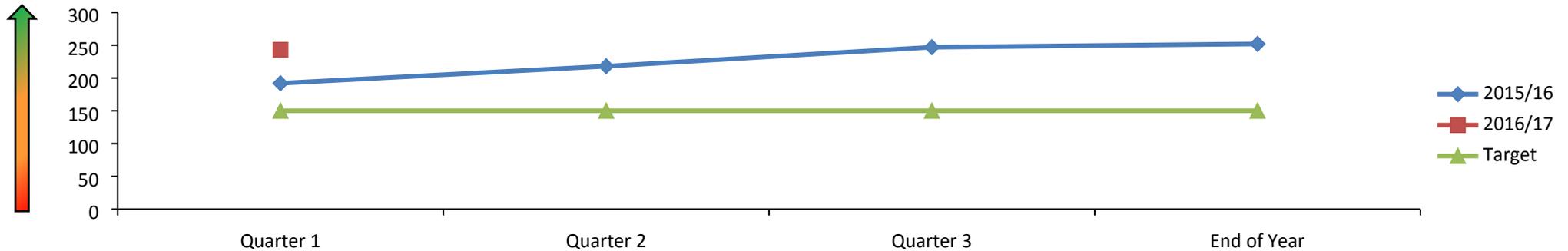


COMMUNITY LEADERSHIP AND ENGAGEMENT
KPI 1 – The number of active volunteers **Quarter 1 2016/17**

Definition	People who have actively volunteered their time in the previous 3 months within any area of Culture and Recreation or been deployed to volunteer by the volunteer coordinator Culture and Recreation.			How this indicator works	This indicator measures the average monthly number of active volunteers that support Culture and Recreation, Healthy Lifestyle and Adult Social Care activities.
What good looks like	We are working towards a continuous increase in the number of active volunteers within the borough.			Why this indicator is important	Volunteering not only benefits the individual volunteer by increasing their skills and experience, it also has a significant impact on the health and wellbeing on the community as a whole.
History with this indicator	Historically the number of active volunteers has been increasing. This is a result of increased awareness of volunteering opportunities, the diversity of roles on offer and the corporate shift to deliver some of the library offer to the community and volunteers at 2 sites.			Any issues to consider	Volunteering can be more frequent during Summer months particular in support of outdoor events programmes such as Summer of Festivals.
Monthly average	Quarter 1	Quarter 2	Quarter 3	End of Year	
2016/17	243				
Target	150	150	150	150	
2015/16	192	218	247	252	



Performance Overview	Across the 3 months of Quarter 1 there was an average of 243 active volunteers. This exceeds the monthly target figure of 150 by 93 people and is 162% of the target. However the figure is 3.57% (9 volunteers) lower than the end of 2015-2016 when the average was 252.	Actions to sustain or improve performance	The success in achieving and maintaining these figures is due to the borough events programme which provides many volunteering opportunities throughout the year. There are also a number of public health funded projects running including Healthy Lifestyles, Change for Life programme and Volunteer Drivers Scheme which are attracting regular volunteer numbers. In addition 2 Libraries are also now community run
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			providing volunteer opportunities.
Benchmarking	Not applicable		

COMMUNITY LEADERSHIP AND ENGAGEMENT			End of Year 2015/16
KPI 2 – The percentage of respondents who believe the Council listens to concerns of local residents (Annual Indicator)			
Definition	Residents Survey question: 'To what extent does the statement "Listens to the concerns of local residents' apply to your local Council?" The percentage of respondents who responded with either 'A great deal' or 'To some extent'.	How this indicator works	Results via a telephone survey conducted by ORS, an independent social research company. For this survey, mobile sample was purchased by ORS, enabling them to get in contact with harder to reach populations. Interviews conducted with 1,101 residents (adults, 18+).
What good looks like	Good performance would see higher percentages of residents believing that the Council listens to their concerns.	Why this indicator is important	Results give an indication of how responsive the Council is, according to local residents.
History with this indicator	New performance indicator	Any issues to consider	Results were weighted to correct any discrepancies in the sample to better reflect the population of Barking & Dagenham, based on a representative quota sample. Quotas set on age, gender, ethnicity and tenure.
Annual Result			
2016/17	Due December 2016		
Target	58%		
2015/16	53%		
Performance Overview	The next Resident's Survey will be conducted in Autumn 2016. Results are due for publication in December 2016.	Actions to sustain or improve performance	Actions to be determined following the release of survey results in December 2016.
n/a			
Benchmarking	London Average 2015/16: 64%		

COMMUNITY LEADERSHIP AND ENGAGEMENT

Quarter 1 2016/17

KPI 3 – Impact / Success of events evaluation

Definition	Survey of people attending the events to find out: <ul style="list-style-type: none"> • Visitor profile: Where people came from, Who they were, How they heard about the event • The experience: asking people what they thought of the event and how it could be improved. • Cultural behaviour: when they last experienced an arts activity; and where this took place. 	How this indicator works	Impact / success will be measured by engaging with attendees at the various cultural events running over the Summer. Results will be presented in a written evaluation report.
History with this indicator	This will be new events evaluation for 2016. Evaluation report for 2016 will hopefully be available by the end of September for inclusion in quarter two corporate performance reporting.	Any issues to consider	The outdoor cultural events programme runs from June to September.
Additional information	Every other year starting in 2017 we will commission an evaluation impact assessment focusing on the following key indicators: <ul style="list-style-type: none"> • Attendance evaluation: accurate measures of attendance and visitor profiles; • Economic impact: measuring the total amount of additional spend in the area, that can be attributed as a direct result of an event or festival having taken place; • Social impact: from good memories to long-term behaviour change, the short- and long-term effect of an event on visitor behaviours and attitudes; • Digital media impact: analysing the volume, type and tone of digital conversations mentioning the event; assessing the extent to which the event’s digital profile contributed to its overall purpose, and, over time, comparing these metrics with data gathered from previous years. 		

EQUALITIES AND COHESION

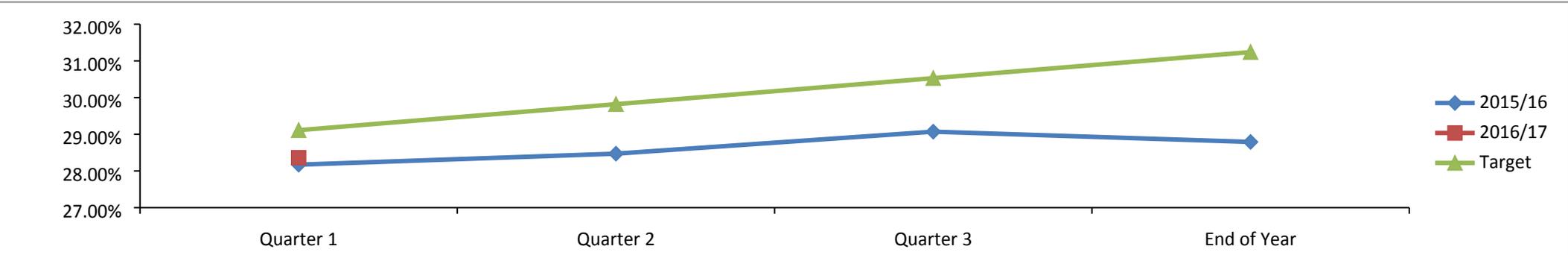
Quarter 1 2016/17

KPI 4 – The percentage of Council employees from BME Communities

Definition	The overall number of employees that are from BME communities.	How this indicator works	This is based on the information that employees provide when they join the Council. They are not required to disclose the information and many chose not to, but they can update their personal records at any time they wish.
What good looks like	That the workforce at levels is more representative of the local community (of working age).	Why this indicator is important	This indicator helps to measure and address under-representation and equality issues within the workforce and the underlying reasons.
History with this indicator	The overall percentage of Council employees from BME Communities has been on an upward trend for a number of years but the rate of increase does not match that of the local population and the Borough profile.	Any issues to consider	A number of employees are “not-disclosed”, and the actual percentage from BME communities is likely to be higher. Completion of the equalities monitoring information is discretionary and we are looking at how to encourage new starters to complete this on joining the Council and employees to

update personal information on Oracle.

Monthly average	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	28.36%			
Target	29.11%	29.82%	30.53%	31.24%
2015/16	28.17%	28.47%	29.07%	28.79%



<p>Performance Overview</p> <p>A</p>	<p>The latest employee's figures show a slight decrease (0.43%) from the last quarter in the percentage of employees from BME communities. There will be variations from quarter to quarter and many of the actions highlighted in the previous action plan are taking time to take effect; the figures are higher (0.19%) than the corresponding quarter in 2015 / 2016 and 31.43%, of all new starters in the 4th Quarter (January to March 2016) were BME. 8.57% however chose not to disclose their ethnicity;</p>	<p>Actions to sustain or improve performance</p>	<p>We are currently working with Business in the Community to identify how other organisations have addressed under-representation within the workforce and non-disclosure. As indicated there are a small number of "not-disclosed" in ethnicity, (and much higher in disability, faith and sexual orientation). We need to increase the rate of disclosure as this could be hiding / under-reporting representation levels. Some services have a lower level of reporting than others.</p>
<p>Benchmarking</p>	<p>Not applicable</p>		

KPI 5 – The percentage of residents who believe that the local area is a place where people from different backgrounds get on well together

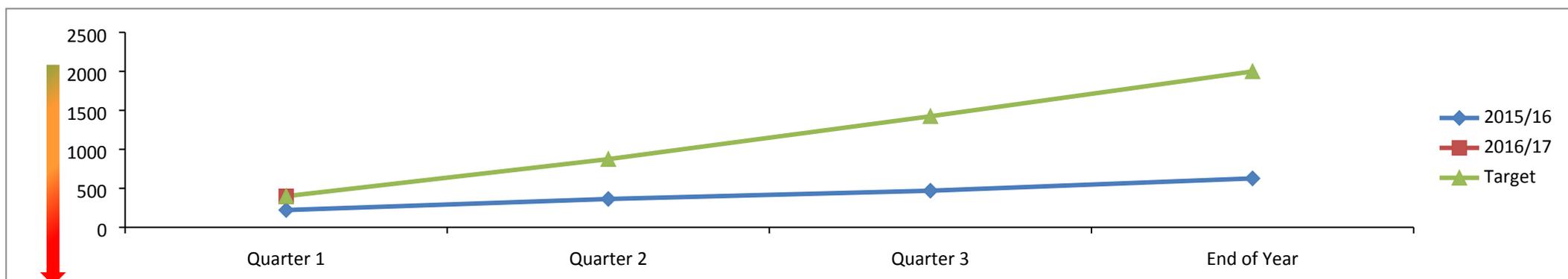
Definition	Residents Survey question: ‘To what extent do you agree that this local area is a place where people from different backgrounds get on well together’ The percentage of respondents who responded with either ‘Definitely agree’ or ‘Tend to agree’.	How this indicator works	Results via a telephone survey conducted by ORS, an independent social research company. For this survey, mobile sample was purchased by ORS, enabling them to get in contact with harder to reach populations. Interviews conducted with 1,101 residents (adults, 18+).	
What good looks like	An improvement in performance would see a greater percentage of residents believing that the local area is a place where people from different backgrounds get on well together.	Why this indicator is important	Community cohesion is often a difficult area to measure. However, this perception indicator gives some indication as to how our residents perceive community relationships to be within the borough.	
History with this indicator	Although this question was included in the historical Place Survey, due to the survey methodology, results are not comparable.	Any issues to consider	Results were weighted to correct any discrepancies in the sample to better reflect the population of Barking & Dagenham, based on a representative quota sample. Quotas set on age, gender, ethnicity and tenure.	
Annual Result				
2016/17	Due December 2016			
Target	80%			
2015/16	74%			
Performance Overview	The next Resident’s Survey will be conducted in Autumn 2016. Results are due for publication in December 2016.	Actions to sustain or improve performance	Actions to be determined following the release of survey results in December 2016.	
n/a				
Benchmarking	National Average 2015/16: 86%			

ENVIRONMENT AND STREET SCENE

KPI 6 – The weight of fly tipped material collected (tonnes)

Quarter 1 2016/17

Definition	Fly tipping refers to dumping waste illegally instead of using an authorised method.	How this indicator works	(1) Fly-tip waste disposed at Material Recycling Facility and provided with weighbridge tonnage ticket to show net weight. The weights for all vehicles are collated monthly by East London Waste Authority (ELWA) and sent to boroughs for verification. (2) Following verification of tonnage data, ELWA sends the data to the boroughs and this is the source information for reporting the KPI.	
What good looks like	In an ideal scenario fly tipping trends should decrease year on year and below the corporate target if accompanied by a robust enforcement regime.	Why this indicator is important	In order to show a standard level of cleanliness in the local authority, fly tipping needs to be monitored. This reflects civic pride and the understanding the residents have towards our service and their own responsibilities.	
History with this indicator	2014/15 – 709 tonnes collected 2015/16 – 627 tonnes collected	Any issues to consider	Christmas and New Year fly-tipped waste tend to increase. Performance also fluctuates year on year depending on collection services on offer e.g. ceasing Green Garden waste collections from April 2017 if approved would increase fly-tipped materials significantly by 1000 tonnes or more.	
	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	397			
Target	399	874	1,424	2,000
2015/16	221	363	469	627



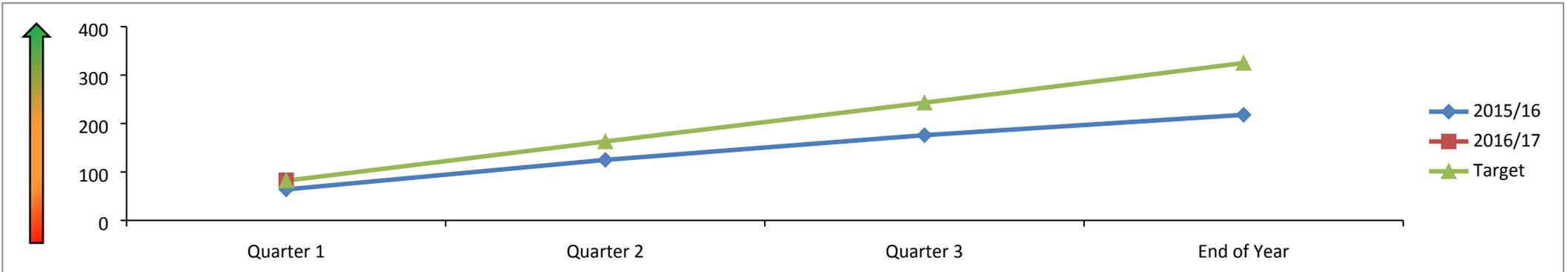
Performance Overview	The quarter 1 results of 397 tonnes is lower than the target for the quarter of 399 tonnes, which is good for this indicator. A new year-end target of 2,000 tonnes has been set for this indicator in 2016/17, when compared to the previous year's target of 1,300 tonnes. This is due in part to accurately identifying LBBB fly-tip vehicles and correctly recording fly tipped materials disposed at our waste disposal contractor sites. For example, removal of housing fly-tipped waste from the household bulky waste stream results in higher capture of fly tipped waste when compared to last quarter.	Actions to sustain or improve performance	Robust ELWA waste data monitoring to ensure waste tonnages are allocated to the correct waste types also played a key part in higher level capture of this waste type. This exercise is part of the ELWA contract monitoring Service Level Agreement now in place with LBBB, effective April 2016.
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Benchmarking	We benchmark our fly tipping waste on a monthly basis with other ELWA partners. However figures do not necessarily compare due to individual borough characteristics (population, housing stock etc).
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ENVIRONMENT AND STREET SCENE Quarter 1 2016/17
KPI 7 – The weight of waste recycled per household (kg)

Definition	Recycling is any recovery operation by which waste materials are reprocessed into products, materials or substances whether for the original or other purposes.	How this indicator works	This indicator is the result of all recycle collected through our brown bin recycling service, brink banks and RRC (Reuse & Recycling Centre). The total recycled materials weight in kilograms is divided by the total number of households in the borough (74,344 households 2016/17).
What good looks like	An increase in the amount of waste recycled per household.	Why this indicator is important	It helps us understand public participation. It is also important to evaluate this indicator to assess operational issues and look for improvements in the collection service.
History with this indicator	2014/15 – 291kg per household 2015/16 – 218kg per household	Any issues to consider	August recycling low due to summer holidays and from October to March due to lack of green waste recycling tonnages/rates are also low.

	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	83			
Target	82	163	243	325
2015/16	64	125	176	218



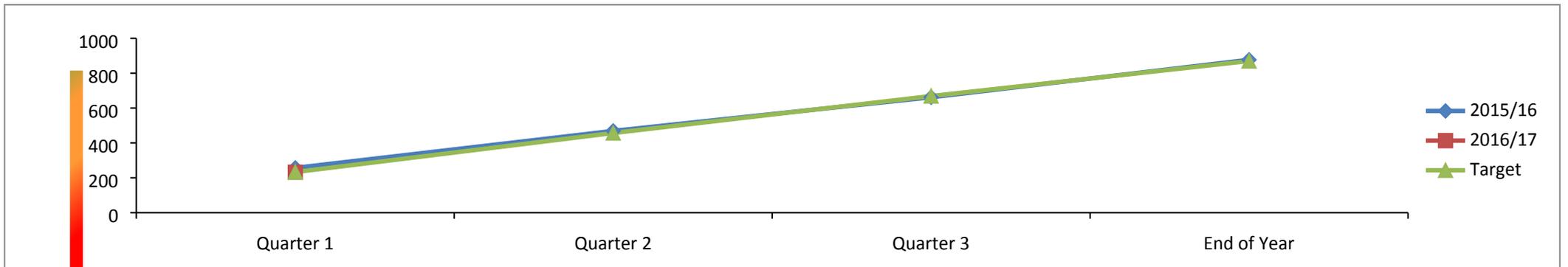
Performance Overview	The direction of travel in quarter 1 is higher when compared to the previous year quarter 1 by 18kg. The green waste tonnages got to a good start this year when compared to last year. The capture recycling at the backend of the Mechanical and Biological Treatment plant at Frog Island also improved by 4.2% following	Actions to sustain or improve performance	Robust ELWA waste data monitoring to ensure waste tonnages are allocated to the correct waste types also played a key part in improvement of this indicator. This is part of the ELWA contract monitoring Service Level Agreement now in place with LBBB, effective April
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G	fire damage last year).		2016.
Benchmarking	We benchmark our recycling waste on a monthly basis with other ELWA partners. LBBD is ranked third out of the four ELWA boroughs (1 st Havering; 2 nd Redbridge; 3 rd LBBD and 4 th Newham). However figures do not necessarily compare due to individual borough characteristics (population, housing stock etc)		

ENVIRONMENT AND STREET SCENE **Quarter 1 2016/17**
KPI 8 – The weight of waste arising per household (kg)

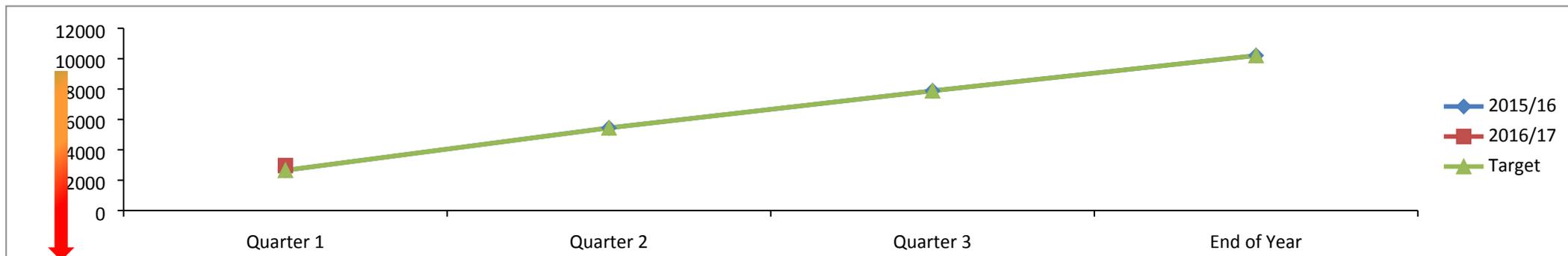
Definition	Waste is any substance or object which the holder discards or intends or is required to discard and that cannot be recycled or composted.	How this indicator works	This indicator is a result of total waste collected through kerbside waste collections, bulky waste and street cleansing minus recycling and garden waste collection tonnages. The residual waste in kilograms is divided by the number of households in the borough (74,344 households 2016/17).
What good looks like	A reduction in the amount of waste collected per household.	Why this indicator is important	It reflects the council's waste generation intensities which are accounted on a monthly basis and it derives from the material flow collected through our grey bin collection, bulk waste and street cleansing collections services.
History with this indicator	2014/15 – 952kg 2015/16 – 877kg	Any issues to consider	Residual waste low in month of August due summer holidays and high during Christmas/New Year and Easter breaks.

	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	232			
Target	233	457	669	870
2015/16	257	469	662	877



Performance Overview	The direction of travel in quarter 1 is higher when compared to the previous year quarter 1 by 87 tonnes. This is due in part to the projected increase in the levels of recycling in the first quarter. Green waste has been higher this year when compared to last year.	Actions to sustain or improve performance	Robust ELWA waste data monitoring to ensure waste tonnages are allocated to the correct waste types also played a key part. This exercise is part of the ELWA contract monitoring Service Level Agreement now in place with LBBB, effective April 2016
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Benchmarking	We benchmark our fly tipping waste on a monthly basis with other ELWA partners. However figures do not necessarily compare due to individual borough characteristics (population, housing stock etc).		

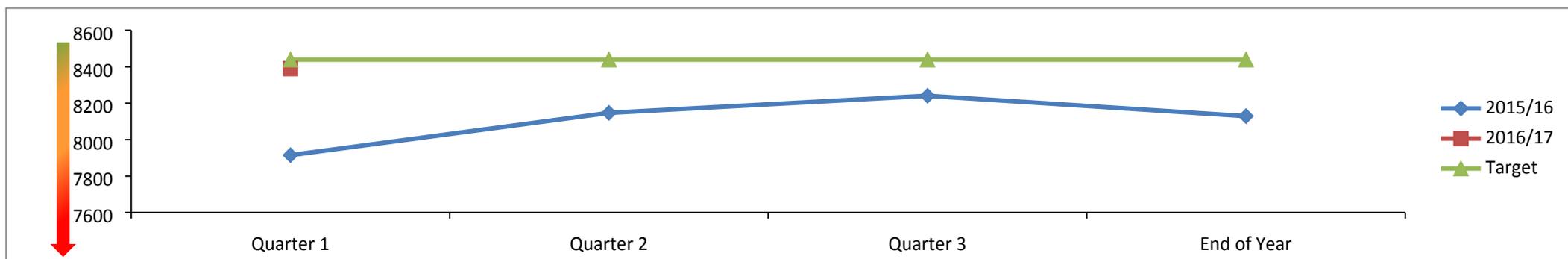
ENFORCEMENT AND COMMUNITY SAFETY				Quarter 1 2016/17
KPI 9 – The number of ASB incidents reported in the Borough (ASB Team, Housing, Environmental and Enforcement and Police)				
Definition	Anti social behaviour (ASB) includes Abandoned Vehicles, Vehicle Nuisance, Rowdy/Inconsiderate Behaviour, Rowdy/Nuisance Neighbours, Malicious/Nuisance Communications, Street Drinking, Prostitution Related Behaviour, Noise, and Begging.		How this indicator works	Simple count of ASB incidents reported to the following ASB services: The Council ASB Team, Environmental and Enforcement Services, Housing Services, Police
What good looks like	Ideally we would see a year on year reduction in ASB calls reported to the Police and Council.		Why this indicator is important	ASB is a Community Safety Partnership priority.
History with this indicator	2015/16: 10,208 calls 2014/15: 11,828 calls		Any issues to consider	Corporate reporting measures the combined number of ASB incidents reported to the Police and Council. Police only figures are also reported separately within the organisation.
	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	2,962			
Target	2,651	5,442	7,883	10,207
2015/16	2,652	5,443	7,884	10,208



R	<p>Performance Overview</p> <p>ASB calls to the Police are up by 214 incidents (+16%). The Police CAD data shows that the increase has come from calls categorised as Nuisance calls (from 1151 in Qtr 1 2015/16 compared to 1361 in Qtr 1 2016/17). Overall there has been a 10% increase (up 116 incidents) in ASB reported to both the Council's ASB team and Environmental and Enforcement services as recorded in Flare. ASB incidents reported to Housing (as recorded by the Capita system) YTD (Apr-Jun 2016) is down by 59% compared to the same point last year.</p>	<p>Actions to sustain or improve performance</p>	<p>Untidy gardens - Housing is currently carrying out a 100% tenancy audit of all properties and the condition of the garden is part of the audit.</p> <p>Rubbish - In response to the increasing amount of rubbish and fly tipping on the estates, Housing has increased the bulk waste collection teams from two teams to four teams collecting fly tipping and bulk waste Monday to Friday. Housing has now extended this service to a 7 day service with one bulk team covering Saturdays and one bulk team covering Sundays. Housing has also invested in 20 new overt CCTV battery run cameras to target hot spot areas and prosecute offenders.</p> <p>Weapons Sweep and Forensic - Housing is working in partnership with Trident Central Gangs Unit to reduce the number of knives and other weapons hidden by gang members</p>
	<p>Benchmarking</p> <p>There is currently no mechanism to benchmark ASB incidents across London Councils.</p>		

ENFORCEMENT AND COMMUNITY SAFETY			Quarter 1 2016/17
KPI 10 – The total number of Priority Neighbourhood Crimes			
Definition	The number of the 7 neighbourhood crimes (burglary, criminal damage, robbery, theft from a motor vehicle, theft from a person, theft of a motor vehicle and violence with injury) that occur in the borough	How this indicator works	The Mayor's Office for Policing and Crime (MOPAC) introduced London's first Police and Crime Plan which set out what the Mayor wanted to achieve by 2016 – reducing the 7 priority neighbourhood crimes.
What good looks like	The Police and Crime Plan set out MOPAC's challenge to the Metropolitan Police Service to cut 7 neighbourhood crimes by 20% on the 2011/12 baseline to the end of 2015/16.	Why this indicator is important	The MOPAC 7 have been identified as priority neighbourhood crime.

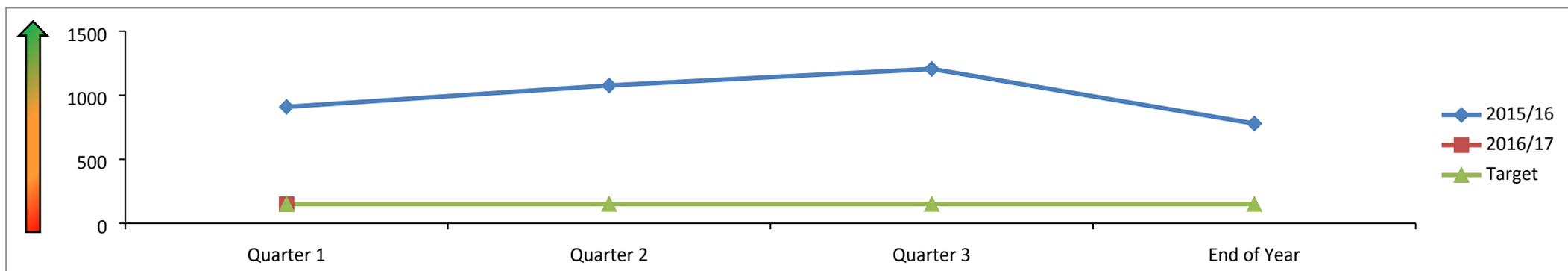
History with this indicator	Barking and Dagenham met the MOPAC challenge to reduce priority crimes by 20% by March 2016 from the 2011/12 baseline (10549), so performance was good. The London average during this period was 18.9% which means the target for London was not met but we achieved our contribution.		Any issues to consider	There will be seasonal variations for the individual crime types. The Mayor's office is reviewing the Mayor priorities and new targets will be issued in January 2017.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	
2016/17	8,390				
Target	8,439	8,439	8,439	8,439	
2015/16	7,915	8,147	8,241	8,129	



Performance Overview	When comparing Quarter 1 2016/17 to Quarter 1 2015/16. Violence with injury - 2% decrease (down 9 offences) Personal robbery – 10% increase (up 69 offences) Burglary – 5% increase (up 15 offences) Criminal damage – 9% increase (up 37 offences) Theft from the person – 35% increase (up 24 offences) Theft from a motor vehicle - 14% increase (up 32 offences) Theft of motor vehicle – 34% increase (up 59 offences)	Actions to sustain or improve performance	<u>Burglary</u> - Target hardening through the work of the Community Safety Team in crime prevention road shows. <u>Robbery</u> - Robust targeting of offenders and visible policing in areas identified through crime mapping. <u>Criminal Damage</u> - The Police's proactive response to criminal damage has increased, leading to an increase in the number of arrests for going equipped to commit criminal damage <u>Theft from person</u> : In order to continue to tackle theft from person, the police are currently working on an initiative with the Safer Transport Command aimed at identifying and targeting known 'dippers'.
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Benchmarking	Using rolling 12 month figures to June 2016 (335,761) the average across the Metropolitan Police Service is -18% against the 2011/12 baseline (410,085).		

ENFORCEMENT AND COMMUNITY SAFETY		Quarter 1 2016/17	
KPI 11 – The number of properties brought to compliance by private rented sector licensing			
Definition	The number of unlicensed non compliant properties brought to licence by the private sector.	How this indicator works	This indicates the activities relating to the number of unlicensed properties brought to licence through the licensing scheme.

What good looks like	An increase in the number of unlicensed properties brought to licence		Why this indicator is important	We are aware of 2000 properties that are currently unlicensed and are required to be licensed under the Housing Act 2004. As an enforcement service, we need to ensure those properties are brought into compliance through enforcement licensing intervention.
History with this indicator	The scheme has been live since September 2014, and compliance visits have now peaked, from the estimated 15,000 properties in the borough targeted for compliance.		Any issues to consider	Compliance visits are generally low during Christmas and year end due to staff taking holidays.
	Quarter 1	Quarter 2	Quarter 3	End of Year
2016/17	150			
Target	150	300	440	600
2015/16	909	1,985	3,190	4,215



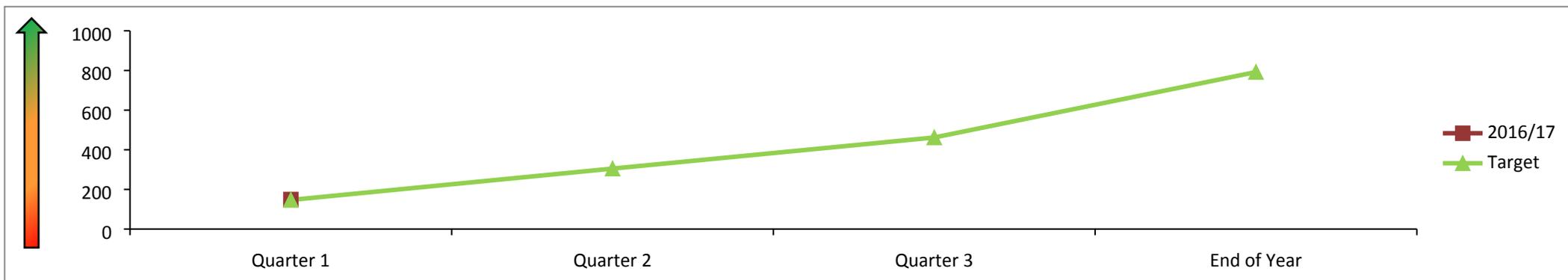
Performance Overview	The direction of travel in quarter 1 for properties brought to compliance is low when compared to the previous quarter. This is because a lower annual target of 600 has been set for 2016/17, compared to the previous year's target of 4000 properties. Officers will now visit 100 unlicensed properties per month, and through enforcement intervention we shall aim to bring to licence 50 unlicensed properties. All landlords that fail to licence will be prosecuted.	Actions to sustain or improve performance	There is a balance between tracking the unlicensed premises and compliance checks of those applied. We will continue with our commitment to inspect all properties that have applied for a licence. Pre booked appointments dependent upon landlords turning up or making contact with them. Monthly reviews on the number of applications made, compliance visits required will still be monitored. We shall also record the number of unlicensed inspections and those properties that have been brought to licence through enforcement activities.
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Benchmarking	There is no national comparison but provisional benchmarking indicates that 6 visits a day per compliance officer would be reasonable. LBBB is the only borough that requires an inspection prior to licensing. Other Boroughs do not have direct targets for compliance visits. However, a working group for the LB of Waltham Forest and the LB of Enfield is now on-going and this is expected to show some constituency and comparison between boroughs.		

ENFORCEMENT AND COMMUNITY SAFETY

Quarter 1 2016/17

KPI 12 – The number of fixed penalty notices paid / collected

Definition	The percentage of fixed penalty notice paid/collected.		How this indicator works	The indicator shows the total number of fixed penalty notices (FPNs) issued by month (year on year) and the recovery rate of FPNs per month.	
What good looks like	There is a target to issue 1,056 FPNs within the financial year. Of those issued a target collection rate of 75% has been set.		Why this indicator is important	This indicator shows how many FPNs are issued by the team on a monthly basis. This indicator allows Management to see if team outputs are reaching their minimum levels of activity which allows managers to forecast trends. It also allows the management team to track the % of FPNs that are recovered within the month.	
History with this indicator	This is a new indicator with no historical data for comparison. The direction of travel for this indicator could only be compared from quarter to quarter in this financial year 2016/17. The in-year quarter 1 target of 147 FPNs paid has been met and exceeded by 2 FPNs (i.e. 149 FPNs paid).		Any issues to consider	Enforcement activities are generally low during Christmas and year end due to staff taking holidays.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	
2016/17	149				
Target	147	305	462	792	
2015/16	New performance measure for 2016/17				

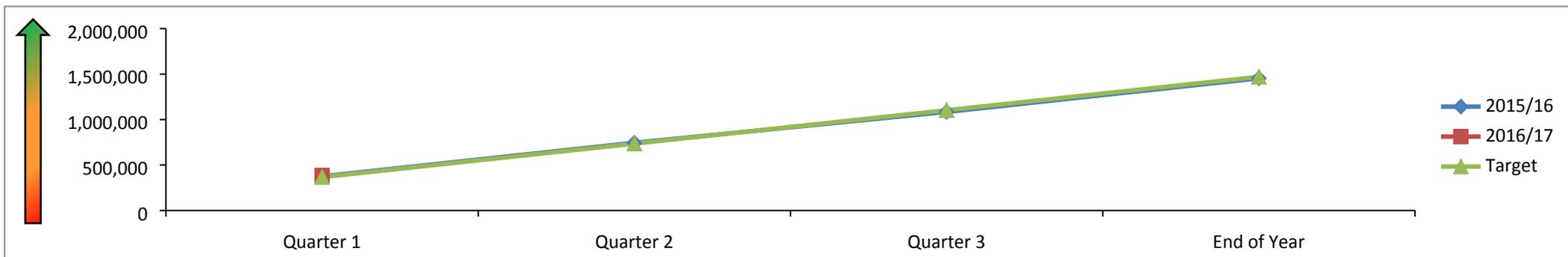


Performance Overview	A new service target of 1,056 FPN's per year has been set for 2016/17. This equates to 88 FPN's per month. The target for the percentage of fixed penalty notice paid/collected is set at 75%. Being a new indicator, this will be reviewed quarterly and the in-year adjustments made accordingly.	Actions to sustain or improve performance	The service is currently going through a restructure. Due to this the overall performance of the team is low due to this transitional period. Agency staffs have been recruited and are being trained. It is expected that the number of FPNs will rise steadily. Recruitment to permanent positions will take place over the next few months which will enhance the current performance of the service and provide a solid foundation to build on.
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Benchmarking	It is difficult to benchmark at present as the Team is developing its skills and working practices. Also, the service is currently going through a restructure. Due to this the overall performance of the team is low due to this transitional period.
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SOCIAL CARE AND HEALTH INTEGRATION **Quarter 1 2016/17**
KPI 13 – The number of leisure centre visits

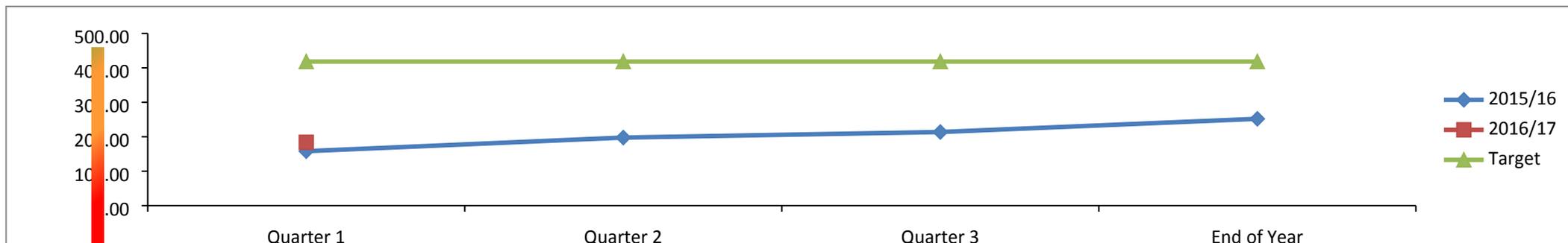
Definition	The total number of leisure centre visits within the borough.	How this indicator works	This indicator calculates the combined number of visits made to Abbey (including Abbey Spa) and Becontree Heath Leisure Centres.		
What good looks like	An ongoing increase in the number of visits to the borough's Leisure Centres.	Why this indicator is important	Low levels of physical activity are a risk factor for ill health and contribute to health inequality. This indicator supports the council in successfully delivering the Physical Activity stand of the Health and Well Being Strategy. Meeting the target also supports the financial performance of the leisure centres.		
History with this indicator	Total Leisure Centre Visits: 2014/15 = 1,282,430 2015/16 = 1,453,925	Any issues to consider	Visits include Abbey Spa visits.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	
2016/17	383,895				
Target	367,500	735,000	1,102,500	1,470,000	
2015/16	375,388	744,287	1,084,465	1,453,925	



Performance Overview	NB. Performance Overview provided following release of July data. There were a total of 126,913 visits across both leisure centres in July 2016. A 0.70% increase against the figure for June. To date there have been a total of 510,808 visits to both centres for the 4 months since April. This figure compares to 498,132 for the 4 months	Actions to sustain or improve performance	<ul style="list-style-type: none"> • A proposal for a new type of partnership agreement has been put forward by Alliance Leisure and is currently under consideration. • July's Time FM radio slot proved to be successful again and ongoing slots are planned to help promote the leisure centres and membership packages/sales. • The One Borough Show was attended by the
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	<ul style="list-style-type: none"> Becontree had a total of 90,634 visits in July, an increase of 1.19% against June's total of 89,570. Abbey had a total of 36,279 visits in July, a decrease of 0.52% against June's total of 36,467. The Abbey Spa had 2,108 visits in July, an increase of 3.69% against June's total of 2,033. 		leisure centre's active team to help promote the centres and memberships. A number of membership leads were generated which have been followed up.
Benchmarking	No benchmarking data available - local measure only		

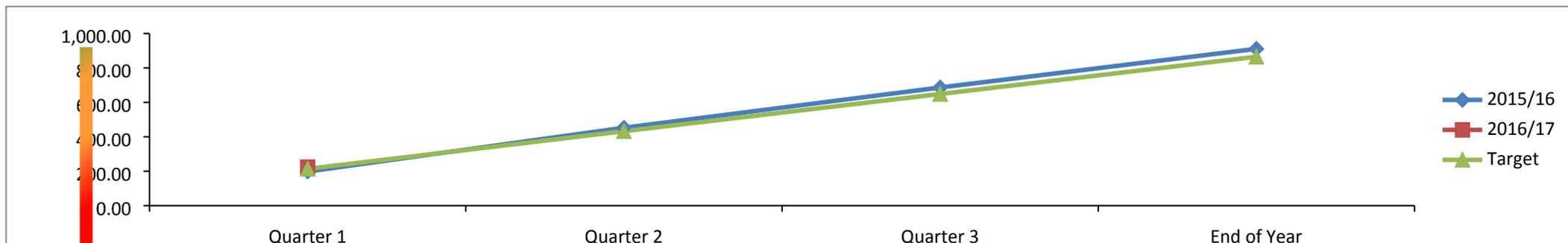
SOCIAL CARE AND HEALTH INTEGRATION				Quarter 1 2016/17
KPI 14 - The total Delayed Transfer of Care Days (per 100,000 population)				
Definition	Delayed transfers of care (delayed days) per 100,000 population aged 18 and over (attributable to either NHS, social care or both) per month. A delayed transfer of care occurs when a patient is ready for transfer from a hospital bed, but is still occupying such a bed. A patient is declared medically optimised and ready to transfer by the clinician(s) involved in their care. The hospital setting can be acute, mental health or non acute.	How this indicator works	This indicator measures the total number of delayed days recorded in the month regardless of the responsible organisation (social care/ NHS). The figures shown below are per 100,000 18+ residents. (18+ population of 136,747)	
What good looks like	Good performance would be under the BCF target of 418.32 delayed days per month (per 100,000 pop). The target is a 2% reduction on the 2015-16 average.	Why this indicator is important	This indicator is important to measure as the average number of delayed days per month (per 100,000 pop) is included in the Better Care Fund performance monitoring.	
History with this indicator	The 2014/15 yearly average for the number of delayed days per month was 129.31	Any issues to consider	Please note that these figures are taken from the Department of Health website and have not been verified by Barking and Dagenham Social care, and these figures will also include patients from Mental Health.	
DTOC per 100,000	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	183.74			
Target	418.32	418.32	418.32	418.32
2015/16	158.03	197.53	213.66	252



Performance Overview	<ul style="list-style-type: none"> In Q1 an average of 262 days a month were lost due to delayed transfers. Of the days lost; on average 126 were the responsibility of the NHS, 60 were the responsibility of Social Care and 76 were joint responsibility. When the 280 days lost is converted to a 'per 100,000' figure it becomes 183.74 		Actions to sustain or improve performance	There is currently a Delayed Transfers of Care Plan in place to reduce the number of delayed days. This is being monitored by the Joint Executive Management Committee who oversee the Better Care Fund.	
A					
Benchmarking	Redbridge		Havering		England
	Total = 327	Per 100,000 = 149.52	Per 100,00 = 107.41	Total = 327	Per 100,000 = 149.52 Per 100,00 = 107.41

SOCIAL CARE AND HEALTH INTEGRATION				Quarter 1 2016/17	
KPI 15 - The number of permanent admissions to residential and nursing care homes (per 100,000)					
Definition	The number of permanent admissions to residential and nursing care homes, per 100,000 population (65+)	How this indicator works	This indicator looks at the number of admissions into residential and nursing placements throughout the financial year. The Adult Social Care Outcome Framework guidelines for 2014-2015 require us to use the 2014 estimated population figure of 19,656 (65+).		
What good looks like	The Better Care fund has set a maximum limit of 170 admissions for 2016-17, equivalent to 864.88 per 100,000 population.	Why this indicator is important	The number of permanent admissions to residential and nursing care homes is a good measure of the effectiveness of care and support in delaying dependency on care and support services, and the inclusion of this measure in the framework supports local health and social care services to work together to reduce avoidable admissions where appropriate. This includes placements made through the Older People Mental Health team.		
History with this indicator	In the 2014/15 financial year, there were 177 (905.9 per 100,000) permanent admissions into residential & nursing care.	Any issues to consider	Not applicable		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	223.7				

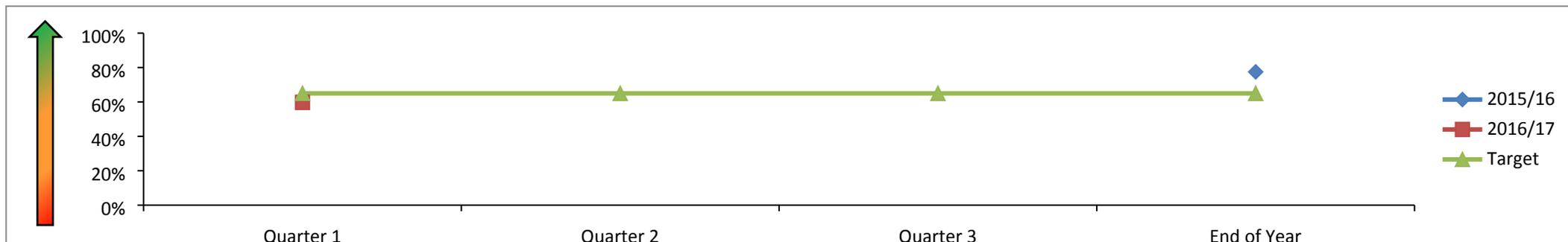
Target	213.67			864.88
2015/16	198.28	452.49	686.36	910.7



Performance Overview	In Quarter 1 there were 44 admissions to care homes, equivalent to 223.70 per 100,000 people. The rate of admissions is slightly above the same period in 2015-16 which had a value of 198.28 per 100,000 (39 admissions). A driving force of our admissions has been our relatively low residential and nursing care payment rates compared with those for support in the community.	Actions to sustain or improve performance	In order to bring our rates more in line with other local authorities a permanent uplift to both the residential and nursing care payments took effect from 1st April 2016. Also we recently adjusted the indicative budget limits in the Resource Allocation System to reflect the changes and to allow more people to live at home in the community.
A			
Benchmarking	ASCOF comparator group average -488.00 London Average – 491.74 This data will be updated when the 15/16 ASCOF data is released in Aug/Sept.		

SOCIAL CARE AND HEALTH INTEGRATION		Quarter 1 2016/17	
KPI 16 – The percentage of people who received a short term service that went on to receive a lower level of support or no further service			
Definition	The proportion of new clients who received a short-term service to maximise independence during the year where the sequel to service was either no on-going support or support of a lower level.	How this indicator works	It includes the number of new clients who had short-term support to maximise their independence (known locally as Crisis Intervention) and then went on to receive low level support or no further support.
What good looks like	A higher proportion of clients with no ongoing care needs indicates the success of Crisis Intervention in supporting people who have a crisis and helping them to remain living independently.	Why this indicator is important	The aim of short-term services is to re-able people and promote their independence. This measure provides evidence of a good outcome in delaying dependency or supporting recovery - short-term support that results in no further need for services.

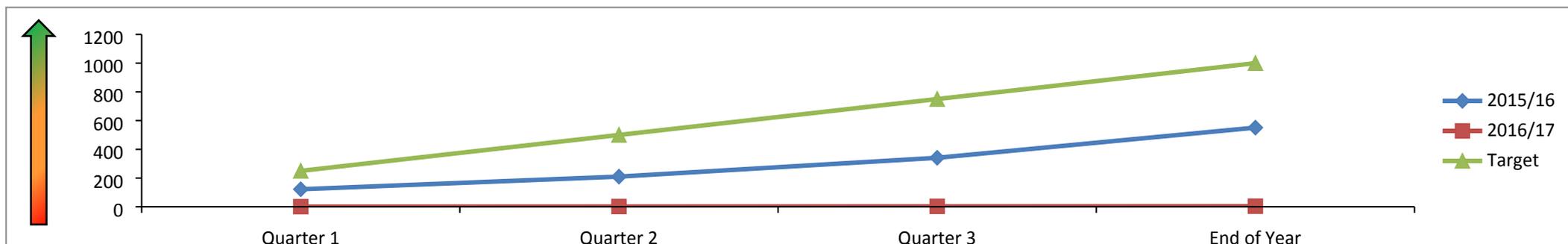
History with this indicator	It is being reported in year for the first time in 2016-17. The previous annual values were: 2014-15 - 55% 2015-16 - 77.5% (calculated from provisional data)		Any issues to consider	Since 2014-15 this indicator had been calculated annually based on figures submitted in the Short and Long Term statutory return.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	59.78%				
Target	65%	65%	65%	65%	
2015/16	Indicator previously measured annually			77.5%	



Performance Overview	In Quarter 1 59.78% of people who received a short term service went to receive a lower level of support or no further services. Based on the recently submitted SALT data return the indicator has been calculated, provisionally, at 77.5% for 2015-16. Our year to date value is currently lower than both the 2015-16 figure and the target of 65%.	Actions to sustain or improve performance	The indicator was previously reported annually in the Adult Social Care Outcomes Framework using data submitted the Short and Long Term (SALT) statutory return. It is being reported in year for the first time in 2016-17, using the national definition and description. Whilst in year information for 2015-16 is not currently available work is ongoing to calculate historic values so that we can refine our target and compare our in year performance with last year's.
A			
Benchmarking	ASCOF comparator group average -66.2% London Average – 70% National Average – 75%		

SOCIAL CARE AND HEALTH INTEGRATION		Quarter 1 2016/17	
KPI 17 – The number of successful smoking quitters aged 16 and over through cessation service			
Definition	The number of smokers setting an agreed quit date and, when assessed at four weeks, self-reporting as not having smoked in the previous two weeks.	How this indicator works	A client is counted as a 'self-reported 4-week quitter' when assessed 4 weeks after the designated quit date, if they declare that they have not smoked, even a single puff of a cigarette, in the past two weeks.
What good looks like	For the number of quitters to be as high as possible and to be above the target line.	Why this indicator is	The data allows us to make performance comparisons with other areas and provides a broad overview of how well the borough is performing in

		important	terms of four week smoking quitters.	
History with this indicator	2012/13: 1,480 quitters 2013/14: 1,174 quitters 2014/15: 635 quitters, 2015/16: 551 quitter	Any issues to consider	Due to the nature of the indicator, the quit must be confirmed at least 4 weeks after the quit date. This means that the May data will likely increase upon refresh next month.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	232			
Target	250	500	750	1,000
2015/16	122	210	341	551



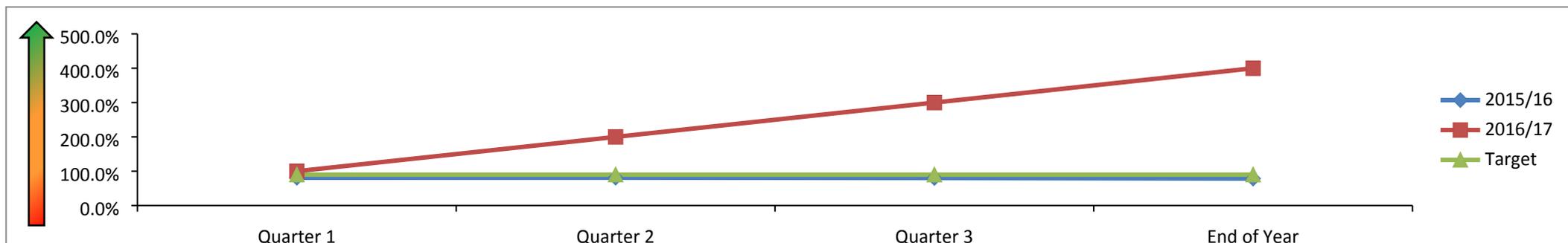
Performance Overview	Between April and June 2016/17 there have been 155 quitters. This is 62.0% against the revised target of 1,000 quitters at this point in the year. At the end of June 2015/16 there had been 122 quitters which equated to 16.3% against the previous target of 3,000 quitters. This demonstrates an improvement on last year's figure.	Actions to sustain or improve performance	All Primary Care Providers have been contacted to advise about their individual targets. Primary Care Providers will be sent a league table of achievement on alternate months as a reminder of what they have delivered and what the gap to target is. Non-Providing practices will be encouraged to refer to named pharmacies within their local vicinity. The Tier 3 team will contribute support for areas of highest prevalence. The Tier 3 team will assign a proportion of their capacity to commence prevention work in schools and youth services.
A			
Benchmarking	Between April and December 2015 there were 512 quitters in Havering and 472 quitters in Redbridge.		

SOCIAL CARE AND HEALTH INTEGRATION

Quarter 1 2016/17

KPI 18 – The percentage uptake of MMR (Measles, Mumps and Rubella) vaccination (2 doses) at 5 years old

Definition	Percentage of children given two doses of MMR vaccination.		How this indicator works	MMR 2 vaccination is given at 3 years and 4 months to 5 years. Reported by COVER based on RIO/Child Health Record.
What good looks like	Quarterly achievement rates to be above the set target of 95% immunisation coverage.		Why this indicator is important	Measles, mumps and rubella are highly infectious, common conditions that can have serious, potentially fatal, complications, including meningitis, swelling of the brain (encephalitis) and deafness. They can also lead to complications in pregnancy that affect the unborn baby and can lead to miscarriage.
History with this indicator	2011/12: 82.8%, 2013/14: 82.3%	2012/13: 85.5%, 2014/15: 82.7%	Any issues to consider	This data is only available on a quarterly basis. Figures are usually published by PHE 12 weeks after the end of the quarter. Quarter Q1 data is due to be released around mid-September.
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	Awaiting data publication			
Target	90%	90%	90%	90%
2015/16	81.0%	81.2%	80.3%	78.6%

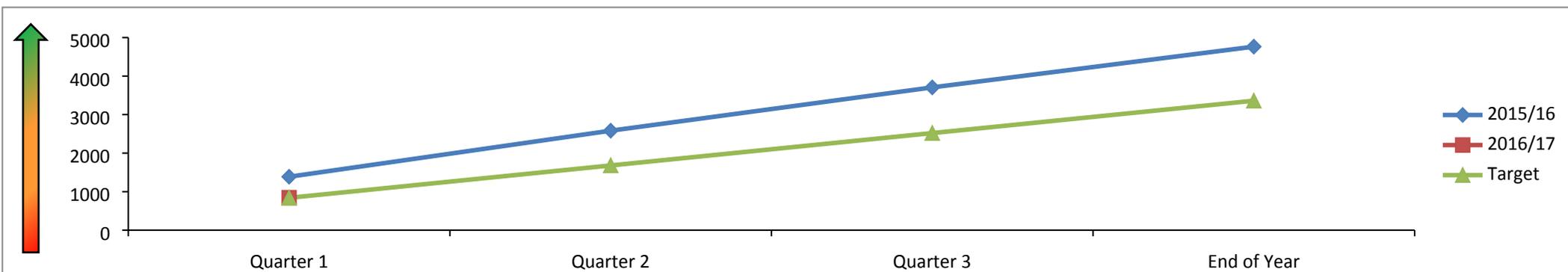


Performance Overview	<p>Poor performance is seen across the whole of London with this indicator, and the borough's performance exceeds the London average but is below the national average for England. Low immunisation coverage is a risk to unimmunised children who are at risk of infection from the vaccine preventable diseases against which they are not protected.</p>	<p>Actions to sustain or improve performance</p>	<p>Ensure Barking and Dagenham GP Practices have access to I.T. support for generating immunisation reports. Children who persistently miss immunisation appointments followed up to ensure they are up to date with immunisations. Identifying what works in the best performing practices and share. Practice visits are being carried out to allow work with poor performing practices in troubleshooting the barriers to increasing uptake. Encourage GP practices to remove ghost patients.</p>
Awaiting data			

Benchmarking	In quarter 4 2015/16 Barking and Dagenham's MMR2 rate (78.6%) was similar to the London rate (80.4%)
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SOCIAL CARE AND HEALTH INTEGRATION Quarter 1 2016/17
KPI 19 – The number of children and adult referrals to healthy lifestyle programmes

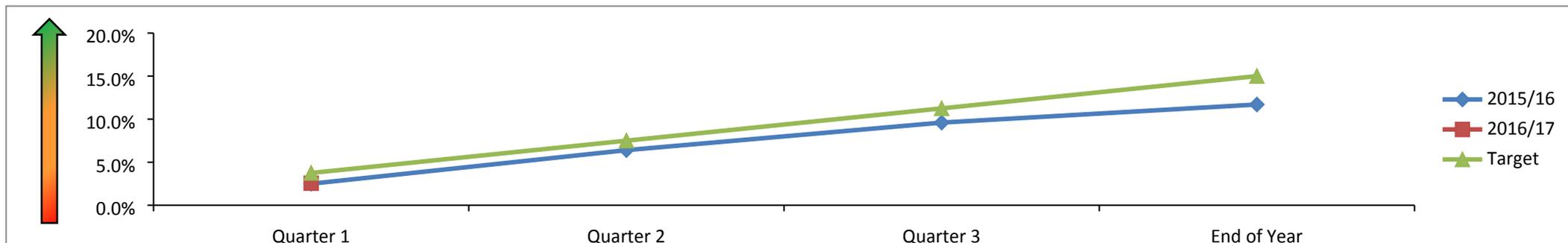
Definition	The number of people referred to the healthy lifestyle programmes.	How this indicator works	Data collected by leisure services team through their own referral system.		
What good looks like	An increase in the number of referrals for those deemed eligible.	Why this indicator is important	Less referrals to some extent indicate healthier lifestyles		
History with this indicator	New performance indicator for 2016/17.	Any issues to consider	No current issues to consider.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	843				
Target	840	1,680	2,520	3,360	
2015/16	1,387	2,582	3,706	4,764	



Performance Overview	There have been 843 referrals to healthy lifestyle programmes in Q1, with 238 to Adult Weight Management, 121 to Child Weight Management and 324 to Exercise on Referral.	Actions to sustain or improve performance	Weekly update meetings are starting. This will ensure clear actions are in place to improve numbers of referrals and completions. They will also ensure that any issues are flagged and dealt
G	Four new Tier 2 programmes for child weight management started in June.		

	One Tier 1 training session took place in June. Again, this will increase capacity. Five new adult weight management programmes started in June.		with in a timely manner.
Benchmarking	No benchmarking data available – local measure only.		

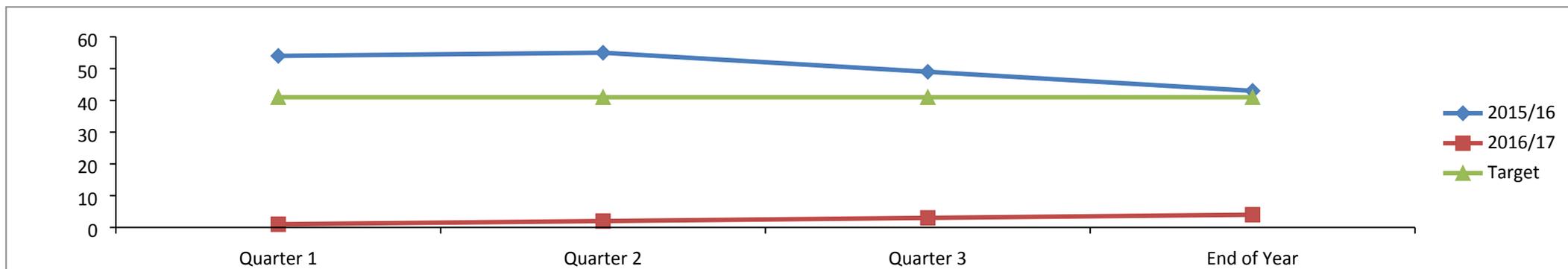
SOCIAL CARE AND HEALTH INTEGRATION			Quarter 1 2016/17	
KPI 20 – The percentage of those aged 45-60 who have received a Health Check including cardio and lung function test				
Definition	Percentage of the eligible population (those between the ages of 40 and 74, who have not already been diagnosed with heart disease, stroke, diabetes, kidney disease and certain types of dementia) receiving an NHS Health Check in the relevant time period.	How this indicator works	Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions is invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease and diabetes and afterwards given support and advice to help them reduce or manage that risk. The national targets are 20% of eligible population should be offered a health check and 75% of those offered should receive a check.	
What good looks like	For the received percentage to be as high as possible and to be above target.	Why this indicator is important	The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, and kidney disease.	
History with this indicator	2012/13: 10.0%, 2013/14: 11.4%, 2014/15: 16.3%, 2015/16: 11.7%	Any issues to consider	There is sometimes a delay between the intervention taking place and reflecting in the Health Analytics data. This means that the May data will likely increase upon refresh next month.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	2.56%			
Target	3.75%	7.50%	11.25%	15.0%
2015/16	2.5%	6.4%	9.6%	11.7%



Performance Overview	The service needs to deliver 518 health checks a month in order to stay on trajectory for meeting the target. April to June has delivered an average of 378 health checks per month. This means that the monthly target has not been met.	Actions to sustain or improve performance	All Primary Care Providers have been contacted to advise about their individual targets. Primary Care Providers will be sent a league table of achievement on alternate months as a reminder of what they have delivered and what the gap to target is. Non-Providing practices will be encouraged to refer to named pharmacies within their local vicinity. Poorly performing practices will be visited and supported to address any problems they have.
R			
Benchmarking	In 2015/16 11% of the eligible population of Barking and Dagenham received an NHS health check. This is above the Havering and Redbridge rates of 6.9% and 10.7% respectively.		

SOCIAL CARE AND HEALTH INTEGRATION		Quarter 1 2016/17			
KPI 21 – The number and rate per 10,000 of children subject to child protection plans					
Definition	The number and rate of children subject to Child Protection Plans per 10,000 of the under 18 population (60,324)	How this indicator works	This indicator counts all those children who are currently subject to a Child Protection plan, and this is divided by the number of children in the borough aged 0-17 to provide a rate per 10,000.		
What good looks like	Lower the better	Why this indicator is important	This is monitored to ensure that children who are at significant risk are identified and monitored in accordance to law and threshold of the borough.		
History with this indicator	CP numbers and rates have fluctuated over the last few years – Rate per 10,000 was 55 in 2011, before falling to 36 in 2013. The rate rose again to 60 in 2015, and has since fallen back to 44 per 10,000 as of 2016.	Any issues to consider	No current issues to consider.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17 Number	259				
2016/17 Rate	44				

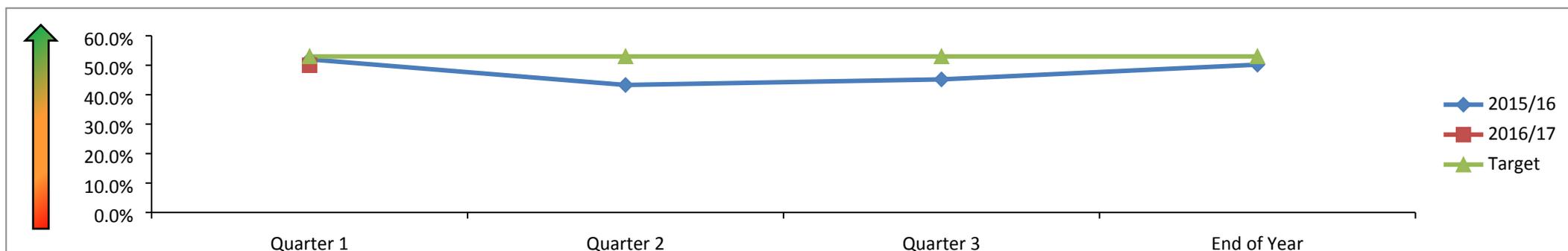
Target Rate	41	41	41	41
2015/16 Number	320	323	292	253
2015/16 Rate	54	55	49	43



Performance Overview	<p>In Q1 2016/17, Barking and Dagenham had 259 children subject to child protection plans, representing a rate of 44 per 10,000 children aged 0-17. Although this is slightly higher than our 2015/16 outturn of 253, child protection numbers are significantly lower than the 2014/15 figure of 353 (60 per 10,000) and an overall decline of 28%. The child protection rate per 10,000 has fallen from 60 to 43 and is now in line with the National (43) and close to London (41) rates.</p>	Actions to sustain or improve performance	
A			
Benchmarking	Based on the borough's rate per 10,000, performance is close to the local target set at the London rate of 41 per 10,000 and RAG rated amber.		

SOCIAL CARE AND HEALTH INTEGRATION		Quarter 1 2016/17	
KPI 22– The percentage of Care Leavers in employment, education, or training			
Definition	The number of children who were looked after for a total of 13 weeks after their 14th birthday, including at least some time after their 16th birthday and whose 17th, 18th, 19th, 20th or 21st birthday falls within the collection period and of those, the number who were engaged in education, training or employment on their 17th, 18th, 19th, 20th or 21st birthday	How this indicator works	This indicator counts all those in the definition and of those how many are in EET either between 3 months before or 1 month after their birthday. This is reported as a percentage.
What good looks like	Higher the better	Why this indicator is important	The time spent not in employment, education or training leads to an increased likelihood of unemployment, low wages, or low quality work later on in life.

History with this indicator	The cohort for this performance indicator has been expanded to include young people formally looked after whose 17th, 18th, 19th, 20th or 21st birthday falls within the collection period i.e. the financial year. The inclusion of 17 and 18 year old young people renders comparisons with previous years inaccurate and has also resulted in the cohort expanding considerably.			Any issues to consider	Please note that care leavers who are not engaging with the Council i.e. we have no contact with those care leavers so their EET status is unknown; or in prison or pregnant/parenting are not counted as EET. In addition, there are 20 young people who are No Recourse to Public Funds (NRPF). NRPF has a direct impact on young people accessing Education, Employment and Training, as educational provisions are not able to reclaim any grants for young people who are NRPF.	
	Quarter 1	Quarter 2	Quarter 3		Quarter 4	
	2016/17	50.0%				
	Target	53%	53%		53%	53%
	2015/16	52.0%	43.3%		45.2%	50.2%



Performance Overview	In Q1 2016/17, 50% of care leavers were in EET, comparable with the 2015/16 year end figure. Between April and June 2016 (Q1), this amounted to 21 out of 41 care leavers. The cohort of care leavers will expand each month as young people turn 17 – 21. Performance remains above London and our statistical neighbours, but is just below the London average of 53%. The 2016/17 target has been set to bring us in line with the London position and currently performance is RAG rated amber based on progress to target.	Actions to sustain or improve performance	The L2L service has developed a detailed action plan to address EET and one of those is a questionnaire for young people to ascertain what support they require and how best we can promote and assist in them in reaching their goals. This will highlight gaps in service provisions and evidence detailed communication relating to the hurdles stopping young people to progress and achieve their aspirations
A			
Benchmarking	London average 53%, National average 48%, Statistical Neighbour Average 48%		

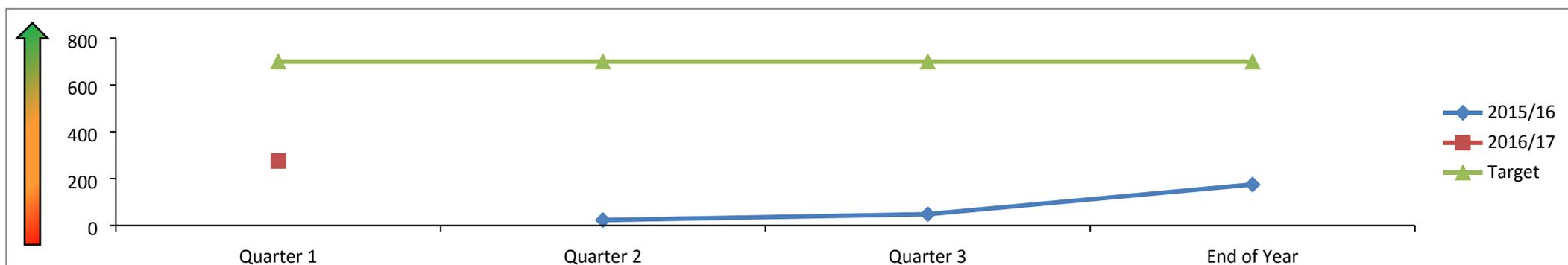
SOCIAL CARE AND HEALTH INTEGRATION

Quarter 1 2016/17

KPI 23 – The number of turned around troubled families (rolling figure)

Definition	Number of families turned around - have met all the outcomes on their outcome plan and have shown significant and sustained improvement (rolling figure) (TF2)	How this indicator works	The term turned around family refers to a family who have met all the outcomes of their action plan, and sustained these outcomes for a sustained period of between 3 months – 12 months as per the Troubled Families Programme.
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What good looks like	The higher the better.		Why this indicator is important	TF2 is a PbR programme set out by DCLG. LBBB are committed to turn around 700 families in 2016/17, which is set out by the funding arrangements for the programme until 2020. DCLG are encouraging front loading the programme to enable successful outcomes in 2020. LBBB are committed to turn around 2,515 families by April 2020.	
History with this indicator	Please see table below.		Any issues to consider	No current issues to consider.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	275				
Target	700	700	700	700	
2015/16	n/a	23	48	175	



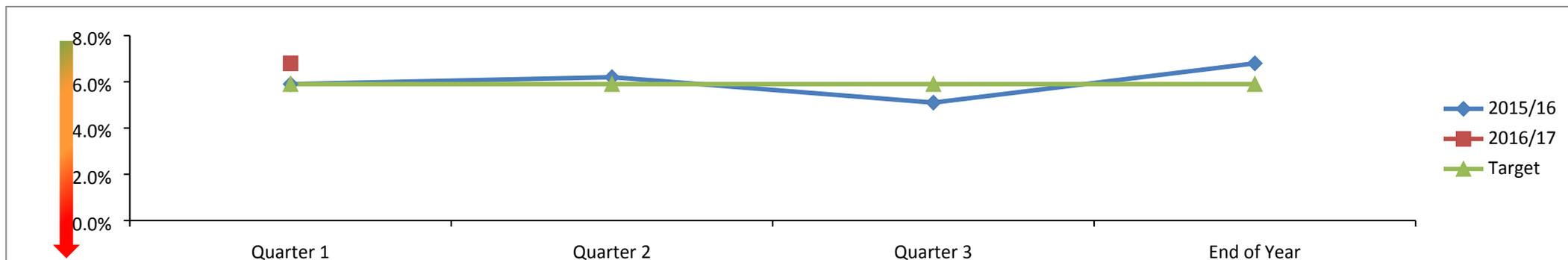
Performance Overview	As at the end of Q1 2016/17, we have identified 1,277 families that meet the TF2 criteria. Since the TF2 programme commenced, we have submitted in total 275 claims to DCLG; meaning we have turned around in total to date 275 families based on sustained progress and improved outcomes against the criteria identified originally and progress against families' outcome plans. A target of 700 turned around families has been set by end of year 2016/17 and to date performance is RAG rated Amber.	Actions to sustain or improve performance	Claims can be submitted for sustained progress and improved outcomes against any combination of the problems listed; getting a family member into work 'trumps' all other criteria. The DCLG Troubled family's claims window is also now open continuously with payments being made quarterly.
Benchmarking	Benchmark data is not available to date.		

EDUCATIONAL ATTAINMENT AND SCHOOL IMPROVEMENT

Quarter 1 2016/17

KPI 24 – The percentage of 16 to 18 year olds who are not in education, employment or training (NEET)

Definition	The percentage of resident young people academic age 16 – 18 who are NEET according to DfE NCCIS guidelines	How this indicator works	Data is taken from monthly MI figures published by our regional partners and submitted to DfE in accordance with the NCCIS requirement.	
What good looks like	A greater number of young people in education, employment or training, reducing the number of NEETs.	Why this indicator is important	The time spent not in employment, education or training leads to an increased likelihood of unemployment, low wages, or low quality work later on in life.	
History with this indicator	2014/15 – End of year result 6% 2015/16 – End of year result 6.8%	Any issues to consider	The DfE has confirmed that from September 2016 NEETs and Unknowns will be reported and published as a joint figure for Year 12 and 13 (academic age 16 and 17) only. From September, the performance dataset for CPG will be reviewed on light of DfE changes with regards to NEETs and Unknowns.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	6.8%			
Target	5.9%	5.9%	5.9%	5.9%
2015/16	5.9%	6.2%	5.1%	6.8%



Performance Overview	The proportion of NEETs has risen +0.9% to 6.8% compared with last year's figure of 5.8%, whilst the proportion of unknowns in Barking and Dagenham fell by 1.1% over the same period.	Actions to sustain or improve performance	14-19 Participation Plan reviewed, including new actions to drive down NEETs. Action being taken to address individual underperformance in NEET Adviser Team. Additional youth work resource transferred across to team. NEET Tracking Team to additionally support with NEET advise from first week in May, with amendments made to JDs. Year 11 mentoring programme established, including specific Year 11 mentoring programme for LAC to ensure transition to Year 12. Specific leaflets being provided to all schools for GCSE and A-level results days, including provision of numerous extra drop-in
	Actual average numbers of NEETs has risen from 450 to 516 (+66) over the period although the number of unknowns has fallen in the same period on average from 581 to 495 (-86). An estimated 30-40 of the rise in NEETS can be attributed to the success in tracking NEETs who were unknown.		

R

			careers advice sessions for young people.
Benchmarking	London Average – 3.4% National Average 4.4%		

EDUCATIONAL ATTAINMENT AND SCHOOL IMPROVEMENT

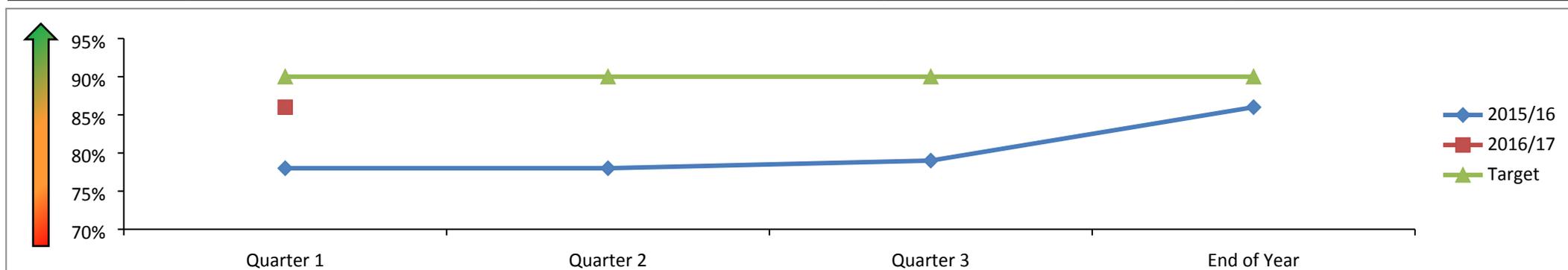
KPI 25 – The percentage of pupils achieving 5 GCSE grades A*-C (including Maths and English) (Annual Indicator)

Definition	The percentage of pupils achieving 5 GCSE grades A*-C (including Maths and English)	How this indicator works	Based on annual GCSE results
What good looks like	The greater number of pupils achieving 5 GCSE grades A*-C.	Why this indicator is important	Increases in number of pupils achieving a good set of GCSE provides wider opportunity for further study or employment
History with this indicator	<p>2011 57.2%</p> <p>2012 58.6%</p> <p>2013 60.2%</p> <p>2014 58.2%</p> <p>2015 54.0%</p> <p>Performance rose from 57% to 60% between 2011 and 2013, but has since declined to 54% in 2015. Latest data (2016) will be published in the autumn</p>	Any issues to consider	<p>The new accountability system starts from summer 2016 and results will be published for the first time in January 2017. There are 4 new key measures, which will be published by all schools and for all Local Authorities:</p> <ul style="list-style-type: none"> • <u>Progress 8</u>, which replaces 5 A*-C GCSEs; • <u>Attainment 8</u>, which measures a student's average grade across eight subjects – the same subjects that count for Progress 8. This new measure is designed to encourage schools to offer a broad, well-balanced curriculum. • The percentage of students who achieve a grade C (or grade 5 from 2017) in GCSE Maths and either GCSE English Language or GCSE English Literature. In 2016 only, a C in "combined" English also counts. • The percentage of students who gain the Ebacc. <p>It is not yet clear whether the percentage of pupils achieving 5 GCSE grades A*-C (including Maths and English) will continue to be published by the DfE. However, the DfE will publish results for A*_C in English and maths and all other headline measures for all LAs in October 2016, but we will have provisional local data for Attainment 8 measure; A*-C English and maths and Ebacc at the end of August 2016.</p> <p>It is recommended that for CPG, we move to reporting on Progress 8 (see above definition) from 2017 onwards. For 2016, to report on A*-C English and maths.</p>
Annual Result			

2016/17	2016/17 data will be available in Autumn 2017
2015/16	2015/16 data will be available in Autumn 2016

EDUCATIONAL ATTAINMENT AND SCHOOL IMPROVEMENT **Quarter 1 2016/17**
KPI 26 – The percentage of borough schools rated as good or outstanding

Definition	Percentage of Barking and Dagenham schools rated as good or outstanding when inspected by Ofsted. This indicator includes all schools.	How this indicator works	This indicator is a count of the number of schools inspected by Ofsted as good or outstanding divided by the number of schools that have an inspection judgement. It excludes schools that have no inspection judgement. Performance on this indicator is recalculated following a school inspection.		
What good looks like	The higher the better.	Why this indicator is important	This indicator is important because all children and young people should attend a good or outstanding school in order to improve their life chances and maximise attainment and success. It is a top priority set out in the Education Strategy 2014-17 and we have set ambitious targets.		
History with this indicator	Please see below. Performance has risen from 78% in Q1 15/16, to 86% in Q1 16/17.	Any issues to consider	No current issues to consider.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	86%				
Target	90%	90%	90%	90%	
2015/16	78%	78%	79%	86%	



Performance Overview	The percentage of schools in Barking and Dagenham judged 'outstanding' or 'good' has improved from 79% to 86% over the last 12 months. We have an ambitious ultimate target of 100% with the target for 2016/17 of 90% representing a milestone on the way to this. Ofsted inspections reduced in the 2014/2015 academic year to 7 primary schools and 1 secondary school being inspected. This reduction in	Actions to sustain or improve performance	The inspection outcomes for schools remains a key area of improvement to reach the London average and then to the council target of 100% as outlined in the Education Strategy 2014-17. Intensive Local Authority support, the brokering of school to school support from outstanding leaders and
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A	schools, if inspected, should be judged as good, taking us to 90%, above the London average of 89%. 2 of the remaining 3 schools have monitoring boards in place and are being supported by schools with outstanding leadership, while the remaining RI school is part of a strong federation.		Teaching School Alliances and the increasing capacity of school clusters is being provided to vulnerable schools.
Benchmarking	London Average – 89% National Average – 85%		

FINANCE, GROWTH AND INVESTMENT			Quarter 1 2016/17
KPI 27- The number of new homes completed (Annual Indicator)			
Definition	The proportion of net new homes built in each financial year	How this indicator works	Each year the Council updates the London Development Database by the deadline of August 31. This is the London-wide database of planning approvals and development completions.
What good looks like	The Council's target for net new homes is in the London Plan. Currently this is 1236 new homes per year.	Why this indicator is important	It helps to determine whether we are on track to deliver the housing trajectory and therefore the Council's growth agenda and the related proceeds of development, Community Infrastructure Levy, New Homes Bonus and Council Tax.
History with this indicator	14/15- 512 13/14 – 868 12/13 – 506 11/12 – 393 10/11 - 339	Any issues to consider	The Council has two Housing Zones (Barking Town Centre and Barking Riverside Gateway) which are charged with the benefit of GLA funding to accelerate housing delivery in these areas. There are 13,000 homes with planning permission yet to be built and planning applications currently in the system for another 1,000. The Housing Trajectory for the Local Plan identifies capacity for 27,700 by 2030 and beyond this a total capacity for 40,000 new homes. This translate into a target of 1925 homes per year. The Mayor of London will shortly publish his timetable for updating the London Plan and as part of this will undertake a Strategic Housing Land Availability Assessment in partnership with the London Councils. Out of this exercise will come the Council's new net housing supply target which is likely to be around 1925 net new homes per year. This is clearly a significant increase on the Councils current target but reflects the Council's ambitious growth agenda and commitment to significantly improving housing delivery.
Annual Result			
2016/17			
Target	1236 net new homes a year		
2015/16	Will be available 31 September 2016		

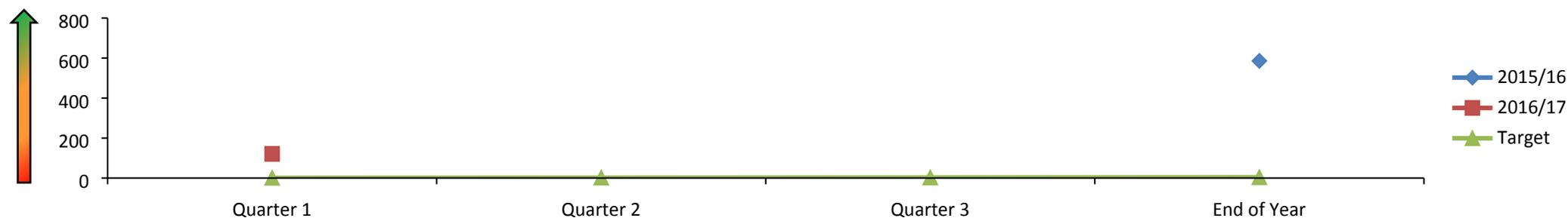
KPI 28- The number of new homes completed that are sub-market (Annual Indicator)

Definition	The proportion of net new homes built in each financial year that meet the definition of affordable housing in the National Planning Policy Framework	How this indicator works	Each year the Council updates the London Development Database by the deadline of August 31. This is the London-wide database of planning approvals and development completions.
What good looks like	The Mayor of London is likely to set out a target of 35-50% of all new homes as affordable across London in Supplementary Planning Guidance due to be issued in September. Good would be anything within this range. Anything over 50% and anything below 35% would not be good. Anything below 35% would indicate the Council has not been successful in securing affordable housing on market housing schemes but equally anything above 50% would suggest an overreliance on supply of housing from Council and RSL developments and lack of delivery of homes for private sale or rent on the big private sector led developments. This has historically been an issue in Barking and Dagenham and explains why the proportion of new homes which are affordable is one of highest in London over the last five years.	Why this indicator is important	This indicator is important for the reasons given in the other boxes.
History with this indicator	LBBD is one of best performing boroughs . The London Annual Monitoring Report shows that 49% of all new homes built between 2011/12 and 2013/14 were affordable. This was the highest proportion in London and in terms of numbers the 10 th highest of the 33 London Councils. In 14/15 68% of new homes were affordable. Data will shortly be available for 15/16 when the London Development Database is updated. As explained above though the target should be to keep the proportion of new affordable homes within the 35%-50% range.	Any issues to consider	The Growth Commission was clear that the traditional debate about tenure is less important than creating social justice and a more diverse community using the policies and funding as well as the market to deliver. At the same time the new Mayor of London pledged that 50% of all new homes should be affordable and within this a commitment to deliver homes at an affordable, “living rent”. This chimes with the evidence in the Council’s Joint Strategic House Market Assessment which identified that 52% of all new homes built each year in the borough should be affordable to meet housing need and that the majority of households in housing need could afford nothing other than homes at 50% or less than market rents. This must be balanced with the Growth Commission’s focus on home ownership and aspirational housing and what it is actually viable to deliver. The Council will need to review its approach to affordable housing in the light of the Mayor’s forthcoming guidance and take this forward in the review of the Local Plan.
Annual Result			

2016/17	
Target	The Council does not have an annual target for net new homes completed that are sub-market. London-wide the London Plan aims for 40% of all new homes as affordable but this is not expressed as a target.
2015/16	Will be available 31 September 2016

FINANCE, GROWTH AND INVESTMENT **Quarter 1 2016/17**
KPI 29 – The number of new homes that have received planning consent

Definition	Number of new homes that received planning permission.		How this indicator works	The data is recorded on the London Development Database
What good looks like	To determine this requires an analysis of the pipeline of supply against the housing trajectory. From consent to build is roughly 18 months to two years therefore for the housing trajectory to be maintained the schemes on it should be approved 18 months to two years before we anticipate units starting to be completed. Therefore there is not a numerical target for this indicator.		Why this indicator is important	It helps to determine whether we are on track to deliver the housing trajectory and therefore the Council's growth agenda and the related proceeds of development, Community Infrastructure Levy, New Homes Bonus and Council Tax.
History with this indicator	There are currently permissions for 13,000 homes in the borough that have not been built. This includes Barking Riverside, 10,000 homes, Gascoigne 1575, Freshwharf 911 Cambridge Road 274 and Trocoll House 198.		Any issues to consider	The impact of the Mayor of London's emerging affordable housing policy on sites coming forward.
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	163			
Target	This is annual net housing completions target in London Plan. This is being reviewed in development of Local Plan in line with the ambition to complete 35,000 net new homes by 2035. We do not have a target for approval. We will consider how to go about setting a target taking into account the backlog of unimplemented approvals that exist.			
2015/16	Previously reported annually			586



Performance Overview			Set up BE-FIRST to improve delivery. Delivering agreed Housing Zone outputs with GLA. Recruitment and retention remains a significant issue in
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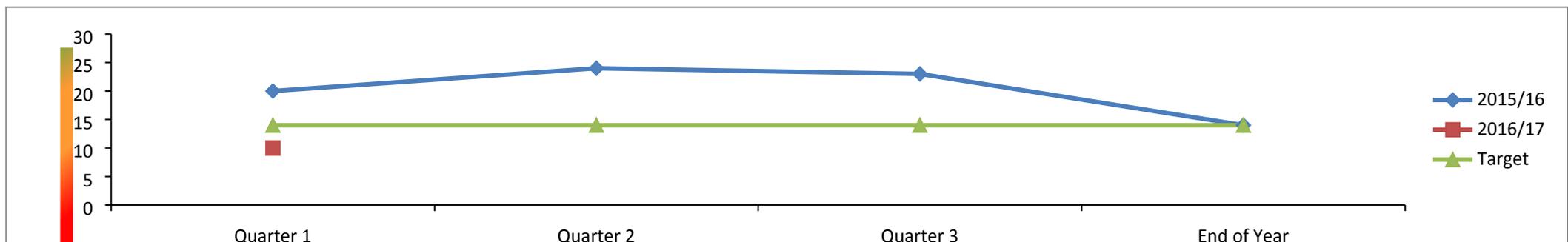
n/a	committee has approved the Abbey Retail Park scheme 597 and Barking Riverside 10800. Planning permission for these schemes will be granted in the third quarter once the S106 agreements have been signed. Planning applications have also been received for the Abbey Sports Centre 150 and Vicarage Fields sites 850 which will be determined within this financial year. Finally the London Road/James Street, Gascoigne West and Crown House schemes are due in this year for approximately an additional 1000 homes.	performance	the Council's Development Management Team. Two posts are covered by agency staff and a further recruitment exercise will begin shortly to try and fill these posts with permanent staff. Planning Performance Agreements are now used on all major sites so that developers and the Council agree on the timeline for their decision and the resources required to achieve this.
Benchmarking	The Benchmark is the Council's Housing Trajectory and the recent approvals, submissions and planning submissions are in line with its forecast of housing completions.		

FINANCE, GROWTH AND INVESTMENT

Quarter 1 2016/17

KPI 30 – The average number of days taken to process Housing Benefit / Council Tax Benefit change events

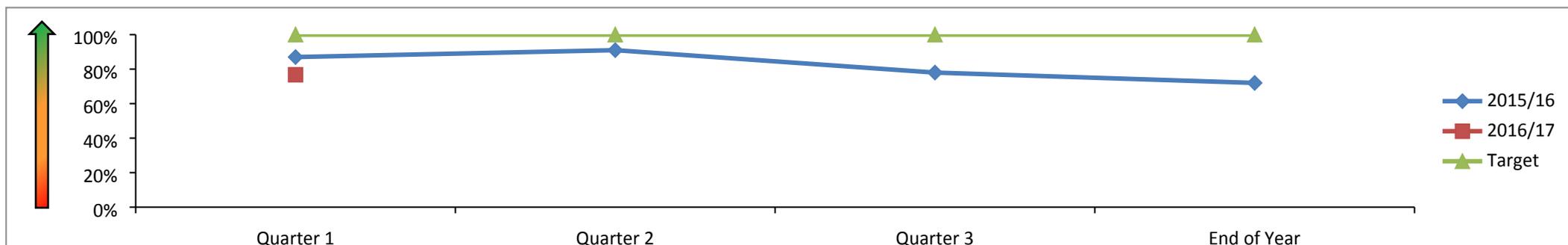
Definition	The average time taken in calendar days to process all change events in Housing Benefit and Council Tax Benefit	How this indicator works	The indicator measures the speed of processing		
What good looks like	To reduce the number of days it takes to process HB/CT change events	Why this indicator is important	Residents will not be required to wait a long time before any changes in their finances		
History with this indicator	2014/15 End of year result – 9 days 2015/16 End of year result – 14 days	Any issues to consider	There are no seasonal variances, but however government changes relating to welfare reform, along with DWP automated communications pertaining to changes in household income impact heavily on volumes and therefore performance.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	10				
Target	14	14	14	14	
2015/16	20	24	23	14	



Performance Overview	The performance against this target has improved due to the implementation of new processes, and due to additional resource being allocated to the tasks.	Actions to sustain or improve performance	Whilst volumes remain high due to various welfare reform impacts, the service has now stabilised the processing times, and is consistently now achieving or exceeding this target.
G			
Benchmarking	London Family Group (as per Elevate contract) 2015/15 – Lower quartile 8.5 days, Upper quartile 4.5 days, Average 7 days		

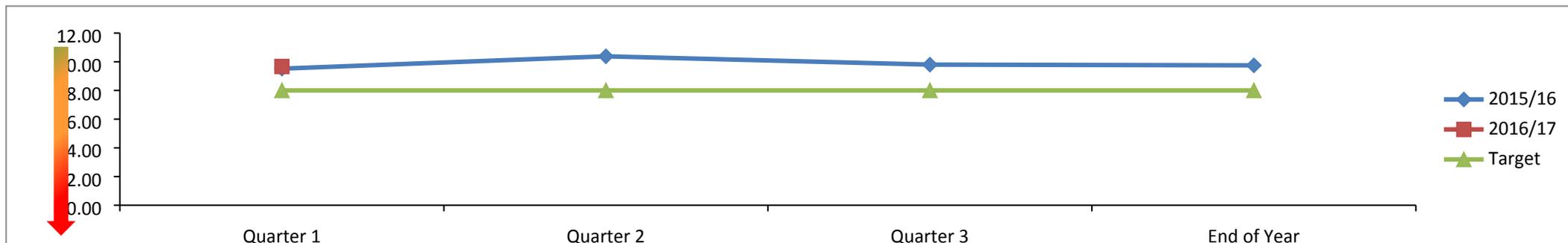
FINANCE, GROWTH AND INVESTMENT
Quarter 1 2016/17
KPI 31 – The percentage of Member enquiries responded to within deadline

Definition	The percentage of Member enquiries responded to in 10 working days	How this indicator works	Of the total number of Member enquiries received, the percentage that are responded to within the timescale.		
What good looks like	Comparable with London and National	Why this indicator is important	The community often request support from members on issues important to them. A quick response rate will assist with Council reputation.		
History with this indicator	2015/16 end of year result – 72% 2014/15 end o year result – 88%	Any issues to consider	Quality of response must also be taken into account.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17 Quarter	76.74%				
2016/17 YTD	76.74%				
Target	100%	100%	100%	100%	
2015/16	87%	91%	78%	72%	



Performance Overview	In mid January 2016, we launched a new way for handling members' casework within the council, this has meant that for the first time we have been able to collate all enquires which in January was 388 but rose to 544 in March. The new system also meant that services had to learn new processes.	Actions to sustain or improve performance	Completion of the restructure and the training programme for the new roles will enable staff to support the service areas in answering enquires.
R			
Benchmarking	No benchmarking data available – local measure only.		

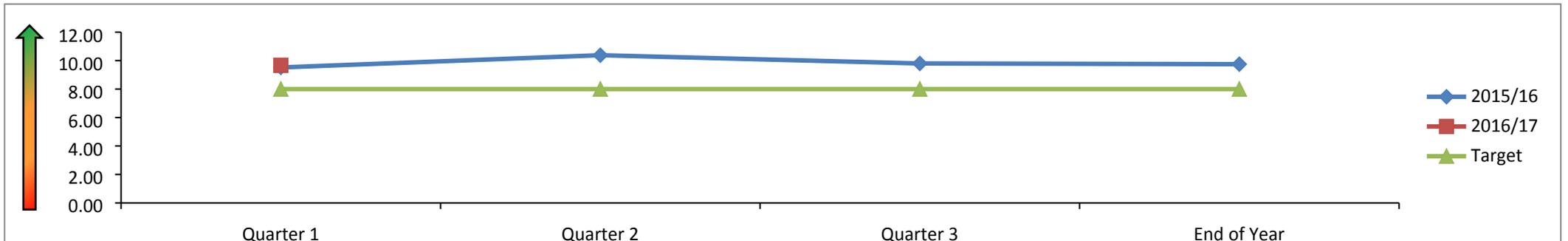
FINANCE, GROWTH AND INVESTMENT				Quarter 1 2016/17
KPI 32 – The average number of days lost due to sickness absence				
Definition	The average number of days sickness across the Council, (excluding staff employed directly by schools).	How this indicator works	The sickness absence data is monitored closely by the Workforce Board and a HR Project Group meets weekly to review this and identify “hot spots”, to ensure that appropriate action is being taken. Managers also have a “dash board” on Oracle to monitor sickness in their areas.	
What good looks like	That the target of 8 days by 31 December 2016 is achieved and maintained.	Why this indicator is important	This indicator is important because of the cost to the Organisation of sickness absence and for the well being of it's employees, which is why the emphasis is on early intervention wherever possible.	
History with this indicator	Sickness absence rates have gone up and own, which may be for various reasons and changes to the workforce with groups of employees transferring in or out makes comparison difficult.	Any issues to consider	Mandatory briefings sessions are being held for managers, similar to when the Managing Attendance (Sickness Absence) Procedure was introduced in 2013, to ensure that they understand their responsibilities, and take appropriate action when employees hit the “trigger points”.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	9.67			
Target	8	8	8	8
2015/16	9.52	10.38	9.80	9.75



<p>Performance Overview</p> <p style="text-align: center; background-color: red; color: white; padding: 10px; font-weight: bold;">R</p>	<p>The Quarter 1 sickness levels have seen for the third quarter a decrease in average sickness levels. Although we are not meeting our target, it is an encouraging improvement, reflecting the impact of a range of interventions.</p> <p>It will take some additional time for the target to be met and maintained.</p>	<p>Actions to sustain or improve performance</p>	<p>An HR project group meets weekly to review data, highlight issues and review improvements in absence levels. Work continues with the hotspot areas. Bradford Factor monitoring and costs of absence have been provided to help managers to prioritise. Mandatory briefing sessions for all managers have also started, Trigger related mandatory health and wellbeing checks are in place targeted at those who have recently reached the trigger of more than three occasions, rather than those with longer term absence. This provides a one-to-one consultation with occupational health to explore a number of health and wellbeing issues and concerns, leading to an individual action plan.</p>
<p>Benchmarking</p>	<p>The average performance in London is 7.9 days, (across 27 authorities which collect data through the London Authority Performance System (LAPS). This includes some Councils with small numbers of 'blue collar' staff and sickness levels tend to be lower in these authorities, which will influence the overall average.</p>		

FINANCE GROWTH AND INVESTMENT			Quarter 1 2016/17
KPI 33 – The percentage of staff who are satisfied working for the Council			
<p>Definition</p>	<p>The responses to questions in the Staff Temperature Check Survey on working for the Council.</p>	<p>How this indicator works</p>	<p>This is a survey of a representative cross section of the workforce and is followed by focus groups to explore the results. The results are reported to the Workforce Board, Members at the Employee Joint Consultative Committee, Trade Unions and Staff Networks and published on Intranet</p>
<p>What good looks like</p>	<p>That the positive response rate is maintained and continues to improve.</p>	<p>Why this indicator is important</p>	<p>Staff temperature checks are “statistically valid” and this indicator provides an important measure of how staff are engaged when going through major changes; it gives them an opportunity to say how this is impacting on them.</p>
<p>History with this indicator</p>	<p>The Staff Temperature Check Survey is run two or three times a year and the questions are linked to those in the all Staff Survey to enable benchmarking with previous years</p>	<p>Any issues to consider</p>	<p>Depends on how changes and restructures continue to be managed locally and / or the impact on the individuals in those areas.</p>

	back to 2006.			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	75.52%			
Target	70%	70%	70%	70%
2015/16	73.20%	Survey not conducted	75.80%	Survey not conducted



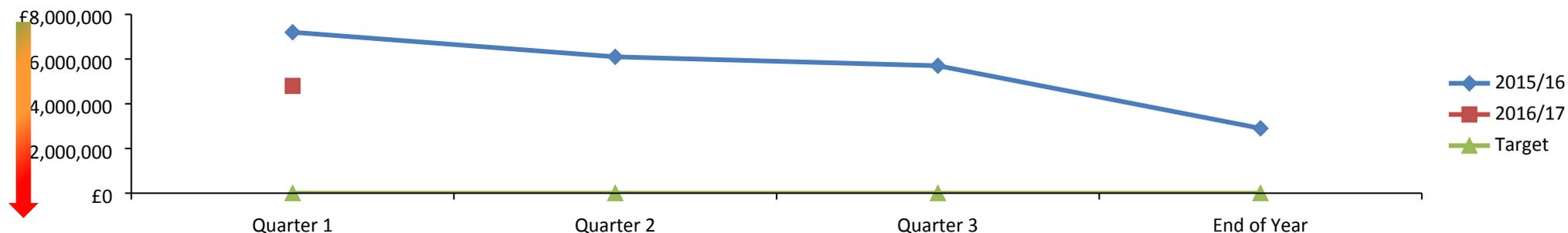
Performance Overview	<p>This indicator has remained at the same level when compared to the last survey in December/January 2016. It should generally be seen as a positive indicator. This temperature check had a different methodology where the whole workforce was asked to take part, and 1500 paper copies were sent to staff with limited access to computers in their work. For this reason we have been able to reach staff who have traditionally not taken part in surveys, and this is reflected in the results. The temperature check undertaken in December/January 2016 had some of the highest ever positive scores.</p>	<p>Actions to sustain or improve performance</p>	<p>We are working with managers of “front-line” teams to identify communication and engagement barriers.</p>
G			
Benchmarking	No benchmarking data available – Local measure only		

FINANCE, GROWTH AND INVESTMENT Quarter 1 2016/17

KPI 34 – The current revenue budget account position (over or under spend)

Definition	The position the council is in compared to the balanced budget it has set to run its services.	How this indicator works	Monitors the over or under spend of the revenue budget account
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What good looks like	In line with projections, with no over spend.		Why this indicator is important	It is a legal requirement to set a balanced budget.	
History with this indicator	2015/16 end of year result - £2.9m overspend 2014/15 end of year result - £0.07m overspend		Any issues to consider	No current issues to consider.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	£4,800,000				
2015/16	£7,200,000	£6,100,000	£5,700,000	£2,900,000	



Performance Overview	The majority of the projected overspend is within Children's Complex Needs & Social Care. It should be noted that expenditure projections tend to reduce as the year goes on. However, if the project team is not successful in reducing expenditure then options such as a spending freeze will be considered.	Actions to sustain or improve performance	A project team is working on reducing expenditure in this area and this will be monitored at a detailed level.
n/a			
Benchmarking	No benchmarking data available – Local measure only		

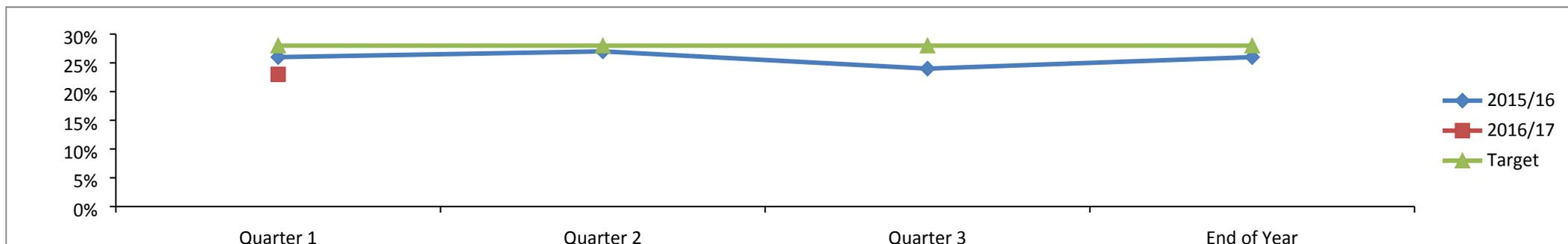
ECONOMIC AND SOCIAL DEVELOPMENT

Quarter 1 2016/17

KPI 35 – Repeat incidents of domestic violence (MARAC)

Definition	Repeat Incidents of Domestic Violence as reported to the Multi Agency Risk Assessment Conference (MARAC)	How this indicator works	Victims of domestic violence referred to a MARAC will be those who have been identified (often by the police) as high or very high risk (i.e. of serious injury or of being killed) based on a common risk assessment tool that is informed by both victim and assessor information. Repeat victimisation refers to a violent incident occurring within 12 months of the original incident coming to the MARAC
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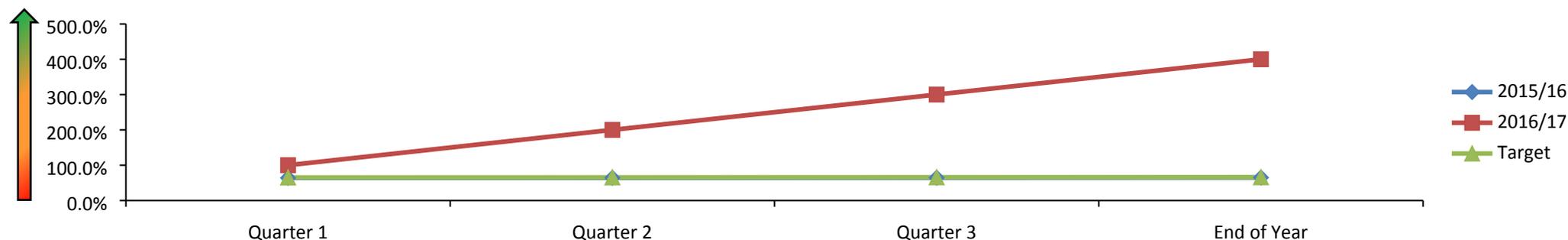
What good looks like	The local target recommended by Safelives is to achieve a repeat referrals rate of between 28-40%. The target is based on the level of DV in the borough and rate of referral to MARAC.	Why this indicator is important	The MARAC is the key mechanism for managing high risk domestic violence cases and supporting the victims to live safely. In order to manage high risk cases, if another incident occurs within a 12 month period, the case should be referred back to MARAC and is counted as a repeat. Where MARACs are not receiving the recommended levels of repeat referrals Safelives recommend that the MARAC review information flows from partnership services to the MARAC to ensure MARAC is well informed about all incidents and developments in the case, that these changes are being assessed and that the victims are receiving ongoing support.		
History with this indicator	2015/16: 86 (25%) 2014/15: 58 (20%)	Any issues to consider	Referral activity has to be considered alongside Domestic Violence Offences reported to the police.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
2016/17	23%				
Target	28% - 40%	28% - 40%	28% - 40%	28% - 40%	
2015/16	26%	27%	24%	26%	



Performance Overview	In Qtr 1 we are 23%, the target for 2016/17 is 28 – 40 %. This is below the local target set by Safelives is 28-40%.	Actions to sustain or improve performance	The Community Safety Partnership successfully bid for MOPAC funding to conduct a MARAC Review. An independent consultancy was commissioned to undertake the review, which has now concluded. A number of recommendations were made and improving the boroughs identification of repeat victims to MARAC will be included in the action plan to deliver recommendations of the MARAC review.
R			
Benchmarking	Benchmarking data is available from Safelives on the level of repeat referrals to MARAC. The latest data is for 1 st April 2015 – 31 st March 2016 where there averages for London, our Most Similar Group (MSG) and national was 20%, 26% and 25% respectively.		

KPI 36 – The percentage of economically active people in employment

Definition	“The employed are defined as those aged 16 or over, who are in employment if they did at least one hour of work in the reference week (as an employee, as self-employed, as unpaid workers in a family business, or as participants in government-supported training schemes), and those who had a job that they were temporarily away from (for example, if they are on holiday).”	How this indicator works	The figures presented for Barking & Dagenham are a rolling average of the last three years (April-March 2013, 2014 & 2015). The reason for this is that the figure is derived from a sample survey (the Annual Population Survey).	
What good looks like	An increase in the percentage of our economically active residents who are in employment.	Why this indicator is important	Employment is important for health and wellbeing of the community and reducing poverty	
History with this indicator	The employment rate for the borough is principally driven by London and economy-wide factors. The figure for the borough has shown steady growth over the last year.	Any issues to consider	Each 1% for the borough is equivalent to a little over 1,200 borough residents.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	Data available October 2016			
Target	65.2%	65.4%	65.6%	65.7%
2015/16	64.0%	64.2%	64.5%	65.0%



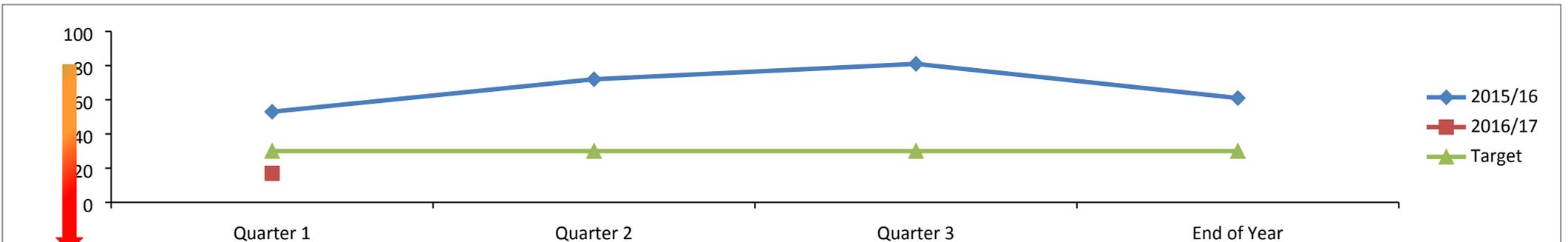
Performance Overview	The published figure for the borough is 66.3%, with the rolling average figure 65.0%.	Actions to sustain or improve performance	The Barking & Dagenham Employability Partnership brings together a range of partners, including DWP and Work Programme Providers who are collaborating to reduce the claimant count and the numbers claiming income support or employment & support allowance. A Welfare Reform Team is in the process of contacting all those affected by the benefit cap ahead of the further reduction in November 2016. The findings from this work will feed into the Community Solutions programme as it develops.
n/a Awaiting data			

Benchmarking	The gap with the London-wide figure (73.2%) remains at 8.2%. This would mean around 10,000 additional residents would need to move into work to match the London employment rate.
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ECONOMIC AND SOCIAL DEVELOPMENT Quarter 1 2016/17
KPI 37 – The average number of households in Bed and Breakfast

Definition	Number of homeless households residing in B & B including households with dependent children or household member pregnant	How this indicator works	Snapshot of households occupying B & B at end of each month.
What good looks like	In order to satisfy budget pressures, end of year average of 21 households in B & B would be considered excellent	Why this indicator is important	Statutory requirement and financial impact on General Fund
History with this indicator	Historically target was not met	Any issues to consider	Increasing demand on homelessness, impact of welfare reform, impact of housing market and regeneration programme.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	17			
Target	30	30	30	30
2015/16	53	72	81	61



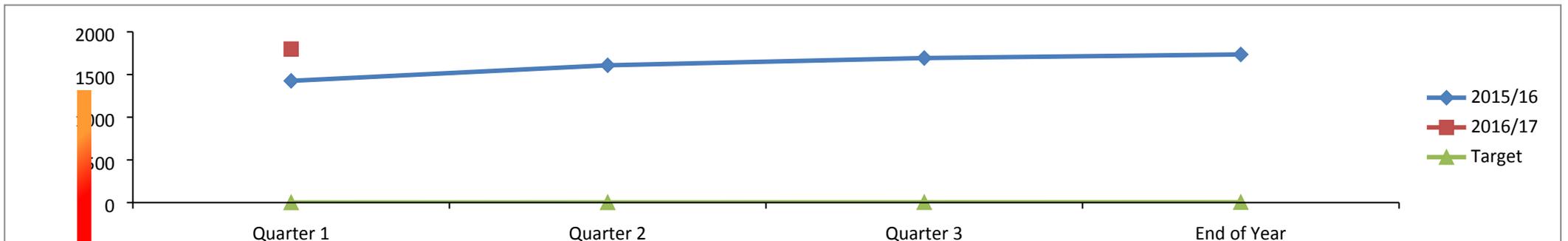
Performance Overview			Alternative Hostel sites are being sought to reduce dependency upon bed and breakfast
G	Numbers if households within B & B continue decrease	Actions to sustain or improve	There are ongoing initiatives to increase the supply of PSL accommodation and there has been a price reduction negotiated with the local bed and breakfast provider.

			Case management and homeless prevention options are under constant review to limit the number of households placed in temporary accommodation.
Benchmarking	No benchmarking data available.		

ECONOMIC AND SOCIAL DEVELOPMENT Quarter 1 2016/17

KPI 38 – The average number of households in Temporary Accommodation

Definition	Number of households in all forms of temporary accommodation, B&B, nightly Let, Council decant, Private Sector Licence (in borough and out of borough)		How this indicator works	Snapshot of households in temporary accommodation at end of each month
What good looks like	Increase in temporary accommodation / PSL supply however with a reduction in the financial loss to the Council leading to a cost neutral service		Why this indicator is important	Financial impact on General Fund
History with this indicator	PSL accommodation was considered cost neutral. Due to market demands, landlords/agents can now request higher rentals exceeding LHA rates		Any issues to consider	Increasing demand on homelessness, impact of welfare reform, impact of housing market and regeneration programme.
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	1,798			
2015/16	1,426	1,608	1,693	1,735



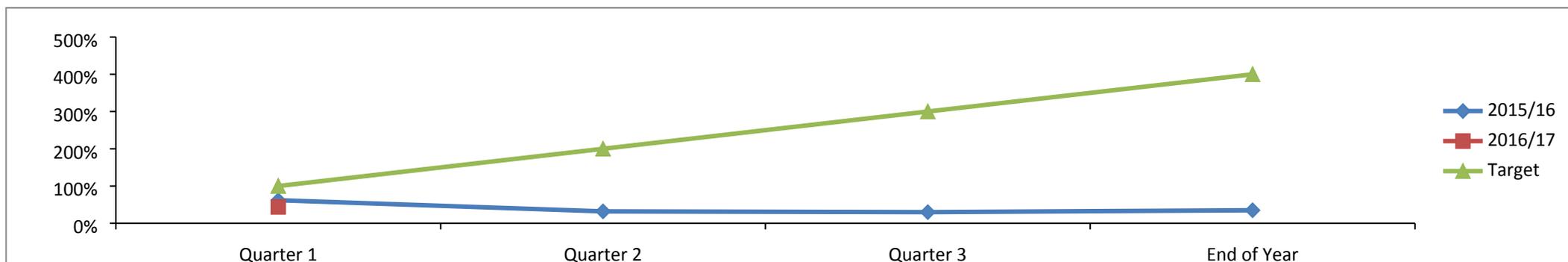
Performance Overview	Increase in trend of acquiring good quality self contained accommodation to meet homelessness demands	Actions to sustain or improve performance	Hostel expansion programme. Collaborative working within Housing Options and delivering new ways of working in line with Andy Gale critical analysis report of service
n/a			
Benchmarking	No benchmarking data available		

ECONOMIC AND SOCIAL DEVELOPMENT

Quarter 1 2016/17

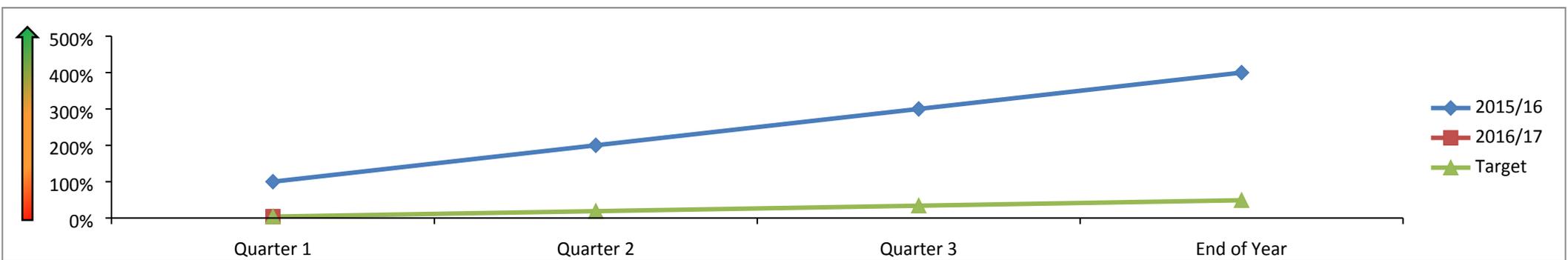
KPI 39 – The percentage of complaints upheld

Definition	The percentage of complaints upheld	How this indicator works	Of the total number of complaints received the number that are deemed to be upheld	
What good looks like	Comparable with London and National	Why this indicator is important	Lower number of complaints upheld indicates that the Council is providing an adequate or good service.	
History with this indicator	2015/16 End of year result – 35%	Any issues to consider	Quality of response must also be taken into account.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17 Quarter	44%			
2016/17 YTD	44%			
2015/16	62%	32%	30%	35%



Performance Overview	This shows performance for April and May.	Actions to sustain or improve performance	A restructure of the complaints team has been undertaken alongside a review of the complaints process.
n/a			
Benchmarking	Local Government Ombudsman Annual Review of Local Government Complaints 2015/16 showed that the number of complaints upheld by them in Barking and Dagenham has gone down.		

ECONOMIC AND SOCIAL DEVELOPMENT			Quarter 1 2016/17	
KPI 40 – The percentage of people affected by welfare reform changes now uncapped				
Definition	Percentage of people affected by welfare reform changes now uncapped / off the cap	How this indicator works	For a resident to be outside of the benefit cap (off the cap), they either need to find employment (more than 16 hours) and claim Working Tax Credit or be in receipt of a benefit outside of the cap; Personal Independence Payment, Disability Living Allowance, Attendance Allowance, Employment Support Allowance (care component) and (upcoming in September 2016) Carers Allowances or Guardians Allowance.	
What good looks like	Moving residents from a position of being in receipt of out-of-work benefit (Income Support / Employment Support Allowance or Job Seekers Allowance) to working a minimum of 16 hours (if a single parent) or 24 hours (if a couple) or receiving a disability benefit which moves residents outside of the cap.	Why this indicator is important	Welfare reform changes impact on residents income which will affect budgets, choices and lifestyle. Financial impact on General Fund	
History with this indicator	This is a new indicator introduced in 2016/17.	Any issues to consider	The Capped/Uncapped status of a resident is not solely down to the Welfare Reform (WR) team work but includes both Housing Benefit (HB) and the Department of Works & Pension (DWP). If the DWP do not confirm the uncapped status of a resident then HB do not removed this status on academy. All our information comes from the DWP, via HB.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2016/17	3.9%			
Target	3.9%	18.9%	33.9%	48.9%
2015/16	New indicator for 2016/17			



<p>Performance Overview</p> <p style="text-align: center; background-color: green; color: white; font-weight: bold; padding: 5px;">G</p>	<p>While this number is low, this is reflective of the fact that it is the beginning of this project. Engagement with this service is voluntary, therefore after the phone calls, texts, letters and possible home visit (if residents have high needs or disabled), resident may not be interested in gaining understanding concerning the reduction in their benefit until it happens and they are faced with it or ever.</p>	<p>Actions to sustain or improve performance</p>	<p>Some residents impacted by the cap are able to manage on a reduced budget – while we have successfully skilled these residents with money management (including financial capability and budgeting advice) this would not be reflected in the stats even though through our intervention this resident is no longer at risk from falling into rent arrears.</p>
<p>Benchmarking</p>	<p>No benchmarking data available – Local measure only</p>		