Our delivery and performance

Current performance measures overview

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 don't have data yet.

Some measures don't have a target, such as universal free school meals.

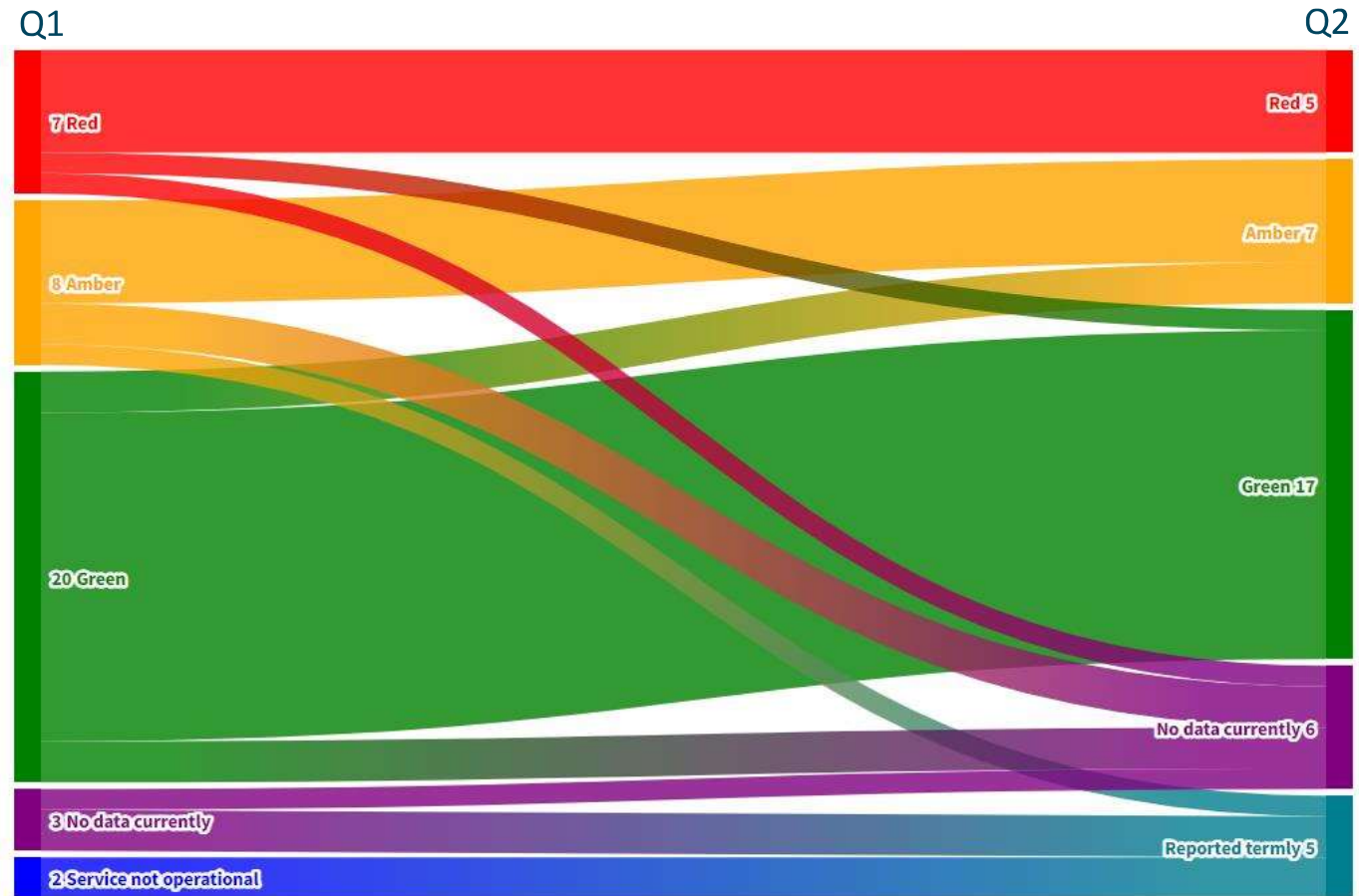| RAG Status	Y1Q1	Y1Q2	Y1Q3	Y1Q4	Y2Q1	Y2Q2
Green	20	18	21	25	20	17
Amber	7	10	5	5	8	7
Red	7	7	9	10	6	5
No data currently	1	0	0	3	4	6
Data only	9	9	9	6	6	8
Reported annually	5	5	5	0	5	3
Reported termly	0	0	0	0	0	5
Total	**51**	**51**	**51**	**51**	**51**	**51**

Current performance measures overview

Q1 to Q2 2023/24 RAG Rating Movement

There are 5 red measures. All 5 were previously red and there are already plans in place to investigate and identify the issues and address them within the directorates. There are no new red measures this quarter.

There are 7 amber measures. Of these 7, 2 were previously green and have dropped in performance. The other 5 were amber last quarter as well.

Q1

Q2

7 Red

8 Amber

20 Green

3 No data currently

2 Service not operational

Red 5

Amber 7

Green 17

No data currently 6

Reported termly 5

TEMPLATE CREDITS: Sankey diagram by **Flourish team**

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List of Green Measures Q2
All Directorates
17 Green

List of 17 Green measures at Q2

Ref	Measure	Directorate	2022-23 Outturn	2023-24 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Min Target	Q2 Target	Q2 RAG
KPI 005	Number of attendances to holiday activities and food programme during school holidays	Housing & Regeneration	76,575	70,000	21,437	12,700	13,000	Green	78,732	52,200	58,000	Green
KPI 006	Tonnes of food provided to food aid organisations	Housing & Regeneration	907	1,800	477	405	450	Green	917	810	900	Green
KPI 011	Number of privately rented properties visited	Communities	No data	1,750	734	437	437	Green	732	437	437	Green
KPI 016	Number of young people who contacted and registered with the Council's and Council commissioned youth centres	Children's Services	5,304	5,800	1,709	1,305	1,450	Green	4,208	2,610	2,900	Green
KPI 017	Number of users who regularly attend the Council's and Council commissioned youth services	Children's Services	3,336	4,000	1,286	900	1,000	Green	2,585	1,800	2,000	Green
KPI 018	Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome	Children's Services	1,863	1,850	494	417	463	Green	1,557	833	925	Green
KPI 019	Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome	Children's Services	586	600	150	135	150	Green	422	270	300	Green
KPI 021	% of education, health and care (EHC) assessments completed within 20 weeks	Children's Services	31.3%	60%	50%	32%	35%	Green	63%	50%	55%	Green
KPI 023	Number of children supported by the Early Help Children and Family Service	Children's Services	17,778	19,000	7,684	6,300	7,000	Green	12,431	10,800	12,000	Green

List of 17 Green measures at Q2

Ref	Measure	Directorate	2022-23 Outturn	2023-24 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Min Target	Q2 Target	Q2 RAG
KPI 030	Number of arts events delivered	Communities	191	120	41	28	35	Green	34	20	25	Green
KPI 032	The number of new jobs, training and apprenticeship opportunities enabled for local people	Housing & Regeneration	3,866	2,500	982	563	625	Green	1,597	1,125	1,250	Green
KPI 033	Enterprises supported through the council's business programmes	Housing & Regeneration	919	650	279	146	163	Green	456	293	325	Green
KPI 036	% of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence	Health and Social Care	59%	65%	57%	60%	65%	Red	69%	60%	65%	Green
KPI 042	Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service	Communities	10,970	15,000	6,378	3,500	3,750	Green	7,798	3,500	3,750	Green
KPI 043	Victims of violence against women and girls who feel safer after engaging with commissioned provider	Communities	78.5%	80%	97%	75%	80%	Green	100%	75%	80%	Green
KPI 045	Number of trees planted	Communities	522	400	0	0	0	Green	0	0	0	Green
KPI 047	Percentage of enforcement actions to fly-tip incidents	Communities	168%	150%	379%	135%	150%	Green	439%	135%	150%	Green

List of **Amber** Measures Q2
All Directorates
7 Amber

List of 7 Amber measures at Q2

Ref	Measure	Directorate	2022-23 Outturn	2023-24 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Min Target	Q2 Target	Q2 RAG
KPI 010	Lets to overcrowded households	Housing & Regeneration	48%	53%	49%	48%	53%	Amber	49%	48%	53%	Amber
KPI 024	% of contacts into MASH that are reviewed and progressed within timescales	Children's Services	98.3%	95%	95%	90%	95%	Green	94%	90%	95%	Amber
KPI 028	% of Care Leavers aged 17-25 who are in education, employment or training (EET)	Children's Services	70.6%	75.0%	66.1%	65.0%	70.0%	Amber	68.1%	65.0%	70.0%	Amber
KPI 031	% of leisure centre member base that are female	Communities	47.8%	49.2%	48.0%	47.8%	49.2%	Amber	48.1%	47.8%	49.2%	Amber
KPI 038	% 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 and Social Care	90%	85%	83%	80%	85%	Amber	80%	80%	85%	Amber
KPI 041	Number of upgraded CCTV cameras operational	Communities	82	350	60	23	26	Green	24	23	26	Amber
KPI 049	Percentage of top 5% of earners from Black, Asian and multi-ethnic communities	Resources	33.10%	35%	32.43%	32%	35%	Amber	33.49%	32.0%	35.0%	Amber

List of Red Measures Q2
All Directorates
5 Red

Our delivery and performance

List of 5 Red measures at Q2

Ref	Measure	Directorate	2022-23 Outturn	2023-24 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Min Target	Q2 Target	Q2 RAG
KPI 003	Percentage of homelessness cases prevented or relieved	Housing & Regeneration	37%	40%	29%	36%	40%	Red	32%	36%	40%	Red
KPI 004	Number of homeless supported into sustainable accommodation	Housing & Regeneration	317	440	71	99	110	Red	152	198	220	Red
KPI 035	Permanent admissions to residential and nursing care 65+ per 100,000	Health and Social Care	312	315	110.2	88	79	Red	193	175	158	Red
KPI 046	Level of household recycling	Communities	16.3%	22.0%	16.3%	20.3%	22.0%	Red	15.64%	20.3%	22.0%	Red
KPI 048	Children engaged in school cycle schemes	Communities	1,379	1,100	125	297	330	Red	305	495	550	Red

List of No data currently Measures Q2
All Directorates
6 No data currently

Our delivery and performance

List of 6 No data currently measures at Q2

Ref	Measure	Directorate	2022-23 Outturn	2023-24 Target	Q1 Outturn	Q1 Min Target	Q1 Target	Q1 RAG	Q2 Outturn	Q2 Min Target	Q2 Target	Q2 RAG
KPI 025	Rate of first time entrants to the Youth Justice system	Children's Services	140	155	163	185	155	Amber	No data currently	185	155	No data currently
KPI 026	% of young people that re-offend	Children's Services	29.4%	20%	34%	40%	30%	Amber	No data currently	30%	20%	No data currently
KPI 039	Number of smoking cessation 4 week quits	Health and Social Care	1,150	1,200	359	250	300	Green	No data currently	500	600	No data currently
KPI 040	Number of smoking cessation 4 week quits (BAME)	Health and Social Care	460	450	179	100	113	Green	No data currently	200	225	No data currently
KPI 044	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Communities	42.3%	37.0%	38.6%	45.0%	50.0%	Red	No data currently	45.0%	50.0%	No data currently
KPI 034	Number of missed collections per 100,000 households	Communities	No data	50	No data currently	45	50	No data currently	No data currently	45	50	No data currently

Our delivery and performance

List of 6 No data currently measures at Q2

Ref	Measure	Directorate	Q2 RAG	Commentary
KPI 025	Rate of first time entrants to the Youth Justice system	Children's Services	No data currently	Q2 data not available until end December 2023 when published nationally by the Youth Justice Board. Lower peformance is better for this measure.
KPI 026	% of young people that re-offend	Children's Services	No data currently	Q2 data not available until end December 2023 when published nationally by the Youth Justice Board. Lower peformance is better for this measure.
KPI 039	Number of smoking cessation 4 week quits	Health and Social Care	No data currently	Q2 data will be available in December 2023. This is due to a 6-8 weeks lag awaiting completion of treatment period and getting all data from the providers.
KPI 040	Number of smoking cessation 4 week quits (BAME)	Health and Social Care	No data currently	Q2 data will be available in December 2023. This is due to a 6-8 weeks lag awaiting completion of treatment period and getting all data from the providers.
KPI 044	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison	Communities	No data currently	The data is made available to the local authority via published reports by National Drug Treatment Monitoring System (NDTMS). These reports are generated by monthly submissions made by the substance misuse treatment services to NDTMS each month, after ensuring data quality is 100%. Q2 2023-24 report is scheduled to be published by NDTMS on the 23rd of November 2023.
KPI 034	Number of missed collections per 100,000 households	Communities	No data currently	The service is not able to report on the current annual delivery plan measure as there is no reliable source of data on the number of properties collected from including parent and child properties. Discussions are ongoing on an alternative measure.

List of all Measures by Priority and Directorate

Our delivery and performance

Measures by Priority

Priority 1 Tackling the cost of living
KPI 001
KPI 002
KPI 003
KPI 004
KPI 005
KPI 006

Priority 2 Homes for the future
KPI 007
KPI 008
KPI 009
KPI 010
KPI 011

Priority 3 Accelerate Education
KPI 012
KPI 013
KPI 014
KPI 015
KPI 016
KPI 017
KPI 018
KPI 019
KPI 020
KPI 021
KPI 022
KPI 023
KPI 024
KPI 025
KPI 026
KPI 027
KPI 028
KPI 029

Priority 4 Boost culture, business, jobs and leisure
KPI 030
KPI 031
KPI 032
KPI 033

Priority 5 Invest in public services
KPI 035
KPI 036
KPI 037
KPI 038
KPI 039
KPI 040

Priority 6 Empower Communities and Fight Crime
KPI 041
KPI 042
KPI 043
KPI 044

Priority 7 A Clean and Green Future
KPI 045
KPI 034
KPI 046
KPI 047
KPI 048

Priority 8 A Clean and Green Future
KPI 049
KPI 050
KPI 051

Measures by Directorate

Children's Services
KPI 001
KPI 002
KPI 012
KPI 013
KPI 014
KPI 015
KPI 016
KPI 017
KPI 018
KPI 019
KPI 020
KPI 021
KPI 023
KPI 024
KPI 025
KPI 026
KPI 027
KPI 028
KPI 029

Housing & Regeneration
KPI 003
KPI 004
KPI 005
KPI 006
KPI 007
KPI 008
KPI 009
KPI 010
KPI 032
KPI 033

Communities
KPI 011
KPI 030
KPI 031
KPI 041
KPI 042
KPI 043
KPI 044
KPI 045
KPI 034
KPI 046
KPI 047
KPI 048

Health & Social Care
KPI 035
KPI 036
KPI 037
KPI 038
KPI 039
KPI 040

Resources
KPI 022
KPI 049

Chief Executive's Office
KPI 050
KPI 051

Priority 1
Tackling the cost of living

Priority 1
Tackling the cost of living crisis

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

What have we delivered?

The Council has been working with local organisations to offer holiday clubs full of free, fun activities and nutritious meals for children across Tower Hamlets.

At the end of the summer, 79,000 attendances were recorded to the holiday and food activities (HAF) programme, funded by the Department for Education.

Tower Hamlets Council is the first local authority in England to fund universal free school meals up to the age of 16.

The scheme supports families during the cost-of-living crisis, providing a saving of £550 per year, per child.

The funding is part of the Council's effort to improve the life chances of young people in the borough.

Eating a healthy, nutritious meal supports pupils with their learning and has been shown to improve behaviour and academic achievements.

The Food Hub continues to reach a wide variety of small and larger community groups offering food aid to those in need. The Fair Food For All group meets regularly to ensure groups know how to signpost into longer term support.

Warm hubs have been used by councils across the UK to help those impacted by the rising cost of living to access warm, safe and comfortable environments in their communities - especially during periods of extreme cold weather.

Visitors also used the hubs to tackle loneliness by connecting with others, and to get additional support as well as information on advice services that could offer long term help.

Council tax continues to remain frozen.

The Council in partnership with Tower Hamlets Volunteer Centre provided 89 hours of volunteer support and 750 energy packs were distributed to residents.

The delivery plan for the Household

Supply Fund (HSF) outlining the package of support was agreed by the Mayor in June and subsequently submitted to DWP. The HSF funds Government allocation for Tower Hamlets for the financial year 2023/24 is £5,992,559.

Promotion of the Resident Support Scheme (RSS) has been undertaken through a variety of groups and it is now reaching a wide demographic of those in need.

The Food Hub continues to reach a wide variety of small and larger community groups offering food aid to those in need. The Fair Food For All group meets regularly to ensure groups know how to signpost into longer term support.

Children's Services Directorate

KPI 001 Number of EMAs awarded

Quarterly Performance Trend: N/A

Annual Performance Trend: N/A

What the data shows

In Q2, the applications process for EMA and University bursaries are open. The deadline for applications was 8th November 2023. This measure is reported annually and is next due to be reported in Q4. Last year, funding was available for 1,250 students however only 803 eligible applicants fully met the criteria. There was an initial oversubscription on applications received but a number of applicants failed to meet the 95% attendance threshold (only 496 met this). 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.

Children's Services Directorate

KPI 002 Number of university bursaries awarded

Q2 RAG status: Reported annually

Quarterly Performance Trend: N/A
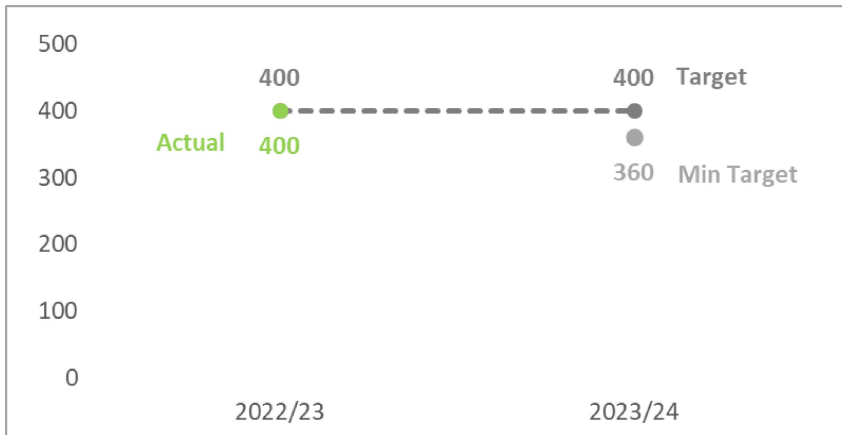
Annual Performance Trend: N/A

Chart showing:
- 400 Target (2022/23)
- 400 Target (2023/24)
- 400 Actual
- 360 Min Target

Y-axis: 0, 100, 200, 300, 400, 500
X-axis: 2022/23, 2023/24

What the data shows

In Q2, the applications process for EMA and University bursaries are open. The deadline for applications was 8th November 2023. This measure is reported annually and is next due to be reported in Q4. Last year, 400 successful applicants were awarded the bursary.

KPI 003 Percentage of homelessness cases prevented or relieved (1/2)
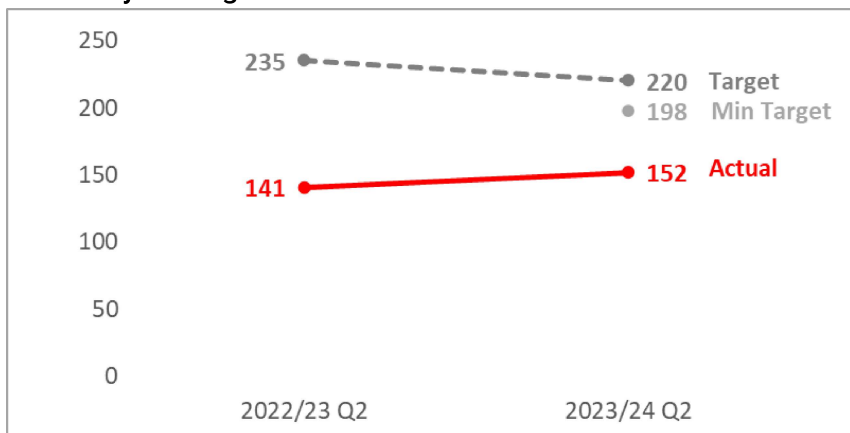
Q2 RAG status: Red   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison
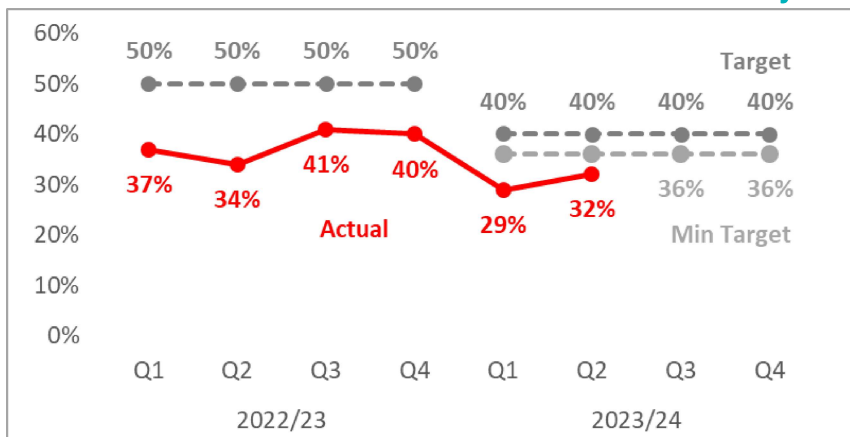
What the data shows

The data for this measure is submitted to DLUHC who validate the information. There is time-lag in the validation and the data for Q1 and Q2 is unvalidated.

Benchmarking data on this measure is not available as DLUHC have yet to publish 2023/24 all borough data on homelessness.

Why is this below target?

There has been a severe contraction in the availability of affordable private rented accommodation and a knock-on impact in the supply of temporary accommodation. This is being experienced nationally and is not unique to Tower Hamlets. The lack of supply has resulted an inability to prevent and relieve homelessness which has direct impact on this measure outcome.

Homelessness demand has risen by 25% (251 extra applications were received from Jan-June 2023 compared to the previous 6-month period).

There is an increase in evictions from the private sector and the ability to prevent this is proving more challenging as landlords are exiting the market and really do want possession, leading to negotiations with landlords, to prevent, not getting the same traction as it used to.
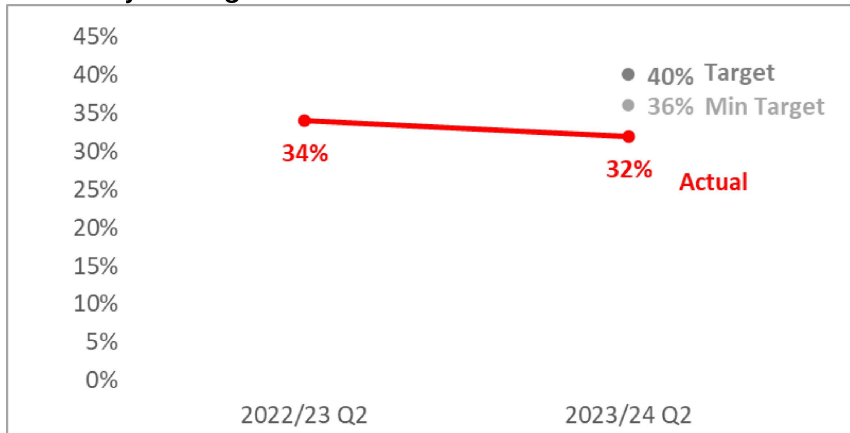
KPI 003 Percentage of homelessness cases prevented or relieved (2/2)

Q2 RAG status: Red   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Declining ⬇**
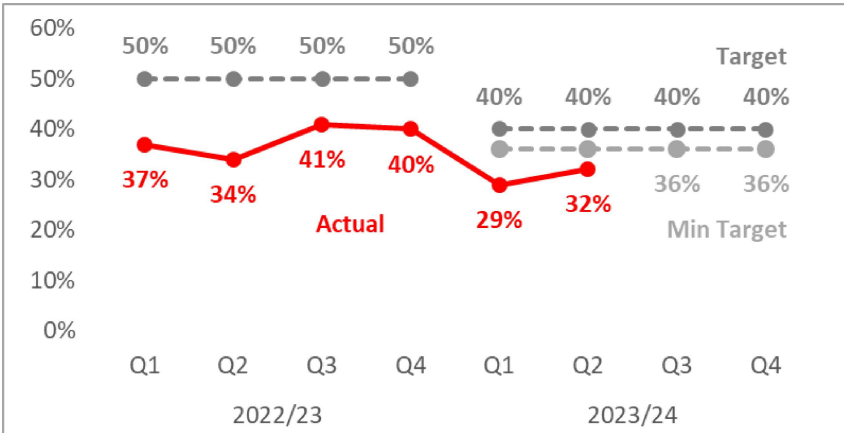
Quarterly tracking
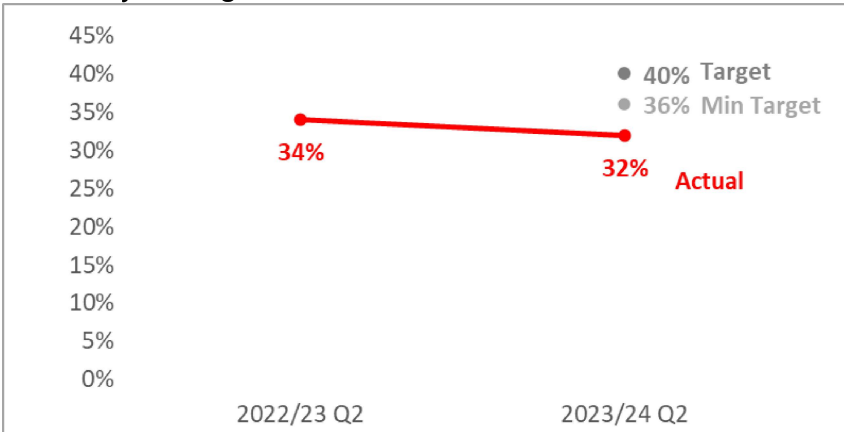
Annual comparison

Mitigatory action taken by the service

Review of placement policy to enable discharge duty in more affordable areas.

Housing Options Assistants are now pre-screening all Housing Advice appointments, consequently reducing Housing Advice appointment waiting time. Housing Advice appointments waiting time has been reduced to 1 week (was previously at a peak of 6 weeks).

Currently working with providers such as Bridge Housing, who buy properties on the open market and offer them to the Council to let as an AST, in order to discharge our homelessness duty. August 2023 saw the launch of our landlord campaign (digital adverts, social media, bus stops, billboards, My East End, google). In September we wrote to 11,000 THH leaseholders by including our campaign in the service charge actuals statement. In November we held a landlord day event in the Town Hall.

Revised PRS package implemented from 1 August - rents being topped up above the LHA in the form of an incentive payment. Packages include landlord insurance, rent deposit and advance. Secured 40 one beds PRS in Slough.

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.

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Housing & Regeneration Directorate

KPI 004 Number of homeless people supported into sustainable accommodation

Q2 RAG status: Red

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving ⬆**

Quarterly tracking

Chart values (2022/23): Target 117, 235, 352, 470; Actual 87, 141, 227, 317
Chart values (2023/24): Target 110, 220, 330, 440; Min Target 99, 198, 297, 396; Actual 71, 152 (Actual)

Annual comparison

Chart values: Target 235 → 220; Min Target 198; Actual 141 (2022/23 Q2) → 152 (2023/24 Q2)
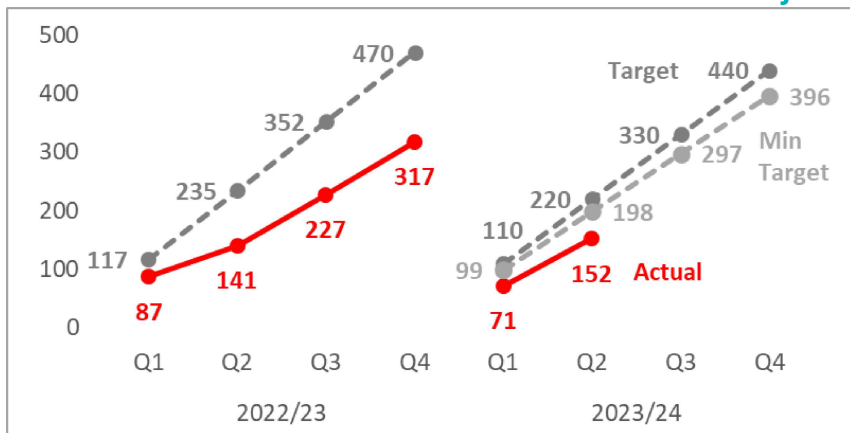
What the data shows

As of Q2, 152 households were supported into sustainable accommodation so far this year which is significantly below the target of 220, This is a cumulative measure.

Why is this below target?

The significant shortage of affordable Private Rented Supply (PRS) available continues to hinder improvements on achieving higher figures on rehousing homeless households. The acute shortage of PRS supply has been a prominent issue for the past year. All London boroughs are reporting a sudden shrinking of the affordable PRS sector so this is not a problem unique to Tower Hamlets. Rising rents have been caused by several factors including rising energy costs, rising mortgage costs, post-covid increased demand, properties returning to owner-occupation as small buy-to-let landlords exit the sector.

Mitigatory action taken by the service

Actions have been listed under KPI 003 Percentage of homelessness cases prevented or relieved also apply.

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.

KPI 005 Number of attendances to holiday activities and food programme during school holidays

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving** ⬆

Quarterly tracking
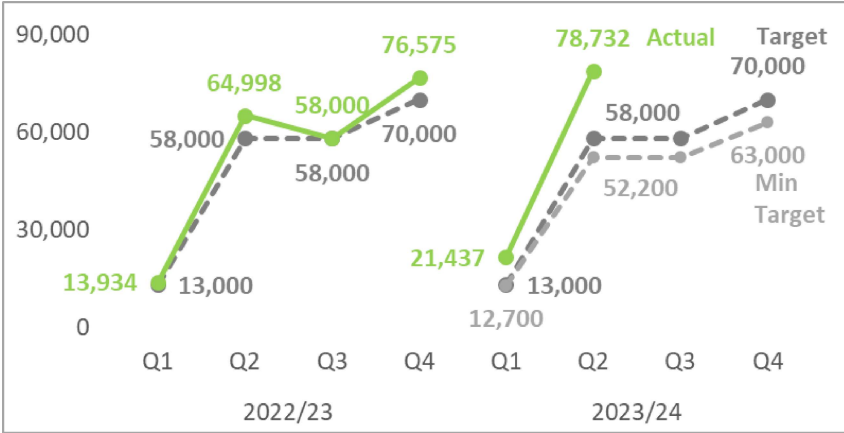
What the data shows

In Q2, 78,732 attendances to holiday activities and food programmes were recorded during school holidays, exceeding the target of 58,000 significantly.
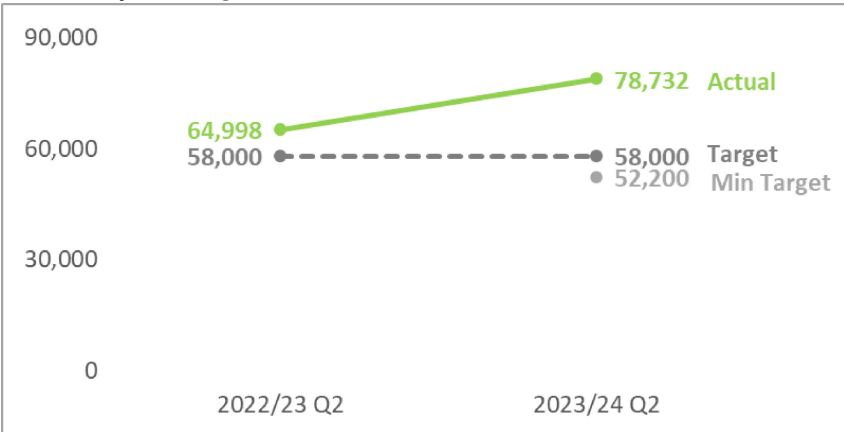
Annual comparison

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KPI 006 Tonnes of food provided to food aid organisations

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving** ⬆

Quarterly tracking
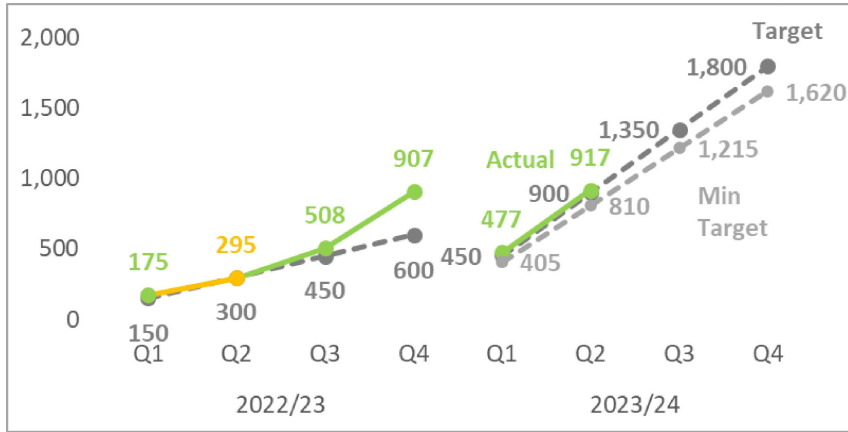
What the data shows

In Q2, 917 tonnes of food was distributed to local food aid organisations through the food hub, exceeding the target of 900 tonnes.
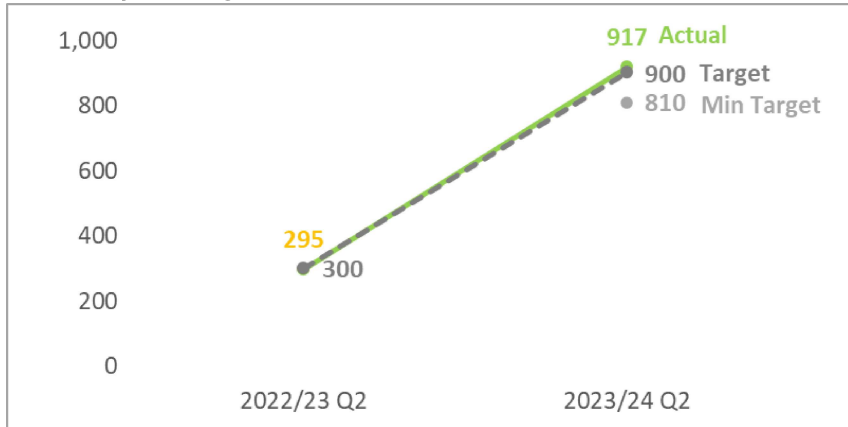
Annual comparison

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 and provisions to maximise the use of existing stock.

Discussions are ongoing with developers to understand barriers to delivery. Stalled sites are discussed at the Tower Hamlets developer's forum.

Various working groups are in place to tackle a range of Housing Issues including Overcrowding, Damp and Mould, Homelessness Transformation, Housing Delivery, and Private Renters/Landlords Forum.

Work has been undertaken to scope a Homelessness and Rough Sleeping Strategy Steering group which will oversee a review of homelessness in Tower Hamlets

and will lead to the development and subsequent delivery of the Council's Homelessness and Rough Sleeping Strategy and Action Plan.

The Council agreed to bring its current housing management services provided by Tower Hamlets Homes in-house following consultation with residents. Staff consultations were held and concluded in September 2023. Staff, services and contracts transferred on 1st November 2023.

The Residents Engagement Working Group has been set up with officers from LBTH and THH attending. A review of current arrangements has been completed and a new model for engagement following the change from the company board model has been completed.

Two events were held in May and July with Council tenants and leaseholders and officers from THH/LBTH. The events were very popular with 40 attendees, and the second event was held to accommodate demand.

The Council hosted a Reducing Housing Overcrowding: Knowledge Share Session in October, welcoming colleagues from the London Boroughs of Newham and Waltham Forest, and academics from UCL.

The session was held to gain insight on how other London Local Authorities are reducing and managing overcrowding.

The Council's overcrowding action plan is currently being progressed, and additional work is underway to identify a more holistic approach to tackling overcrowding across the borough which looks at non-housing-based interventions which either reduce overcrowding, or the impact that overcrowding has on families within the borough.

To this end the Council has engaged partners via the TH Partnership and is working with services across the Council to prioritise a series of interventions to reduce the impact of overcrowding in the borough.

Housing & Regeneration Directorate

KPI 007 Net additions to the housing stock

Q2 RAG status: Data Only

Quarterly Performance Trend: Improving ⬆

Annual Performance Trend: Declining ⬇

Quarterly tracking

Annual comparison
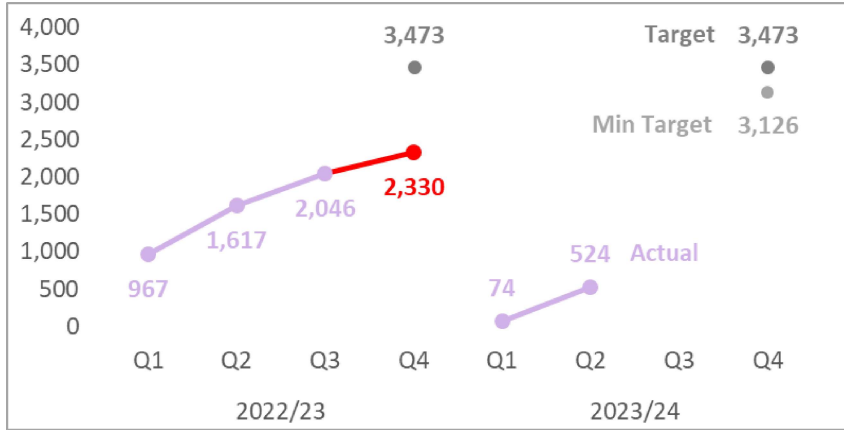
What the data shows

There were 524 net additions to housing stock in Q2. The low numbers reflect the current issues in the housing market and wider economy and the uncertainty created by the requirement for two staircases in buildings over 18m. The Planning team continue to work with applicants to bring forward schemes and maximise affordable housing and are also investigating barriers to progress, particularly within the planning system to speed up the issuing of planning decisions.

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Housing & Regeneration Directorate

KPI 008 Number of affordable homes consented

Q2 RAG status: Data Only   **Quarterly Performance Trend:** Improving ⬆   **Annual Performance Trend:** Declining ⬇

Quarterly tracking
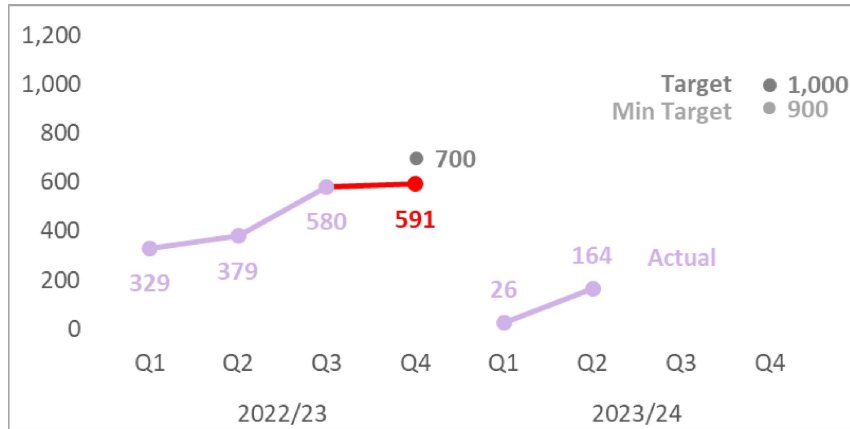
What the data shows

There were 164 affordable homes consented in Q2. The low numbers reflect the current issues in the housing market and wider economy and the uncertainty created by the requirement for two staircases in buildings over 18m. The Planning team continue to work with applicants to bring forward schemes and maximise affordable housing and are also investigating barriers to progress, particularly within the planning system to speed up the issuing of planning decisions.

Annual comparison

Housing & Regeneration Directorate

KPI 009 Number of affordable homes delivered

Q2 RAG status: Data Only   **Quarterly Performance Trend:** Declining ⬇   **Annual Performance Trend:** Declining ⬇

Quarterly tracking
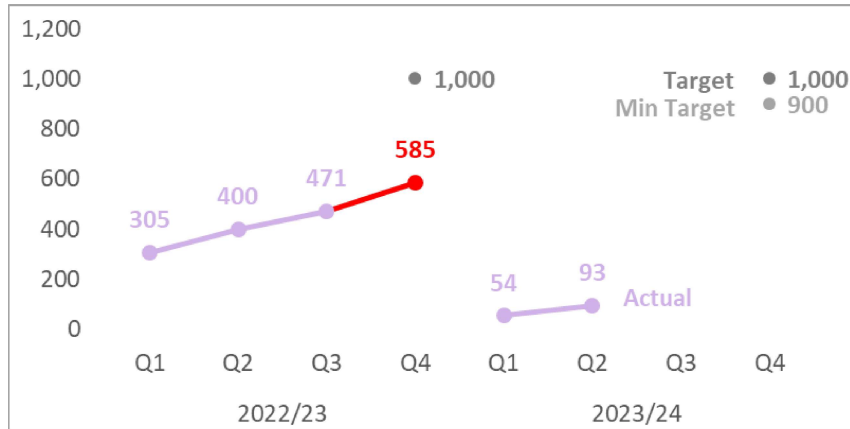
What the data shows

There were 39 affordable homes delivered in Q2, making the Q2 cumulative figure 93. The council has limited influence over the build out of schemes. Completions coming on stream now will have received permission a number of years ago. The planning team are talking to developers to understand blockages to delivery, how the staircase requirements are impacting consented schemes and to support the delivery of affordable homes.
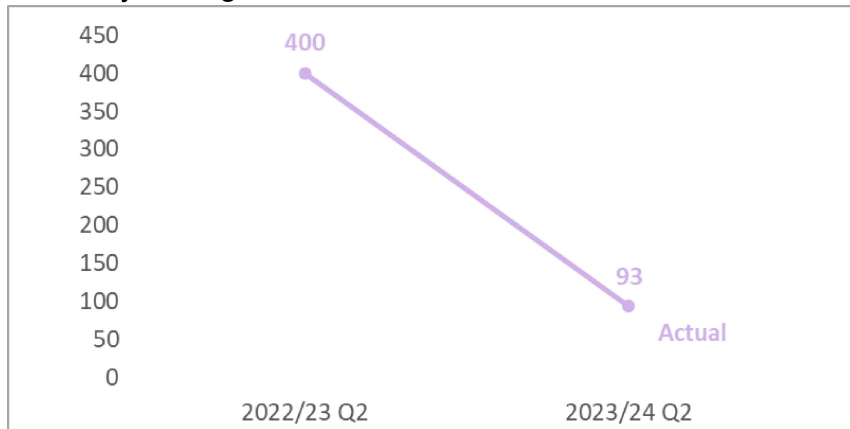
Annual comparison

Housing & Regeneration Directorate

KPI 0010 Lets to overcrowded households

Q2 RAG status: Amber   **Quarterly Performance Trend: Stable ➡**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison
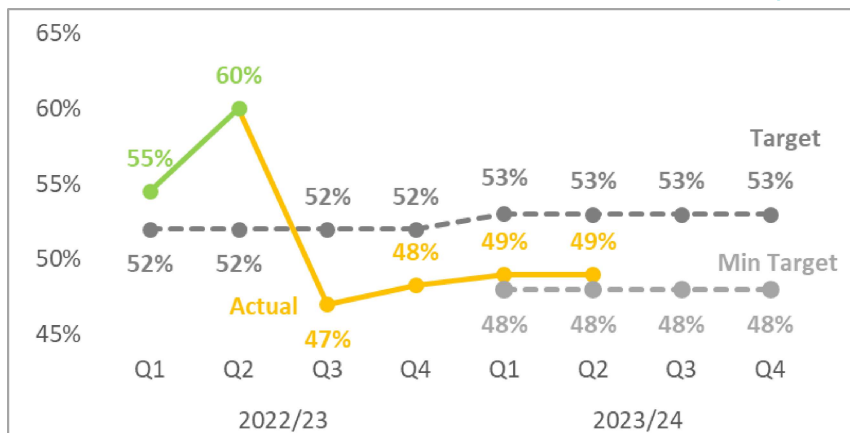
What the data shows

In Q2, 49% of overcrowded households were let suitable accommodation. This is below the target of 53% but above the minimum target of 48%.

Why is this below target?

Insofar as the Council operates a choice-based system of allocation, allocation of properties in any given quarter/year is ultimately determined by the bidding approach of applicants.

Mitigatory action taken by the service

Given the measure's close proximity to the target and limited ability to impact performance in this context, no particular actions have been proposed.

When will this be on track?

Although below target, the figure has increased steadily over the past three quarters and is likely to be back on track later on this year.
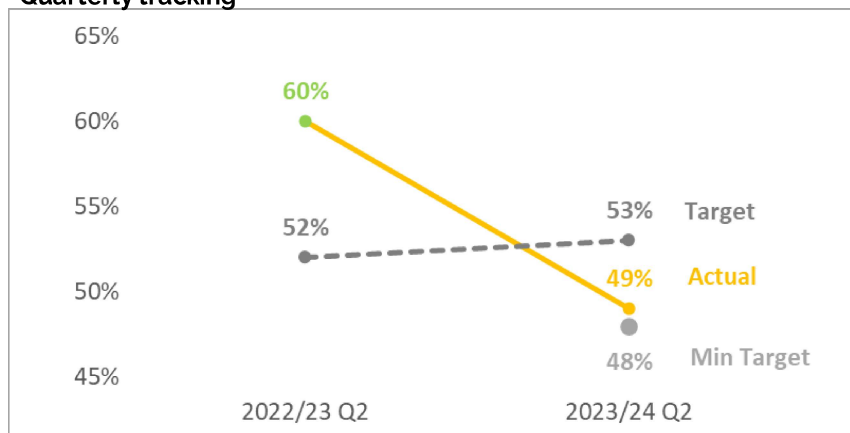
31

KPI 011 Number of privately rented properties visited

Q2 RAG status: Green   **Quarterly Performance Trend: Stable** ➡   **Annual Performance Trend: Declining** ⬇

For this measure the minimum target is the same as the stretch target

Quarterly tracking

Annual comparison
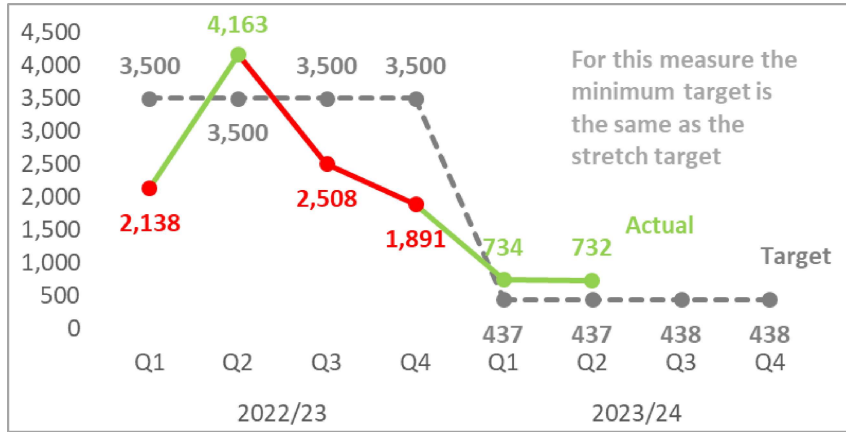
What the data shows

In Q2, 732 privately rented properties were visited, exceeding the Q2 target of 437. This measure looks at the number of interventions undertaken for all three schemes: Selective Licensing, Additional HMO and Mandatory HMO. 1,466 properties were visited in Q1 & Q2, and the figure is on track to meeting the annual target of 1,750.
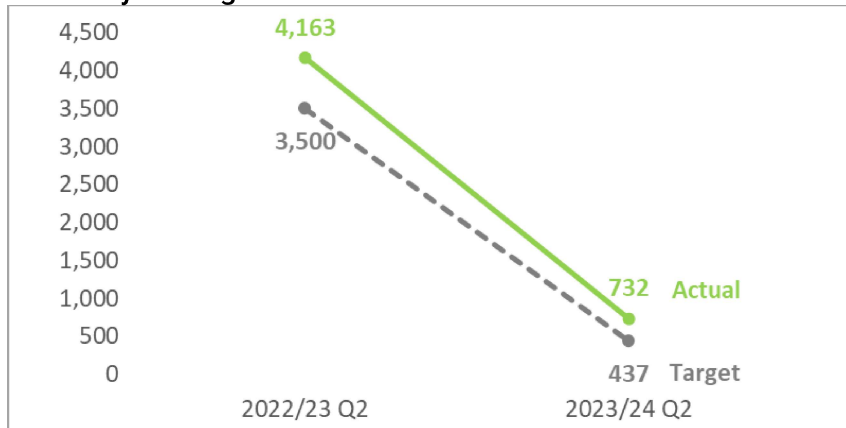
32

Priority 3
Accelerate Education

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 has become the first local authority in England to fund universal free school meals up to age 16

Universal free school meals were extended to 19 secondary schools in September 2023, as part of a £5.7m investment by the Council.

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

The Inclusion framework which has been developed by the Council will be reviewed and shared to ensure all schools and settings are aware of the universal provision and high-quality teaching expectations.

A broad review of the sixth form outcomes and provision has been undertaken by the Council. This review has fed into a scoping document on the establishment of an Institute for Academic Excellence.

Residents, business owners and officers from Tower Hamlets Council joined forces to address skills gaps in the workforce through two events hosted in the borough.

The first event took place on 7 June at One Canada Square in Canary Wharf and saw over 50 representatives from local businesses and key partners discuss the critical need to work together to bridge future skills gaps.

The free event, titled Bridging the Skills Gap for a Brighter Future, was hosted by the Council's Growth and Economic Development team, and saw speakers from varying sectors network.

Children's Services Directorate

KPI 012 Number of primary school pupils in KS2 receiving council-funded FSM
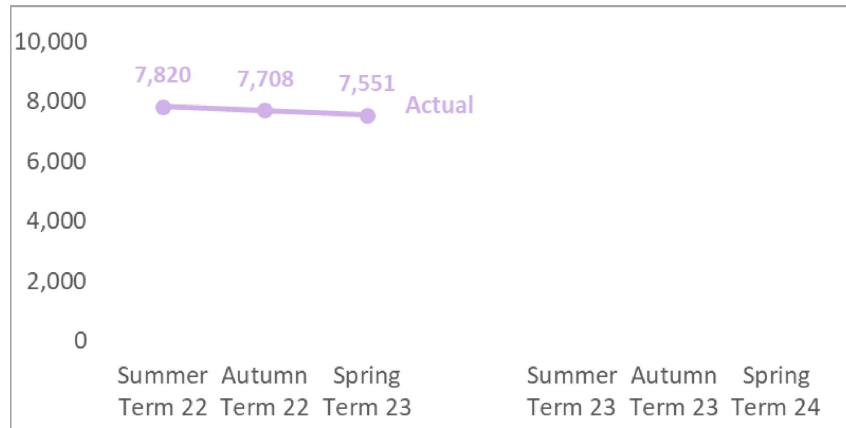
What the data shows

This data is reported termly and there is no Q2 figure to report.

Quarterly tracking

Chart data: 7,820 (Summer Term 22), 7,708 (Autumn Term 22), 7,551 (Spring Term 23) — Actual

Annual comparison

Chart data: 7,825 (Spring Term 22), 7,551 (Spring Term 23) — Actual

35

Children's Services Directorate

KPI 013 % of primary school pupils in KS2 receiving council-funded FSM

Q2 RAG status: Reported Termly

Quarterly Performance Trend: Declining ⬇

Annual Performance Trend: Declining ⬇

Quarterly tracking

Chart showing:
- Target: 85%, 85%, 85%
- Min Target: 80%, 80%, 80%
- Actual: 57.3% (Summer Term 22), 57.5% (Autumn Term 22), 56.5% (Spring Term 23)

X-axis: Summer Term 22, Autumn Term 22, Spring Term 23, Summer Term 23, Autumn Term 23, Spring Term 24

What the data shows

This data is reported termly and there is no Q2 figure to report.

Annual comparison

Chart showing Actual: 57.2% (Spring Term 22), 56.5% (Spring Term 23)

Children's Services Directorate

KPI 014 Number of secondary school pupils receiving council-funded FSM

Q2 RAG status: Reported Termly   **Quarterly Performance Trend:** N/A   **Annual Performance Trend:** N/A

This service was being set up during 2022/23 and launched in September 2023.

(Chart axis: 100%, 80%, 60%, 40%, 20%, 0%)
(Categories: Summer Term 22, Autumn Term 22, Spring Term 23, Summer Term 23, Autumn Term 23, Spring Term 24)

Quarterly tracking

This service was being set up during 2022/23 and launched in September 2023.

(Chart axis: 100%, 90%, 80%, 70%, 60%, 50%)
(Categories: Spring Term 22, Spring Term 23)

Annual comparison

What the data shows

This data is reported termly and there is no Q2 figure to report.

KPI 015 % of secondary school pupils receiving council-funded FSM

Q2 RAG status: Reported Termly   **Quarterly Performance Trend:** N/A   **Annual Performance Trend:** N/A

100%	This service was being set up during 2022/23 and launched in September 2023.
80%	
60%	
40%	
20%	
0%	
	Summer Term 22 Autumn Term 22 Spring Term 23 Summer Term 23 Autumn Term 23 Spring Term 24

Quarterly tracking

What the data shows

This data is reported termly and there is no Q2 figure to report.

100%	This service was being set up during 2022/23 and launched in September 2023.
90%	
80%	
70%	
60%	
50%	
	Spring Term 22 Spring Term 23

Annual comparison

Children's Services Directorate

KPI 016 Number of young people who contacted and registered with the Council's and Council commissioned youth centres

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆ **Annual Performance Trend: Improving ⬆**

Quarterly tracking
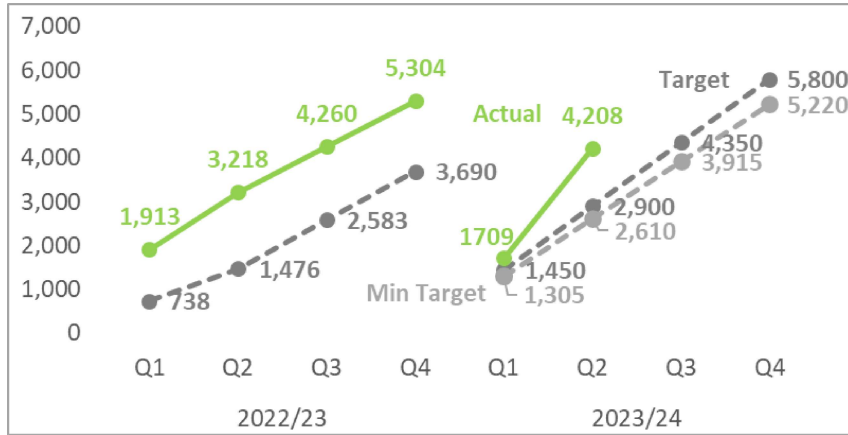
What the data shows

Q2 performance has exceeded the set target. 2,449 more young people contacted and registered with the Council's service since Q1.
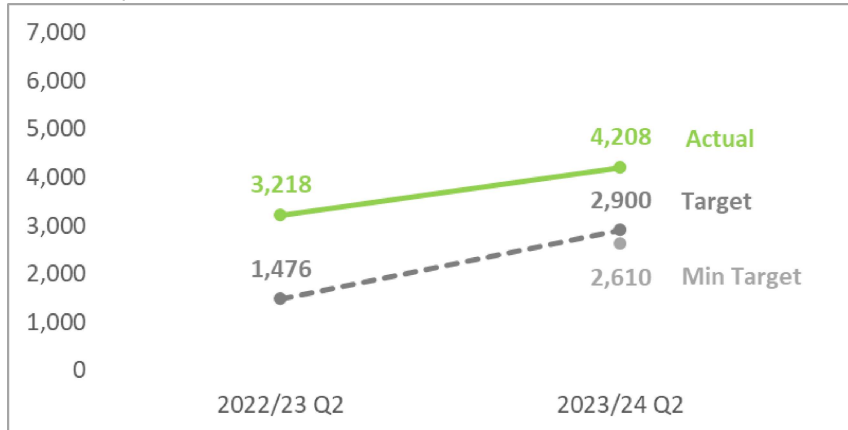
Annual comparison

Children's Services Directorate

KPI 017 Number of users who regularly attend the Council's and Council commissioned youth services

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving** ⬆

Quarterly tracking
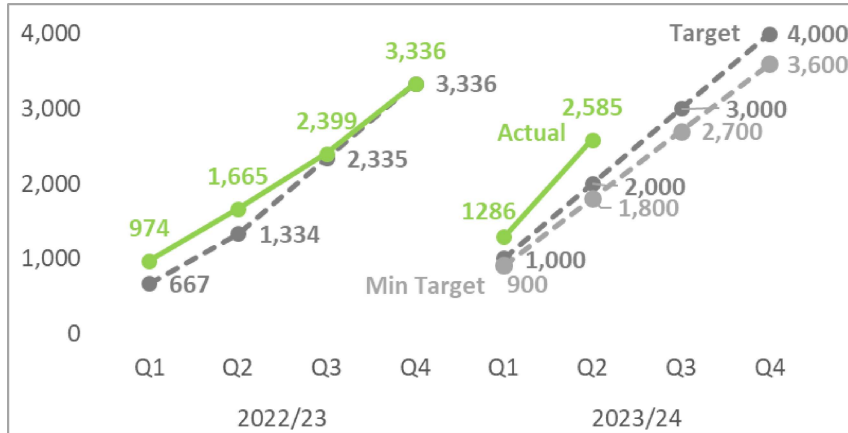
What the data shows

Q2 performance has exceeded the set target of 2,000 users and stands at 2,585 regularly attending Council commissioned youth centres. From Q1 this is an additional 1,299 attending youth services.
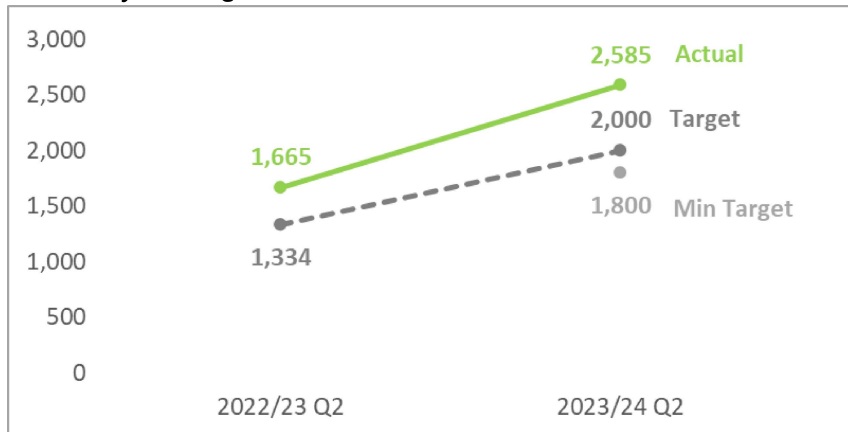
Annual comparison

Children's Services Directorate

KPI 018 Number of young people engaged with the Council's and Council commissioned youth centres who achieve a recorded outcome

Q2 RAG status: Green   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking
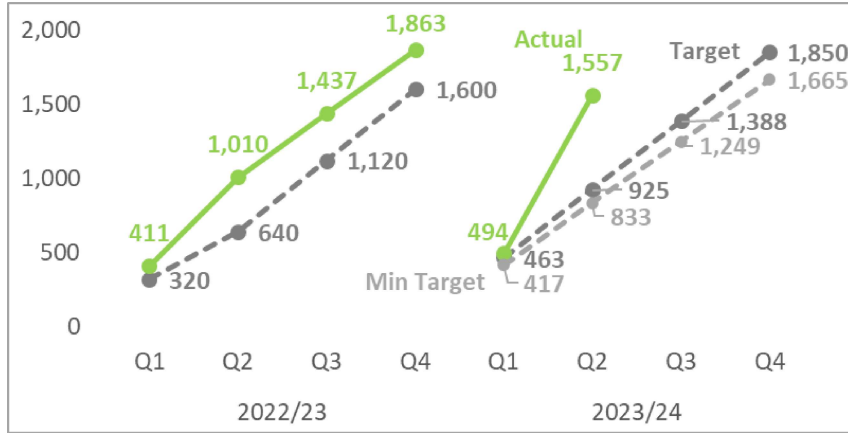
What the data shows

Q2 performance has exceeded the set target of 925. In Q2 1,557 young people achieved a recorded outcome, an increase of 1,083 from the Q1 figure.

Annual comparison

41
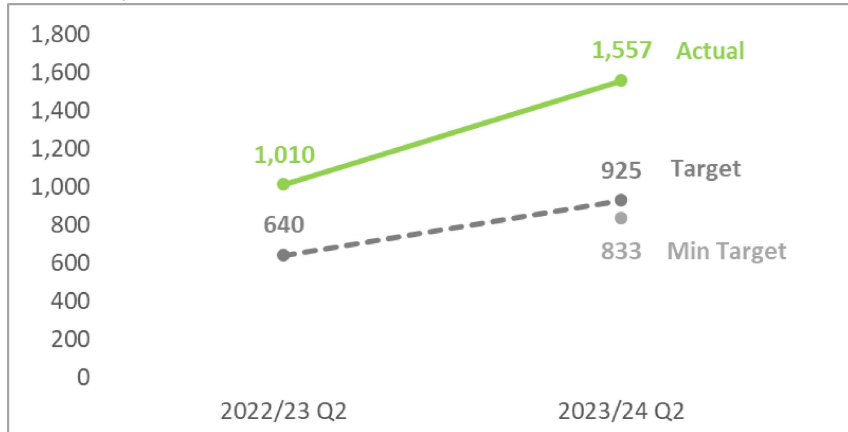
Children's Services Directorate

KPI 019 Number of young people engaged with the Council's and Council commissioned youth centres who achieve an accredited outcome

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆

Annual Performance Trend: Improving ⬆

Quarterly tracking
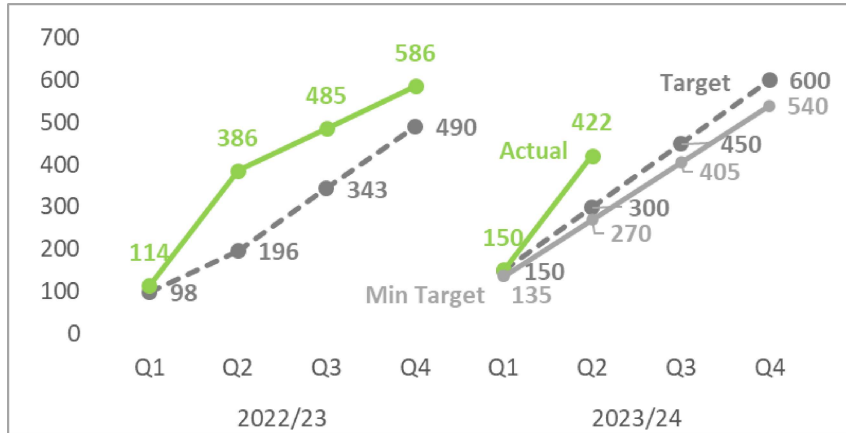
What the data shows

Q2 performance has exceeded the set target of 300. 422 young people achieved an accredited outcome in Q2, an increase of 272 young people since Q1.

Annual comparison

Children's Services Directorate

KPI 020 Number of active education, health and care (EHC) plans
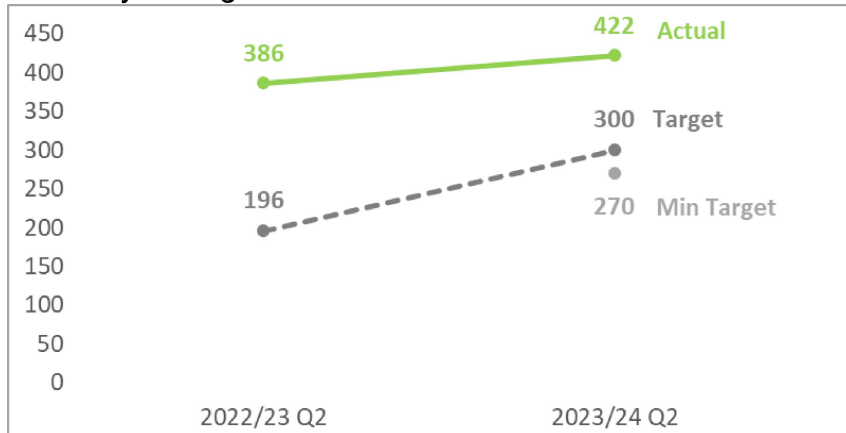
Q2 RAG status: Data Only   **Quarterly Performance Trend:** Increasing ⬆   **Annual Performance Trend:** Increasing ⬆

Quarterly tracking
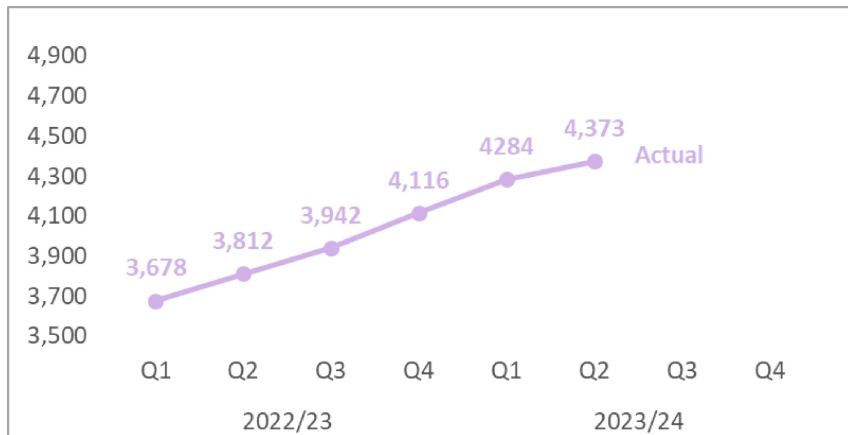
What the data shows

This service is demand led. The number of active education, health and care (EHC) plans has increased by 89 plans since Q1. In the last year, demand for the service has risen considerably, in Q2 22-23 there were 3,812 active plans, in Q2 23-24 the figure stands at 4,378.
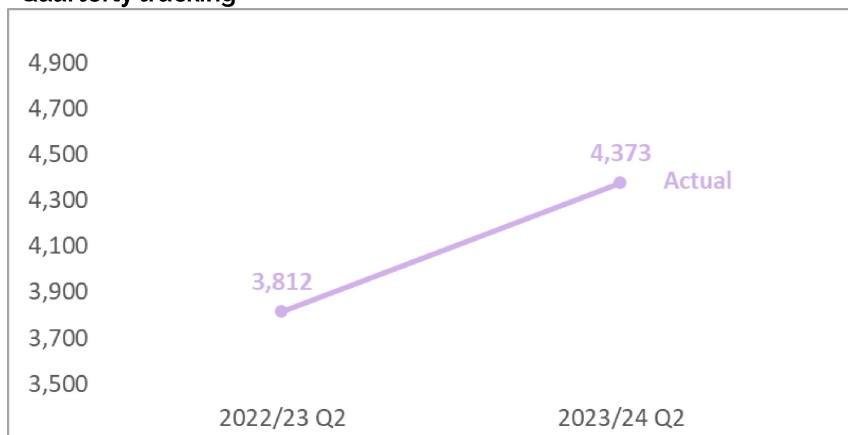
Annual comparison

KPI 021 % of education, health and care (EHC) assessments completed within 20 weeks

Q2 RAG status: Green   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking
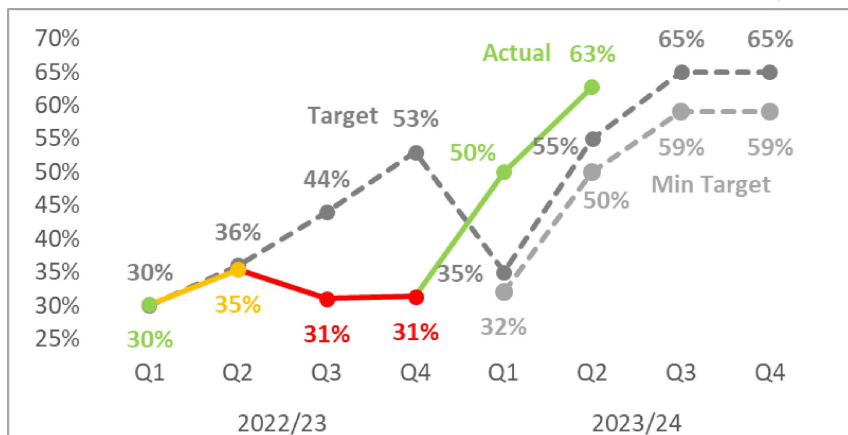
What the data shows

Q2 performance has exceeded the set target of 55%. This follows concerted efforts by the team in ensuring EHC assessments are completed in a timely manner.
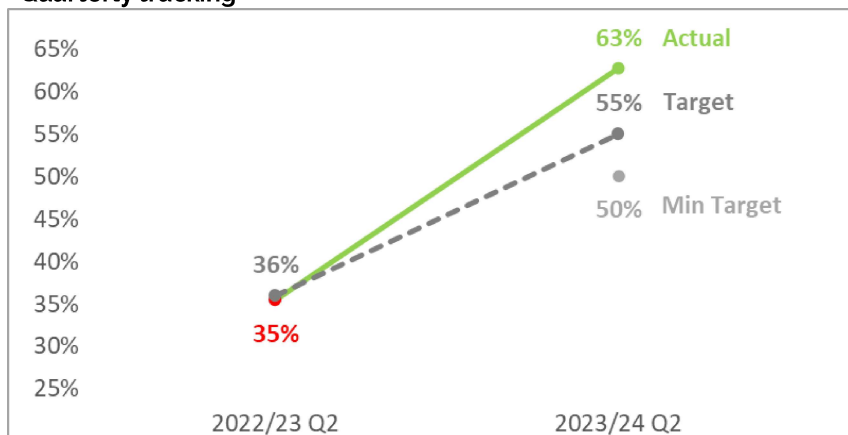
Annual comparison

Resources Directorate

KPI 022 % of Idea Store learners who pass a Skills for Life course

Q2 RAG status: Reported Termly   **Quarterly Performance Trend:** Declining ⬇   **Annual Performance Trend:** Stable ➡

Quarterly tracking
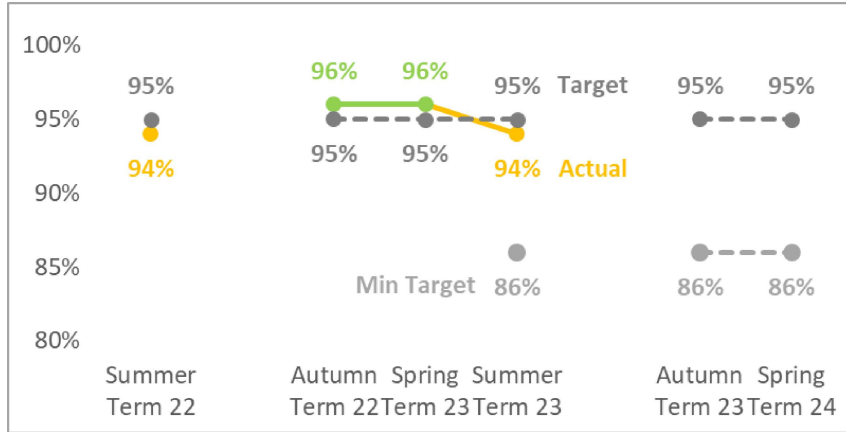
What the data shows

The Skills for Life achievement rate is currently at 94%. This data is reported termly and there is no Q2 figure to report.
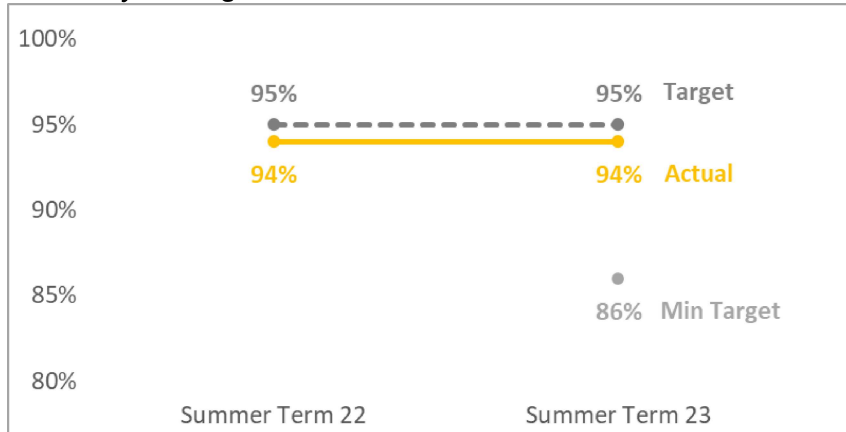
Annual comparison

KPI 023 Number of children supported by the Early Help Children and Family Service

Q2 RAG status: Green

Quarterly Performance Trend: Stable ➡

Annual Performance Trend: Stable ➡

Quarterly tracking
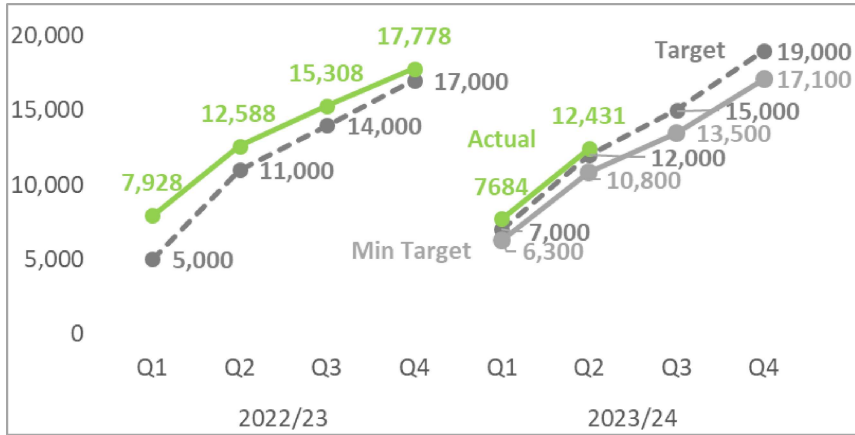
What the data shows

Q2 performance has exceeded the set target of 12,000.
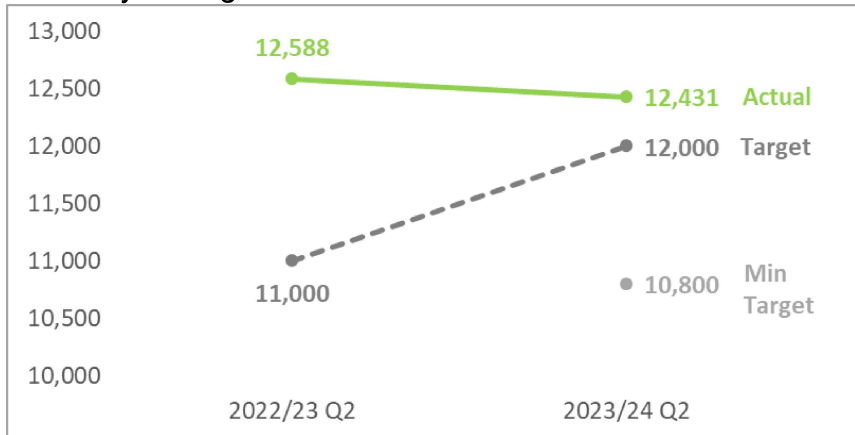
Annual comparison

Children's Services Directorate

KPI 024 % of contacts into MASH that are reviewed and progressed within timescales

Q2 RAG status: Amber

Quarterly Performance Trend: Declining ⬇   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison
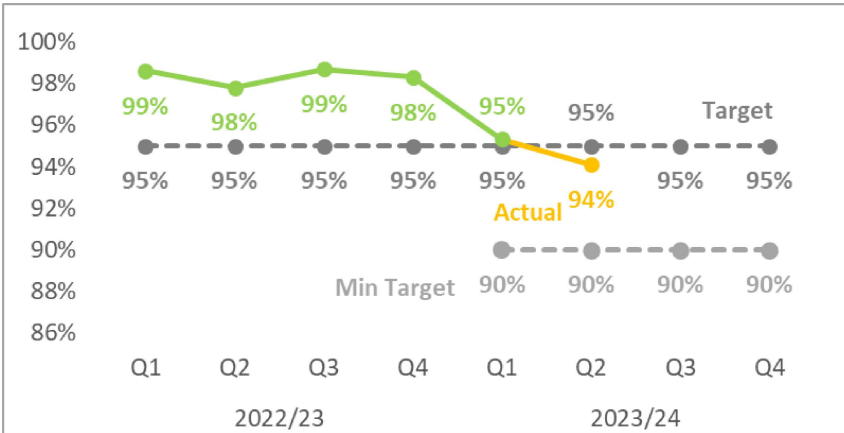
What the data shows

The figure dropped slightly from 95% in Q1 to 94% in Q2.

Why is this below target?

Performance dropped slightly in the months of June and July 2023 due to various factors such as sickness absence and recruitment issues. Monitoring performance against standards, targets and key indicators is undertaken via the Service performance surgeries and Children's Social Care Continuous Improvement Board (CSCIB).

Mitigatory action taken by the service

Robust performance management is at the heart of our drive to secure continuous improvement and delivery of high-quality service. Remedial work was undertaken to bring performance back on track. The performance in the latter months of quarter two has exceeded the set targets at 99.1% and 95.9% respectively. Additionally, the tracking data which allows the social care teams to be proactive and take remedial action by targeting specific areas of improvement is currently being provided.

When will this be on track?

It is anticipated that performance will be back on track by end of quarter 3.

47

KPI 025 Rate of first-time entrants to the Youth Justice system

Q2 RAG status: No data currently

Quarterly Performance Trend: Declining ⬇

Annual Performance Trend: Improving ⬆

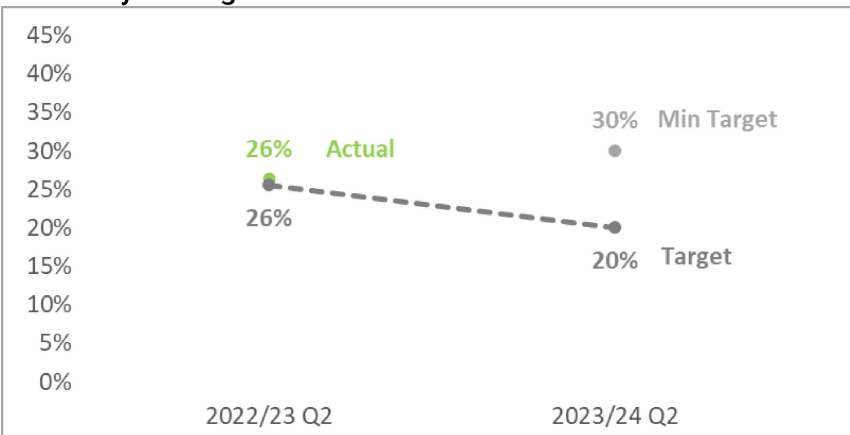**Quarterly tracking**

What the data shows

Q2 data is not available until the end of December 2023 when it will be published nationally by the Youth Justice Board. A lower figure is better for this measure.
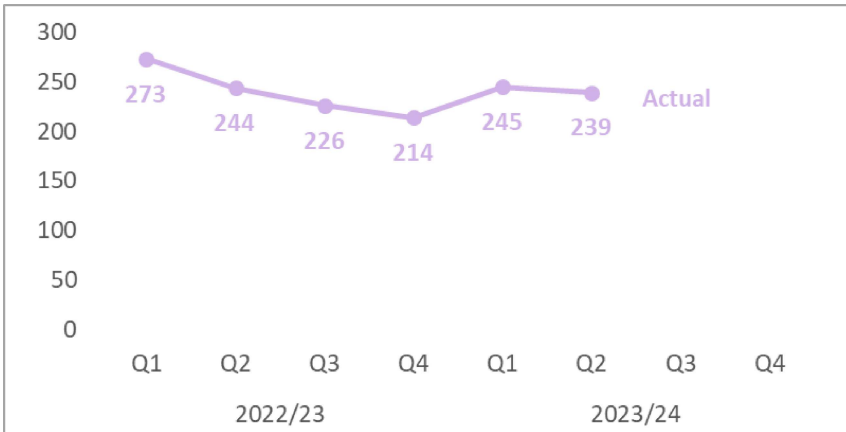

Annual comparison

48

Children's Services Directorate

KPI 026 % of young people that re-offend

Q2 RAG status: No data currently   **Quarterly Performance Trend:** Declining ⬇   **Annual Performance Trend:** Declining ⬇

Quarterly tracking

What the data shows

Q2 data is not available until the end of December 2023 when it will be published nationally by the Youth Justice Board. A lower figure is better for this measure.

Annual comparison

Children's Services Directorate

KPI 027 Number of children subject to protection plans

Q2 RAG status: Data Only

Quarterly Trend: Declining ⬇

Annual Trend: Declining ⬇

Quarterly tracking

What the data shows

This service is demand led. The number of children on protection plans has dropped by 6 children in Q2 when compared to Q1.
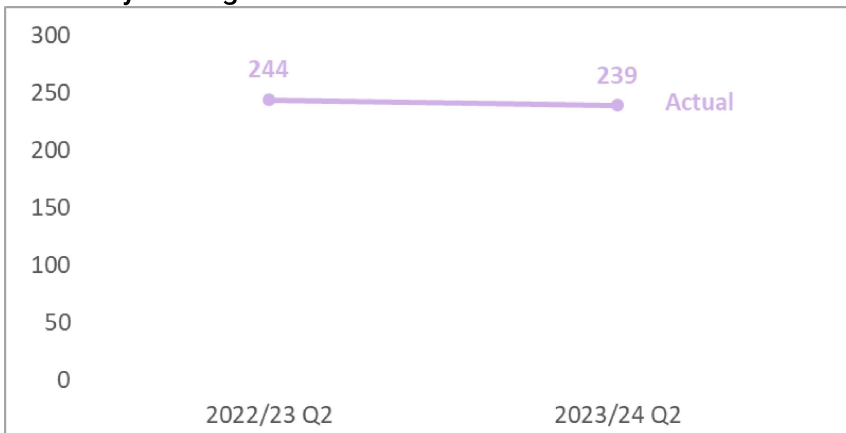
Annual comparison

Children's Services Directorate

KPI 028 % of Care Leavers aged 17-25 who are in education, employment or training (EET)

Q2 RAG status: Amber   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking

Annual comparison
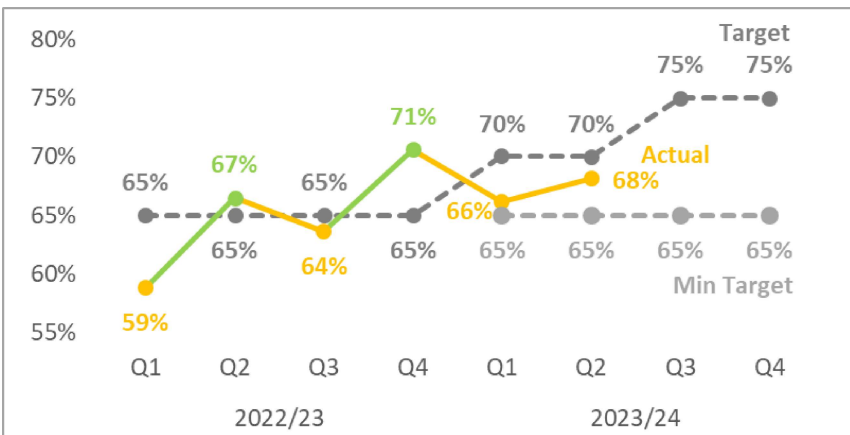
What the data shows

The figure increased slightly from 66% in Q1 to 68% in Q2.

Why is this below target?

This indicator has been impacted by factors including the recent spike in unaccompanied asylum-seeking children within this quarter.

Mitigatory action taken by the service

The revised EET Team became fully operational in September 2023 and has successfully enrolled an additional 50 children in EET activities, which will have an impact on improving this performance indicator.

When will this be on track?

It is anticipated that performance will be back on track by end of quarter 3.

Children's Services Directorate

KPI 029 Number of children looked after
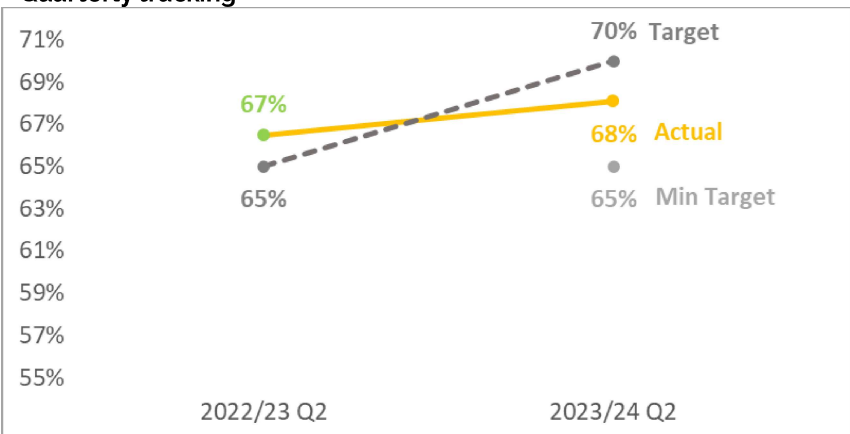
Q2 RAG status: Data Only

Quarterly Trend: Stable ➡

Annual Trend: Declining ⬇

Quarterly tracking
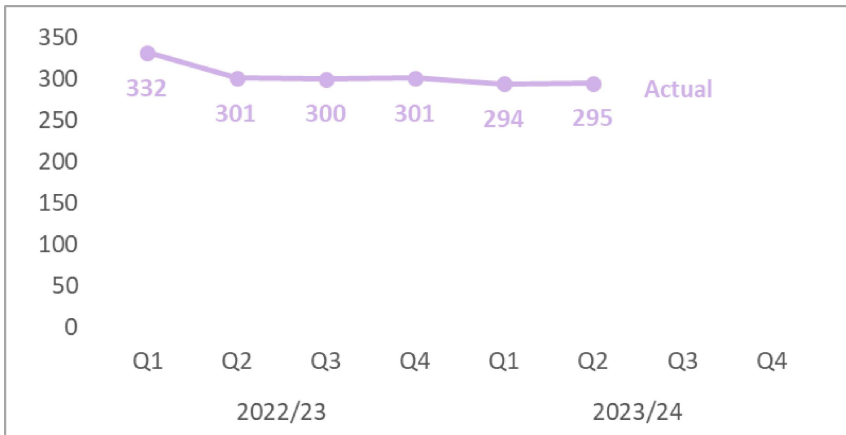
What the data shows

This service is demand led. In Q2, 295 children were looked after, an increase of one child since Q1.
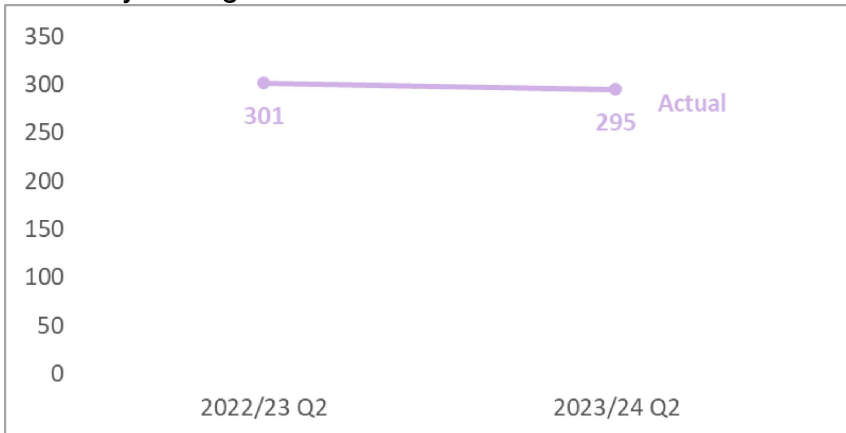
Annual comparison

Priority 4
Boost culture, business, jobs and leisure

Priority 4
Boost culture, business, jobs and leisure

Our ambition:

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

What have we delivered?

The prestigious Mayor's Cup, hosted by the Council's Sports and Physical Activity team, was delivered in partnership with the support of key partners and sponsors, enabling Tower Hamlets' rich football heritage at grassroots to be sustained.

Held over two weekends, nearly 1,000 local players (aged 8+) took part to showcase their skills in eight adult and youth categories.

Heats were played on 2 and 3 September, with participants packing the pitches at Victoria Park.

10 external sponsors were secured for the tournament and 66 teams in 9 age categories participated in a successful tournament.

External funding has been secured for additional job enablement schemes: DWP Local Supported Employment Programme and the DWP Individual Placement Support.

The Council has been working with local organisations to offer holiday clubs full of free, fun activities and nutritious meals for children across Tower Hamlets.

By the end of the summer, the holiday and food activities (HAF) programme, funded by the Department for Education, will reach over 3,500 children across the borough, and provide over 50,000 meals.

The campaign to raise awareness and participation by women and girls in sport completed. GLL have reported on increased participation by women and girls and women only sessions.

A new public art piece by artist Shiraz Bayjoo has been unveiled in Globe Town, Bethnal Green, East London.

Installed on the side of Clynes House in Globe Town in July 2023, the work is a large colourful photographic collage of archival materials that speak to the rich history of Tower Hamlets and the contemporary character of the area and its residents.

Commissioned by Tower Hamlets Council and Whitechapel Gallery, the mural combines over twenty different images sourced from archives around London and internationally.

The images reflect a range of different historical themes that have been vital in the development of the local area, including protests and political movements; trade, industry, and empire; and sporting, cultural and ecological references. Qualities of courage, resilience, invention, and humour can be felt across the layered imagery.

Additional police patrols have been contracted from the funding from the Late-Night Levy concentrating on nighttime economy areas. Areas for street cleaning have been identified cleaning commenced to increase the cleanliness of the Borough.

KPI 030 Number of arts events delivered

Q2 RAG status: Green   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking
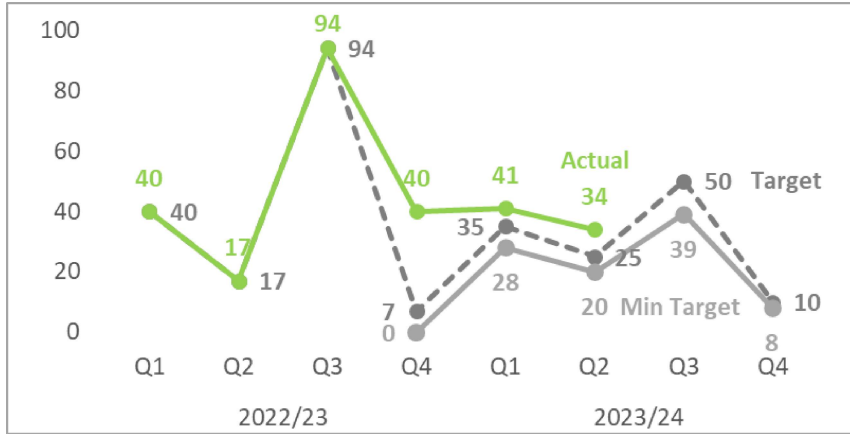
What the data shows

Target exceeded due to the Holiday Activities and Food summer programmes.
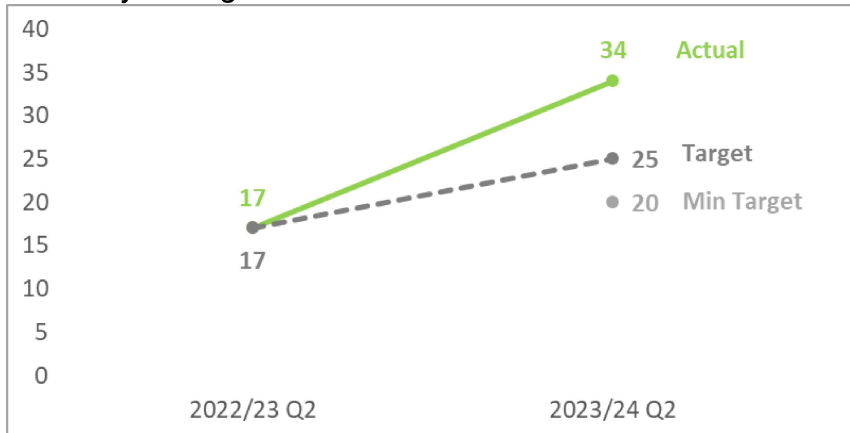
Annual comparison

Communities Directorate

KPI 031 % of leisure centre member base that are female

Q2 RAG status: Amber

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving ⬆**

Quarterly tracking

Annual comparison
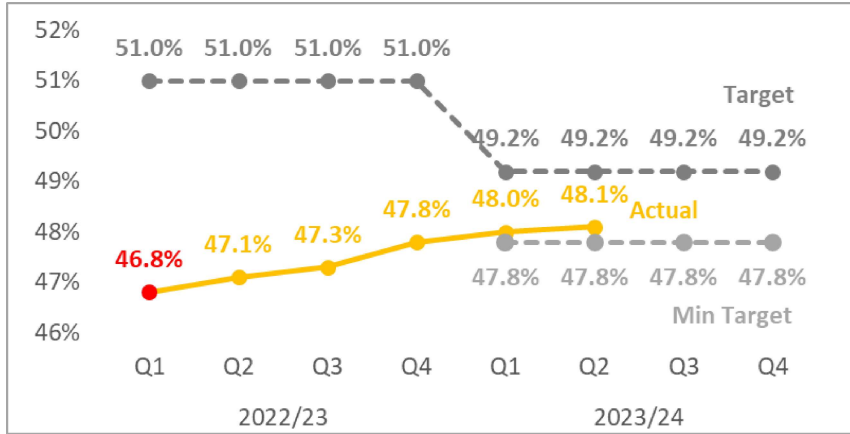
What the data shows

The figure increased from 48.0% in Q1 to 48.1% in Q2 against a target of 49.2%.

Why is this below target?

Female membership continues to hold steady into Q2 with a slight increase of 0.06%. The focus is on continued enhancement of the programme and a review of the occupancy levels of sessions across the borough. New sessions have been implemented to the adult and child gym programme in the women only gym at Mile End.

Mitigatory action taken by the service

A borough wide campaign to increase participation of W&G's in Q2 is ongoing, with growth in programming and female recruitment at local events.

When will this be on track?

Benefits of campaign to be realised late in Q2 and early Q3. Programme review to be completed by August.
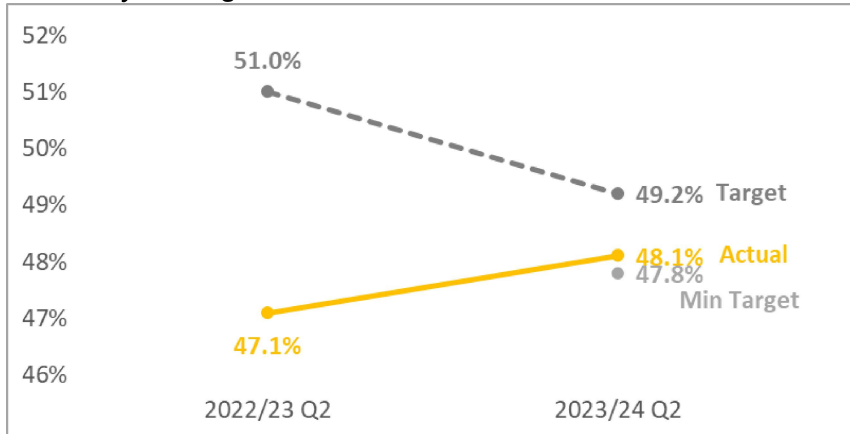
Housing & Regeneration Directorate

KPI 032 The number of new jobs, training and apprenticeship opportunities enabled for local people

Q2 RAG status: Green
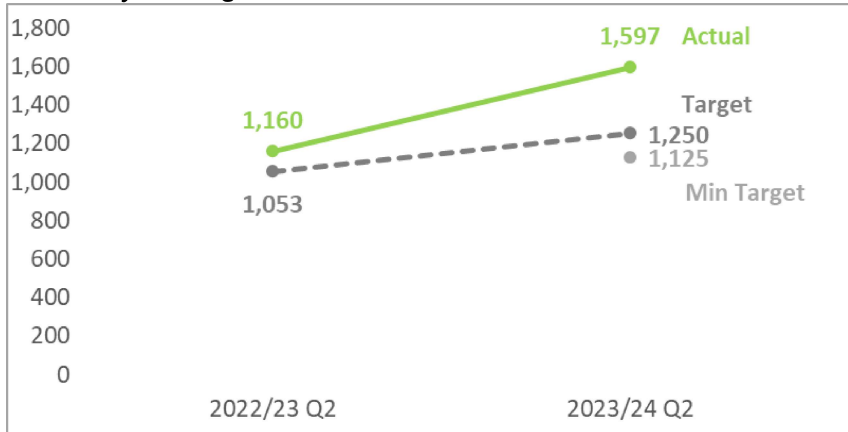
Quarterly Performance Trend: Declining ⬇   **Annual Performance Trend: Improving ⬆**


Quarterly tracking

Annual comparison
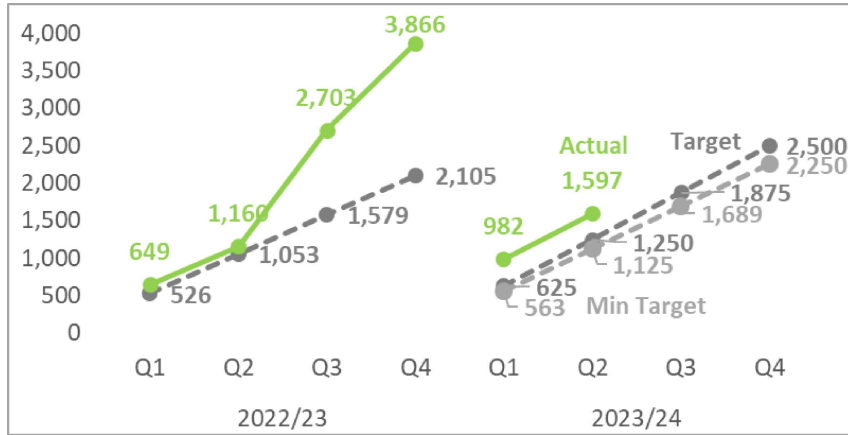
What the data shows

At the halfway point following the end of Q2 this out turn is slightly over profile. Based on current performance this measure remains on target to be achieved - however the outturns for this measure are largely based on jobs being enabled via development activity in the borough. More development schemes mean more jobs enabled and fewer schemes mean fewer jobs enabled. In Q2 1,597 the number of new jobs, training and apprenticeship opportunities enabled for local people 615 more than Q1.

Housing & Regeneration Directorate

KPI 033 Enterprises supported through the council's business programmes

Q2 RAG status: Green

Quarterly Performance Trend: Declining ⬇   **Annual Performance Trend: Improving** ⬆

Quarterly tracking
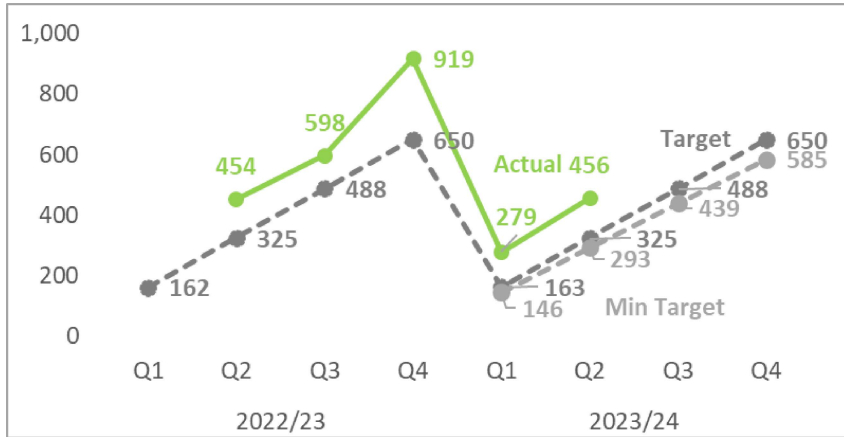
What the data shows

At the halfway point following the end of Q2, this outturn is slightly over profile. Based on current performance this measure remains on track to achieve the annual target of 650. We have a range of activities planned for the next two quarters, some of which require mayoral permission to proceed. Dependent on relevant permissions being forthcoming, we expect to achieve the annual target by the end of the year. 456 Enterprises were supported through the Council's business programmes, exceeding the Q2 target of 325.
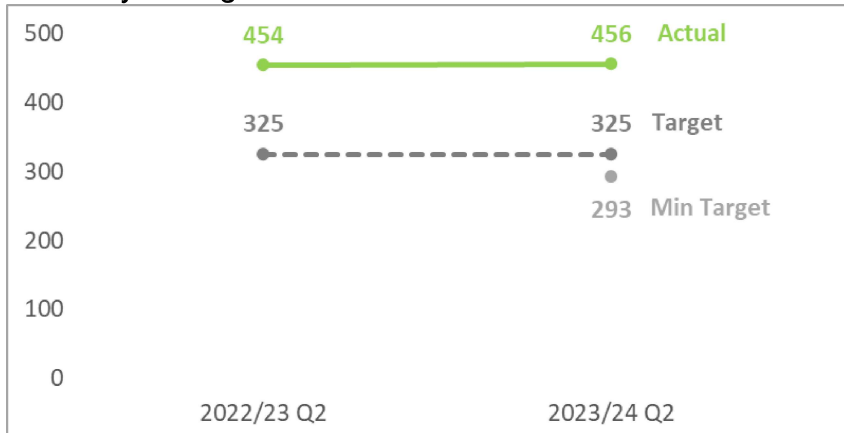
Annual comparison

Priority 5
Invest in public services

Our ambition:

Residents benefit from effective council services

Priority 5
Invest in public services

What have we delivered?

As part of a drive to transform customer services, a series of Residents' Hubs are being rolled out to make sure we are reaching all our residents through channels which are right for them.

In September, the Council's first ever Customer Experience Strategy was approved. The Strategy sets out our commitment to improve and enhance the experience our customers receive when accessing our services.

Many councils across the country are switching to digital contact only but Tower Hamlets Council realises not one size fits all and is keen to have several options for residents to be able to contact us dependent on their needs, whether is it by phone, face to face or online.

The Council unveiled its latest Residents' Hub at Cubitt Town Library on the Isle of Dogs. Two more hubs will follow at Idea Store Chrisp Street and Idea Store Bow.

Tower Hamlets Council has invested £13.7m into its new youth service, Young Tower Hamlets, including a rebrand and expansion. The new service will feature a youth space in every ward.

The new brand was co-produced with 400 young people. It's launching with a packed summer programme of free activities for young people at an event on Monday 17 July at Haileybury Youth Centre, Stepney Green.

The new youth service has received a £13.7m investment from the Council for a rebrand and an expansion that will include a youth space in every ward. This investment follows a reduction in funding to youth services both locally and nationally.

It forms part of a wider £19m investment in young people which is a key priority for the Mayor and Council, set out in the strategic plan.

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.

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

Health & Social Care Directorate

KPI 035 Permanent admissions to residential and nursing care 65+ per 100,000 (1/2)

Q2 RAG status: Red

Quarterly Performance Trend: Declining ⬇   Annual Performance Trend: Improving ⬆

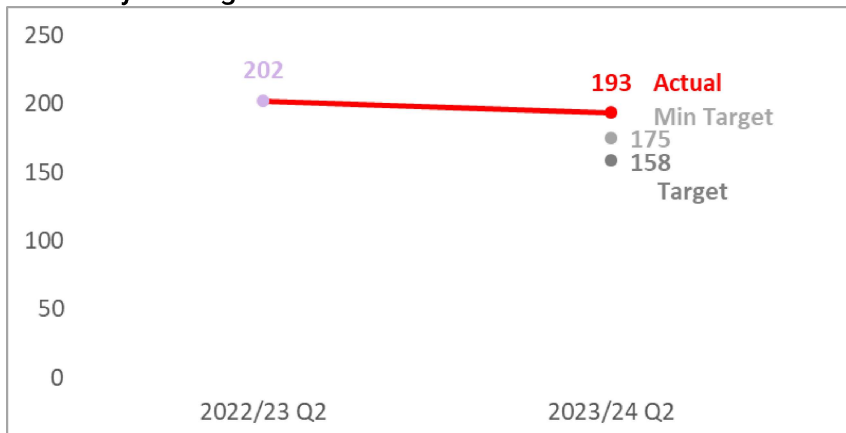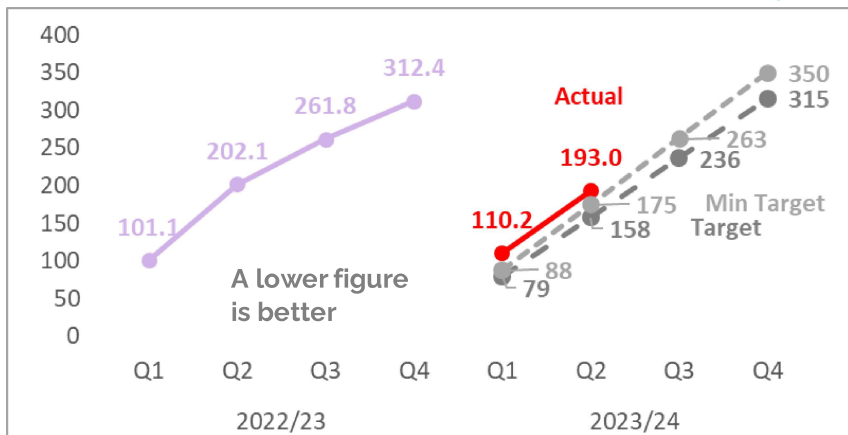**Quarterly tracking**

Annual comparison
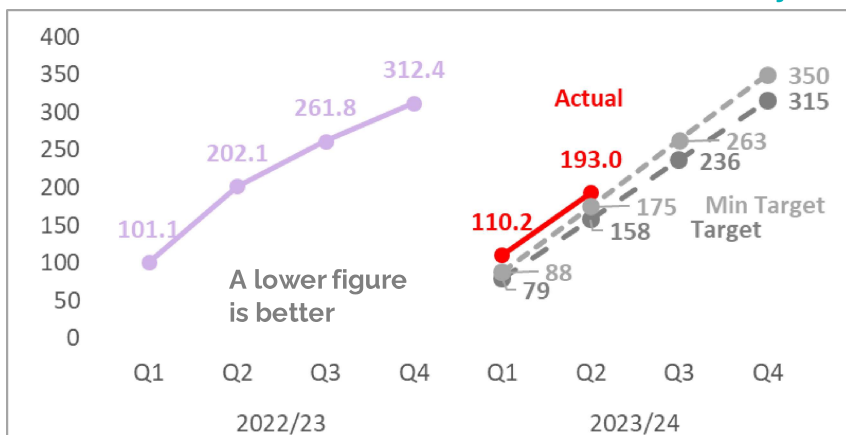
What the data shows

The data converts the number of admissions to residential care into a rate per 100,000 of the 65+ population. Lower is better as supporting people at home and avoiding admissions is best practice. An error was identified with the Q1 data and actual performance was off target with 24 admissions to residential care during the quarter. Q2 remains off target (a rate of 193 against a minimum target of 175) however with less admissions made (18), a cumulative total of 42 for the year.

Why is this below target?

We are working to ensure that we meet people's needs appropriately with the right care, delivered in the best way. This includes supporting people to remain in their own homes as much as possible. Whilst we have seen an improved position in Q2 (less admissions than in Q1), in view of the winter period and an increase in the complexity of people's needs, it is possible that we may not meet our target at year end. Our performance on this measure continues to compare favourably to regional (average rate of 401.2) and national comparators (538.5).

Q2 RAG status: Red

Quarterly Performance Trend: Declining ⬇   Annual Performance Trend: Improving ⬆

**Quarterly tracking**

Annual comparison

Mitigatory action taken by the service

The service has been working to ensure mechanisms are in place to ensure the most appropriate care is arranged to meet people's needs. This includes considering extra care where people continue to reside in their own homes but have care and support onsite, offering continuity of care. We are also working in partnership with Barts Trust to review the discharge pathway to ensure that people with care and support needs are supported in the best way, achieving better outcomes and experience.

When will this be on track?

As Q3 and Q4 cover the winter period, we are currently predicting that we will meet the minimum target of a rate of 350 by the year end but miss the target (rate of 315).
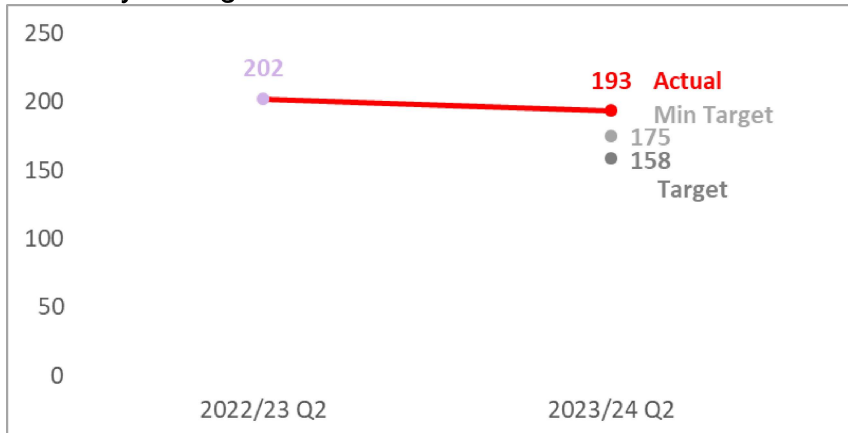
Health & Social Care Directorate

KPI 036 % of people who are signposted to find appropriate advice & support in the wider community that helps them to maintain their independence

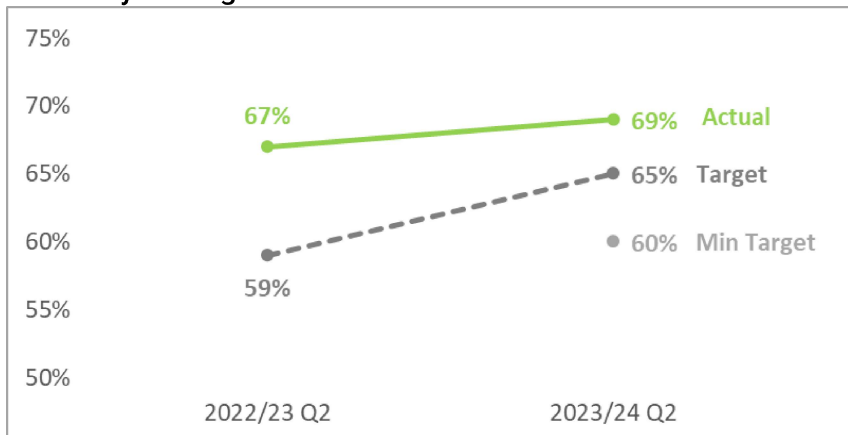**Q2 RAG status: Green**   **Quarterly Performance Trend: Improving** ⬆   **Annual Performance Trend: Improving** ⬆

Quarterly tracking
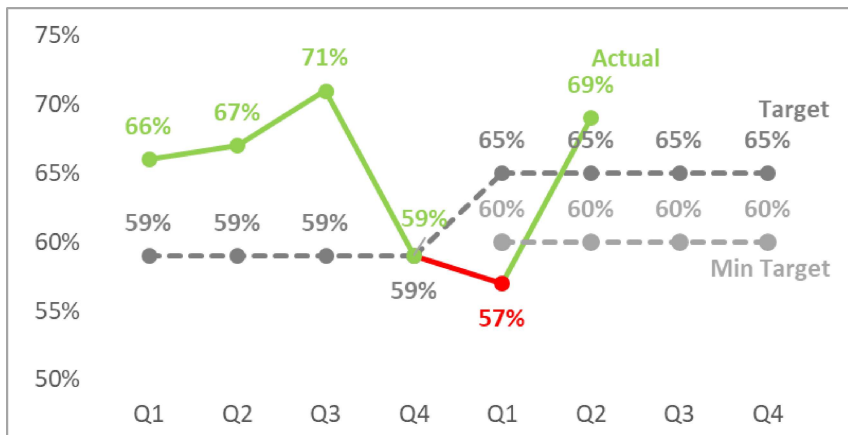
What the data shows

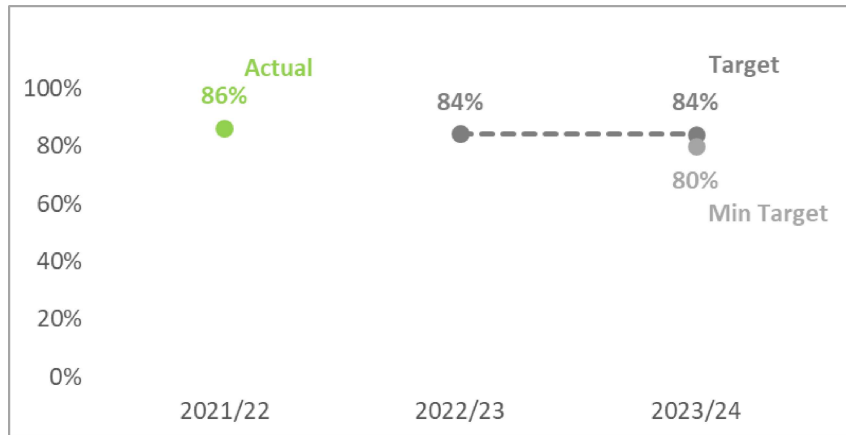The service exceeded the Q2 target and is back in the expected range as anticipated in the previous quarter.

Annual comparison

Health & Social Care Directorate

KPI 037 Overall satisfaction with care and support services received

    Quarterly Performance Trend: N/A   **Annual Performance Trend:** N/A

What the data shows

We expect the results from the Adult Social Care Survey 2022/23 to be published mid-autumn this year.

KPI 038 % service users surveyed who agree with the statement "Overall I have a positive experience of the services I am receiving from the homecare agency"

Q2 RAG status: Amber   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison
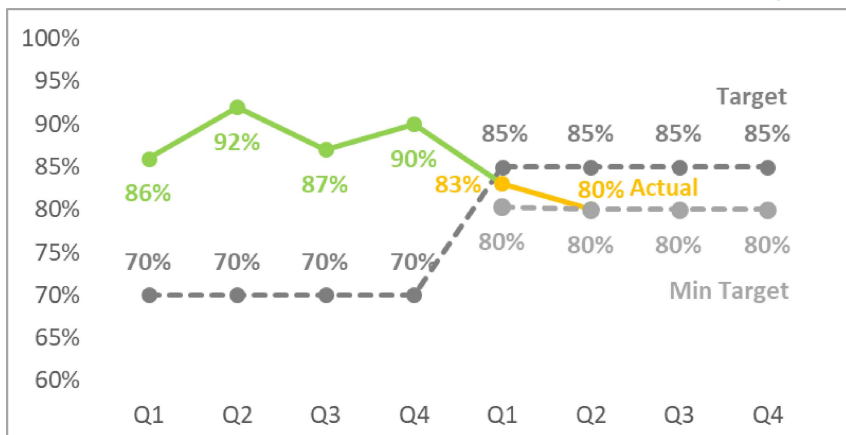
What the data shows

Q2 performance outturn shows that 80% of people surveyed had a positive experience of services from commissioned homecare agencies at the end of Q2. The 80% minimum target was met.

Why is this below target?

It was anticipated that Q2 would show an improved position however progress is not as expected – whilst there have been less visits in Q2 this does not explain why performance has declined and further analysis is underway.

Mitigatory action taken by the service

Further analysis is taking place to try to understand the Q2 outturn position.

When will this be on track?

We aim to see improvement in Q3 however the trajectory will be informed by the further analysis taking place above.
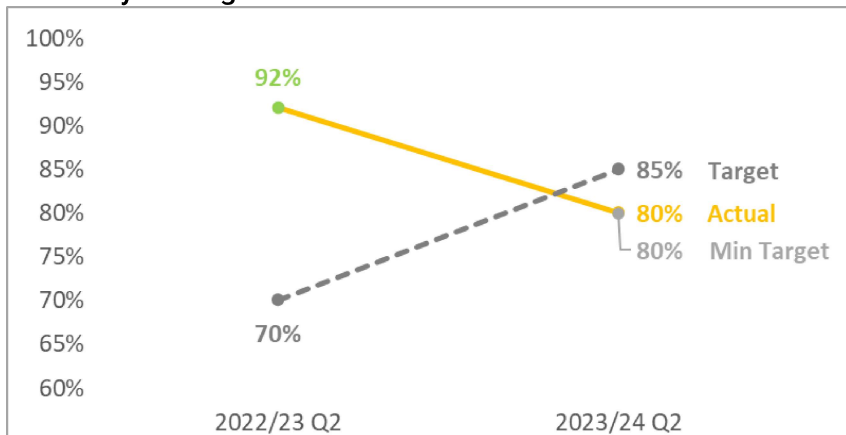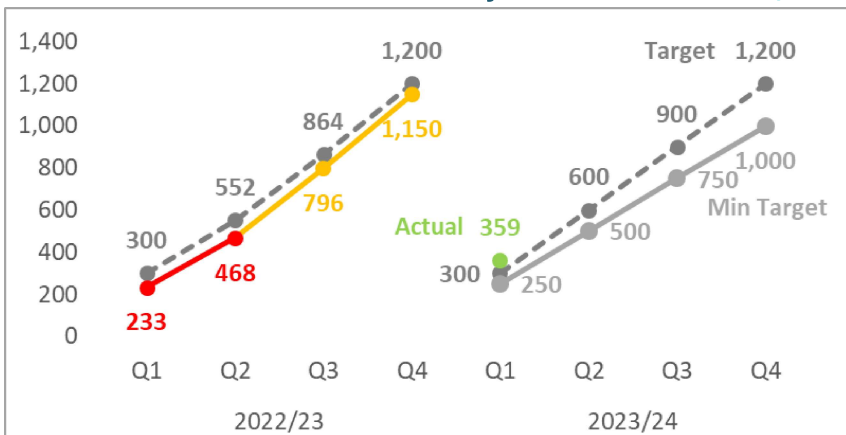
KPI 039 Number of smoking cessation 4 week quits

Q2 RAG status: No data currently   **Quarterly Performance Trend:** Improving ⬆   **Annual Performance Trend:** Improving ⬆

Quarterly tracking

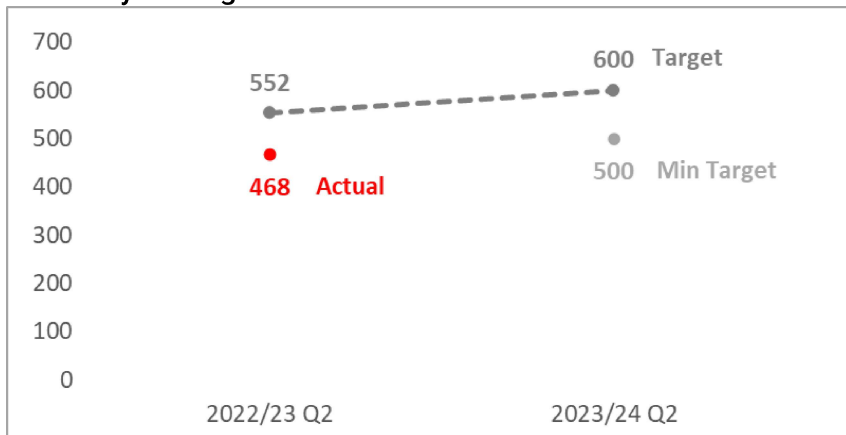**Annual comparison**

What the data shows

Q2 data will be available in December 2023. At Q1 performance exceeded the estimate included in the Cabinet report (359 against an estimate of 300). Performance is expected to remain green.
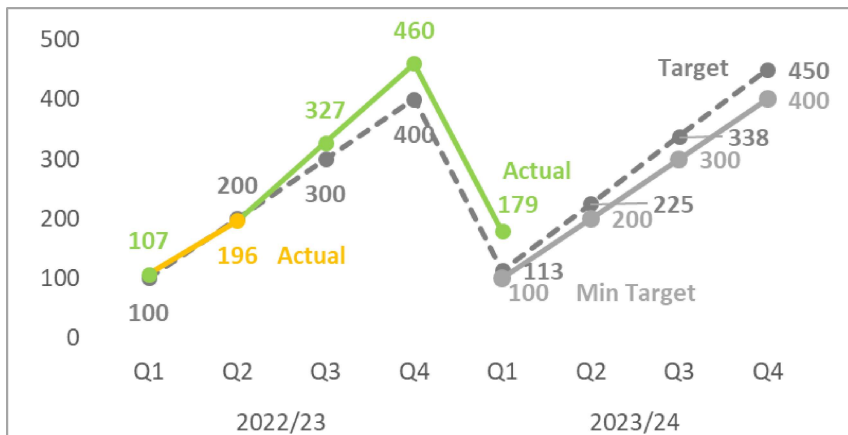
66

Health & Social Care Directorate

KPI 040 Number of smoking cessation 4 week quits (BAME)

Q2 RAG status: No data currently   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking

What the data shows

Q2 data will be available in December 2023. At Q1 performance exceeded the estimate included in the Cabinet report (179 against an estimate of 160). Performance is expected to remain green.
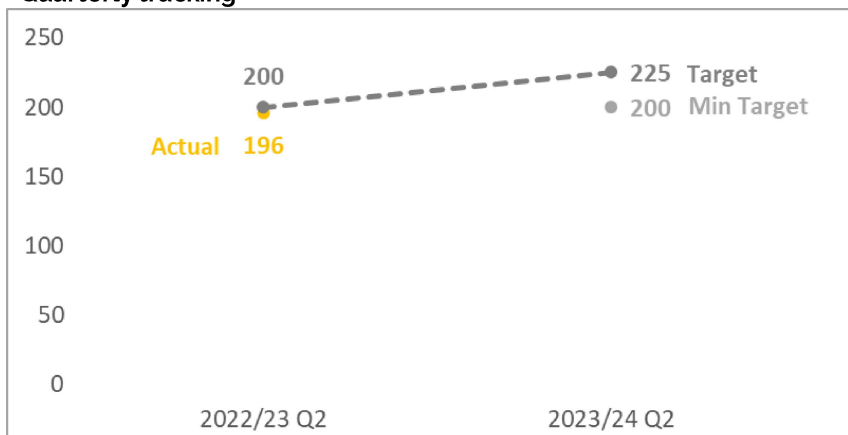
Annual comparison

Priority 6
Empower Communities and Fight Crime

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?

610 knives and 79 other weapons have been taken off our streets in six months thanks to four new knife amnesty bins.

The bins, installed by charity Word4Weapons, allow people to dispose of knives and other weapons anonymously and safely. The knives are destroyed and are not investigated by the police.

The bins were emptied at the end of June. The other weapons alongside the knives include scissors, kitchen knives and utensils, knuckles, swords, and DIY tools.

Hundreds of residents, businesses and visitors were given crime prevention advice and helped with their anti-social behaviour concerns during a week of targeted activity.

More than 40 hours' of events, including weapon sweeps and engagement activities, were carried out by our Safer Neighbourhood Operations Team along with our partners including Met Police to mark Anti-Social Behaviour Awareness Week from 3 July to 9 July.

Highlights from the activity included a responsible dog ownership event in Victoria Park, patrols in areas highlighted by residents as being ASB hotspots, and engagement events across the borough.

More than 1,000 residents and 150 businesses were engaged with during the week. 16 drug users were also approached, with ten being referred for further help.

A total of £20.456m has been earmarked for community improvement projects in Tower Hamlets up to 2026, following a review of the Council's developer funding arrangements.

Tower Hamlets Council has approved changes to the way it allocates money collected from developers who are building in the borough. This money, called the Neighbourhood Community Infrastructure Levy (NCIL), is used to pay for local projects that benefit the community and lessen any issues related to development.

The new approach will see most of the funds collected from developers made directly available to local people to use to deliver projects for their community, as well as supporting the development of each neighbourhood area through key local infrastructure and affordable housing projects.

KPI 041 Number of upgraded CCTV cameras operational

Q2 RAG status: Amber

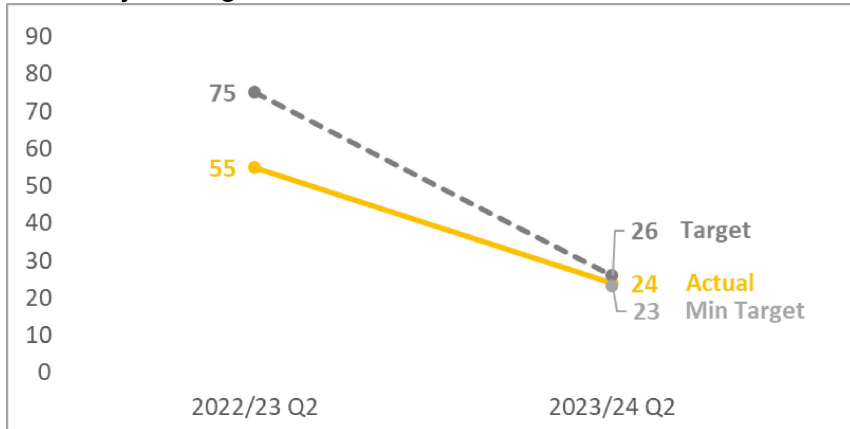**Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking
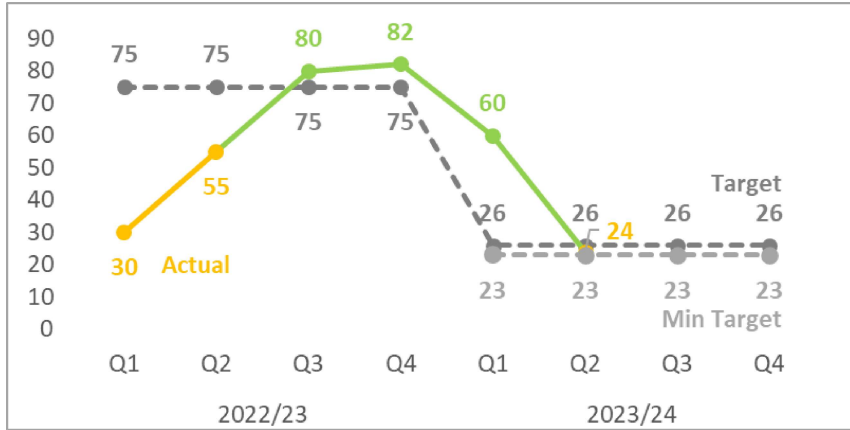
What the data shows

In Q2, 24 cameras have been upgraded which is above the minimum target of 23 set for Q2. 95% of cameras (331) have now been upgraded.

Annual comparison
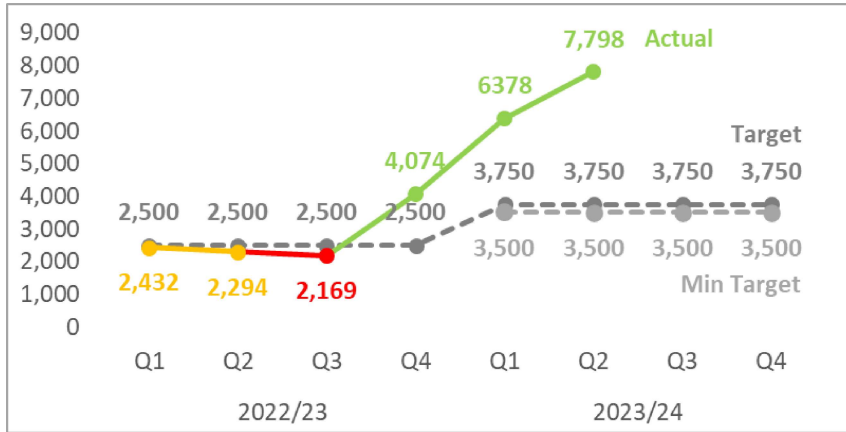
70

Communities Directorate

KPI 042 Number of hours of uniformed patrols delivered by the Safer Neighbourhood Operations Service

Q2 RAG status: Green   **Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**
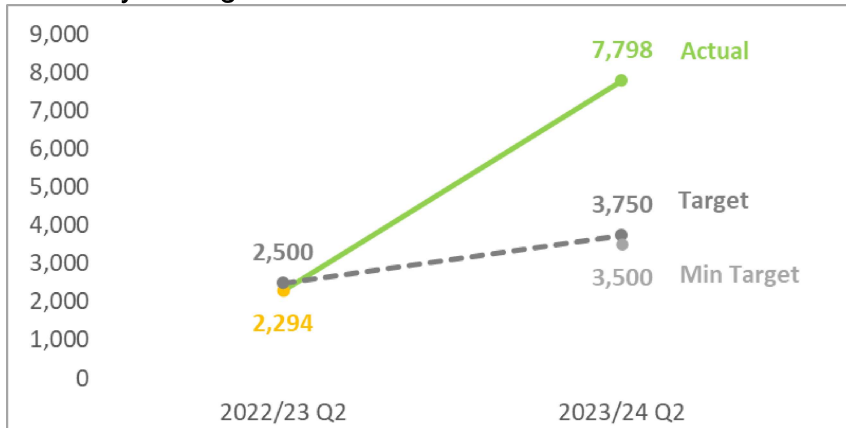

Quarterly tracking

Annual comparison

What the data shows

In Q2, 7,798 hours of uniformed patrols were delivered, exceeding the Q2 target of 3,750. Officers have delivered an increased number of hours of uniformed patrols (including through overtime) to respond to the expected seasonal increase in crime and ASB over the summer period, targeting key hotspots to tackle and deter crimes/ASB while providing community reassurance.
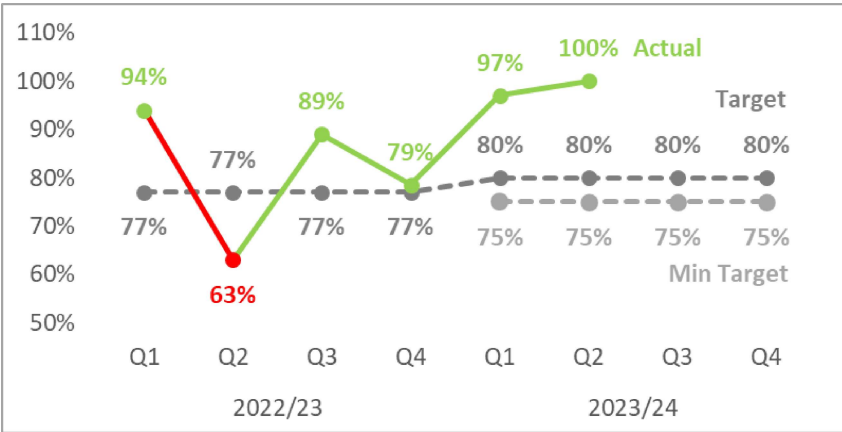
71

Communities Directorate

KPI 043 Victims of violence against women and girls who feel safer after engaging with commissioned provider

Q2 RAG status: Green

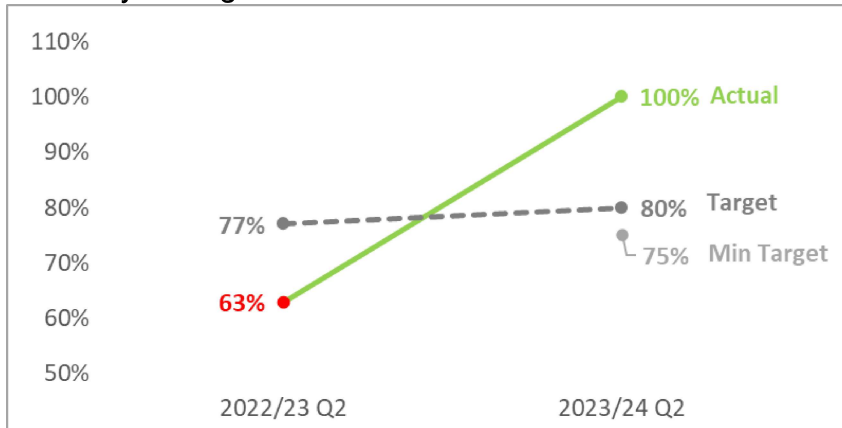**Quarterly Performance Trend: Improving ⬆**   **Annual Performance Trend: Improving ⬆**

Quarterly tracking

What the data shows

Q2 performance has exceeded the minimum and stretch target, and the direction of travel is very positive.

Annual comparison

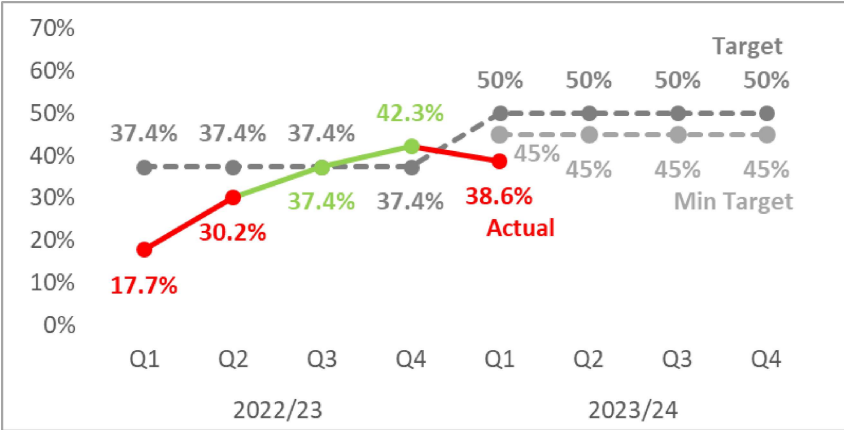# Health & Social Care Directorate

KPI 044 Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison

**Q2 RAG status:** No data currently   **Quarterly Performance Trend:** Declining ⬇   **Annual Performance Trend:** Improving ⬆

Quarterly tracking

Annual comparison

What the data shows

The data is made available to the local authority via published reports by the National Drug Treatment Monitoring System (NDTMS). The Q2 2023-24 report is scheduled to be published by NDTMS on the 23rd of November 2023.

73
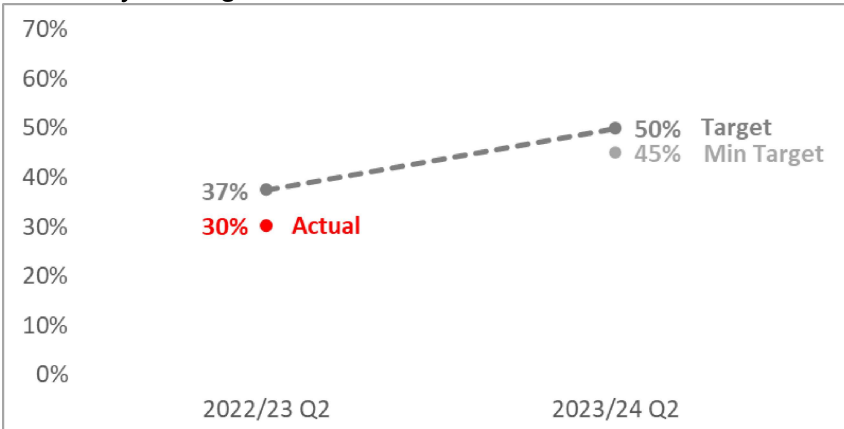
Priority 7
A clean and green future

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.

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.

Flats recycling improvements have been made at 269 housing blocks and 601 housing blocks were assessed in Q1 and Q2.

In Q1, 10 waste and recycling events were delivered: 4 engagement sessions across 2 schools and 6 recycling promotion / waste minimisation events.

In Q2, 11 waste and recycling events were delivered: 5 Idea Store stalls, 6 other waste minimisation and engagement events.

A school waste audit has been developed and delivered.

The Council supported 18 litter picking events at several different locations around the borough and held engagement events at the Town Hall, Chrisp Street Market, York Square and Settle Street.

In addition, new leaflets have been distributed to problem areas and at community engagement events.

Town Centre areas are being targeted by officers to identify fly-tipping offences, including at Whitechapel, Brick Lane, Bethnal Green Road and other Market areas.
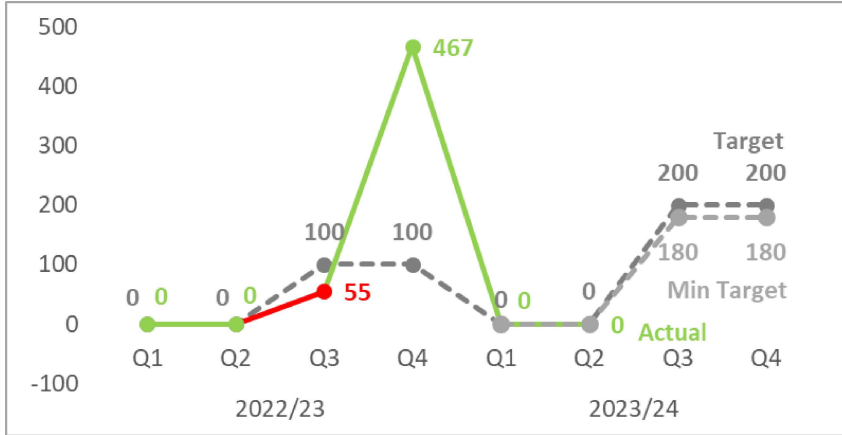
Offences are being identified and enforcement action taken. This has resulted in a visible increase in businesses using pre-paid commercial waste sacks. Reported fly-tipping levels, as a result, appear to be reducing.

KPI 045 Number of trees planted

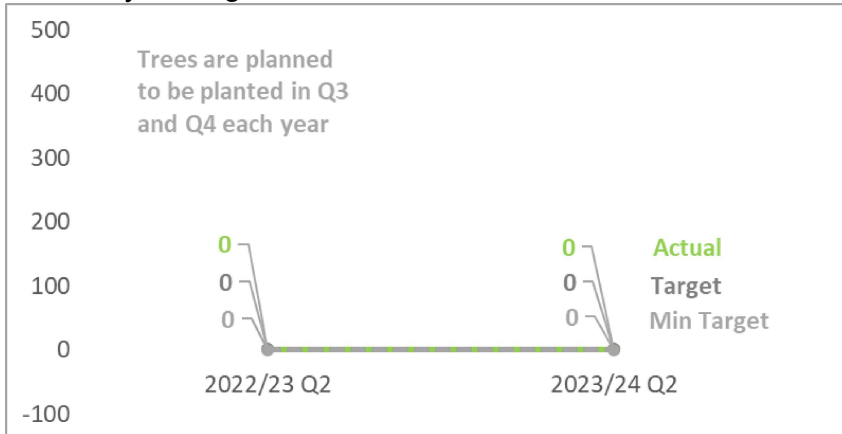**Q2 RAG status: Green**　　　**Quarterly Performance Trend: Declining** ⬇　　**Annual Performance Trend: Stable** ➡

Quarterly tracking

What the data shows

The Q2 outturn reflects the fact that it is not a planting season for trees (Trees are being routinely planted during quarters 3 and 4). Batches of projected trees are currently reserved with the dedicated contractor for the upcoming planting season and the service continues to monitor and review these arrangements should plans alter throughout the year.
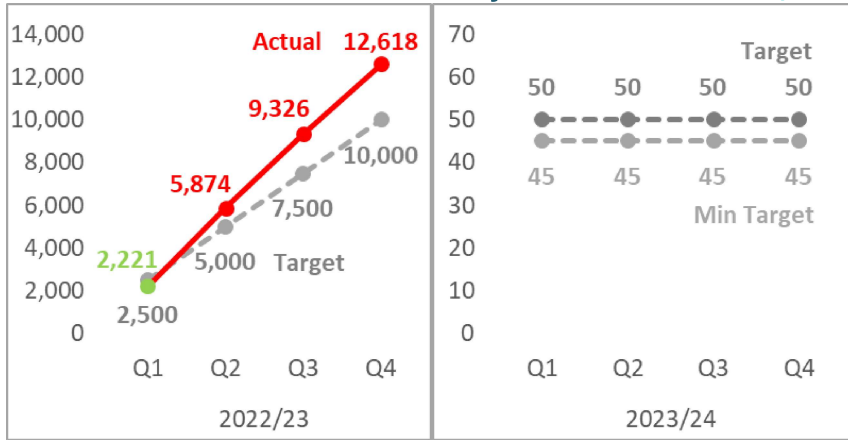

Annual comparison

Communities Directorate

KPI 034 Number of missed collections per 100,000 households

Q2 RAG status: No data currently   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

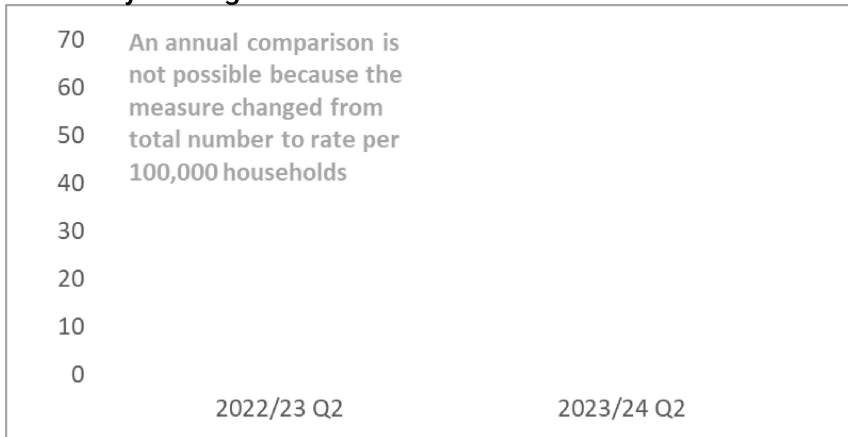

Annual comparison

What the data shows

Last year, this measure reported a figure for the actual number of missed collections. This year, the measure was changed to report missed collections per 100,000 households.

However, the service is not able to report on the current annual delivery plan measure (number of missed collections per 100,000 households) as there is no reliable source of data on the number of properties collected from including parent and child properties. Discussions are ongoing on an alternative measure.
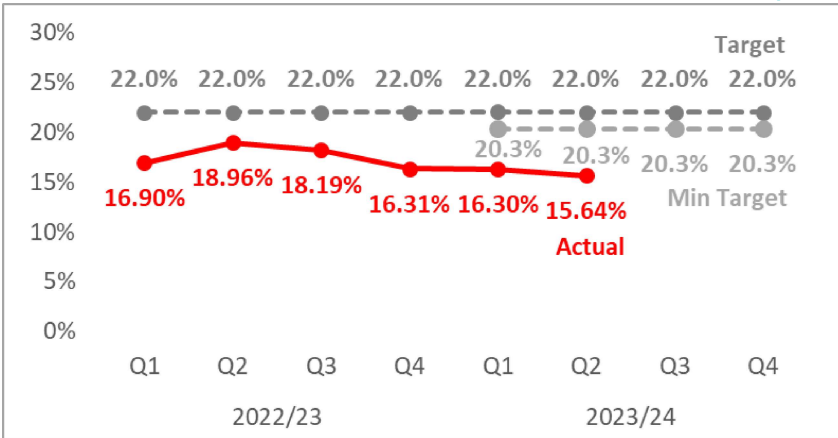
KPI 046 Level of household recycling (1/4)

Q2 RAG status: Red   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

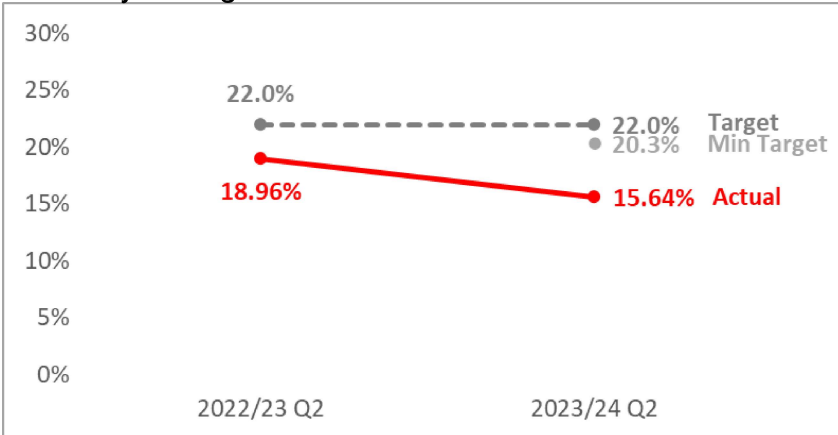**Annual comparison**

What the data shows

The overall recycling rate as of Quarter 2 2023-24 is 15.64% (provisional). This is a downturn in comparison to our rate in Q2 2022-23 (19.0%). The target for 2023-24 is 22%. 22,562 tonnes of household waste were collected, and 3,529 of this were recycled, reused, or composted. This shows a 3% decrease in the total household waste collected and a 19.99% decrease in the recycling collected compared to Q2 2022-23.

Why is this below target?

The main aspects affecting our recycling rate are:

1. Strike action taken by the staff in waste the waste operations team between the 18th and 27th of September 2023. This caused severe delays in the collection of residual waste and a decrease in the collection of dry recycling and organic waste. We are expecting higher tonnages of residual waste in October as part of the catch-up plan after the strike action.

2. The overall contamination rate in our dry recycling was 27.27% compared to 22.32% in 2022-23.

3. Increase in overall dwellings in the Borough has a direct impact on the amount of household residual waste generated. The total number of dwellings given by WasteDataFlow in 2023-24 is 144,240, whereas, in 2022-23 this number was 140,210. This represents a 2.87% increase from last year.

78

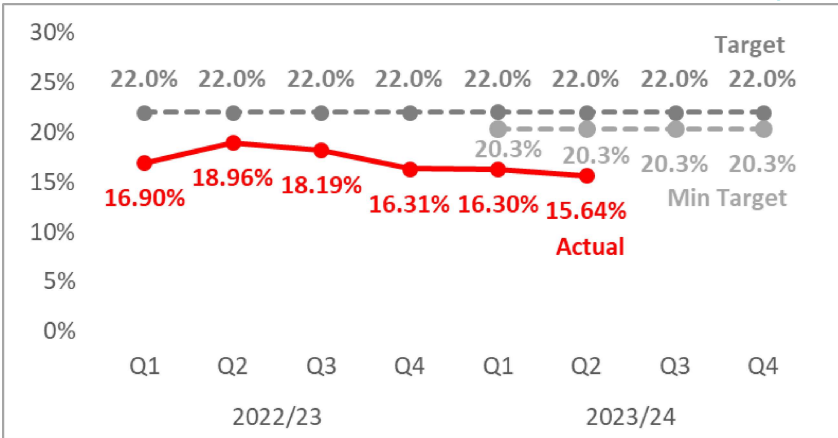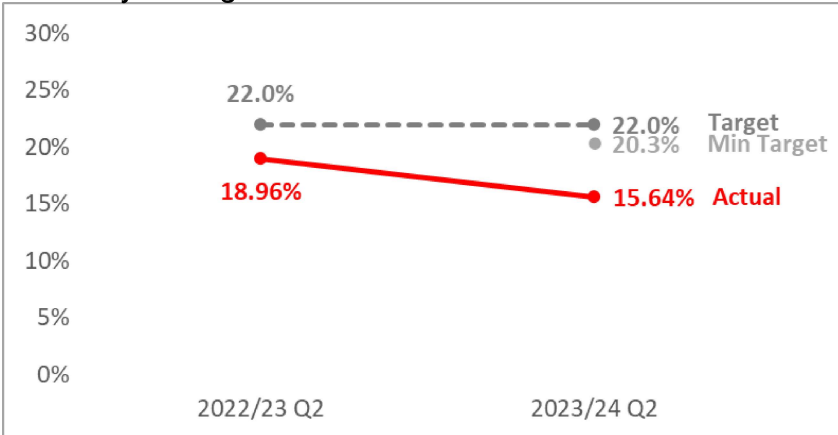# KPI 046 Level of household recycling (2/4)

Q2 RAG status: Red   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison

Why is this below target?

4. Infrastructure for recycling services has not kept pace with the rate of property growth and growth in waste arisings. This affects the amount of recycling collected which has led to some properties being under capacity for recycling.

5. Government regulations for the disposal of upholstered seating containing POPs (Persistent Organic Pollutants) has established that these items cannot be recycled and must be disposed of by incineration. Estimated loss of 115 tonnes per month diverted from recycling to the residual waste stream.

6. Since June 2022, street litter collected from parks has been deemed unsuitable for recycling due to high levels of dog excrement (Estimated 65 tonnes per month diverted from recycling to residual stream).

Mitigatory action taken by the service

The main projects that the service is working on that will help increase the recycling rate:

- We will carry out targeted communication to encourage participation in the kerbside food and garden waste service and encourage kerbside properties (with storage) to order wheeled recycling bins.

79

KPI 046 Level of household recycling (3/4)

Q2 RAG status: Red   **Quarterly Performance Trend: Declining ⬇**   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

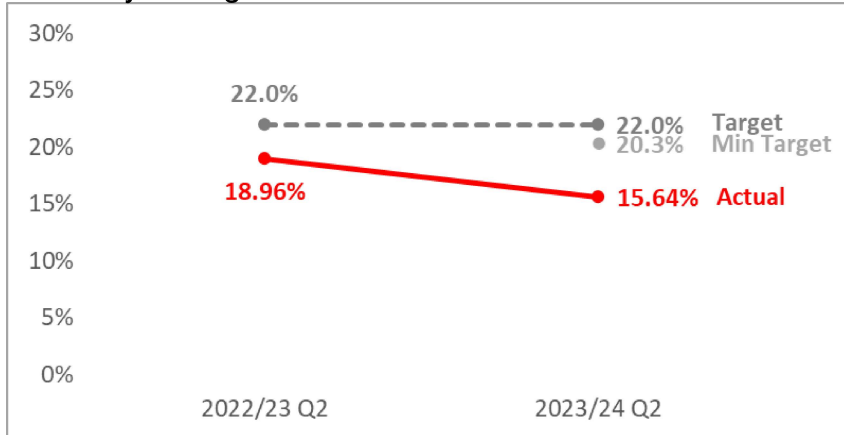**Annual comparison**
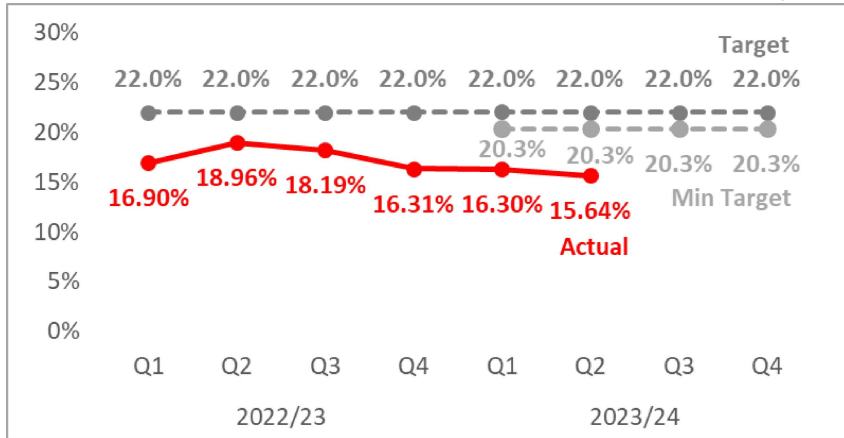
Mitigatory action taken by the service

- Route optimisation for the dry recycling collections: This project aims to create more efficient collection routes that will help crews to improve their performance. This will reduce current contamination problems and is expected to increase the amount of dry recycling collected.

- Flats project: This project aims to improve infrastructure at blocks of flats and on estates (e.g. the number of bins, location of the bins, signage etc) and provide educational information for the residents. Site surveys have been taking place at several blocks, and conversations are in progress with relevant managing agents. New infrastructure is rolling out and will continue to do so over the course of the year. We expect that this will encourage residents to recycle more and reduce contamination.

- A new contamination campaign was launched in January 2023. The main purpose is to encourage residents to recycle more and contaminate less. Communication messages from the campaign will continue to be used in 2023/24

- We will continue to encourage recycling and waste minimisation through a programme of engagement activities and events throughout the year.

80

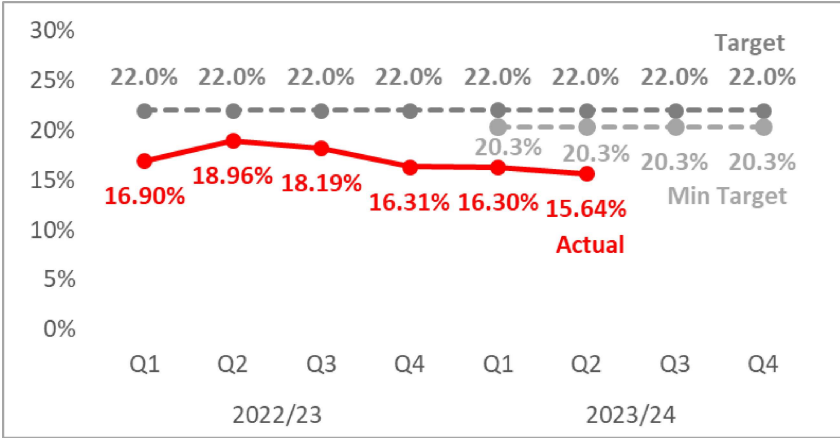**KPI 046 Level of household recycling (4/4)**

Q2 RAG status: Red

Quarterly Performance Trend: Declining ⬇

Annual Performance Trend: Declining ⬇

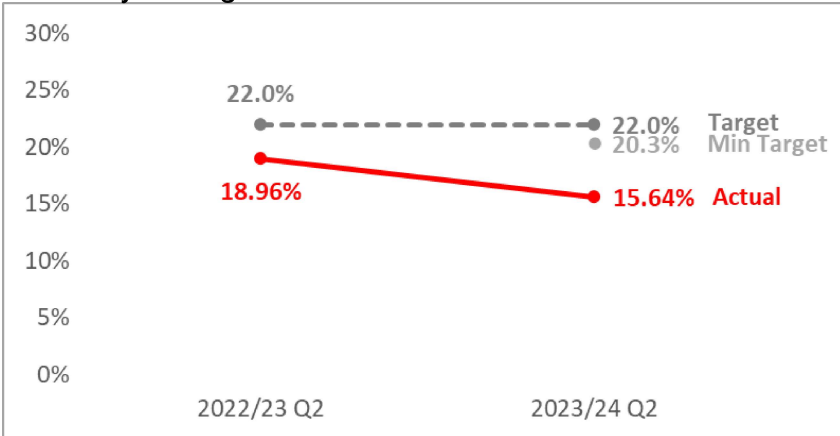**Quarterly tracking**

When will this be on track?

The current measures will take some time to effect change and we forecast that the recycling rate will remain low for the rest of 2023/24. However, we anticipate that the actions taken will improve performance and positive results will start to show in 2024/25.

Annual comparison
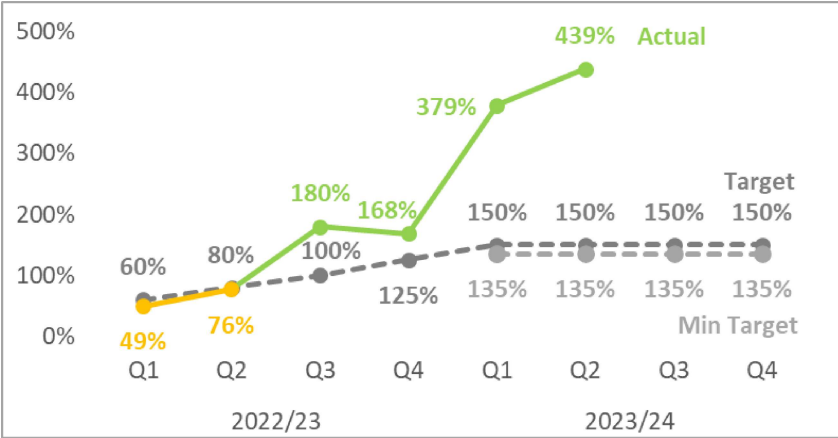
81

Communities Directorate

KPI 047 Percentage of enforcement actions to fly-tip incidents

Q2 RAG status: Green

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving ⬆**

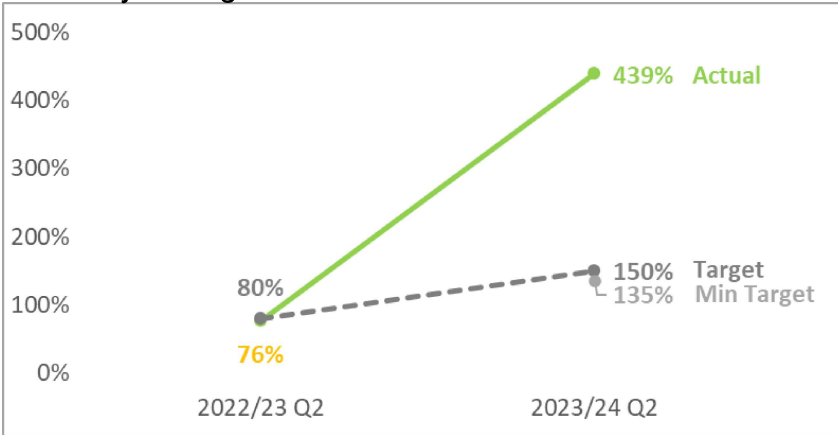**Quarterly tracking**

What the data shows

The Q2 target was exceeded. Increased enforcement activity focussing on targeting fly-tipping hotspots has continued and there have been 8,632 Enforcement Actions.

Annual comparison
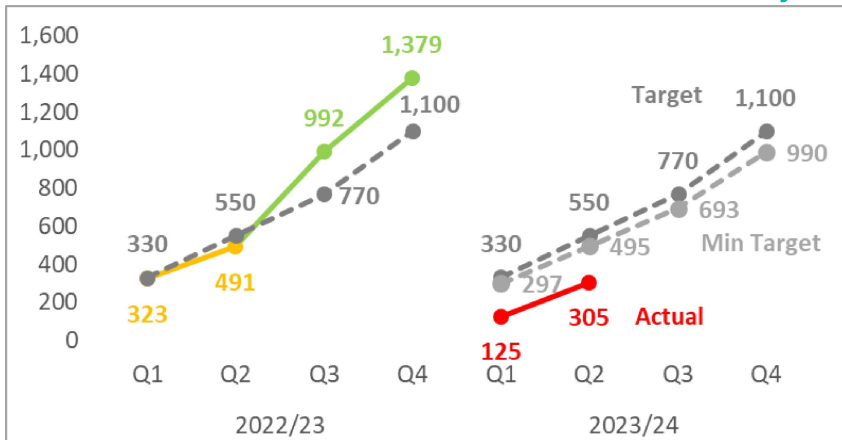
KPI 048 Children engaged in school cycle schemes

Q2 RAG status: Red

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Declining ⬇**

Quarterly tracking

Annual comparison

What the data shows

305 children were engaged in school cycle schemes during Q2. This is below the Q2 target of 550, and a shortfall of 245 children.

Why is this below target?

The reason for poorer than expected performance is because the service has been affected by a change of supplier following a re-tender process and issues with instructor availability.

Mitigatory action taken by the service

As forecasted at the end of Q1, this is still below cumulative quarterly targets though performance from the supplier has improved, and the service continues to liaise closely with them on making sure rate of delivery continues to improve.

When will this be on track?

The service anticipates performance will improve during Q3 and further improve in Q4 to meet the quarterly targets.
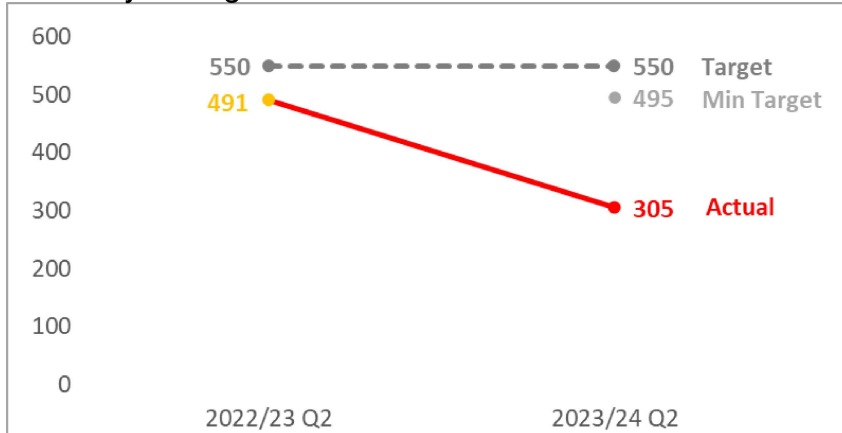
Priority 8
A council that listens and works for everyone

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?

12 local heroes have been recognised for their years of dedication and contribution to their neighbours and the wider community in the Tower Hamlets Civic Awards.

The awards, which were held at the Art Pavilion in Mile End on Tuesday 2 May, were open to people who live, work or study in the borough and who help to improve the quality of life for others.

Nominations opened at the end of last year and the winners were chosen by a cross-party panel, chaired by the Speaker of the Council, and including representatives from the community.

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 Chrisp Street Idea Stores.

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.

Work is underway to recruit a workforce that reflects our community in the diversity of our leadership.

In March 2023, Tower Hamlets had the highest percentage of top 5% earners who are Black, Asian or multi-ethnic across all London boroughs at 33.5%

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 put in place as part of work to look in more granular detail at where there is under-representation, e.g., in specific services or professions.
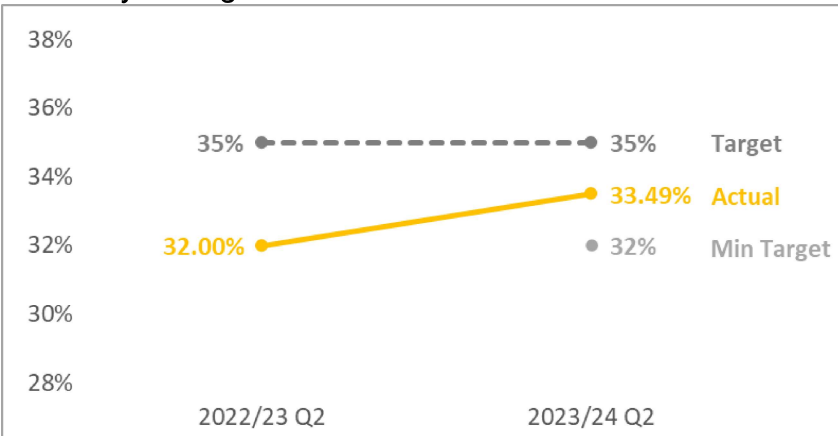
Resources Directorate

KPI 049 Percentage of top 5% of earners from Black, Asian and multi-ethnic communities

Q2 RAG status: Amber

Quarterly Performance Trend: Improving ⬆   **Annual Performance Trend: Improving ⬆**
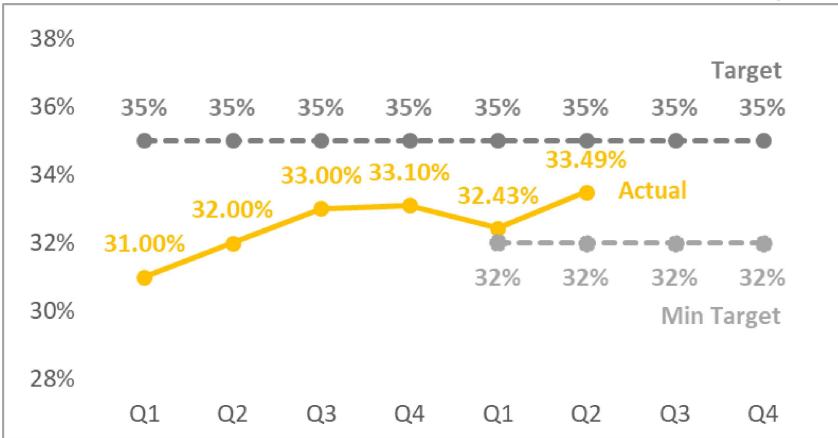
Quarterly tracking

Annual comparison

What the data shows

The top 5% earners who are Black, Asian and multi-ethnic is currently 33.49% and continues the upward trend. However, this is still 1.51% below target.

Why is this below target?

There are relatively small numbers in the top 5% of earners, so minimal change in terms of numbers can impact the percentage. In March 2023, Tower Hamlets had the highest percentage of top 5% earners who are Black, Asian or multi-ethnic across all London boroughs, with 42.8% (Please note a slightly different calculation method is used for the cross London benchmarking.)

Mitigatory action taken by the service

Work continues from 2022/23 into 2023/24 to address representation at the senior level through the Council's Workforce to Reflect the Community Action Plan. Directorate targets are also being put in place as part of work to look in more granular detail at where there is under representation.
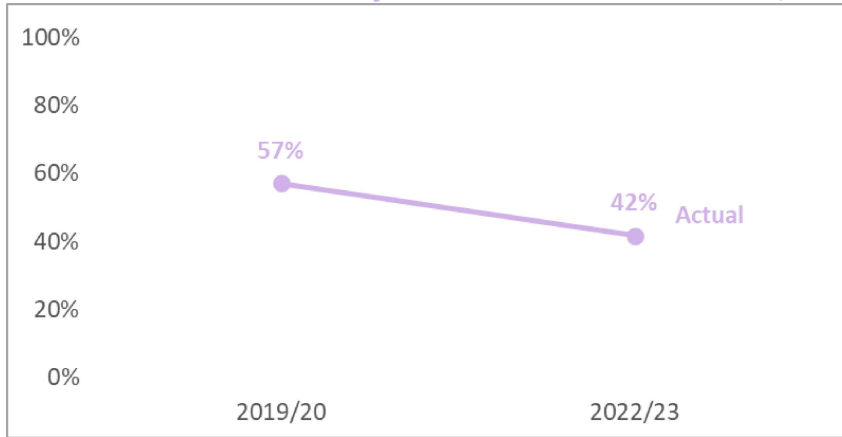
When will this be on track?

These interventions will take time to show results, though the % is moving in the right direction. All directorates now have directorate action plans and are developing targets as part of these to improve representation year on year from 2023/24.

Chief Executive's Office

KPI 050 Residents' perception of being involved in decision-making

Q2 RAG status: Data Only   **Quarterly Performance Trend:** N/A   **Annual Performance Trend:** Declining ⬇
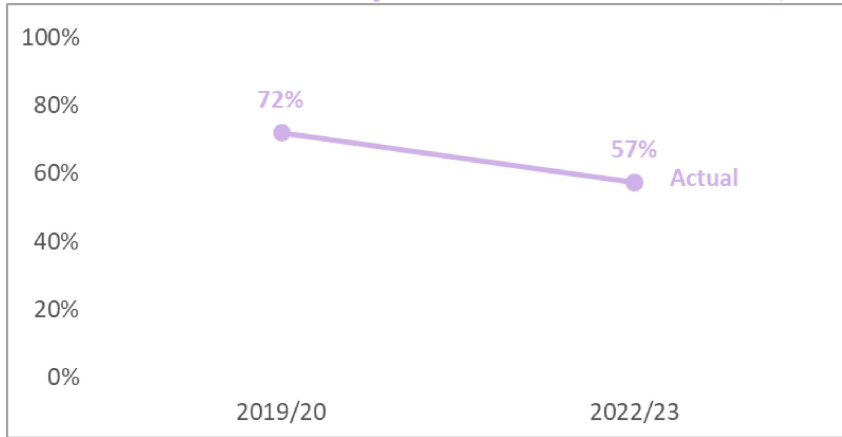

What the data shows

This figure is down from 57% in 2019 to 42% in 2023, a reduction of 15 percentage points. There is an action plan being put in place to investigate the possible reasons for the drop in the figure and relevant actions the Council can take to address the decline in residents' perception in this area.

Chief Executive's Office

KPI 051 Residents' perception of being kept informed by the Council

Q2 RAG status: Data Only

Quarterly Performance Trend: N/A

Annual Performance Trend: Declining ⬇

What the data shows

This figure is down from 72% in 2019 to 57% in 2023, a reduction of 15 percentage points. There is an action plan being put in place to investigate the possible reasons for the drop in the figure and relevant actions the Council can take to address the decline in residents' perception in this area.