payments as part of self directed support	This measure is derived from the Adult Social Care Outcomes Framework (ASCOF). Direct payments are an indication of individuals having choice and control of their services.	22.4%	650	630	583	595	Q2	↑	RED

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THREE	20	Overall satisfaction with care and support services	This measure is taken from the statutory annual service user survey and used as a benchmarking metric nationally for service quality. It is expressed as a percentage where the numerator is all respondents who say they are 'extremely', 'very' or 'quite satisfied' and the denominator is the total number of responses to the question	86.7% (latest data 19/20) - no survey in 20/21	88%	84%	N/A	N/A	N/A	N/A	Residents' survey
THREE	21	Overall contribution of care and support services to quality of life	This measure demonstrates the contribution of care and support services to the quality of life of service users. It is derived from the statutory annual service user survey question "Do care and support services help you to have a better quality of life?". The measure is expressed as the percentage of those who answer 'yes' to the question.	93.2% (19/20) - no survey in 20/21	94%	89%	N/A	N/A	N/A	N/A	Data outstanding
THREE	22	Number of people who are signposted to find appropriate advice and support in the wider community that helps them to maintain their independence	PLACEHOLDER - this measure will derive from a KPI for the new Advice, Information and Guidance contract that will be in place from July 2021. It is a measure of the effectiveness of advice and signposting services in enabling people to self-manage their health and wellbeing.	NEW	65%	62%	N/A	N/A	N/A	N/A	Data outstanding
THREE	23	% of closed section 42 enquiries where desired outcomes expressed were achieved. (Making Safeguarding Personal)	This is a measure from the Safeguarding Adults Collection and relates to Making Safeguarding Personal. The numerator is the total number of clients who expressed their desired outcomes where those outcomes were fully or partially achieved.	76.8%	83%	76%	86.11%	88.3%	Q2	N/A	GREEN

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THREE	24	Number of people engaging with smoking cessation service who quit smoking	Number of self-reported successful quitters at 4 weeks. Successful quitters are those smokers who successfully quit at the four-week follow-up. A client is counted as a 'self-reported 4-week quitter' when assessed four weeks after the designated quit date, if they declare that they have not smoked, in the past two weeks. It is expected that 80% of the quits should be verified with a carbon monoxide reading (NICE Guidance).	826 (Q1 - 3 20/21 total)	250	225	284	294	Q2	N/A	GREEN

Outcome	Measure Number	Indicator Name	Comment
THREE	16	People who are more independent after being supported through reablement services.	<p>Performance against this measure improved slightly during Q2 but remains below target. Our short term reablement and rehabilitation services continue to be highly rated. That performance is below target for this measure indicates pressures on the health and care system. We continue to see high volumes of hospital discharges and people needing more ongoing support following an initial period of rehabilitative or reablement support upon leaving hospital. At the end of Q2 there are 169 people who have short term care packages, the highest level so far this year. Not all of these were 'new' clients but the numbers indicate demand pressures in the system. In Q2, 301 care packages following a hospital discharge were set up. The recent ADASS activity survey, published in July 2021 notes that across the country, social care activity has stepped up both due to work to avoid hospital admissions and follow up support on discharge.</p> <p>We have restarted the more normal reablement service duration of 6 to 8 weeks and will continue to monitor the situation closely and activity relating to hospital discharge. Adult social care locality teams are working closely with the hospital SW team, clinical staff and commissioned services. This is hard to estimate given likely autumn and winter pressures; the situation will remain closely monitored.</p>
THREE	17	Residents' self-reported level of physical activity	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
THREE	18	Residents' self-reported level of health	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
THREE	19	Number of people using social care who receive direct payments as part of self directed support	<p>The target for this measure is now a numerical one rather than a percentage of adult social care clients. The target is 650. At the end of Q2 there were 595 clients who are active users of direct payments, an increase of 12 since the end of Q1 (583). Performance on this measure has remained consistent at around 22 per cent of adult social care long term service users taking up a Direct Payment. There are a number of reasons for performance being off track including the process of setting up direct payments being perceived as complicated and another barrier can be the length of time taken for staff to set up a direct payment compared to a managed service.</p> <p>The direct payments working group is overseeing the rollout of a number of 'test and learn' initiatives to make direct payments easier to access and to improve uptake. Challenging but realistic targets have been set for teams across adult social care for setting up new direct payments. In Q3 we will commence a piece of insight work to understand why some people decide to revert to a commissioned service after a short period of time using a direct payment to help us to better understand the challenges from a service user perspective. Historically, performance has been below target for a number of years. We don't expect to see substantial impact in terms of an increase in uptake until later in the year (Q4). Performance is being closely monitored.</p>

Outcome	Measure Number	Indicator Name	Comment
THREE	20	Overall satisfaction with care and support services	This measure is from an annual statutory survey that will not be reported until the end of the financial year.
THREE	21	Overall contribution of care and support services to quality of life	Annual measure
THREE	22	Number of people who are signposted to find appropriate advice and support in the wider community that helps them to maintain their independence	Data expected in Q3 as the new Age UK service started at the end of July.
THREE	23	% of closed section 42 enquiries where desired outcomes expressed were achieved. (Making Safeguarding Personal)	88.3 per cent of closed section 42 enquiries where desired outcomes expressed were achieved. We exceeded our target of 83 per cent. This achievement equates to 158 vulnerable adults having been safeguarded from abuse or neglect.

Outcome	Measure Number	Indicator Name	Comment
THREE	24	Number of people engaging with smoking cessation service who quit smoking	Q2 figure is provisional based on number of people signed up to the service. This indicator will be updated mid-November when full quit data is available and received from our partners.

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FOUR	25	Residents' self-reported level of health for groups experiencing health inequalities - BAME residents	This measure is taken from the council's residents survey. The result is expressed as the percentage of respondents who report their health as being 'very good' or 'good'.	76.8% (2018/19)	79.36%	74.40%	N/A	N/A	2020/21	N/A	Residents' survey
FOUR	26	Residents' self-reported level of health for groups experiencing health inequalities - residents from C2, D, E socio-economic groups	This measure is taken from the council's residents survey. The result is expressed as the percentage of respondents who report their health as being 'very good' or 'good'.	68.3% (2018/19)	71.1%	65.6%	N/A	N/A	2020/21	N/A	Residents' survey
FOUR	27	Proportion of residents who complete their job preparation training with the Workpath service who are women	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of support to help people overcome their often multiple barriers to getting into work. Measuring the proportion of residents supported into work by the workpath (actual number) who are female. Cumulative measure.	NEW	45%	41%	48.5%	47.7%	Q2	N/A	GREEN

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FOUR	28	Proportion of residents who complete their job preparation training with the Workpath service who are from BAME backgrounds	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of training and support to help people overcome their often multiple barriers to getting into work. Measuring the proportion of residents supported into work by the Workpath who are from Black, Asian and minority ethnic (BAME) backgrounds. Cumulative measure.	NEW	85%	77%	84.2%	98.6%	Q2	N/A	GREEN
FOUR	29	Proportion of residents who complete their job preparation training with the Workpath service who have disabilities	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of support to help people overcome their often multiple barriers to getting into work. Measuring the proportion of residents supported into work by the Workpath who have a disability or health problem. Cumulative measure.	NEW	15%	14%	13.2%	17.3%	Q2	N/A	GREEN

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FOUR	30	Proportion of residents who complete their job preparation training with the Workpath service who live in the most deprived postcode areas	Workpath is a unique employment service for Tower Hamlets residents, providing a wide range of support to help people overcome their often multiple barriers to getting into work. Measuring the proportion of residents supported into work by the Workpath who from deprived postcodes. Deprived postcodes has been defined postcodes in the bottom 3 deciles according to the Index of Multiple Deprivation (IMD). Cumulative measure.	NEW	70%	63%	73.2%	73.4%	Q2	N/A	GREEN

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FOUR	31	Average annual income increase for residents receiving benefit maximisation support	This indicator measures the average annual increase in benefits achieved for residents who were supported to maximise their income on benefits (including backdated appeals and new benefits) (£). This is a demand-led service and therefore target represents the average achieved for residents over the past four years. However it should be noted that changes to welfare eligibility could reduce the amounts achieved.	£5,720.86	£6,130.7	£5,517.6	£6,578.38	£5,993.21	Q2	↑	AMBER
FOUR	32	Number of residents who are better off after receiving benefit maximisation support	Numerator of measure above: Average annual income increase for residents receiving benefit maximisation support	NEW	1990	1791	2774	N/A	Q2	N/A	GREEN

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FOUR	33	Households whose homelessness has been prevented or relieved	Percentage of households whose homelessness was prevented or relieved via the Housing Options Service or through any funded initiative. Of those whose cases were closed in that quarter. Cumulative measure. Based on statutory returns.	44.9%	50.00%	45.0%	43.0%	N/A	Q1	↓	RED

Outcome	Measure Number	Indicator Name	Comment
FOUR	25	Residents' self-reported level of health for groups experiencing health inequalities - BAME residents	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
FOUR	26	Residents' self-reported level of health for groups experiencing health inequalities - residents from C2, D, E socio-economic groups	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
FOUR	27	Proportion of residents who complete their job preparation training with the Workpath service who are women	So far this year we have undertaken 467 job preparation training and intervention activities with Workpath clients in this cohort. The range of activities are summarised in measure number 7.

Outcome	Measure Number	Indicator Name	Comment
FOUR	28	Proportion of residents who complete their job preparation training with the Workpath service who are from BAME backgrounds	So far this year we have undertaken 966 job preparation training and intervention activities with Workpath clients in this cohort. The range of activities are summarised in measure number 7.
FOUR	29	Proportion of residents who complete their job preparation training with the Workpath service who have disabilities	So far this year we have undertaken 170 job preparation training and intervention activities with Workpath clients in this cohort. The range of activities are summarised in measure number 7.

Outcome	Measure Number	Indicator Name	Comment
FOUR	30	Proportion of residents who complete their job preparation training with the Workpath service who live in the most deprived postcode areas	So far this year we have undertaken 79 job preparation training and intervention activities with Workpath clients in this cohort. The range of activities are summarised in measure number 7.

Outcome	Measure Number	Indicator Name	Comment
FOUR	31	Average annual income increase for residents receiving benefit maximisation support	<p>This measure combines the efforts of our Tackling Poverty Team and the Local Community Fund (LCF) funded services that we commission in supporting our residents to maximise their income. LCF-funded services: in Q2 a total of 1,324 clients were assisted to maximise their income. The total amount achieved was £7,109,375.52, equating to £5,369.61 average annual income, against their target of £,216.20 per person. Tackling Poverty Team: in Q2 a total of 159 clients achieved an increase in income after being assisted by the Tackling Poverty team. The total amount of income increased and/or backdated as a result of this help is £5,687.69 average annual income, against their target of £5,000. Overall: The average annual income increase for residents receiving benefit maximisation support is £5,687.69.</p> <p>LCF partners suspended face to face services and transitioned to a highbred telephone and online service. This continues although some agencies are now reverting back to face to face advice for vulnerable clients as we all look to find a way out of Covid 19. This has affected some targets due to the halt of drop-in services and a decreased service due to many of our service users, largely from the BAME community possessing digital and language, as well other multiple barriers affecting their ability to engage in all our services, but this is improving. All advice agencies have seen a greater demand for advice without the staffing or volunteers to help support the demand, this is solely due to the loss of the volunteers throughout this pandemic. This has had a massive impact on the number of clients all agencies have been able to see and respond to. We have again seen a change in case matters affecting individuals, such as housing ejections, PIP appeals, growing debt issues, benefits issues and DWP overpayments created by the pandemic resulting in sudden losses of income, thus resulting in a surge of UC claims, homelessness and mental health. The need of food bank, gas and electricity vouchers and other financial support continues to rise into 2021. All partners in the consortium continue to reach out to residents through a hybrid support service offering phone, SMS, email, video link and face to face advice. Support also includes help with forms where clients are unable to read or write, any issues they may have with UC verification and inability to log into their UC accounts. We will monitor the situation over the coming months.</p>
FOUR	32	Number of residents who are better off after receiving benefit maximisation support	<p>This quarter 1,407 residents received benefit maximisation support that left them financially better off (2,774 to date). So far this year, 159 residents were helped by our Tackling Poverty team and 2,615 by our LCF funded services. This is a cumulative measure</p>

Outcome	Measure Number	Indicator Name	Comment
FOUR	33	Households whose homelessness has been prevented or relieved	<p>The level of households applying to the council as homeless or threatened with homelessness increased significantly in Q1 2021/22. There were 540 new applications in total. This is the highest number since Q2 2019/20. The rise in demand can be attributed two factors. Firstly, homelessness or the threat of homelessness from the social rented and the private rented sector saw a significant increase as a result of the lifting of the eviction ban as of 1st June 2021 which had been in force since April 2020. There was also a significant increase in family homelessness in Q1 2021/22, which had been largely suppressed as a result of Covid-19. In summary the target has not been met because whilst the number of households who had their homelessness prevented or relieved by the council is not dissimilar to pre-Covid-19 performance levels, the higher demand in this quarter has meant proportionately a lower number of households being assisted.</p> <p>In April 2021 we embarked on a 3 year Homelessness Transformation Programme, a key objective of which is to Increase 'upstream' early homeless prevention. Upstream prevention includes undertaking mediation with landlords and hosts to help households retain their existing home, minimising disruption to schooling and employment, and enabling households to benefit from ongoing support from local community, personal networks and local service provision. It also reduces the use of costly temporary accommodation. The Programme will also increase the use of the Private Rented Sector (PRS) to help households whose homelessness isn't prevented to settle into a new home suitable to their needs, and keep to a minimum the upheaval and stress that comes with being homelessness and the uncertainty of not having a place to call home. The programme includes a wide range of measures including introducing additional staffing to support upstream prevention, particularly with families, and a new maximum 3 offer PRS policy to help homeless households to evaluate the pros and cons of often limited options and to promote choice. In response to the end of the eviction ban, recruitment has commenced for an additional Housing Adviser to support tenants at risk of eviction in private rented accommodation, and an additional Money Adviser for households at risk of eviction due to rent arrears. Provisional internal performance data, which remains subject to validation, indicates an improvement in performance in Q2 2021/22.</p>

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
FIVE	34	Level of public realm cleanliness (litter)	This measure is based on a national methodology to assess the cleanliness of streets and the public realm relating to litter. Surveys of a sample of areas are carried out monthly across the borough. Results of all the surveys will be combined to get the annual result. Areas are scored against a national benchmark of cleanliness levels for litter, and the measure is expressed as the percentage of areas surveyed which meet or exceed the cleanliness standard.	86.13%	92.0%	82.8%	95.4%	92.7%	Q2	↑	GREEN
FIVE	35	Level of CO2 emissions generated by the council's activities	Level of CO2 emissions generated by council activities (measuring % reduction from the baseline).	22.0%	N/A	N/A	N/A	N/A	2020/21	N/A	Data outstanding

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
FIVE	36	Level of household recycling	The measure looks at the percentage of household waste which is sent for reuse, recycling and composting. The end of year figure is based on the cumulative totals for the whole year while quarterly figures relate to performance in the quarter only.	19.5%	22.0%	20.5%	20.8%	N/A	Q1	↑	AMBER
FIVE	37	Proportion of primary school pupils benefiting from a school street at their school	Streets around schools are often dominated by idling cars and speeding traffic at drop off and pick-up times, resulting in air pollution and an environment that is generally unpleasant for walking and cycling. The numerator for this measure is the number of primary aged pupils who go to a school where a school street has been applied.	21.8%	27.0%	24.3%	27.0%	40.6%	Q2	↑	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
FIVE	38	Proportion of the population who live in low traffic neighbourhoods	The % of the borough population who live within the boundaries of the liveable streets project/s. Population based on Census data.	0%	6LTNs		N/A	N/A	Q4	N/A	Data outstanding
FIVE	39	Residents engaged with initiatives which contribute to reducing air pollution	Air pollution is a major environmental risk to health. Influencing behavioural change by measuring the number of residents engaged with initiatives	NEW	188	169	2.14	3.03	Q2	N/A	GREEN

Outcome	Measure Number	Indicator Name	Comment
FIVE	34	Level of public realm cleanliness (litter)	480 transects of land have been assessed to date and 445 of those have been assessed as meeting or exceeding the cleanliness standard. This is a cumulative measure.
FIVE	35	Level of CO2 emissions generated by the council's activities	Annual measure

Outcome	Measure Number	Indicator Name	Comment
FIVE	36	Level of household recycling	<p>Latest available data relates to Q1 2021-22. The overall waste collections and waste tonnage trends continued to be affected by the lockdowns and restrictions put in place because of the pandemic. Restrictions were eased in Q1, and this enabled businesses such as restaurants, pubs, and shops to partially re-open. The recycling rate in Q1 is 20.8 per cent, which shows a big recovery compared to the same period last year when the rate was 17.4%. In Q1 21,843.04 tonnes of household waste were collected and 4,538.60 tonnes of this was recycled, reused, or composted. This shows a 6 per cent decrease of the total household waste collected and an increase of 11.24 per cent of the recycling tonnage collected compared to Q1 2020-21. Total household waste collected though remains 18.3% higher than pre-pandemic levels in 2019/20. The tonnage at the reuse and recycling centre shows a recovery from the same period last year increasing by 44.7.8 per cent (the RRC was closed for a good part of Q1 last year). However, tonnage is still lower than pre-pandemic levels with a decrease of 9.79 per cent of the items disposed of. We are working with our Materials Sorting Contractor, to target contamination. We are monitoring the performance of the recycling rounds and identifying which ones regularly have higher levels of contamination. We are identifying estates that show recurrent contamination reports and we will target these estates and work with managing agents and residents to reduce contamination and improve recycling. We are producing a communication plan and campaign materials to support residents to recycle more. Although the recycling rate is below target, we have obtained the highest recycling since the beginning of the pandemic which shows signs of recovery. Total household waste tonnage is still higher than pre-pandemic levels. Some people have returned to their workplaces, but there are still a lot of people that continue working and staying at home and shopping online. We predict this will continue at current levels for the rest of 2021-22 as people continue to work from home. However, the situation with Covid-19 is continually changing and we will continue to monitor waste tonnages collected closely.</p>
FIVE	37	Proportion of primary school pupils benefiting from a school street at their school	<p>We have now delivered school streets to 22 schools: Arnhem Wharf Primary School, Ben Jonson, Blue Gate Fields, Bonner, Canary Wharf College East Ferry, Cayley, Chisenhale, Clara Grant, St. Peter's CE, Harry Gosling, Cubitt Town, Culloden, Elizabeth Selby Infants' School, English Martyrs RC, Globe Primary, Harry Roberts Nursery, John Scurr, Lawdale Junior School, Malmesbury, Marner, Old Palace, Phoenix School, Seven Mills Primary School, St Luke's, Virginia.</p> <p>10,844 nursery and primary aged children (40.6 per cent of the primary population in Tower Hamlets schools) have benefitted from a cleaner, safer and more pleasant environment around their schools. It should be noted that further school street works are being carried out at three schools following consultation (Clara Grant, St Peters CE, Harry Gosling). In the next month or so we expect to start school street improvement works on a further three schools: St. Edmunds, Harbinger, and Hague.</p>

Outcome	Measure Number	Indicator Name	Comment
FIVE	38	Proportion of the population who live in low traffic neighbourhoods	We are mapping the low traffic neighbourhood / liveable street areas to identify the proportion of residents that live within each boundary. In addition, we are working to establish reporting methodology which will accurately reflect the street works and improvements that contribute towards this measure.
FIVE	39	Residents engaged with initiatives which contribute to reducing air pollution	One of the ways that we are tackling the issue of air pollution is through education, engagement and myth busting about engine idling. We engaged with 303 residents this quarter exceeding our target of 188.

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SIX	40	Residents' satisfaction with the area as a place to live	This measure is taken from the council's residents' survey and is expressed as the percentage of respondents who are very / fairly satisfied with the local area as a place to live.	70% (2018/19)	72.2%	67.8%	N/A	N/A	2020/21	N/A	Residents' survey
SIX	41	Level of affordable homes permitted (by habitable rooms)	The percentage of affordable homes by habitable room that have been given planning permission in the period. Counting habitable rooms is consistent with reporting with official reporting on the London Development Database (LDD) and our own policies. The % of habitable rooms measure will not equate to number of units because of housing need in the borough is for more family sized homes.	31.6%	50%	35%	37.27%	56.3%	Q2	↑	GREEN
SIX	42	Level of affordable homes completed (by habitable room)	Percentage of completed homes (by habitable room) that are classed as affordable.	25.9%	50%	35%	0%	19.9%	Q2	↓	RED

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SIX	43	Homeless households moved into affordable, sustainable housing	Moving residents out of temporary accommodation and into affordable, sustainable homes is a priority for the council. This indicator measures the number of all lets in the reporting period which were made to homeless households into social housing or into the private rented sector.	NEW	260	234	158	268	Q2	↑	GREEN
SIX	44	Lettings to overcrowded households	Measuring the number of lets to households on the common housing register (in Bands 1&2 but excluding homeless households) who have been rehoused.	55.3%	50%	45%	68.1%	56.5%	Q2	↑	GREEN
SIX	45	Level of temporary accommodation use	Moving towards target of reducing number of households in temporary accommodation to under 2,000 in three years time. This measure is a count of the	2,696	2,850	3166	2,654	N/A	Q1	↑	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SIX	46	Number of regeneration outcomes secured	Measuring provisions towards regeneration outcomes achieved through planning consents including strategic sites and allocations in the Local Plan. The eight regeneration outcomes are: Infrastructure and Place-making; Reducing inequalities and enhancing wellbeing; Making communities safer and more cohesive; Public realm and environment; Affordable housing; Employment; Enterprise; and, Town centres and markets.	NEW	5 (out of 8)	4 (out of 8)	6.3	7.4	Q2	N/A	GREEN
SIX	47	Percentage of annual infrastructure target expenditure achieved	We have an ambitious investment programme in infrastructure and local services including schools, homes and parks. In January 2021, Cabinet approved our budget for 2021/22 this equates to just over £200m (general fund budget). Measuring the percentage of infrastructure spend target achieved to date. Cumulative measure	NEW	40.0%	36.0%	7.0%	20.6%	Q2	N/A	RED

Outcome	Measure Number	Indicator Name	Comment
SIX	40	Residents' satisfaction with the area as a place to live	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
SIX	41	Level of affordable homes permitted (by habitable rooms)	So far this year 158 homes by habitable room have been recorded onto our database, and 89 of those are affordable. This is a cumulative measure.
SIX	42	Level of affordable homes completed (by habitable room)	<p>360 affordable housing units, equating to 932 affordable habitable rooms out of a total of 4,693 (19.9%) have been completed by the close of Q2. We missed our minimum expectation of 35 per cent. Affordable housing completions delivered this quarter (measured by habitable rooms) include 585 completed at Wood Wharf, Prestons Road, 129 completed at Blackwall Reach, Naval Row, Prestage Way, and 87 completed at City Pride Public House, 15 Westferry Road.</p> <p>Housing completions are affected by a range of factors including build programmes that can vary considerably across different types of site and the cyclical nature of affordable housing grant allocations. Whilst the council does have a new homes programme, the construction of most residential development in the borough is led by the private sector and registered providers. The council has a role in facilitating development through the planning process but cannot directly influence the construction or completion of new homes by private developers, including the affordable component. The measure is reporting the percentage of affordable homes completed as evidenced by completion certificates issued by either an approved inspector or the council's building control department. There is typically a time lag between onsite inspection, practical completion so that occupiers can move in and the issue of certificates so the number of affordable homes completed in this period may increase if late arriving completion certificates are received.</p>

Outcome	Measure Number	Indicator Name	Comment
SIX	43	Homeless households moved into affordable, sustainable housing	Since the beginning of the year 136 households were moved into social housing and 132 were moved into homes in the private rented sector.
SIX	44	Lettings to overcrowded households	56.5 per cent of lets so far this year were to overcrowded households on the common housing register. The target was exceeded. This percentage represents lets for 304 families of the 538 total lets for this quarter to applicants on the housing register. This is a cumulative measure.
SIX	45	Level of temporary accommodation use	Q2 not yet been published by the Department for levelling up, housing and communities (DLUHC).. Q1 data shows that 2,654 households are living in temporary accommodation in our borough. We are committed to reducing this number to under 2,000 within the next three years and we are putting actions and procedures in place to help us achieve this aim.

Outcome	Measure Number	Indicator Name	Comment
SIX	46	Number of regeneration outcomes secured	Measuring the regeneration improvements and benefits that development brings to the Borough by counting the number of regeneration outcomes each development has identified that it will deliver. There are eight regeneration outcomes which are set out in our Local Plan, we therefore are scoring strategic planning permissions out of eight. This quarter three strategic planning applications were permitted: Land at Blackwall Yard Blackwall Way; 2 Trafalgar Way; Asda Crossharbour District Centre; North Quay Aspen Way; and 140 146 Brick Lane and 25 Woodseer Street. We exceeded our target of achieving 5 of the 8 regeneration outcomes. Note: regeneration benefits from strategic planning permissions can often take several years to realise due to the length of time it can take to complete these developments.
SIX	47	Percentage of annual infrastructure target expenditure achieved	By the end of this quarter, 20.6 per cent of our infrastructure budget was spent. Whilst this is below our target, this percentage represents more than £40 million out of a budget of over £199 million this year. We have spent more than 20 per cent of the respective budgets for delivering our new Town Hall, works to council-owned assets and public realm improvements. However, we have spent less than expected in other areas of the capital programme, in part due to a change in market conditions and prolonged procurement, including the availability of materials and the delay in their supply, availability of labour and pressures on small and medium contractors resulting from increasing costs. This is an ambitious target and last year we achieved 79 per cent spend at the end of the financial year. We continue to aim for 100% spend by year end.

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SEVEN	48	Young people entering the youth justice system for the first time	This measure looks at the number of young people who enter the youth justice system for the first time in their lives. The measure is calculated quarterly for a rolling 12 month period and is expressed as a rate per 100,000 people in the relevant age group. This standardisation enables comparison to other areas.	N/A	350	385	N/A	N/A	Q3	↑	Data outstanding
SEVEN	49	Young people reoffending rate	This measure looks at a cohort of young people who received a pre-court or court disposal or were released from custody within the 3-month cohort date range. The measure calculates the percentage of young people in the cohort that had a proven reoffence (an offence that resulted in a further outcome). This is known as the binary reoffending rate. Typically, the data for this measure comes from the Police National Computer and is published by the MoJ (Ministry of Justice). To allow time for proven reoffences the cohort is always 18-24 months prior to the period being reported on by the MoJ.	N/A	33.7%	37.07%	N/A	N/A	Q3	N/A	Data outstanding

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SEVEN	50	Residents' concern about crime and anti-social behaviour	This measure is taken from the council's residents' survey and is expressed as the percentage of respondents who felt that crime and Anti-Social Behaviour was ranked in the top three concerns for them.	48.0% 2018/19	45.1%	50.9%	N/A	N/A	2020/21	N/A	Residents' survey
SEVEN	51	Residents' feeling of safety in their local area	This measure is taken from the council's residents' survey and is expressed as a percentage of respondents who feel safe in their local area during the daytime.	86.0% 2018/19	88.0%	84.0%	N/A	N/A	2020/21	N/A	Residents' survey
SEVEN	53	Victims of violence against women and girls who feel safer after engaging with victim support	This indicator measures the effectiveness of the council's commissioned service. The council commissions a service to support women and girls who have experienced domestic abuse. The measure is derived from the results of a self-completion satisfaction survey that all those who have used the service are invited to complete and forms part of the contract monitoring of the commissioned service. This is a new measure, slightly changed from a previous one that used to include feelings of safety of Hate Crime victims as well.	90.5%	86.0%	77.4%	92.5%	77%	Q2	↓	RED

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
SEVEN	52	Drug users (opiate users) successfully completing treatment and not returning within 6 months	This indicator looks at successful addiction recovery. It shows the proportion of opiate users that left drug treatment successfully (free of drug(s) dependence) who do not return to treatment again within 6 months expressed as a proportion of the total number of opiate users in treatment. It is well evidenced that cessation of drug use reduces re-offending significantly, reduces infection transmission and improves health and well-being.	3.3%	4.50%	4.00%	3.33%	3.4%	Aug-21	↑	RED
SEVEN	54	Criminal justice clients successfully completing drugs and alcohol treatment	This indicator looks at successful addiction recovery of clients coming through the criminal justice system. It shows the drug and alcohol users that left treatment successfully. It is well evidenced that cessation of drug use reduces re-offending significantly, and improves health and well-being.	7.0%	10.0%	9.0%	10.2%	N/A	Jun-21	N/A	Data outstanding

Outcome	Measure Number	Indicator Name	Comment
SEVEN	48	Young people entering the youth justice system for the first time	Ministry of Justice release data around six months in arrears. Latest available data is for Q3 2020-21. The number of young people entering the youth justice system for the first time for the rolling 12 month period to end of December 2020 was 98. Q4/year-end data expected late November 2021.
SEVEN	49	Young people reoffending rate	This data comes from the Ministry of Justice and their data release has been delayed. Q4/year-end data expected late November 2021.

Outcome	Measure Number	Indicator Name	Comment
SEVEN	50	Residents' concern about crime and anti-social behaviour	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
SEVEN	51	Residents' feeling of safety in their local area	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
SEVEN	53	Victims of violence against women and girls who feel safer after engaging with victim support	Satisfaction levels with the commissioned provider of victim support services have historically been very high. Since 2020 these services have been provided by Solace. Typically the service handles over 1,300 cases each year and achieves positive outcomes for women and girls who have experienced abuse. Satisfaction levels are captured from an ongoing survey of those whose cases have been closed each month. Performance has dipped this quarter due to capacity issues. The survey had been administered by volunteers working alongside the support provider who have now left which has meant reduced resource for managing the process. In Q2 only 17 surveys were completed (13 clients said they felt safer as a result of the service) compared to 53 in Q1 when 49 people said they felt safer. In the year to date, 70 surveys have been completed and of these 62 people stated they felt safer after using the service. In Q3 (2021/22) Solace are planning to recruit new volunteers to carry out this survey work. For assurance purposes it is better that someone other than the case worker completes the survey with the service users to minimise respondent bias. Until new volunteers are in post it is IDVA staff who will be obtaining feedback from clients. In the year to date, 70 surveys have been completed and of these 62 people stated they felt safer after using the service (88%). We anticipate that once capacity issues have been resolved, performance should be back on track by January 2022.

Outcome	Measure Number	Indicator Name	Comment
SEVEN	52	Drug users (opiate users) successfully completing treatment and not returning within 6 months	<p>The latest figures for August 2021 show that performance remains stable at 3.4 per cent, a rate slightly above the June results. While the current rate remains below the 4.5 per cent target, we anticipate improvements over the next few quarters. Our client numbers are high, and Tower Hamlets is the largest treatment system in London again. A total of 2,109 clients were in treatment in the 12 months up to August 2021. Out of those, around 60 per cent are opiate users. The rate of 3.4 per cent is based on 42 opiate clients completing treatment successfully in the in the period up to August 2021. The national rate continues to fall and stood now at 4.65 per cent in August 2021.</p> <p>The commissioning team is working with the provider to increase the number of successful completions, focusing on the identification of suitable individuals who can be discharged safely. Successful completions are also a key priority in the Reset Treatment service improvement plan 2021/22. Providers are focusing on service users nearing the end of treatment (in a planned way) and referring into Recovery Support Service to build recovery capital. The current discharge process at Reset Treatment is under review following discussions in team meetings as well as the developing together staff programme, including Motivational Interviewing training and other staff training. All of which will contribute to an increase in successful completions. However, Covid-19 risks remain real for some of our client cohort and discharging clients from their support network might do more harm than good. For that reason, discharge numbers have not returned to the pre Covid period.</p>
SEVEN	54	Criminal justice clients successfully completing drugs and alcohol treatment	Data reported when published by Public Health England.

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
EIGHT	55	Residents' level of volunteering	This measure is taken from the council's residents survey and is expressed as a percentage of respondents who answered yes to the statement 'over the last 12 months, how often, if at all, have you taken part in any volunteering activities? By volunteering, we mean giving unpaid help through groups, clubs, schools or organisations for the benefit of others'.	N/A	23.4%	18.6%	N/A	N/A	2020/21	N/A	Residents' survey
EIGHT	56	Level of hate crime	MOPAC Local Borough Police Priority - Number of offences of hate reported to the Police including Disability, Faith, Homophobic, Racist and Transgender. This is a 12 months rolling measure.	1,140	N/A	N/A	1,313	1,358	Q2	N/A	Data only
EIGHT	57	Residents' perception of people from different backgrounds getting on well	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who feel that 'people from different backgrounds who get on well together'.	78.0% 2018/19	80.4%	75.6%	N/A	N/A	2020/21	N/A	Residents' survey
EIGHT	58	Percentage of Idea Store learners who pass their English for Speakers of Other Languages (ESOL) course	This measure is a subset of the overall Idea Store learning measure in Outcome 1.	98.0%	80.00%	72.00%	100.0%	98.0%	Q2	↓	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
EIGHT	59	Proportion of residents who have friends from other ethnic backgrounds	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who state that they have friends from different ethnic backgrounds to themselves.	76.0%	Not set	Not set	N/A	N/A	2020/21	N/A	Residents' survey

Outcome	Measure Number	Indicator Name	Comment
EIGHT	55	Residents' level of volunteering	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
EIGHT	56	Level of hate crime	This is a contextual measure so no targets are set. The latest reported data is for the period 1 October 2020-30 September 2021. In total there have been: Racist and religious hate crimes - 1,161; Homophobic hate crimes - 169; Transphobic hate crimes - 28 We currently don't have data on other forms of reported hate crimes. Note that for the purposes of this measure we report the number of instances rather than the number of cases, a single hate crime report may have multiple categories listed.
EIGHT	57	Residents' perception of people from different backgrounds getting on well	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
EIGHT	58	Percentage of Idea Store learners who pass their English for Speakers of Other Languages (ESOL) course	Data relates to Term C (April-July 2021) 2021. 81 learners enrolled on ESOL courses in term C with a pass rate of 98 per cent.

Outcome	Measure Number	Indicator Name	Comment
EIGHT	59	Proportion of residents who have friends from other ethnic backgrounds	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
NINE	60	Service user satisfaction with the council's online service offer	This indicator measures the percentage of customers who are satisfied with the online customer experience.	50.0%	70.0%	60.0%	88.8%	76.3%	Q2	↑	GREEN
NINE	61	Proportion of the most frequent council transactions completed online	This indicator measures the percentage of most frequent council transactions that are completed online as oppose to over the telephone.	NEW	50.0%	40.0%	61.90%	67.3%	Q2	N/A	GREEN
NINE	62	User satisfaction with libraries and Idea Stores	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who agree a great deal or to some extent with the statement 'the council involves residents when making decisions'.	60.0% 2018/19	64.9%	59.1%	N/A	N/A	2020/21	N/A	Residents' survey
NINE	63	Residents' perception of being involved in decision-making	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who agree a great deal or to some extent with the statement 'the council keeps residents informed about decisions'.	57.0% 2018/19	59.9%	54.1%	N/A	N/A	2020/21	N/A	Residents' survey

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
NINE	64	Residents' perception of being kept informed by the council	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who agree a great deal or to some extent with the statement 'the council keeps residents informed about what it is doing'.	72.0% 2018/19	74.6%	69.4%	N/A	N/A	2020/21	N/A	Residents' survey
NINE	65	Residents' perception of council transparency	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who agree a great deal or to some extent with the statement 'the council is open and transparent about its activities'.	51.0% 2018/19	53.9%	48.1%	N/A	N/A	2020/21	N/A	Residents' survey
TEN	66	Children and young people accessing mental health services	This measure gives the percentage of children and young people aged 0 - 18 who have a diagnosable mental health condition and are receiving treatment to support their mental wellbeing.	27.1%	35.0%	35.0%	N/A		2020/21	↓	Data outstanding
TEN	67	Number of residents supported into employment by the Workpath partnership	This measure is a count of the number of residents supported into work through support from the Workpath partnership, consisting of the council's Workpath service and a range of internal and external partners. Cumulative measure.	692	381	343	364	588	Q2	↑	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
TEN	68	Resident satisfaction with council and partner response to anti-social behaviour (ASB)	This measure is from the council's annual resident survey and shows the percentage of respondents who are satisfied with the council and partners response to ASB.	52.0% 2018/19	54.9%	49.1%	N/A	N/A	2020/21	N/A	Residents' survey
TEN	69	Residential and nursing admissions (over 65s)	This measure is from the Adult Social Care Outcomes Framework (ASCOF 2a pt 2) national set of metrics and is a key Better Care Fund indicator for assessing the effectiveness of integrated work across the local health and care system. It measures the number of council-supported older adults (65+) whose long-term support needs were met by a change of setting to residential and nursing care during the year (excluding transfers between residential and nursing care), as a rate per 100,000 population.	330.8	175	192.5	91.1	147.5	Q2	↓	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
ELEVEN	70	Council staff sickness absence rate	This measure looks at the average number of sickness absence days per full-time equivalent employee over the past 12 months. The measure is reported monthly as a rolling 12 month figure.	12.73 days	8 days	10.24 days	11.4%	11.7%	Q2	↑	RED
ELEVEN	71	Council staff turnover rate	Measuring the percentage of staff who have left the organisation in the rolling 12 month period. As a proxy of staff retention.	11.7%	10.00%	12.00%	13.8%	15.7%	Q2	↓	RED

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
ELEVEN	72	Percentage of top 5 % of earners who are women	Of all staff earning top 5 per cent, what per centage are women. Based on gross pay and excluding any school staff. Applies to permanent staff and staff who have been employed for over a year. Snapshot at end of each period.	NEW	50.00%	48.83%	48.2%	48.8%	Q2	N/A	AMBER
ELEVEN	73	Percentage of top 5 % of earners from black and minority ethnic communities	Of all staff earning top 5 per cent, what per centage are from black and minority ethnic communities. Based on gross pay and excluding any school staff. Applies to permanent staff and staff who have been employed for over a year. Snapshot at end of each period.	NEW	35.0%	31.5%	32.6%	31.7%	Q2	N/A	AMBER
ELEVEN	74	Residents' perception of the council doing a better job than last year	This measure is taken from the council's residents survey and is expressed as the percentage of respondents who agree a great deal or to some extent that the council is doing a better job than a year ago.	59.0% 2018/19	61.9%	56.1%	N/A	N/A	2020/21	N/A	Residents' survey
ELEVEN	75	Budget variance for the general fund	This measure looks at the variance of the general fund actual spend against the budget to date.	-0.20%	+/-2.5%	+/-2.5%	0.20%	N/A	Q1	N/A	GREEN

Outcome	Measure Number	Indicator Name	Short description	Outturn 2020/21	Quarter target 2021/22	Quarter minimum expectation 2021/22	Outturn Q1 2021/22	Outturn Q2 2021/22	Last updated	Year on year trend	RAG status
ELEVEN	76	Media and press view of the council	This measure looks at the percentage of positive and neutral media coverage (trade, local, regional, national and BME media) of the council as an organisation, across a range of media platforms, that is either positive or neutral in tone.	91.6%	80.00%	70.00%	79.7%	90.8%	Q2	↑	GREEN

Outcome	Measure Number	Indicator Name	Comment
NINE	60	Service user satisfaction with the council's online service offer	After completing an online transaction, we ask service users to rate their satisfaction with our service offer out of five. In Q2, 9,364 residents who completed an online form said they were satisfied with the council's online service offer (providing a rating of three or more out of five stars). We are now measuring satisfaction for over 40 online forms, including in the topic areas of council tax, refuse collection, planning, parking and anti-social behaviour.
NINE	61	Proportion of the most frequent council transactions completed online	In Q2 76,202 transactions were completed online.
NINE	62	User satisfaction with libraries and Idea Stores	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
NINE	63	Residents' perception of being involved in decision-making	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.

Outcome	Measure Number	Indicator Name	Comment
NINE	64	Residents' perception of being kept informed by the council	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
NINE	65	Residents' perception of council transparency	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
TEN	66	Children and young people accessing mental health services	Data is currently reported at aggregated level by East London Foundations Trust (ELFT) for Tower Hamlets, Newham and City and Hackney. We are working with ELFT to agree the CAMHS data set, that will include borough level access.
TEN	67	Number of residents supported into employment by the Workpath partnership	588 Tower Hamlets residents have been supported into work by our Workpath partnership. We have exceeded our in-year target of 381. This is a cumulative measure.

Outcome	Measure Number	Indicator Name	Comment
TEN	68	Resident satisfaction with council and partner response to anti-social behaviour (ASB)	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
TEN	69	Residential and nursing admissions (over 65s)	In Q2 we have reported 19 permanent admissions to residential care, the same number as Q1. This is a rate calculation and the population estimates for over 65s living in the borough are revised annually. We use the population data from our published statutory returns. We have now adjusted the population estimate figures according to the latest release. The estimated numbers of people over 65 living in the borough has increased. As a result performance on this measure is just within the target range. We are expecting high levels of demand on the health and care system in the autumn winter period, thus performance may slip due to winter pressures. We will continue to monitor this measure, working closely with partners in health to ensure as many people as possible who need care and support, particularly those discharged from hospital can remain at home or in suitable alternative accommodation including extra care sheltered housing where they can remain as independent as possible rather than being admitted to care and nursing homes.

Outcome	Measure Number	Indicator Name	Comment
ELEVEN	70	Council staff sickness absence rate	<p>Prior Covid-19 related absences have and continue to contribute to higher absence levels impacting on the overall performance target. Whilst there is a slight decrease in long terms absence this continues to remain at a high level (7.77 days per Fte).</p> <p>The following actions are still being undertaken to ensure the health and wellbeing of the workforce continue to be taken and embedded with regularly monitoring and update reports provided to each leadership team. Some of these items include:</p> <ul style="list-style-type: none"> >Monthly sessions with managers which focuses on long term and stress, depression, anxiety, mental health related absences cases. The outcome is to support individuals to work or consider appropriate alternatives that support them, and the organisation achieve its outcomes; >Mental Health First Aiders available across the organisation; >Covid-19 absence still monitored and captured to provide targeted support as and where required; >Health &Wellbeing support provided via our Occupational Health provider along with Employee Assistance Programme (EAP) and Physiotherapy Services as required; >Health & Wellbeing offers, support, and development sessions communicated and made available via various channels and through the Learning Hub; >Relevant guidance and FAQs published for managers and staff on intranet. <p>It is still anticipated that the above actions in the long term will have a positive impact in the reduction of overall absence. Also, to ensure this, a number of measures have been put in place to reduce the overall absence level to achieve 8 days per FTE absence over the next 18 months.</p>
ELEVEN	71	Council staff turnover rate	<p>A number of organisational reviews/changes have concluded resulting in departures from the organisation, which has inadvertently impacted on the performance target.</p> <p>Work continues, through the human resources and occupational development service with business leads/managers, to ensure business continuity and workforce planning is place. There is still a requirement to deliver MTFS savings. As a result, it is unlikely that the target will be met within the year due to high levels of changes and reviews which are resultant actions to help deliver savings.</p> <p>There are some retention improvements in place including a recruitment and selection policy that outlines the onboarding process into the organisation, a three day workforce development session held for the senior leadership team to help facilitate better workforce planning that will also enable talent management and retention, and workforce plans in hard to recruit areas to reduce turnover. These actions will facilitate potential applicants to the Council have a great experience of joining which enhances retention and invariably reduces turnover rates. These actions will continue to be monitored over the following year with an adjusted turnover target. Also, there is an expectation that the potential impact of a significant range of reviews will increase the turnover rate in the coming year for the organisation.</p>

Outcome	Measure Number	Indicator Name	Comment
ELEVEN	72	Percentage of top 5 % of earners who are women	During this Q2 there has been a higher number of female staff during this quarter, within the top percent of earners' salary range, who have left due to retirement, end of fixed term contracts and resignation as a promotional opportunity. A number of recruitments and appointment, within the top percent of earners' salary range, are currently being undertaken, this quarter, in line with the LBTH's inclusiveness. It is hoped and anticipated that recruitment into these roles will attract the appointment of women with the right skills and experiences..
ELEVEN	73	Percentage of top 5 % of earners from black and minority ethnic communities	There has been a number of organisational reviews/changes that have concluded resulting in departures from the organisation within the top 5% of staff who are BAME, which has inadvertently impacted on the performance target. However, there are a number of recruitment opportunities during this quarter which, in line with the Council Equality, Inclusion and Diversity principle, anticipated to have a positive impact on performance.
ELEVEN	74	Residents' perception of the council doing a better job than last year	We were unable to carry out our normal annual residents' survey and instead conducted a mid pandemic residents' survey. Results cannot be compared to previous years.
ELEVEN	75	Budget variance for the general fund	Latest available data is Q1. Q2 will be available once approved at Cabinet.

Outcome	Measure Number	Indicator Name	Comment
ELEVEN	76	Media and press view of the council	This quarter there were 1010 pieces of media on the council of which 918 were assessed as being positive, balanced or neutral in content.