

Strategic delivery and performance report

Year One Delivery Plan 2022-23 Annual review





This report outlines the Council's delivery and performance for the year 2022-2023.

My administration and officers of the Council are committed to providing the residents of Tower Hamlets with the best possible services and support. As outlined in the report, there are areas where we are delivering fantastic results – from education to crime; from sport and culture to financial support for our residents. There are also areas where we must improve, and we will do all we can to ensure that these targets are met.

This year saw the launch of several key services and schemes:

The Mayor's Education Maintenance Allowance and University Bursary schemes are already benefiting the young people of our borough, and we will be doing more to ensure that this support reaches an even greater number of residents this year.

We have launched our Young Tower Hamlets youth service programme, which will see £13.7million invested in our young people annually over the next few years.



Our cost-of-living package – currently totalling £6.1million, with more support to come – has helped those most in need of support with their energy bills and day to day living costs. We will continue to ensure that the residents of Tower Hamlets are not left to face ongoing challenges alone .

The Mayor's Cleaner, Greener Future for Tower Hamlets programme has already helped to deliver over £4million of investment in greening our Borough – with solar panelling fitted on Council buildings, 972 trees planted, and £2.1million spent on improving estate recycling – as well as £5million on a green fleet for our waste services.

These are initiatives that we should be proud of, and which have delivered real, visible, lasting benefits for the people of our borough.

However, there are areas where we need to drastically improve. Tackling overcrowding through a robust housebuilding programme, and cleaning up the Borough's streets have been two of my top priorities since I came into office.



While some progress has been made in addressing these issues, much more needs to be done.

The number of red ratings in this report is disappointing to me and to those officers who oversee their delivery, but already a plan is being put in place to move forward in a way that improves performance.

I look forward to tackling these challenges head on, and as a Council we will continue to work as hard as we can to ensure that our residents live in a Borough they can be proud of.

Our delivery and performance

Across the strategic plan, the current status of performance measures is shown with Red, Amber, and Green status to help us support services as they work to meet their aims.

Some measures are shared outside of normal quarterly reporting or take longer to collect, and some don't have targets, such as universal free school meals.

Current performance measures overview



RAG Status	Q1	Q2	Q3	Q4
Green	20	18	21	25
Amber	7	10	5	5
Red	6	6	9	9
No data currently	2	1	0	4
Data only (no target)	9	9	9	6
Reported annually	5	5	5	0
Service not operational	2	2	2	2
Total	51	51	51	51



Priority 1

Tackling the cost of living

Our ambition:
No child will go hungry, and no pensioner will go cold for the next four years

Priority 1 Tackling the cost of living crisis



What have we delivered?

We have invested £1.1 million per year to establish the Education Maintenance Allowance (EMA) and the University Bursary Award (UBA) to support young people into post-16 education. This was agreed by the Mayor in October 2022 as part of a package to tackle the cost-of-living crisis. 803 eligible students received the EMA and 400 eligible students for the UBA. This is overseen by the cost-of-living project board.

£6.1 million in relief for residents has been agreed to support low-income residents through the current cost of living crisis.

Council tax has been frozen to protect the poorest from rising living costs (with a 2% rise to cover the social care precept). The Council Tax Support Fund continues to operate for residents in need. Government has allocated a grant of £761k.

A holiday food programme to feed children entitled to free school meals was delivered during the

summer and Christmas holidays, and we have ongoing provision of free school meals for all in primary schools. Tower Hamlets council has become the first in the country to offer free school meals to every secondary school pupil up to the age of 16 approved as part of the council's 2023-24 budget.

The Tackling Poverty team has helped to launch six new food pantries in September 2022 to support residents through the cost-of-living crisis. Food hub delivery continued, supporting around 60 local organisations, with an additional £190k budget added in December 2022.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
1.01	Number of EMAs awarded.	Children & Culture	No data	No data	No data	No data	No data	803	1,250	Amber
1.02	Number of university bursaries awarded.	Children & Culture	No data	400	No data	No data	No data	400	400	Green
1.03	Percentage of homelessness cases prevented or relieved	Place	46%	50%	No data	No data	41%		50%	No data currently
1.03	Number of homeless supported into sustainable accommodation	Place	470	470	87	141	227	317	470	Red
1.04	Number of attendances to holiday activities and food programme during school holidays	Place	57,799	70,000	13,934	64,998	58,000	76,575	70,000	Green
1.05	Tonnes of food provided to food aid organisations	Place	1,825	600	175	295	508	906.5	600	Green



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
1.01	Number of EMAs awarded.	Amber	<p>1. What the data shows Funding available for 1250 however only 803 eligible applicants fully met the criteria.</p> <p>2. Why is this below target? There was an initial oversubscription on applications received but a number of applicants failed to meet the 95% attendance threshold (only 496 met this).</p> <p>3. Mitigatory action taken by the service This threshold was reviewed, and with the approval of the Mayor's team, this was subsequently revised to 85% attendance which a total of 803 applicants then met.</p> <p>4. When will this be on track? This is an annual measure and expeted to be on track next year.</p>
1.02	Number of university bursaries awarded.	Green	400 successful applicant target met.



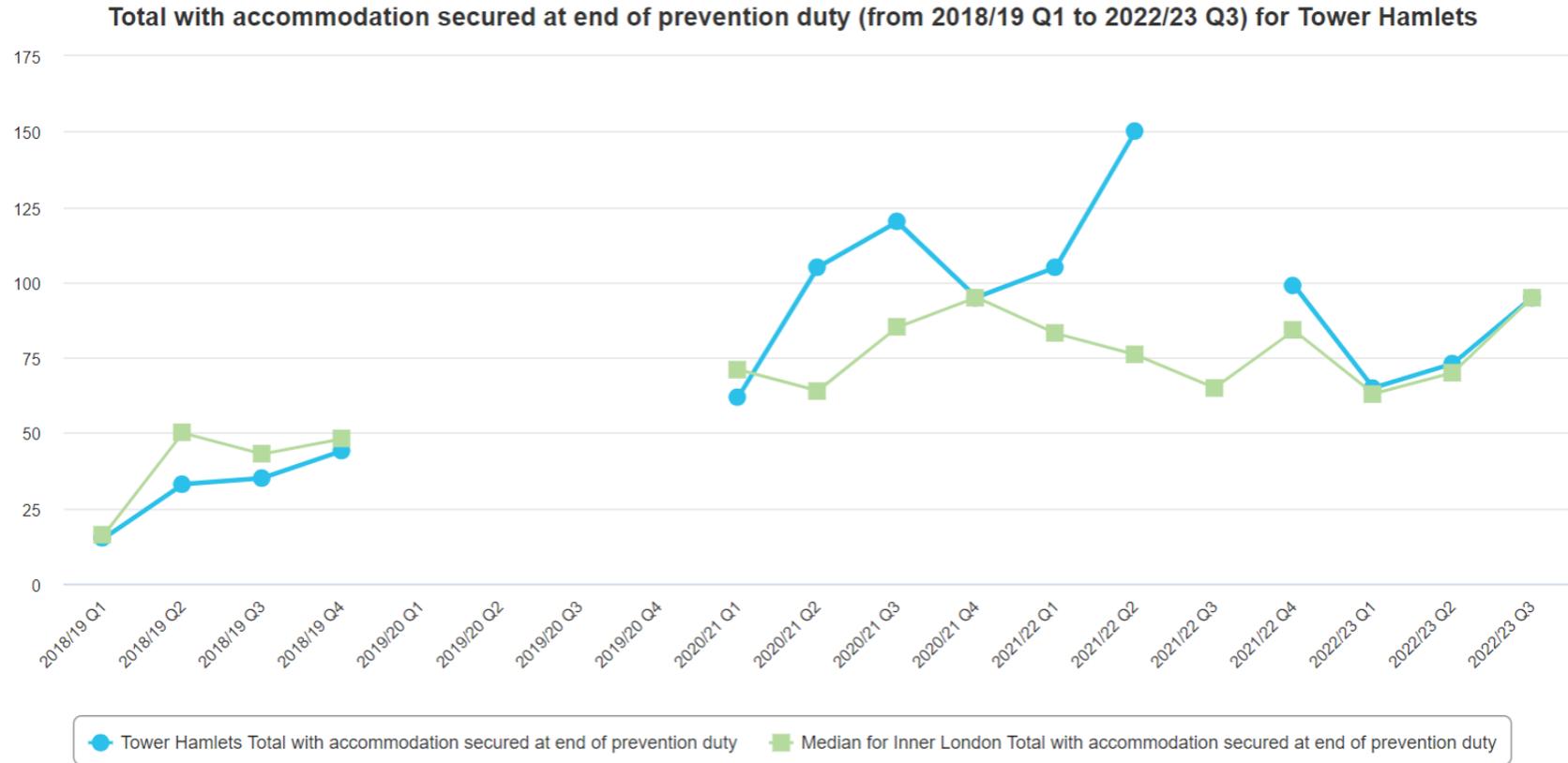
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
1.03	Percentage of homelessness cases prevented or relieved	No data currently	This figure is reported in arrears as validated data for Q4 is set to be published by the Department of Levelling Up, Housing and Communities in Q2.
1.03	Number of homeless supported into sustainable accommodation	Red	<p>1. What the data shows Percentage of properties let to overcrowded households was slightly below the target level.</p> <p>2. Why is this below target? Insofar as the Council operates a choice-based system of allocation, allocation of properties in any given quarter is ultimately determined by the bidding approach of applicant. The circumstances are unchanged from quarter 3.</p> <p>3. Mitigatory action taken by the service The situation is a worsening one across London and nationally. All LAs are struggling to deal with the consequences.</p> <p>4. When will this be on track? Putting a timeframe on meeting the target in the short-term is difficult without more promising empirical data to indicate when a future recovery is likely.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
1.04	Number of attendances to holiday activities and food programme during school holidays	Green	Q4 attendances reported are all from Christmas delivery, which took place over the end of Q3 and start of Q4, but could only be reported in Q4. This wraps up Holiday Activities and Food Programme 2022/23 and the final figure for attendances exceeds the target set at the start of the year.
1.05	Tonnes of food provided to food aid organisations	Green	The Tackling Poverty Team had substantially exceeded the target owing to additional budget agreed in Q4, allowing to deliver more than originally forecasted.



Homelessness alleviation in Tower Hamlets is comparable with and improving in relation to a typical inner London borough



Source:

Department for Levelling Up, Housing & Communities, Statutory homelessness live tables, [Total with accommodation secured at end of prevention duty](#) , Data updated: 15 May 2023



Contextual Measures	Tower Hamlets	Comparator
Percentage of children in relative low-income families, aged 0-15 years. (DWP)	25.3% (2021) 26.7% (2022)	16.6% London (2021) 16.4% London (2022)
Gross disposable household income per head (ONS)	£26,404 (2019) £26,175 (2020)	£30,256 London (2019) £29,890 London (2020)
Percentage of Tower Hamlets residents on low incomes who have a monthly cash shortfall (Low Income Family Tracker database)	12.75% (May 2022)	-
Number of children attending Holiday Activities and Food programme, each holiday period (service information)	76,576, (2022/23)	-
Possession claims issued by landlords per 10,000 households	15.4 Q4 2021/22	13.5 London, Q4 2021/22



Priority 2
Homes for the future



Our ambition:

Everyone in Tower Hamlets lives in a good quality home that they can afford.

What have we delivered?

Delivery of affordable homes remains a key area of focus and good progress has been made. In addition to building more homes, tackling overcrowding continues to be a key priority. A review has been undertaken with measures being progressed to reduce overcrowding for residents which include building more homes and provisions to maximise the use of existing stock.

As part of these measures, we have also reviewed our car permit transfer scheme and are currently progressing a new scheme for adoption. This refresh seeks to free up much needed housing which is underoccupied in order to tackle overcrowding .

We have developed an interactive visual tool to showcase the development of the new Local Plan. This tool was used for as an early engagement exercise from January – March 2023 to help

scope out policy themes.

A homelessness and rough sleeping strategy steering group is in the process of being established in order to refresh the council's current approach and steer delivery, working across the council and in partnership with external providers to go further in tackling homelessness and rough sleeping.

The council agreed to bring its current housing management services provided by Tower Hamlets Homes in-house following consultation with residents in early winter 2022. It is anticipated they will be brought in house by the end of 2023/4. The council has also refreshed its council tenancy agreements in to ensure roles and responsibilities are clear and better manage stock according local need and legislation

We have continued working with registered providers via Tower Hamlets Housing Forum (THHF) and the Private Renters Forum

regarding housing conditions across social and private housing. A particular focus has been given to working with partners to resolve reported issues relating to damp and mould.

We have consulted private landlords about the new additional HMO licensing scheme and contacting 4,858 landlords and intervened to uphold standards on 2,508 occasions.

The forthcoming Adult Social Care Reform bill will influence the strategy for adapting homes for residents with physical disabilities. Occupational Therapists are currently providing input to review work underway.

Information, advice, and guidance is being provided for leaseholders affected by fire safety issues; highlighting cases where developers have been taken to court, and showing where residents can now take out remediation orders.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
2.01	Net additions to the housing stock	Place	3,823	3,473	967	1,617	2,046	2,330	3,473	Red
2.01	Number of affordable homes consented	Place	465	700	329	379	580	591	700	Red
2.01	Number of affordable homes delivered	Place	911	1,000	305	400	471	585	1,000	Red
2.07	Lets to overcrowded households	Place	51%	52%	54.50%	60%	47%	48%	52%	Amber
2.09	Number of licenced premises intervention	Place	12,400	14,000	2,138	4,163	2,508	1,891	3,500	Red



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
2.01	Net additions to the housing stock	Red	<p>1. What the data shows Overall housing completions; delivery is circa 1100 homes lower than the annualised target for the ten years between 2019 and 2029 as set out in the London Plan.</p> <p>2. Why is this below target? Housing delivery does fluctuate significantly from year to year, particularly in a borough like Tower Hamlets where much of the delivery is in high rise development. The London Plan recognises this by setting a ten-year target. It is important to note that there have been national delays in construction this year due cost inflation and materials which on occasions requires new planning applications.</p> <p>3. Mitigatory action taken by the service The Planning service has a key role in setting the framework for development in the borough, working with developers through the pre-app, application and post application process. However, the planning service cannot directly influence the build out of schemes and delivery.</p> <p>4. When will this be on track? Discussions are ongoing with developers who have schemes with planning approval that have stalled.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
2.01	Number of affordable homes consented	Red	<p>1. What the data shows</p> <p>The outturn for 2022/23 (591) for affordable housing consents (number of planning approvals) is below target (700).</p> <p>2. Why is this below target?</p> <p>There are several factors that influence the number of schemes coming through the system to decision these include:</p> <ul style="list-style-type: none"> - for larger schemes subject to committee decisions, approvals are counted when a decision is issued, this can be months after the committee date. - there are also some schemes that received a resolution to grant in 2021/22 that were expected to have decisions issued this financial year, however a range of issues has impacted this including the early implementation by the GLA of the government's proposed changes to the building regulations to require two staircases in high-risk buildings. It is also worth noting that planning application numbers are down nationally which will have implications for the pipeline and numbers for future years as well. <p>3. Mitigatory action taken by the service</p> <p>It is hoped that once those issues are addressed, which may require amended permissions, these schemes will then be able to go ahead.</p> <p>4. When will this be on track?</p> <p>Given the circumstances, putting a timeframe on meeting the target is difficult in the short term.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
2.01	Number of affordable homes delivered	Red	<p>1. What the data shows The 2022/23 outturn for affordable homes delivered (585) is below target (1000). The final figure could change based on the detailed starts and completions exercise which happens after the end of the financial year.</p> <p>2. Why is this below target? Homes that were delivered this year will have been subject to decisions some years ago. Generally, housing delivery does fluctuate, sometimes significantly, year to year, particularly given the predominant type of development in Tower Hamlets is high rise. The planning process plays a crucial role in securing the maximum level of affordable housing, however other than the early-stage review mechanism secured on all housing applications, it has no ability to influence build outs.</p> <p>3. Mitigatory action taken by the service Investigation into the planning pipeline demonstrates that a number of sites in the borough with planning permission have not yet progressed. Discussions with developers demonstrate a mixed picture, with some sites being stalled due to economic factors and others where developers are considering amended or new schemes.</p> <p>4. When will this be on track? Again, putting a timeframe on meeting this target is difficult in the short term given the circumstances.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
2.07	Lets to overcrowded households	Amber	<p>1. What the data shows Percentage of properties let to overcrowded households was slightly below the target level.</p> <p>2. Why is this below target? Insofar as the Council operates a choice-based system of allocation, allocation of properties in any given quarter is ultimately determined by the bidding approach of applicant.</p> <p>3. Mitigatory action taken by the service Given the measures close proximity to the target and limited ability to impact performnace in this context, no particular actions have been proposed.</p> <p>4. When will this be on track? This measure is expected to be back on target next quarter.</p>

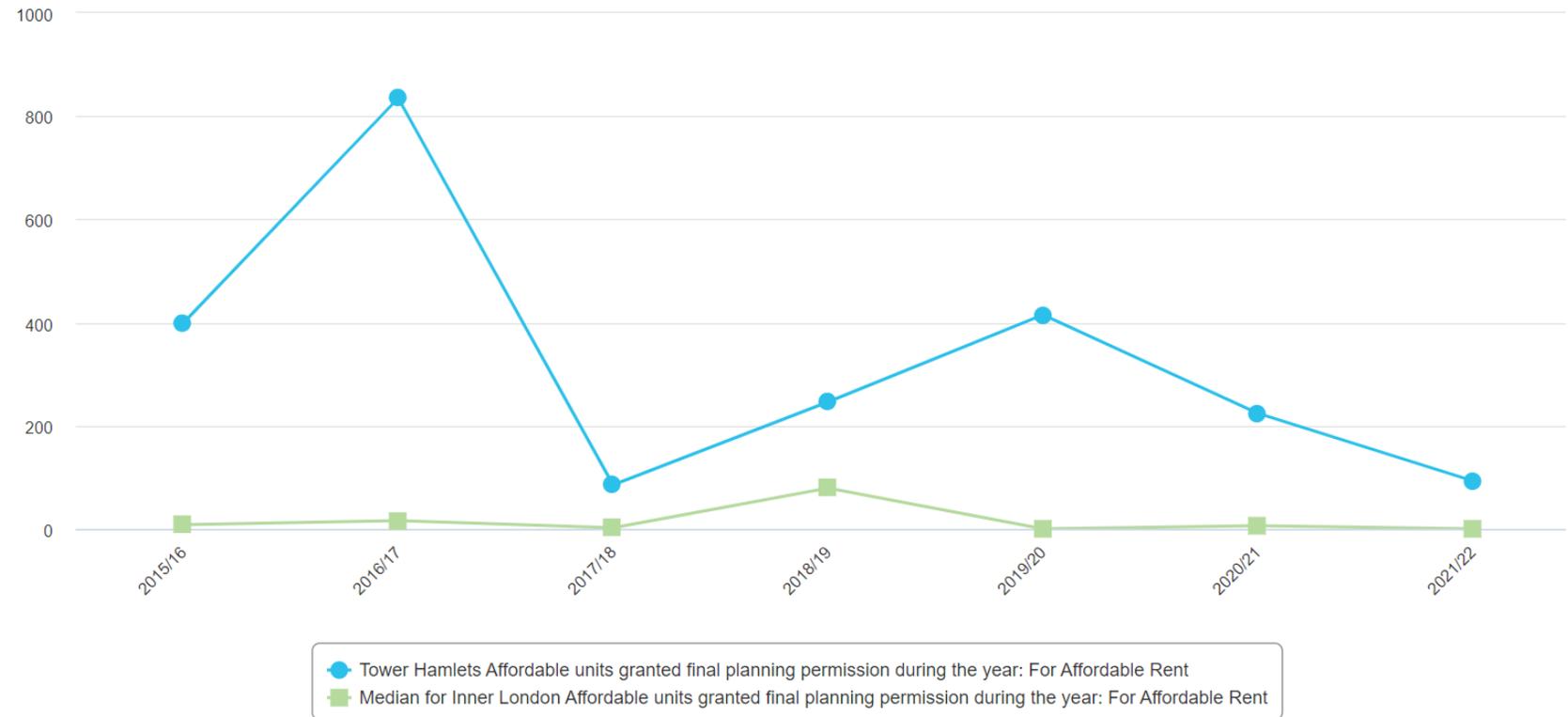


ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
2.09	Number of licenced premises intervention	Red	<p>1. What the data shows The number of licenced premises interventions is below target.</p> <p>2. Why is this below target? The team have been diverted to promote the additional licensing consultation.</p> <p>3. Mitigatory action taken by the service Contact has been made with landlords, agents, and residents to promote the scheme, which could be classified as an intervention as it highlights the required standards within licenced premises. 4858 contacts have been made. This has continued into quarter 4 and the consultation has just concluded now. In addition the team have lost 4 officers who left during this quarter.</p> <p>4. When will this be on track? With the consultation concluded, this measure is likely to be back on track next quarter</p>



Compared to a typical inner London borough, more affordable homes are being built in Tower Hamlets

Affordable units granted final planning permission during the year: For Affordable Rent (from 2015/16 to 2021/22) for Tower Hamlets



Source:

Department for Levelling Up, Housing & Communities, Local Authority Housing Statistics (LAHS), [Affordable units granted final planning permission during the year: For Affordable Rent](#) , Data updated: 12 Dec 2022



Contextual Measures	Tower Hamlets	Comparator
Households whose homelessness has been prevented or relieved (Service information)	44.9% (2020-21)	-
Level of affordable homes completed (by habitable rooms) (DLUHC)	804 (2020-21) 464 (2021-22)	-
Net additions to the housing stock (DLUHC)	3,248 (2020-21) 4,203 (2021-22)	-
Lets to overcrowded households (Service information)	57.5% (2021-22) 48.0% (2022-23)	-



Priority 3
Accelerate Education



Our ambition:

Every child achieves their best in education.

What have we delivered?

We continue to prioritise education and have excellent schools in the borough with 96% of them rated Good or Outstanding by Ofsted.

Building on the provision of universal free school meals in primary education, the Council will become the first local authority in England to fund universal free school meals up to age 16. We have identified 12 secondary schools with capacity to deliver the service from September 2023 as part of a £5.7m investment by the council.

We are also investing considerably in the new youth service, renamed Young Tower Hamlets. £13.7m investment will transform our youth service, providing a diverse programme of free opportunities and support for young people aged 11-19 (up to 25 for young people with a SEND) across the borough. The focus will be on supporting young people's post-16 transition into education, training and

employment, increasing young people's participation in universal 'safe spaces', preventing young people from offending and entering the criminal justice system and increasing employment opportunities for residents in both paid and voluntary youth work roles. In 2022/23 over 5,300 young people accessed our youth centre offer which was well above our 3,690 target.

Other agreed investment to support our children and young people is the £1.1m specifically for children and young people with SEND.

Furthermore, the council is helping schools to extend their provision to include breakfast and homework clubs and we've piloted an approach to Family Hubs, with our partners, to further develop our early help offer. The pilot, run in the north-east of the borough, will inform the roll-out of the rest of the Family Hubs across Tower Hamlets. This will help us to provide high

quality support at the right time for those children and families who need it.

As a good Corporate Parent we have been working to increase the number of work opportunities for our children in care and care leavers and have four apprenticeships in different areas of the Council due to start later this year. Our recently developed Corporate Parenting Strategy will drive our work in this area over the coming year.

The Council has committed to reintroducing the Community Languages service for young people with the service commencing in Autumn 2023.

From April – December 2022 After 3 years of closure, Watney Market Idea Store library re-opened.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
3.01	Number of primary school pupils in KS2 receiving council-funded FSM.	Children & Culture	7,825	No target	7,820	7,708	7551		No target	No data currently
3.01	% of primary school pupils in KS2 receiving council-funded FSM.	Children & Culture	57.20%	No target	57.30%	57.50%	56.54%		No target	No data currently
3.02	Number of secondary school pupils receiving council-funded FSM.	Children & Culture	No data	No data	No data	No data	No data	No data	No target	Service not in operation
3.02	% of secondary school pupils receiving council-funded FSM.	Children & Culture	No data	No data	No data	No data	No data	No data	No target	Service not in operation



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
3.06	Number of young people who contacted and registered with the Council's and Council commissioned youth centres	Children & Culture	5,058	3,690	1,913	3,218	4,260	3,690	3,690	Green
3.06	Number of users who regularly attend the Council's and Council commissioned youth	Children & Culture	2,568	3,336	974	1,665	2,399	3,336	3,336	Green
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	Children & Culture	968	1,600	411	1,010	1,437	1,600	1,600	Green



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	Children & Culture	313	490	114	386	485	490	490	Green
3.17	Number of active education, health and care (EHC) plans.	Children & Culture	3,549	No target	3,678	3,812	3,942	4,116	No target	Data only
3.17	% of education, health and care (EHC) assessments completed within 20 weeks	Children & Culture	29%	53%	30.1%	35.4%	31.0%	31.3%	53.0%	Red
3.19	Percentage of Idea Store learners who pass a Skills for Life course	Place	94%	95%	94%	0%	96%	96%	95%	Green



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
3.20	Number of children supported by the Early Help Children and Family Service	Children & Culture	14,995	17,000	7,928	12,588	15,308	17,778	17,000	Green
3.21	% of contacts into MASH that are reviewed and progressed within	Children & Culture	94%	95%	98.6%	97.8%	98.7%	98.3%	95.0%	Green
3.21	Rate of first time entrants to the Youth Justice system.	Children & Culture	259	250	236	192	182	140	250	Green
3.21	% of young people that re-offend.	Children & Culture	25.5%	25.5%	20.4%	26.3%	28.6%	29.4%	25.5%	Red
3.21	Number of children subject to protection plans.	Children & Culture	328	No target	273	244	226	214	No target	Data only



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
3.22	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Children & Culture	No data	65%	58.8%	66.5%	63.6%	70.6%	65%	Green
3.22	Number of children looked after	Children & Culture	335	No target	332	301	300	301	No target	Data only



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.01	Number of primary school pupils in KS2 receiving council-funded FSM.	No data currently	The latest data collected and available is that from the Spring 2023 Census. The figure of 7551 has been reported against Q3.
3.01	% of primary school pupils in KS2 receiving council-funded FSM.	No data currently	The latest data collected and available is that from the Spring 2023 Census. The figure of 56.5% has been reported against Q3.
3.02	Number of secondary school pupils receiving council-funded FSM.	Service not in operation	This data will be based on a service that is not yet up and running, so we cannot currently report on this.
3.02	% of secondary school pupils receiving council-funded FSM.	Service not in operation	This data will be based on a service that is not yet up and running, so we cannot currently report on this.



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.06	Number of young people who contacted and registered with the Council's and Council commissioned youth centres	Green	Q4 performance has exceeded the set target
3.06	Number of users who regularly attend the Council's and Council commissioned youth	Green	Q4 performance has met the set target
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	Green	Q4 performance has exceeded the set target



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.06	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	Green	Q4 performance has exceeded the set target



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.17	Number of active education, health and care (EHC) plans.	Data only	This service measure is led by demand only and is not targeted. Demand for assessment for an Education Health and Care Plan have continued to rise. For example, rates of monthly requests for assessment almost doubled since last year rising from 57 in April 22 to 111 in Mar 23. Significant investment in the council's SEND workforce have alleviated this pressure to some extent. Overdue and out of timescale assessments have shown a good reduction, by over 50%.



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.17	% of education, health and care (EHC) assessments completed within 20 weeks	Red	<p>1. What the data shows The figure is at 31% in Q4 against a target of 53%.</p> <p>2. Why is this below target? Demand for assessment for an Education Health and Care Plan have continued to rise. For example, rates of monthly requests for assessment almost doubled since last year rising from 57 in April 22 to 111 in Mar 23.</p> <p>3. Mitigatory action taken by the service Significant investment in the council's SEND workforce have alleviated this pressure to some extent. Overdue and out of timescale assessments have shown a good reduction, by over 50%.</p> <p>4. When will this be on track? The target is to clear the remaining outstanding assessments by the end of the academic year. A clear improvement plan is in place to address this.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.19	Percentage of Idea Store learners who pass a Skills for Life course	Green	Q4 performance has exceeded the set target
3.20	Number of children supported by the Early Help Children and Family Service	Green	The children & family centres have exceeded the stretch target for 2022/23 aided by expanding the range of services available through the centres and targeted outreach of vulnerable groups.
3.21	% of contacts into MASH that are reviewed and progressed within	Green	Q4 performance has exceeded the set target



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.21	Rate of first time entrants to the Youth Justice system.	Green	<p>This data is provisional and will be confirmed mid-June at the latest. The current data provided from the Youth Justice Board however places our FTE rate at 140 per 100,000 and is based on the period Jan 2022 – Dec 2022 as we work a quarter behind. Performance has exceeded the target. Although this data is provisional, the service has worked extremely hard in reducing this figure thus are fairly certain that the final published data will not be higher than the target.</p>



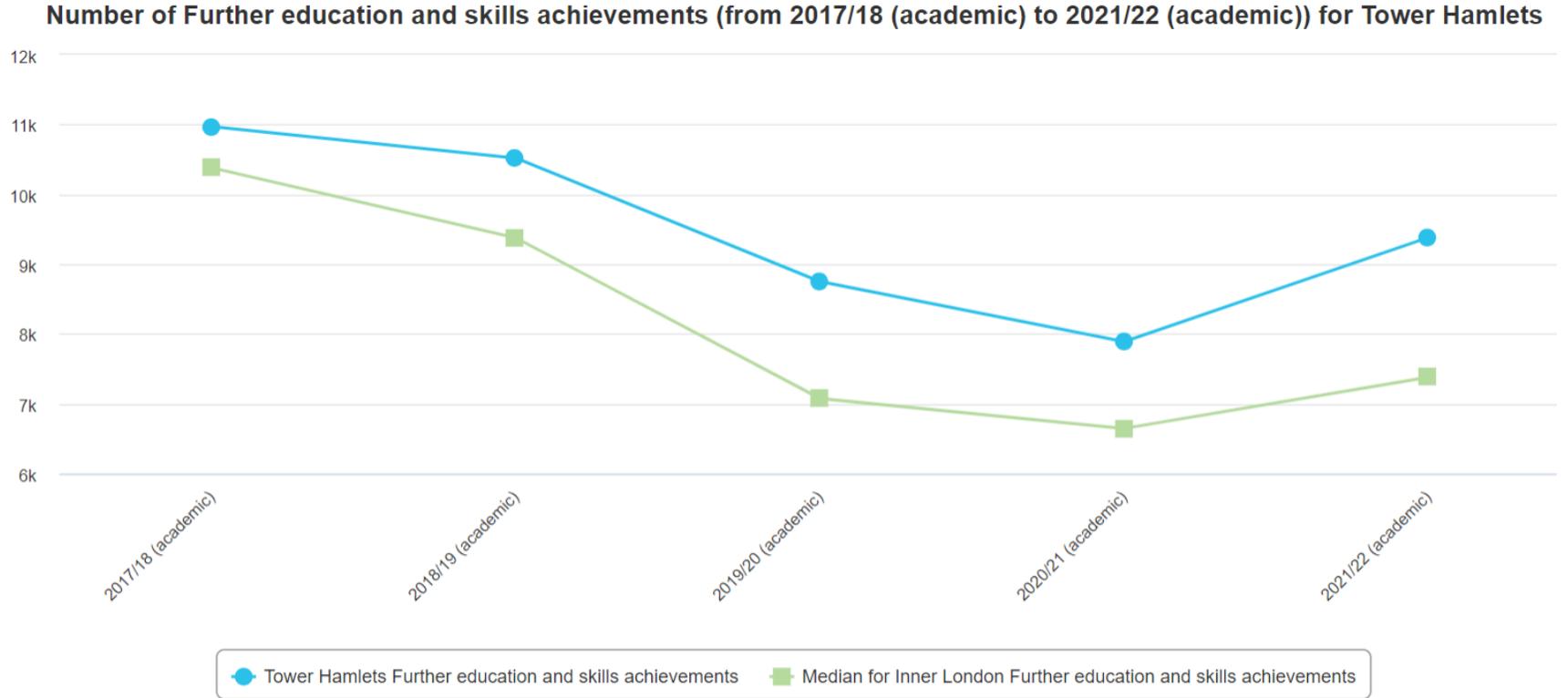
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.21	% of young people that re-offend.	Red	<p>1. What the data shows The reoffending rate of 29.4% for Q4 is an increase and puts the service over the set target. The data is for the period July 2020-June 2021.</p> <p>2. Why is this below target? For context, we continue to be below our Statistical Neighbours average (30.5%), London average (33.1%) and the National Average (31.1%).</p> <p>3. Mitigatory action taken by the service We are working with ICT and the Partnership Board to introduce 'Metabase' which will provide us with a live 'Re-offending Tracker' that will help us track this in real time.</p> <p>4. When will this be on track? It is likely however that as the FTE rate continues to drop quite rapidly, the rate of re-offending will increase due to the needs of the children within this cohort.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
3.21	Number of children subject to protection plans.	Data only	The data shows a decreasing trend in the number of children subject to protection plans over the year. The initial count of 273 children in Q1 gradually declined to 214.
3.22	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Green	Q4 performance has exceeded the set target
3.22	Number of children looked after	Data only	The data shows a decreasing trend in the number of children looked after over the year. The initial count of 332 children in Q1 declined to 301 in Q2 and remained stable around that figure for the year.



Compared with a typical inner London Borough, Tower Hamlets residents achieve more further education outcomes



Source:

Education and Skills Funding Agency, Further education and skills, [Number of Further education and skills achievements](#) , **Data updated:** 11 May 2023



Contextual Measures	Tower Hamlets	Comparator
Percentage of schools assessed as good or outstanding (Ofsted)	96% of schools (2021) 96% of schools (2022)	93% of schools in London (2021) 95% of schools in London (2022)
ILACS Outcome (Inspecting Local Authority Children's Services (Ofsted)	Good (2019)	-
Percentage of reception age children with a good level of development (DFE)	69.9% (2019) 60.5% (2021/22)	74.1% London (2019) 67.8% London (2021/22)
Percentage of pupils achieving grades 9-4 or above in English and Mathematics GCSEs (DfE)	67.9% (2019) 71.2% (2021/22)	68.7% London (2019) 78.7% London (2021/22)
Percentage of pupils eligible for Free School Meals achieving grades 9-4 or above in English and Mathematics GCSEs (DFE)	63.6% (2019)	53.6% London (2019)
Number of young people from state-funded mainstream schools and colleges in Tower Hamlets progressing to Oxbridge and Russell Group Universities (DFE)	Russell Group: Figures to follow Oxbridge: Figures to follow	-
% meeting expected standard in reading, writing and maths at Key Stage 2	67.1% (2021/22)	66.4% for inner London (2021/22) 58.9% Nationally (2021/22)



Priority 4

Boost culture, business, jobs
and leisure

Our ambition:

Residents from all backgrounds benefit from thriving sports, the arts, and local business.

Priority 4 Boost culture, business, jobs and leisure



What have we delivered?

Over 20,000 children, young people and families engaged with the council through the delivery of school holiday services for young people.

We supported grassroots arts with a networking event, and our regular digital arts newsletters and events newsletters for thousands of subscribers.

Through Bounce Back we worked with 2,614 participants. A Season of Bangla Drama reached over 4,000 audience members across 19 event days (with 15 performances and 10 fringe events).

The offer of female-only sports sessions has been increased to promote female sports sessions and encourage more women to participate in sports activities

An audit scope and needs analysis has been agreed to develop the council's awareness of groups relying on parks and other Council facilities to play sport.

A Cabinet decision was made on 1

August regarding the future of St. Georges Leisure Centre, to rebuild the centre on the same site including social housing units.

A programme of training modules for new and existing market traders has been delivered to help protect and support markets across the borough.

Locations and bays in proximity to markets that are suitable for 1 hour free parking have been mapped and there are now 248 one hour free parking spaces near our nine local markets.

A number of actions have been delivered around 'job enablement' including a range of internships and apprenticeships opportunities relating to SEND, the creative sector and in health and social care. A business Futures scheme for residents aged 50+ has been launched as well as a range of provisions to support young people into work. These include a green skills programme, career guidance for young Black and Minority Ethnic residents and a range of careers fairs for young people and their

parents. .

Regarding business support, in October the Mayor's £2m Covid Additional Relief Fund was launched which will provide top-up rates relief to nearly 850 businesses impacted by the pandemic. We have also recently launched our 50+ business initiative, which will see the council investing in helping budding entrepreneurs over the age of 50, with the chance of being awarded a £5k grant to set up their business.

Options have been developed for a local approach to Community Wealth Building including an assessment of requirements (e.g. Community Land Trust). A council officer focused on Community Wealth Building has been recruited.

Small businesses in Tower Hamlets are set to benefit from £185K investment from the council, through the launch of a new free programme that aims to help them reduce their energy costs and environmental impact.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
4.01	Number of arts events delivered	Children & Culture	107	158	40	17	94	40	7	Green
4.03	% of leisure centre member base that are female.	Children & Culture	47%	51%	46.8%	47.1%	47.3%	47.8%	51.0%	Amber
4.12	The number of new jobs, training and apprenticeship opportunities enabled for local people	Place	No data	2,105	649	1,160	2,703	3,866	2,105	Green
4.16	Enterprises supported through the council's business programmes	Place	1,161	650	No data	454	598	919	650	Green



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
4.01	Number of arts events delivered	Green	Four events with over 100 attending, 36 smaller events/activities with fewer than 100 attending. We were able to exceed the number of arts event and activities delivered as a result of the Covid Recovery Fund Bounceback programme.



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
4.03	% of leisure centre member base that are female.	Amber	<p>1. What the data shows</p> <p>Although the measure is below target, 47.8% against a target of 51%, Q4 shows a favourable increase in participation by 0.5% with additional women's only sessions programmed at Poplar Leisure Centre and York Hall.</p> <p>2. Why is this below target?</p> <p>Ongoing Investigations are continuing with regard to discretionary spend on leisure attendance and it's likely the cost of living crisis is a factor.</p> <p>3. Mitigatory action taken by the service</p> <p>A women & girls action plan is being developed that will form the basis of future work to increase employment, volunteer opportunities and participation in sport & physical activity.</p> <p>4. When will this be on track?</p> <p>The figure is on a stable upward trend and with the expansion of programmed women's activities, its likely that the figure will be on track next year.</p>



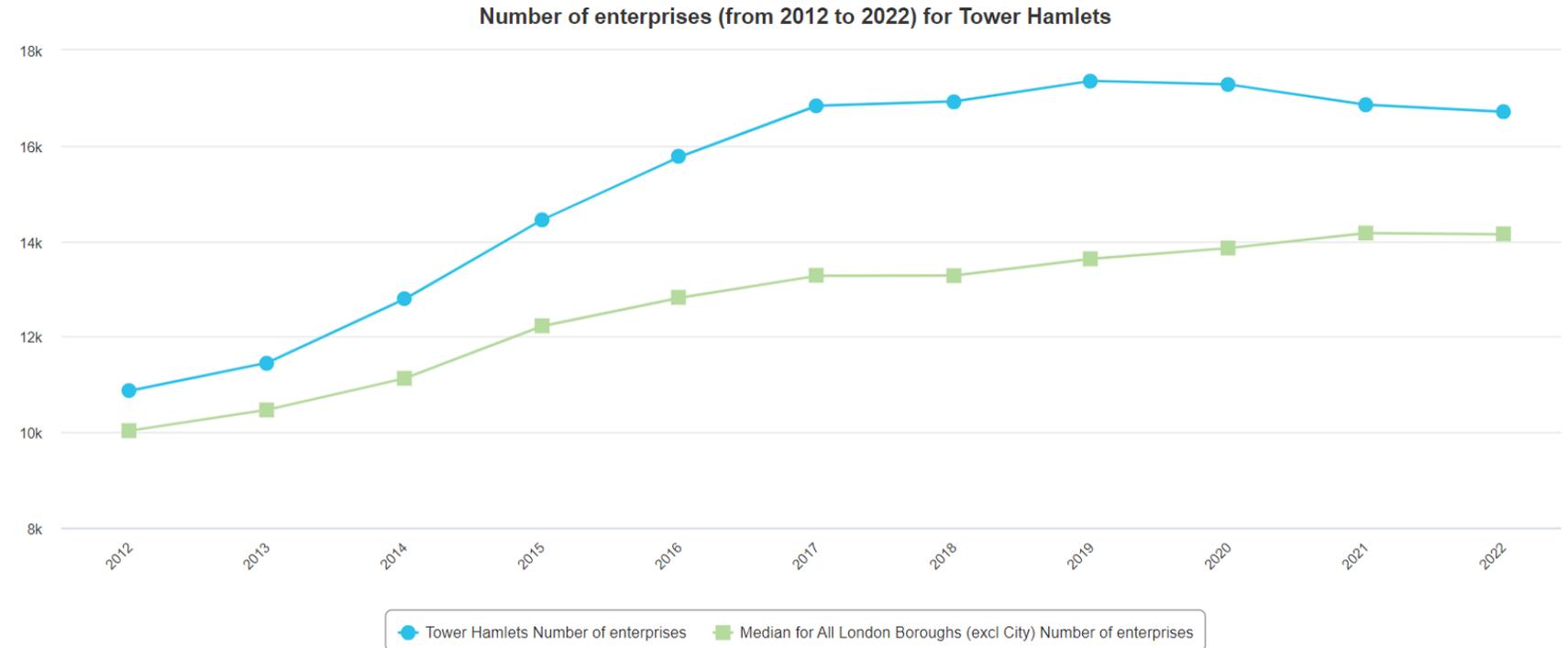
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
4.12	The number of new jobs, training and apprenticeship opportunities enabled for local people	Green	22/23 Annual Target achieved, +1761 over annual target. Counting 'jobs enabled' as a measure of Council activity, is a relatively new way of monitoring Council performance, with little/no historic record for us to compare to. The jobs enabled output is a function of development activity in the borough (which is principally influenced via economic factors outside of our control) and output from our own employment schemes (for which available future funding is limited). 96% of the 'jobs enabled' outcome has been achieved from development activity - Mid-year the Growth Service managed to develop monitoring mechanisms that allowed us to capture a greater number of outcomes, leading to us reporting higher outcomes beyond the agreed target of 2105.



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
4.16	Enterprises supported through the council's business programmes	Green	<p>22/23 Annual Target achieved, +269 over annual target. The increased out turn beyond the agreed annual of 650 was in particular down to a strong Q4 performance in 22/23, in particular influenced by these sub strands of work below:</p> <p>The launch of business support projects which may have been previously delayed and attendance at external events which were not previously profiled contributed to strong Q4 figures. The service area received an increased number of business enquiries, directly linked to promotion of service resources, leading to increased information, advice and support provided to businesses.</p> <p>S106 contract wins enabled – also saw an increased number of businesses generating revenue from development opportunities, with buyer requirements always being higher at year end and start. A combination of the above factors has led to an over achievement of this indicator in 22/23.</p>



Compared with a typical London Borough, Tower Hamlets has more businesses.



Source:
Nomis, UK Business Counts, [Number of enterprises](#) , **Data updated:** 03 Oct 2022



Contextual Measures	Tower Hamlets	Comparator
Percentage of all residents satisfied with parks and open spaces (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	66% (2019)	77% Great Britain (2019)
Percentage of all residents satisfied with libraries and IDEA stores (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	62% (2019)	62% Great Britain (2019)
Percentage of all residents satisfied with and leisure and sports facilities (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	53% (2019)	60% Great Britain (2019)
Total Employee jobs (ONS)	289,000 (2020) 295,400 (2021)	-
Annual births of new enterprises (ONS)	2,990 new enterprises (2020) 2,785 new enterprises (2021)	-
New Business 1 Year Survival Rate (ONS)	92.8% (2020)	92.4% London (2020)
Percentage of members of council leisure centres who are female	46.6% of members (2022)	-
Percentage of members of council leisure centres who are from Black, Asian and Minority Ethnic backgrounds	55.4% of members (2022)	-



Priority 5
Invest in public services

Our ambition:

Residents have access to high quality council-run public services, including idea stores and libraries, public health, social care, and waste and recycling services.

Priority 5 Invest in public services



What have we delivered?

Tower Hamlets Council have secured a £5m funding award to base a research collaborative across our local anchor institutions in government, health, and education. Our first collaboration is working on the link between universal free school meals, education and health.

A new Resident Hub has been in operation at the new town hall since February 2023 with over 2000 resident attendances since opening, and preparations for an additional 4 hubs across the Borough are currently underway.

As part of the plan to bring outsourced services in house, two major strategic insourcing exercises at Tower Hamlets Homes and Leisure services are well underway.

Plans to invest £13.7m in Tower Hamlets Council's youth service, have been approved and following a reduction in funding to youth services both locally and nationally. It forms part of the council's wider investment in young people, which

includes:

- £5.7m for universal free school meals for both primary and secondary school pupils
- £1.1m to re-introduce Education Maintenance Allowances and University Bursaries
- £730k for children with special educational and additional needs (SEND)

The council is investing £500k in helping residents into employment with six-month paid placements on the London Living Wage, with part-time or full-time hours across a variety of industries.

Tower Hamlets' local voluntary and community sector (VCS) organisations have received a major £3.5 million per year funding boost with the opening of applications for the Mayor's Community Grants Programme.

Life-saving equipment which will help stop serious blood loss in an emergency is being installed around Tower Hamlets, with five

bleed kits installed in Victoria Park, Limehouse, and St Andrew's.

Tower Hamlets is one of just four areas in the country which residents think is improving, a recent YouGov survey has shown.

Ofsted carried out a focused visit to the council's children's services in July. Inspectors looked at the council's support for children in care. Findings from the visit were very positive: inspectors noted that the vast majority of children in care in Tower Hamlets are living in placements that are meeting their individual needs well and helping to improve their experiences and progress.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
5.07	Permanent admissions to residential and nursing care 65+ per 100,000	Health, Adults and Community	372.1	N/A	101.1	202.1	261.8	355.1	No target	Data only
5.07	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	Health, Adults and Community	69%	59%	66/%	67%	71%	72%	59%	Green
5.07	Overall satisfaction with care and support services received	Health, Adults and Community	86%	84%	No data	No data	No data	No data	No target	No data currently



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
5.07	% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"	Health, Adults and Community	97%	70%	86%	92%	87%	90%	70%	Green
5.10	Number of smoking cessation 4 week quits	Health, Adults and Community	1,264	1,200	233	468	796	1,150	1,200	Amber
5.10	Number of smoking cessation 4 week quits (BAME)	Health, Adults and Community	595	400	107	196	327	460	400	Green



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
5.07	Permanent admissions to residential and nursing care 65+ per 100,000	Data only	This service is demand led rather than target led; this means that service provision is based upon the number of service users presenting during any given period. The data shows an increasing trend with a figure of 101.1 in Quarter 1 and a figure of 312.4 in Q4.
5.07	Overall satisfaction with care and support services received	No data currently	Expected July/August



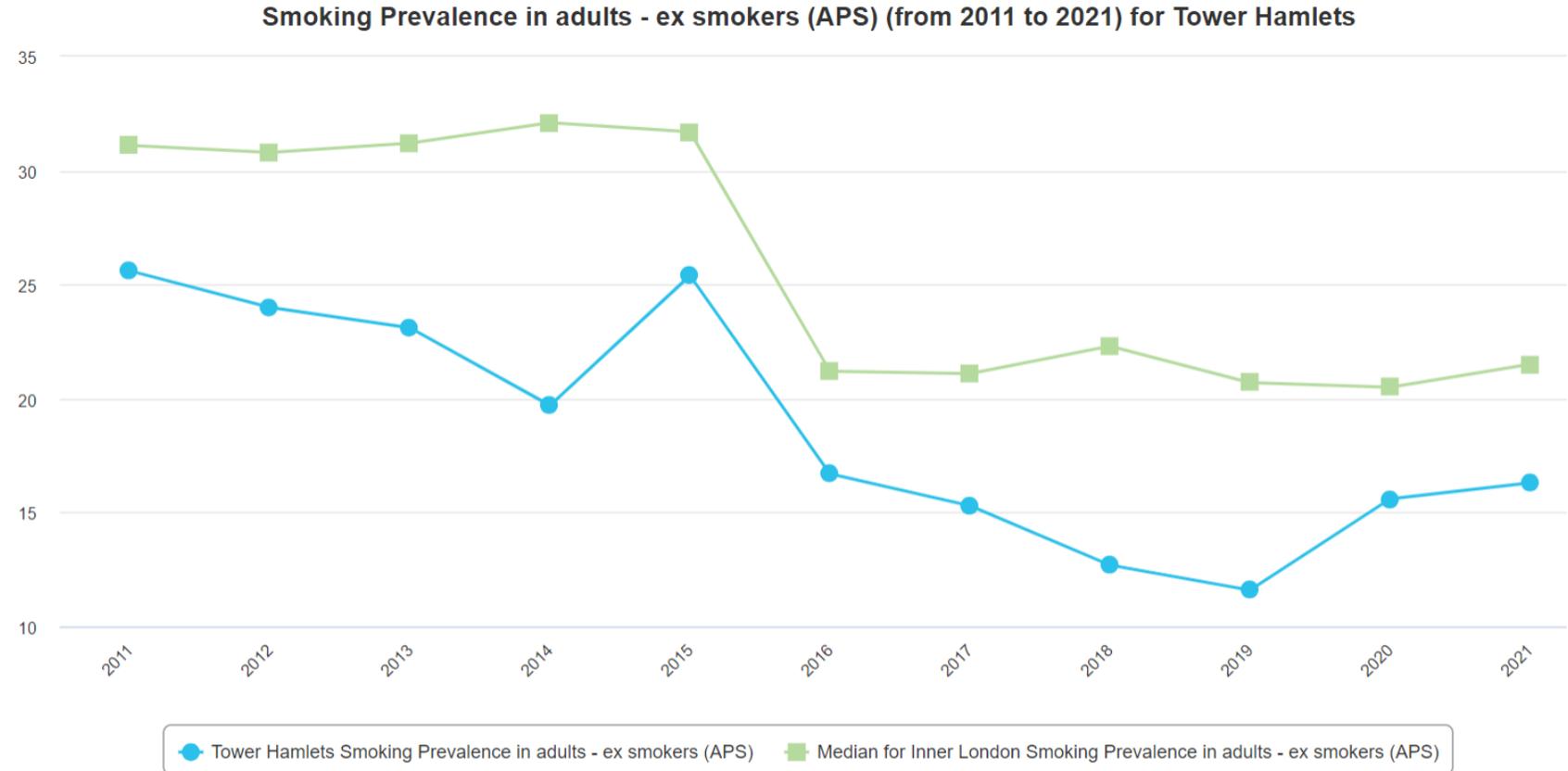
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
5.07	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	Green	This measure is performing above target
5.07	% service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"	Green	This measure is performing above target



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
5.10	Number of smoking cessation 4 week quits	Amber	<p>1. What the data shows The figure is slightly below target, at 1,150 against a target of 1,200.</p> <p>2. Why is this below target? Overall the smoking cessation service is working well. This figure is 50 below target which represents 4% of the target.</p> <p>3. Mitigatory action taken by the service The figure is on a steady upward trend and the service continues to work hard to improve the figure.</p> <p>4. When will this be on track? It is likely the measure will be back on track next year.</p>
5.10	Number of smoking cessation 4 week quits (BAME)	Green	This measure is performing above target



Compared with a typical inner London borough, Tower Hamlets sees lower levels of smoking among those who have stopped.



Source:

Office for Health Improvement and Disparities (OHID), Local Tobacco Control Profiles, [Smoking Prevalence in adults - ex smokers \(APS\)](#) , **Data updated:** 04 Apr 2023



Contextual Measures	Tower Hamlets	Comparator
Average life satisfaction rating (ONS)	7.10 (2020/21) 7.62 (2021/22)	7.27 London (2020/21) 7.46 London (2021/22)
Percentage of adults reporting they are active for at least 150 minutes a week (Annual Residents Survey)	29% (2019)	-
Prevalence of healthy weight: children in reception and year 6 (National Child Measurement Programme)	74.9% Reception (2019/20) 56.3% Year 6 (2019/20)	76.9% Reception London (2019/20) 59.9% Year 6 London (2019/20)
Social care-related quality of life (score out of 24) (Adult Social Care Survey (ASCS))	18.9 Age 18-64 (2021/22) 18.0 Age 65+ (2021/22)	18.9 Age 18-64 London (2021/22) 17.9 Age 65+ London (2021/22)



Priority 6

Empower Communities and
Fight Crime



Our ambition:

Residents, workers and visitors of all backgrounds feel safe and welcome in Tower Hamlets.

What have we delivered?

New bins allowing people to dispose of knives safely have been installed around Tower Hamlets, with more being installed.

A £4.4m investment into community safety has been agreed to provide for new police and enforcement officers.

Applications are now open for a number of new Tower Hamlets Enforcement Officers (THEOs) in a push to drive down crime and anti-social behaviour (ASB) in Tower Hamlets.

Where blue badge permits were being used fraudulently, the council has been impounding the vehicles involved.

The council and partners organised webinars, awareness sessions and

information events for hundreds of people participating in events marking 16 days of activism against gender-based violence in Tower Hamlets.

The Community Safety Team continue to tackle the volume of estate based anti-social behaviour problems reported by residents through proactive joint patrols. Safety Surgeries and Walkabouts are delivered in partnership with the Police, Registered Providers of housing, and other local partners.

The Tackling Race Inequality Action Plan involved women from ethnic minority backgrounds. Our Ethnic Minority Network has been actively engaged to shape the vision around key topical issues such as cost of living, housing and public services.

35 women including those from

Somali heritage engaged with the Food Scrutiny report. The Flourishing Communities project also engaged Somali women experiencing barriers to health care.

The council is supporting female community leaders pioneering change through the Race Equality Leaders Forum.

Tower Hamlets is ranked 8th for Knife Crime offences for the period 2021-22 when compared to the other 31 London boroughs which is three places lower than the previous year. With 522 offences reported in 2021/22, Tower Hamlets is above the London average of 355 offences for Knife Crime offences for the period 2021-22.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
6.02	Number of upgraded CCTV cameras operational	Health, Adults and Community	0	350	30	55	80	82	75	Green
6.02	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Health, Adults and Community	N/A	10,000	2,432	2,294	2,169	4,074	2,500	Green
6.02	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Health, Adults and Community	92%	77%	94%	63%	89%	79%	77%	Green



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
6.02	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Health, Adults and Community	15.3%	37.4%	17.7%	30.2%	37.4%	43.3%	37.4%	Green



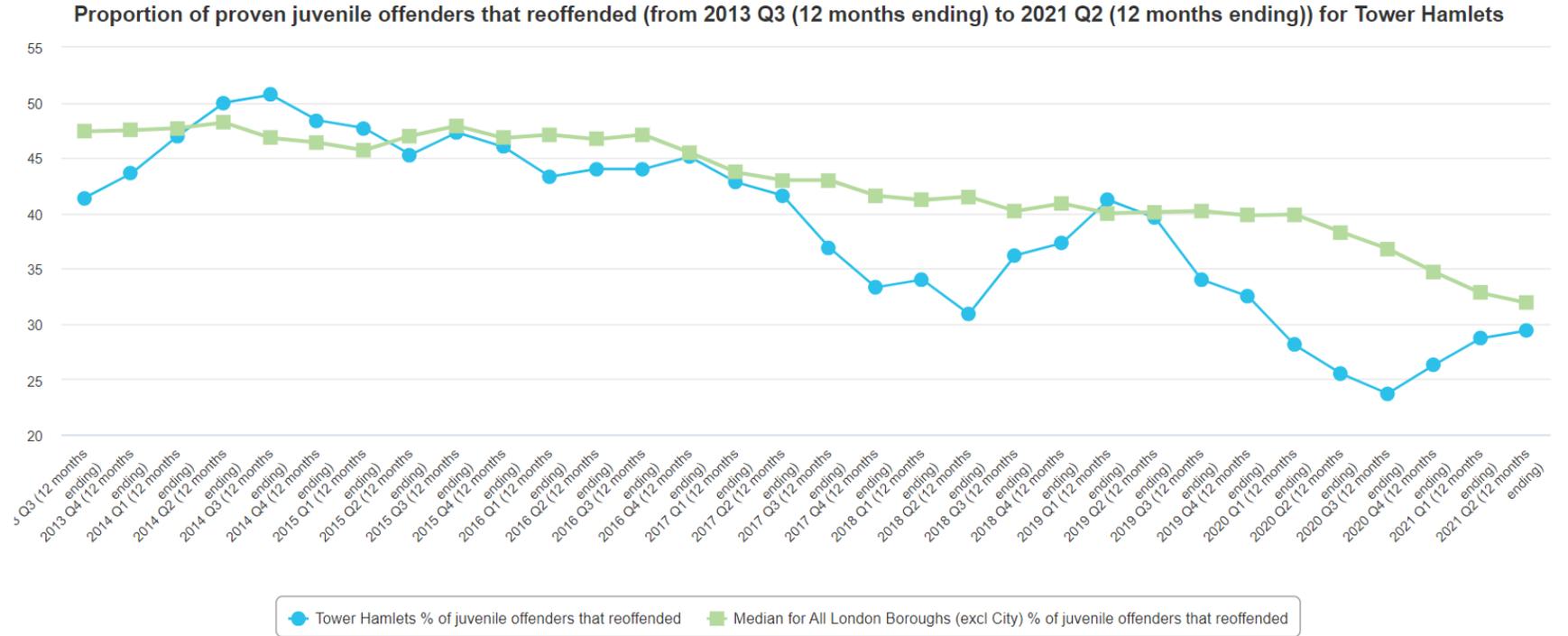
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
6.02	Number of upgraded CCTV cameras operational	Green	This measure is performing above target
6.02	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Green	This measure is performing above target. The Tower Hamlets Crime Reduction Team won the Innovation category award at the Local Government Chronicle (LGC) UK Awards 2023 The team deliver a trauma-informed and culturally competent service to young adults, often victims of violence and drug related harms and those most marginalised in the community.
6.02	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Green	This measure is performing above target



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
6.02	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Green	This measure is performing above target



Compared with a typical London borough, Tower Hamlets has lower reoffending in the younger population.



Source: Ministry of Justice, Proven reoffending statistics, [Proportion of proven juvenile offenders that reoffended](#) . Data updated: 28 Apr 2023



Contextual Measures	Tower Hamlets	Comparator
Percentage of adult residents agreeing that the local area is a place where people from different backgrounds get on well together (LBTH - Annual Residents Survey)	78% (2019)	-
Percentage of adult residents feeling safe during the day and after dark (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	86% Day (2019) 58% After dark (2019)	94% Day Great Britain (2019) 75% After dark Great Britain (2019)
Total recorded offences (excluding fraud) per 1000 population in previous 12 months (ONS)	100 per 1,000 (Dec 2021) 111 per 1000 (Dec 2022)	88 per 1,000 London (Dec 2021) 99 per 1000 (Dec 2022)
Knife Crime Injury Victims (not DA) aged 0 – 24 years (12 months to date) (police data)	83 (12 months to March 2022)	-
Percentage of adult residents doing any kind of volunteering in last 12 months (LBTH - Annual Residents Survey)	21% (2019)	-



Priority 7
A clean and green future



Our ambition:

Cleanliness and air quality improve, emissions and noise nuisance reduce, and everybody benefits from parks and more trees.

What have we delivered?

The council published the Greenhouse Gas emissions report in August 2022, and the Mayoral Cleaner and Greener Future programme launched in March, establishing governance structures supporting the new investment in sustainability education, replacing boilers and installing heat pumps, funding energy efficiency for SMEs, installing photovoltaic panels, investing £5 million in Electric Waste Vehicles and £180,000 on low carbon fuel supply. Governance will oversee this acceleration of decarbonisation.

Following the declaration of the waste emergency in 2022, the council has been auditing 550 blocks of flats across the borough, assessing options for installing recycling facilities (e.g. bins/containers) which better enable collection across housing stock.

Following a recruitment campaign, 33 new recycling champions have joined the council scheme. 35

recycling engagement and promotion events have been delivered to improve participation in the kerbside dry recycling food waste service

Our team of Environmental Co-ordinators have worked with residents, private landowners and landlords. to improve standards on private land and resolve problems impacting on local environmental quality. Over 1300 children have received training and the performance target has been met.

Fly-tipping hotspots have been identified, with increased enforcement activity, particularly across Whitechapel, Spitalfields and Banglatown wards. Digital channels have been refreshed promoting advice and guidance to businesses and residents,

Small businesses are benefitting from a new free programme with a £185k investment from the council. Businesses can apply for up to £2,500 to help install energy reducing technology. We aim to help 50 business owners reduce

their energy consumption by 25%.

£44k has been secured from the GLA to be spent by June 2023 for decarbonization projects across the borough

The council's Air Quality Action Plan has now been adopted and submitted to the GLA for endorsement which contains a range of initiatives to improve air quality. 73 charging points have been installed and work has commenced for intensifying the current programme of EV rollout to support the plan's ambitions. Furthermore, 1100 children and approaching 450 adults received cycle training.

Bartlett Park was awarded Green Flag status, bringing the borough total to 13, with a further application being made for Ropemakers Fields. A number of inclusive playground upgrades have also been completed at: Ravenscroft, St Paul's, Shadwell, and Bancroft.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
7.08	Number of trees planted	Place	0	200	0	0	55	467	100	Green
7.10	Number of missed collections	Place	17,094	10,000	2,221	5,874	9,326	12,618	10,000	Red
7.11	Level of household recycling	Place	18%	22%	16.90%	18.96%	18.25%	16.31%	22%	Red
7.13	Percentage of enforcement actions to fly-tip incidents	Place	97%	125%	49%	76%	180%	168%	125%	Green
7.20	Children engaged in school cycle schemes	Place	914	1,100	323	491	992	1,379	1,100	Green



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.10	Number of missed collections	Red	<p>1. What the data shows The figure is above target at 12,618 against a target of 10,000. Note, a lower figure is better for this measure.</p> <p>2. Why is this below target? The measure shows the number of reports rather than the number of justified reports, As a result, the figure is includes reports for which the council isn't at fault.</p> <p>3. Mitigatory action taken by the service The council collect from 168,000 households considering multiple collections from the same households weekly, equating to over 8 million collections per year. For 2023/24, the service will be looking at missed collections with a view to justify them with narrative, i.e. access, rectification within SLA times etc. This should significantly reduce the total number of missed collections. Additionally, optimisation of collection rounds on recycling and refuse is being advanced.</p> <p>4. When will this be on track? This should marginally reduce the number of reports by next year.</p>



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.11	Level of household recycling	Red	1. What the data shows The final quarter of 2022/23 indicates a drop in the recycling rate of 16.31% compared to 18.9% during the same period last year. 22,457 tonnes of household waste were collected and 3,663 tonnes of this was recycled, reused, or composted. This shows a 3.81% increase in the total household waste collected and a 10.4% decrease in the recycling collected.

Continues next page



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.11	Level of household recycling	Red	<p>2. Why is this below target?</p> <p>Main aspects that adversely affect our recycling rate:</p> <ul style="list-style-type: none"> 1- Elevated contamination rate (3.7% increase compared to last year) 2- Increase in overall number of dwellings in the Borough (2.87% increase) 3- Resources and infrastructure challenges to keep pace with the rate of property growth and growth in waste arisings 4- New statutory regulations for the disposal of upholstered seating containing Persistent Organic Pollutants (Est. 77 tonnes per month diverted from recycling to residual waste stream) 5- Redirection of the street litter collected from parks inadmissible for processing due to high levels of dog excrement (Est. 53 tonnes per month diverted from recycling to residual waste stream)

Continues next page



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.11	Level of household recycling	Red	<p>3. Mitigatory action taken by the service</p> <p>I. Targeted communications to encourage participation in the kerbside food and garden waste service</p> <p>II. Route optimisation for the dry recycling collections (to be implemented in mid-2023)</p> <p>III. Flats project aiming to improve infrastructure at blocks of flats/estates and to provide educational information for the residents (New infrastructure is rolling out and will continue to do so over the course of the year)</p> <p>IV. A new contamination campaign launched in January this year encouraging residents to recycle more and contaminate less (Communication messages from the campaign will continue to be used in 2023/24)</p> <p>V. Continuous encouragement of recycling and waste minimisation through a programme of engagement activities and events.</p> <p>We anticipate that the actions taken will improve performance and positive results will start to show during the course of 2023/24.</p>

Continues next page



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.11	Level of household recycling	Red	4. When will this be on track? Increased enforcement activity focussing on targeting fly tipping hotspots has continued in quarter 4 resulting in high waste investigations. Additional support from environmental co-ordinators helping to deal with complaints and achieve environmental improvements by engaging residents is resulting in improved behaviour change in waste management.



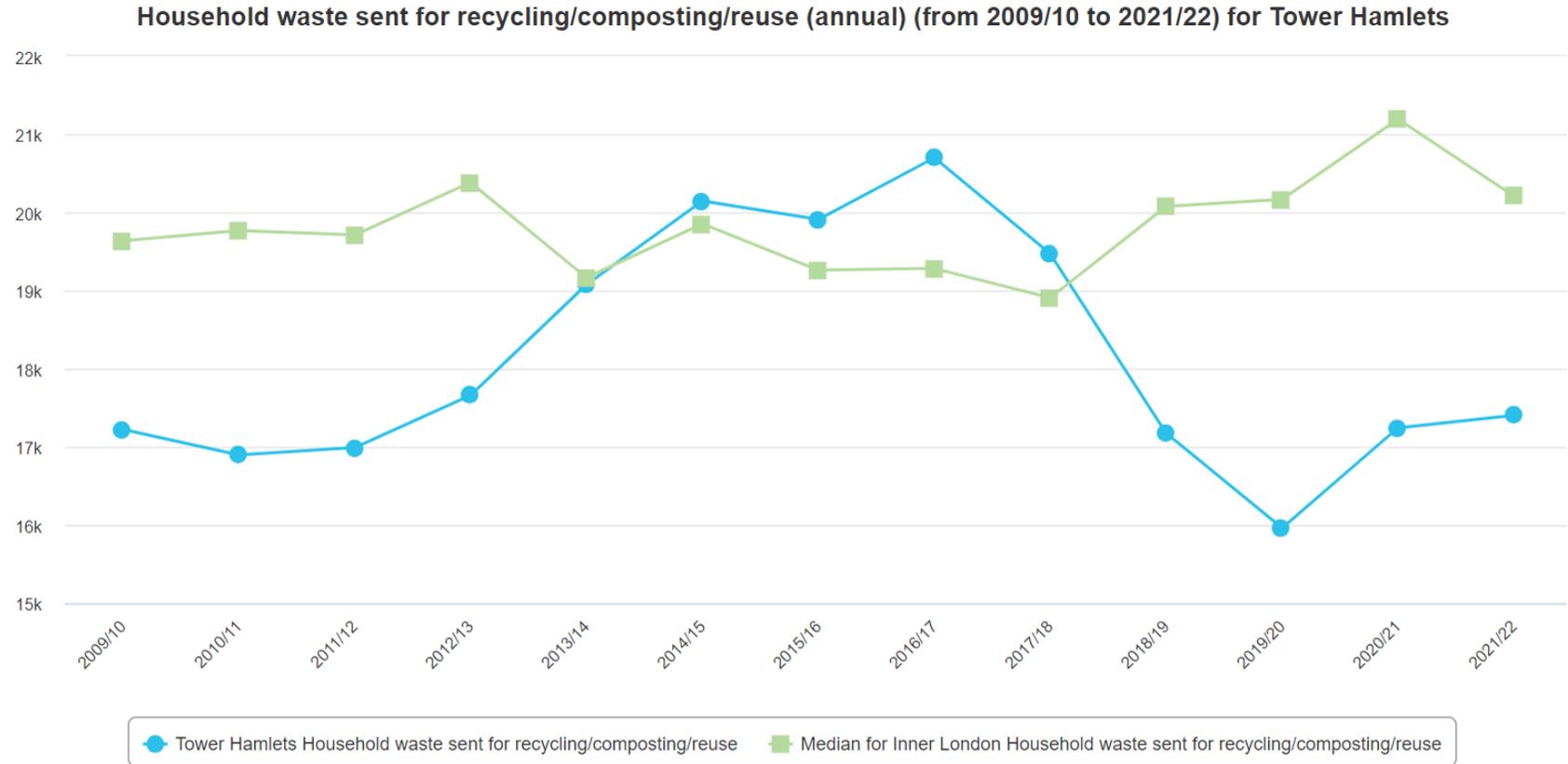
ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.08	Number of trees planted	Green	The overall 22/23 target of 200 had been significantly exceeded following exceptional performance in Q4 by the Green Team; securing additional funding and personnel in February to increase the scope of tree planting.
7.13	Percentage of enforcement actions to fly-tip incidents	Green	Increased enforcement activity focussing on targeting fly tipping hotspots has continued in quarter 4 resulting in high waste investigations. Additional support from environmental co-ordinators helping to deal with complaints and achieve environmental improvements by engaging residents is resulting in improved behaviour change in waste management.
7.20	Children engaged in school cycle schemes	Green	The number of children engaged in school cycle schemes exceeded the overall 22/23 target by 25%. This can be attributed to the very high demand from schools following disruptions of the Covid 19 pandemic, as well as Transport Planning Team's hard work on strengthening healthy relationships with the supplier and schools alike.



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
7.13	Percentage of enforcement actions to fly-tip incidents	Green	Increased enforcement activity focussing on targeting fly tipping hotspots has continued in quarter 4 resulting in high waste investigations. Additional support from environmental co-ordinators helping to deal with complaints and achieve environmental improvements by engaging residents is resulting in improved behaviour change in waste management.
7.20	Children engaged in school cycle schemes	Green	The number of children engaged in school cycle schemes exceeded the overall 22/23 target by 25%. This can be attributed to the very high demand from schools following disruptions of the Covid 19 pandemic, as well as Transport Planning Team's hard work on strengthening healthy relationships with the supplier and schools alike.



Compared with a typical inner London borough, Tower Hamlets currently has very low household waste recycling.



Source:

Department for Environment, Food and Rural Affairs, Local authority collected waste management, Household waste sent for recycling/composting/reuse (annual) , Data updated: 06 Jun 2023



Contextual Measures	Tower Hamlets	Comparator
Level of public realm cleanliness (litter)	97% (2021/22)	-
Walking, cycling and public transport % mode share by borough residents based on average daily trips (TfL)	81% (2019/20)	81% Inner London (2019/20)
Level of CO ₂ emissions generated by the council's activities (LBTH Green House Gas Annual returns)	6,485 tonnes (2019/20) 6,930 tonnes (2020/21)	-
Level of CO ₂ emissions in Tower Hamlets (London Energy and Greenhouse Gas Inventory (LEGGI))	1.13 mt (2019) 997 kt (2020)	28.13 mt London (2020)
Percentage of population exposed to annual average NO ₂ concentration above the Air Quality Strategy objective of 40µg/m ³	7.5% NO ₂ (2019)	1.9% NO ₂ (2019)
Percentage of population exposed to annual average PM _{2.5} concentration above the interim WHO Guideline of 10µg/m ³ (London Atmospheric Emissions Inventory (LAEI) 2019)	100% PM _{2.5} (2019)	87.7% PM _{2.5} London (2019)



Priority 8

A council that listens and works for everyone



Our ambition:

Residents benefit from accessible, high quality services and are involved in decisions that affect them

What have we delivered?

The council engaged 309 local participants to help shape the Voluntary and Community Sector Grants Policy & Outcomes Framework (October 2023 to March 2027).

Since September 2022, the Mayor has held regular advice surgeries in Whitechapel and Crisp Street Idea Stores.

As part of implementing the People and Wellbeing Strategy, work is underway to scope the development of a talent and succession pool to include a focus on how staff from ethnic minorities can be developed for career progression.

We have started working towards ensuring that consultations allow residents and stakeholders to influence decision making. An approach to the Corporate Engagement Strategy overseen by a working group has begun.

Several Member training sessions have been delivered by the Consultation Institute to increase understanding of best practice and consultation. Officers across the council have also been supported to involve local people to influence the recent housing management consultation, the Local Plan, and development of the Community Plan.

To help staff carry out consultation which is fair and worthwhile, internal consultation guidance incorporates the requirements of the 'Gunning Principles' and promoted through webinars on the internal learning platform for staff.

Work is underway to recruit a workforce that reflects our community in the diversity of our leadership. Tower Hamlets had the third highest percentage of top 5% earners who are from ethnic minorities across all London boroughs last year, at 31% - the top borough had 33%, which we have

matched this year.

Work continues from 2022/23 into 2023/24 to address minority ethnic representation at the senior level through the Council's 'Workforce to Reflect the Community' Action Plan, including through work to address the Council's pay gaps, talent management, leadership and development, coaching and mentoring.

The latest phase of Liveable Streets consultation carried out in February 2023 provided opportunities for further engagement on the provision of these schemes.



ActivityID	Measure	Directorate	2021-2022 Outturn	2022-2023 Target	Q1 Outturn	Q2 Outturn	Q3 Outturn	Q4 Outturn	Q4 Target	Q4 RAG
8.06	Residents' perception of being involved in decision-making	Chief Executive's Office	No data	No target	No data	No data	No data	No data	No target	No data currently
8.07	Residents' perception of being kept informed by the council	Chief Executive's Office	No data	No target	No data	No data	No data	No data	No target	No data currently
8.13	Percentage of top 5 % of earners from Black, Asian and multi-ethnic communities	Resources	31.20%	35%	31%	32%	33%	33%	35%	Amber



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
8.06	Residents' perception of being involved in decision-making	No data currently	Annual Residents Survey report publication is to follow.
8.07	Residents' perception of being kept informed by the council	No data currently	Annual Residents Survey report publication is to follow.

Continues next page



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
8.13	Percentage of top 5 % of earners from Black, Asian and multi-ethnic communities	Amber	<p>1. What the data shows</p> <p>The top 5% earners who are Black, Asian and multi ethnic is currently 33.08%, which is up 0.20% from the last quarter and continues the upward trend. However, this is still 1.92% below target.</p> <p>2. Why is this below target?</p> <p>There are relatively small numbers in the top 5% of earners, so minimal change in terms of numbers can impact the percentage. In March 2021, Tower Hamlets had the third highest percentage of top 5% earners who are Black, Asian or Multi Ethnic across all London boroughs, with 31% - the top borough had 33%, which we have now surpassed.</p> <p>3. Mitigatory action taken by the service</p> <p>Work continues from 2022/23 into 2023/24 to address Black, Asian and multi ethnic representation at the senior level through the Council's Workforce to Reflect the Community Action Plan, including through work to address the Council's pay gaps, talent management, leadership and development, coaching and mentoring. Directorate targets are also being considered as part of work to look in more granular detail at where there is under representation, e.g. in specific services or professions.</p>

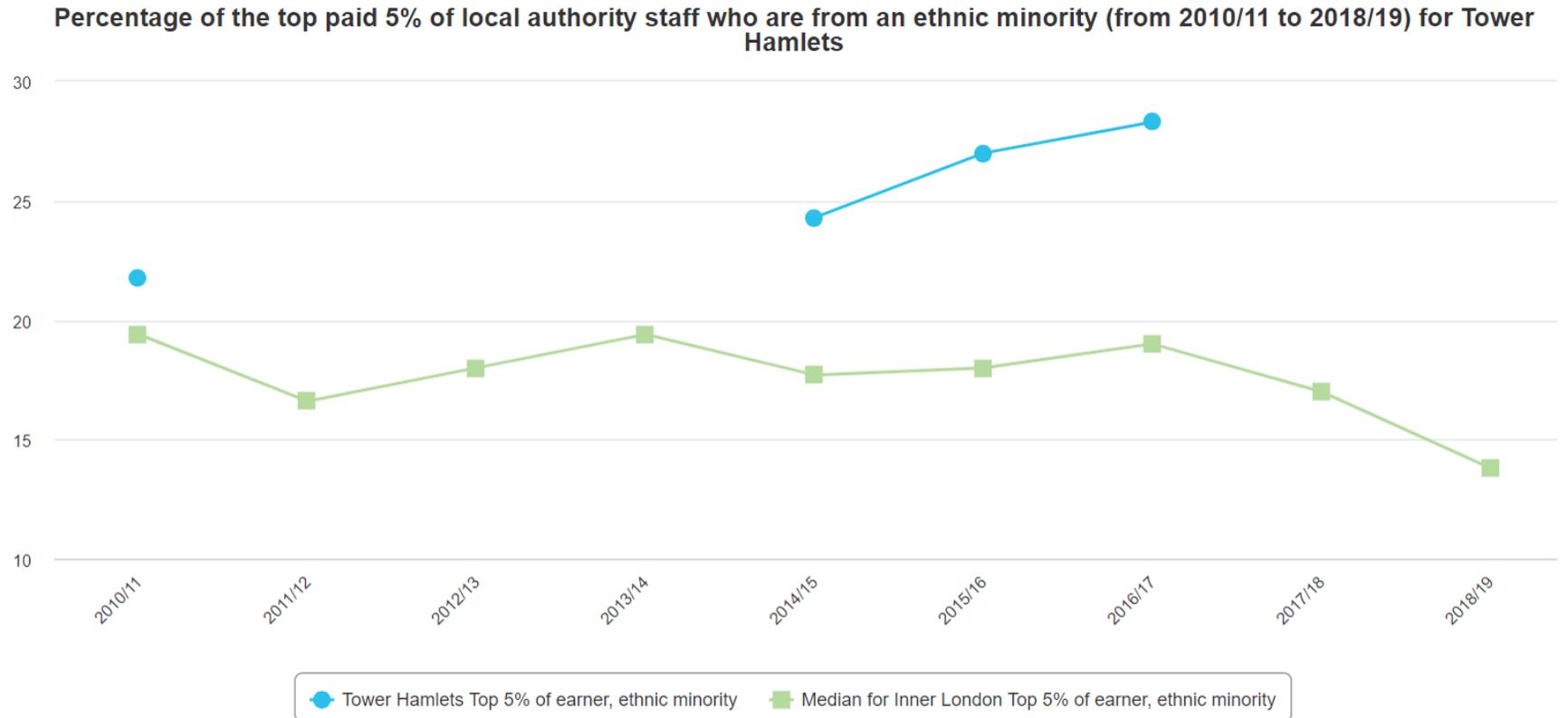
Continues next page



ActivityID	Measure	Q4 RAG	Q4 Performance Commentary
8.13	Percentage of top 5 % of earners from Black, Asian and multi-ethnic communities	Amber	4. When will this be on track? These interventions will take time to show results, though the % is moving in the right direction. Children's and Culture also have a specific directorate plan and targets to improve representation year on year from 2022/23 and other directorates are also considering this approach.



Compared with a typical inner London borough, Tower Hamlets is more representative of the borough population.



Source:

Local Government Association, Workforce Survey, [Percentage of the top paid 5% of local authority staff who are from an ethnic minority](#) , **Data updated:** 25 Jun 2020



Contextual Measures	Tower Hamlets	Comparator
Percentage of residents satisfied with their local area as a place to live (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	70% (2019)	83% Great Britain (2019)
Percentage of residents satisfied with the way the council runs things (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	60% (2019)	63% Great Britain (2019)
Percentage of residents who think the council acts on the concerns of residents (LBTH - Annual Residents Survey, Great Britain - LGA Residents Satisfaction Survey)	61% (2019)	59% Great Britain (2019)