
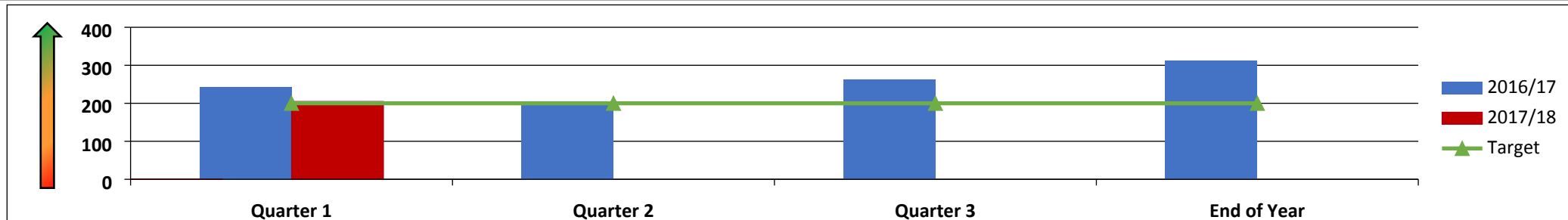


COMMUNITY LEADERSHIP AND ENGAGEMENT					Quarter 1 2017/18
Volunteering and Engagement: KPI 1a – The number of active volunteers					
Definition	People who have actively volunteered their time in the previous 3 months within any area of Culture and Recreation or been deployed to volunteer by the volunteer 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 particularly in support of outdoor events programmes such as Summer of Festivals.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	205				
Target	200	200	200	200	
2016/17	243	201	262	311	




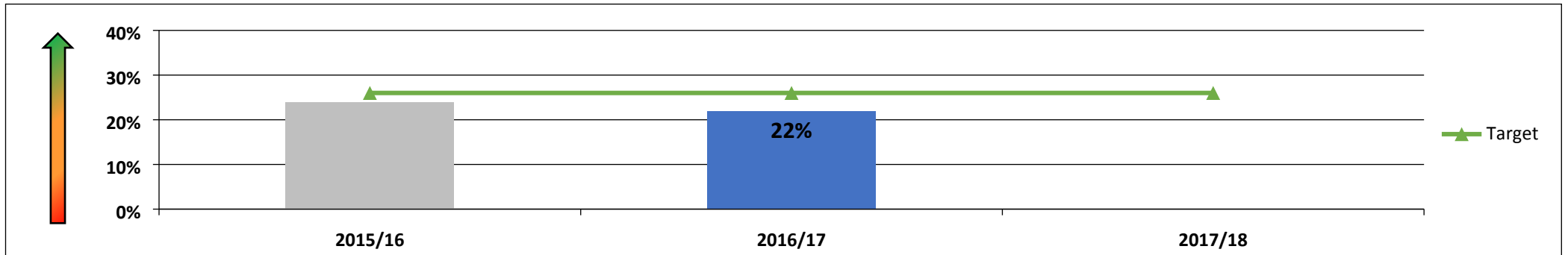
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	<p>Across the 3 months of Quarter 1 (April to June 17) there was an average of 205 active volunteers. This exceeds the new monthly target figure of 200 by 5 and is 105.5% of the target figure. A more realistic target was set for this year as the previous target was well exceeded each month last year. However, compared to year end Q4 for 2016-2017 the figure is 34% lower (106) and for the corresponding period in 16-17 the number is 38 lower, 15.64%. Some of this can be attributed to a software update and subsequent data cleanse of the volunteering package, which is providing a wider range of data recording and accuracy. The software also allows deployment of volunteers across a wider of range of activities around the whole Culture and Recreation portfolio. The regular volunteering recruitment programme is working well and the variety of opportunities offered are seeing improved retention figures for volunteers.</p>	<p>The success in maintaining volunteering numbers and the reason for the introduction of a higher target figure is due to the wide range of volunteer opportunities across the whole Culture and Recreation portfolio. There has been an increase in venues with volunteer opportunities around the borough and this includes options to be involved in the summer events programme. 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 providing regular volunteer opportunities and there are also options for volunteering across the other 4 libraries and for young people to be involved across summer months in the Summer Reading Challenge volunteer scheme. This coupled with the Summer of Festivals events should see consistent volunteer numbers maintained over the next quarter and beyond.</p>
Benchmarking	Not applicable – Local measure only	

COMMUNITY LEADERSHIP AND ENGAGEMENT

Volunteering and Engagement: KPI 1b – The percentage of residents participating in the community

Quarter 1 2017/18

Definition	The percentage of respondents that have given unpaid help to any group(s), club(s) or organisation(s) in the last 12 months.	How this indicator works	This indicator measures the number of Residents' Survey respondents who answered 'yes' to the question "have you given unpaid help to any group(s), club(s) or organisation(s)?" This includes anything they've taken part in, supported or provided help in any way, either on their own or with others.
What good looks like	We are working towards a continuous increase in the number of residents participating in the community.	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	2015/16 Residents' Survey – 24% 2016/17 Residents' Survey – 22%	Any issues to consider	None at this time.
Annual Result			DOT 2015/16 to 2016/17
2017/18	Results due December 2017		
Target	26%		
2016/17	22%		



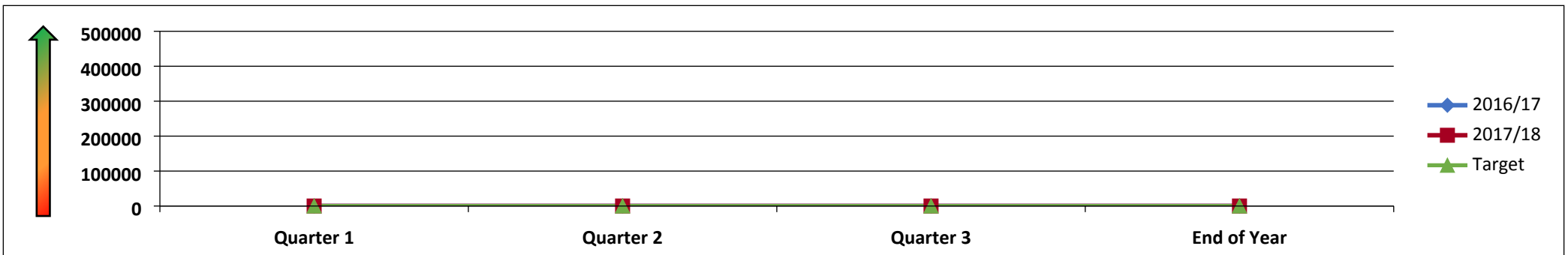
RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Performance between the 2015 and 2016 surveys remained relatively static, with only a slight drop in the percentage of respondents who had formally volunteered in the previous 12 months.	Preparation for this year's Residents' Survey (2017) is underway. The fieldwork is scheduled to begin in October 2017, with results due December 2018. There has been an increase in venues with volunteer opportunities around the borough and this includes options to be involved in the summer events programme. 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.
Benchmarking	The national Community Life Survey Results – 41%	

COMMUNITY LEADERSHIP AND ENGAGEMENT

Volunteering and Engagement: KPI 1c – The number of engagements with social media (Facebook)

Quarter 1 2017/18

Definition	The number of engagements with the Council’s Facebook page			How this indicator works	This figure will look at the number of times people have commented on, shared or reacted to a post.
What good looks like	We are working to increase the amount of engagement we have with our residents via social media.			Why this indicator is important	To monitor how the Council’s engagement through the use of social media, is helping to increase the number of residents who feel well informed of local news and key Council decisions.
History with this indicator	A new monitoring and management software from 2017/18.			Any issues to consider	None at this time.
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT
2017/18	New KPI available at Qtr 2				n/a
Target	Target to be set following collection of new data				
2016/17	New Performance Indicator for 2017/18				



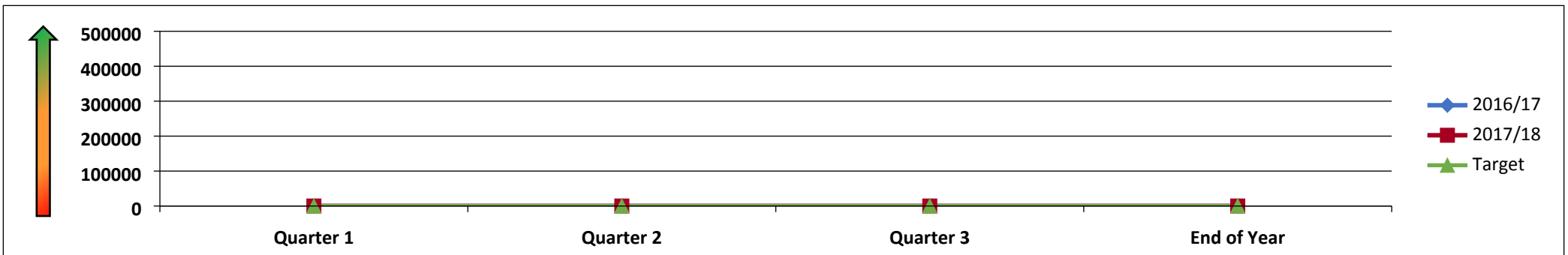
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	A new monitoring and management software was introduced in July 2017. Data will be available from Quarter 2 2017/18.	Actions for improvement will be determined following the collation of data at Quarter 2.
Benchmarking	Not applicable – Local measure only	

COMMUNITY LEADERSHIP AND ENGAGEMENT

Volunteering and Engagement: KPI 1c – The number of engagements with social media (Twitter)

Quarter 1 2017/18

Definition	The number of engagements with the Council’s Twitter page			How this indicator works	This figure will look at the number of times people have commented on, shared or reacted to a post.
What good looks like	We are working to increase the amount of engagement we have with our residents via Twitter.			Why this indicator is important	To monitor how the Council’s engagement through the use of social media, is helping to increase the number of residents who feel well informed of local news and key Council decisions.
History with this indicator	A new monitoring and management software was introduced in July 2017, therefore data is not yet available.			Any issues to consider	None at this time.
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT
2017/18	New KPI available at Qtr 2				n/a
Target	Target to be set following collection of new data				
2016/17	New Performance Indicator for 2017/18				




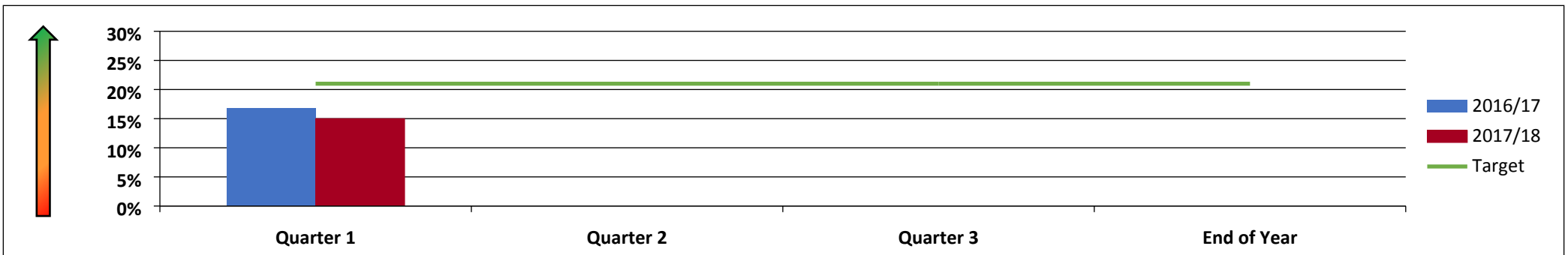
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	A new monitoring and management software was introduced in July 2017. Data will be available from Quarter 2 2017/18.	Actions for improvement will be determined following the collation of data at Quarter 2.
Benchmarking	Not applicable – Local measure only	

COMMUNITY LEADERSHIP AND ENGAGEMENT

Volunteering and Engagement: KPI 1d – The number of One Borough newsletter subscribers (average open rate)

Quarter 1 2017/18

Definition	The average open rate for the One Borough newsletter			How this indicator works	This indicator monitors the average amount of times the bi-weekly One Borough newsletter
What good looks like	We are working to increase the percentage of opens our newsletter receives.			Why this indicator is important	We are looking to increase the number of residents who feel well informed of local news and key Council decisions. This figure indicates how many subscribers are engaging with our content.
History with this indicator	Additional data from Active Leisure was added to the mailing list at the beginning of April which saw our mailing list rise from 66k subscribers to 71k subscribers.			Any issues to consider	The data source. Many subscribers haven't signed up organically, therefore they may not be expecting the newsletter and subsequently may delete it on receipt.
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	15% Average				
Target	21%	21%	21%	21%	
2016/17	16.8% Average				




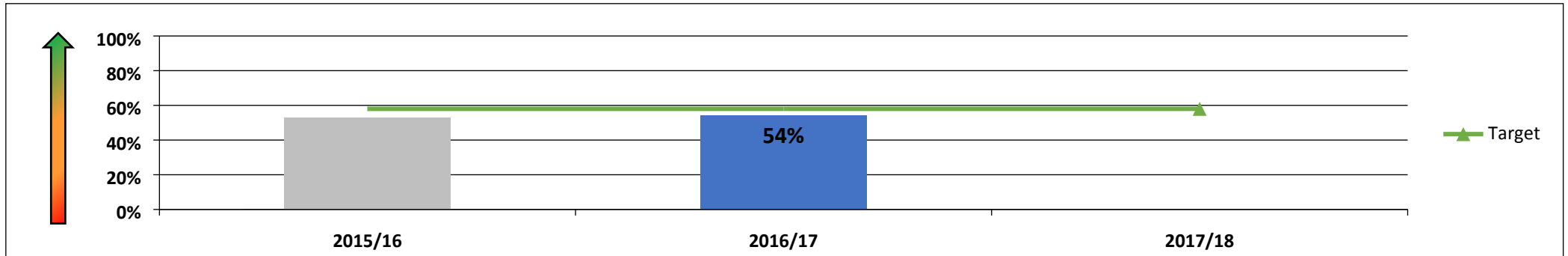
RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Performance has shown a small decrease, when compared to the same period last year. Although open rates may appear to be low, benchmarking statistics for entertainment and events newsletters show we should be aiming to achieve an open rate of 21%.	<ul style="list-style-type: none"> Improve data collection processes. Run promotional campaign to encourage subscribers.
Benchmarking	Benchmark for Government newsletters is 26.33%, Benchmark for entertainment and events is 21.21%	

COMMUNITY LEADERSHIP AND ENGAGEMENT

KPI 2 – The percentage of respondents who believe the Council listens to concerns of local residents (Annual Indicator)

2017/18


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	2016 Resident’s Survey – 54% 2015 Residents’ Survey – 53%	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			DOT 2015/16 to 2016/17
2017/18	Results due December 2017		
Target	58%		
2016/17	54%		

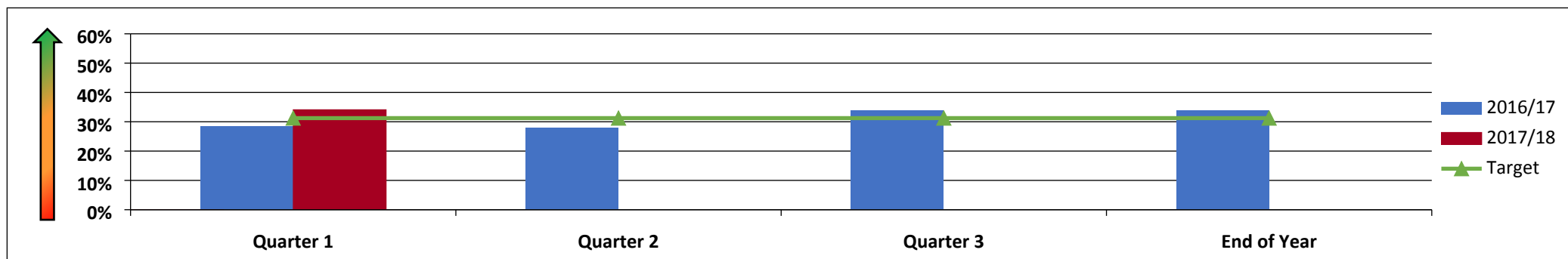


RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Performance for this indicator improved slightly in 2016 although results remained below the target of 58%. The Council has carried out a number of major consultations over the past year with residents and has made an effort to encourage residents to get involved. This may have contributed to helping ensure performance did not deteriorate over the last year. However, in order to see real improvements on this indicator the Council needs to be better at responding to the concerns of residents through dealing effectively with service requests. A key part of this is also about setting clear expectations and service standards so that residents know what to expect.	Preparation for this year’s Residents’ Survey (2017) is underway. The fieldwork is scheduled to begin in October 2017, with results due December 2018. To improve results, the Council needs to ensure it is doing the basics right through business as usual, ensuring the services delivered are relentlessly reliable. Develop campaign plans with key messages for priority areas, as well as continuing to work to improve consultation and engagement.
Benchmarking	Survey of London 2015 results – 64%	

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 is measured by engaging with attendees at the various cultural events running over the Summer. Results are presented in a written evaluation report.
History with this indicator	See results below.	Any issues to consider	The outdoor cultural events programme runs from June to September.
Questions			2016/17
3a	The percentage of respondents who agree that these annual events should continue	100%	
3b	The percentage of respondents who agree that these events are a good way for people of different ages and backgrounds to come together	100%	
3c	The percentage of respondents who live in the Borough	66%	
3d	The percentage of respondents who were first time attenders at the event	43%	
3e	The percentage of respondents who had attended an arts event in the previous 12 months	56%	
3f	The percentage of respondents who heard about the event from LBBD social media activity	25%	
RAG Rating	Performance Overview	Actions to sustain or improve performance	
n/a	Results for 2017/18 will be captured during the cultural events programme running from June to September 2017.	Last year, when we asked people what they particularly liked about the events and how they think they could be improved, a number of recurring themes were identified: positive comments – free entry, atmosphere, good day out, family friendly; areas for improvement – more seating, cost of rides, more variety of food on sale and more arts and crafts stalls.	
Benchmarking	Not applicable – Local measure only		

Equalities and Cohesion – Key Performance Indicators 2017/18

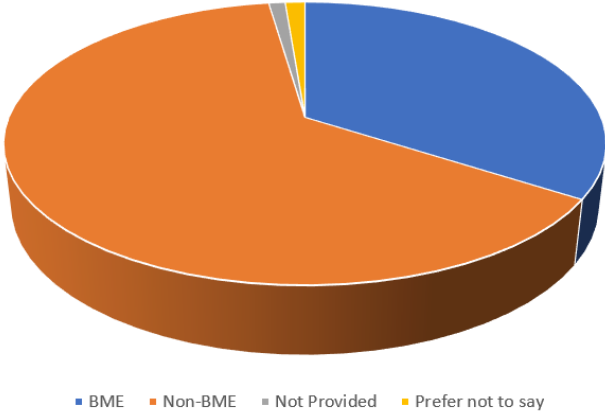
EQUALITIES AND COHESION					Quarter 1 2017/18
KPI 4 – The percentage of Council employees from BME Communities					
Definition	The overall number of employees that are from BME communities.			How this indicator works	This is based on the information that employees provide when they join the Council. 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.
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	34.11%				
Target	31.24%	31.24%	31.24%	31.24%	
2016/17	28.36%	27.82%	33.9%	33.8%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The first quarter shows an increase in the percentage of staff working at LBBDD from BME backgrounds compared with the figure at the close of Q4 of 2016-2017.	We continue to monitor recruitment data, and have seen an increase in new starters from BME communities. Recruitment and selection training includes good practice recruitment standards for managers with a significant emphasis on E&D.
Benchmarking	Not applicable – Local measure only	

KPI 4 – The percentage of employees from BME Communities


BME	Non-BME	Not Provided	Prefer not to say
1103	2056	34	41
34.11%	63.57%	1.05%	1.27%

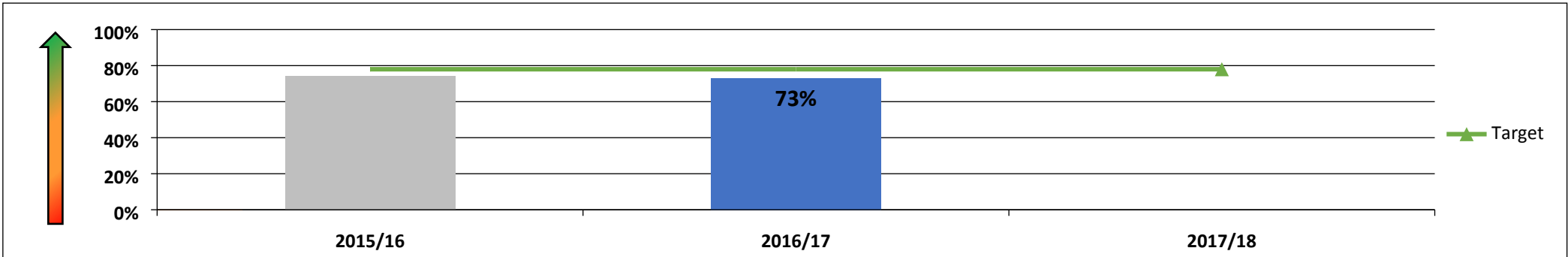


EQUALITIES AND COHESION

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

2017/18

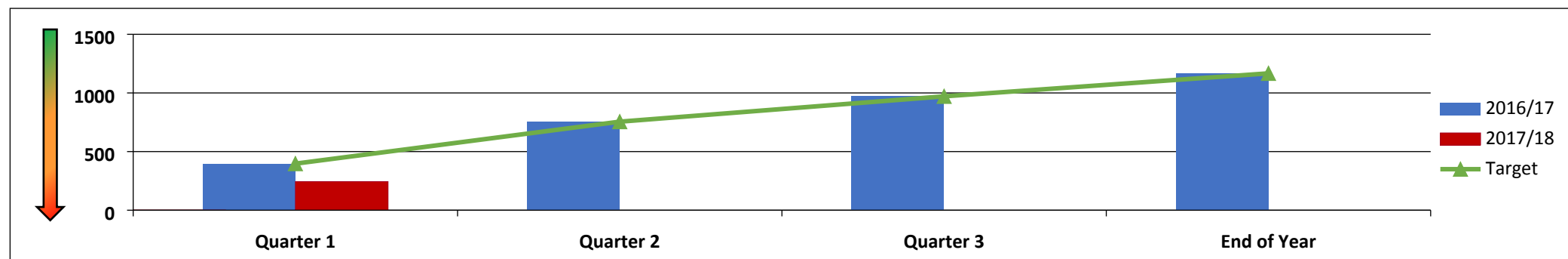
Definition	Residents Survey question: ‘To what extent do you agree that this local area is a place where people from different backgrounds get on well together’ The percentage of respondents who responded with either ‘Definitely agree’ or ‘Tend to agree’.	How this indicator works	Results via a telephone 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 1000 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	2016 Resident’s Survey – 73% 2015 Residents’ Survey – 74%	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			DOT 2015/16 to 2016/17
2017/18	Data due December 2017		
Target	78%		
2016/17	73%		



RAG Rating	Performance Overview	Actions to sustain or improve performance
G	Results for this indicator decreased slightly in 2016, dropping from 74% to 73%. Given the circumstances, nationally as a result of Brexit and the reported rise in hate crime in places across the country, it is positive to note that performance for this indicator is holding steady. However, the performance for this indicator is still below the target of 80% and therefore RAG rated Amber.	Preparation for this year’s Residents’ Survey (2017) is underway. The fieldwork is scheduled to begin in October 2017, with results due December 2018. Work is underway to develop a Cohesion Strategy which will respond to issues and provide a plan to improve performance for this indicator.
Benchmarking	The national Community Life Survey Results – 89%	

Environment and Street Scene – Key Performance Indicators 2017/18

ENVIRONMENT AND STREET SCENE					Quarter 1 2017/18
KPI 6 – The weight of fly-tipped material collected (tonnes)					
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	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	2016/17 end of year result – 1,167 tonnes collected 2015/16 end of year result – 627 tonnes collected 2014/15 end of year result – 709 tonnes collected	Any issues to consider	Performance for this indicator fluctuates year on year depending on the collection services on offer, for example, the introduction of charges for green garden waste. We are monitoring the impact of green garden waste charges on fly tipping, but thus far, we have not seen any significant impact.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	244 tonnes				↑
Target	397 tonnes	755 tonnes	971 tonnes	1,167 tonnes	
2016/17	397 tonnes	755 tonnes	971 tonnes	1,167 tonnes	




RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The weight of fly-tipped material collected in Q1 2017/18 showed a fall of 153 tonnes (39%) when compared to the same period in 2016/17. April – 87 tonnes, May - 68 tonnes, April – 89 tonnes.	We carry out monthly monitoring of waste tonnage data to be more accurate and have found out some discrepancies where waste had been allocated to the wrong waste type. The continuing work of the area managers and enforcement team to pursue and prosecute fly-tippers will continue to contribute in the improvement of this indicator. Quick response to fly-tips stops them from building up and increasing the tonnage and may deter those who would add to existing fly-tips.
Benchmarking	We benchmark our fly tipping waste monthly with other ELWA partners. However, figures do not necessarily compare due to individual borough characteristics (population, housing stock etc.)	

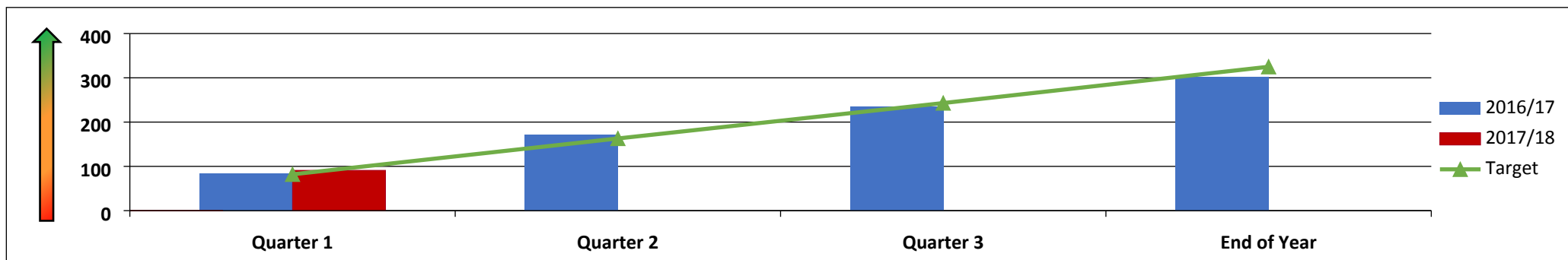
ENVIRONMENT AND STREET SCENE

KPI 7 – The weight of waste recycled per household (kg)

Quarter 1 2017/18

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, RRC (Reuse & Recycling Centre) and 'back-end' recycling from the Mechanical and Biological Treatment (MBT) Plant. The total recycled materials weight in kilograms is divided by the total number of households in the borough (74,707 households 2017/18).
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	2016/17 – 302kg per household 2015/16 – 218kg per household 2014/15 – 291kg 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	DOT from Qtr 1 2016/17
2017/18	91kg				
Target	82kg	163kg	243kg	325kg	
2016/17	83kg	171kg	234kg	302kg	



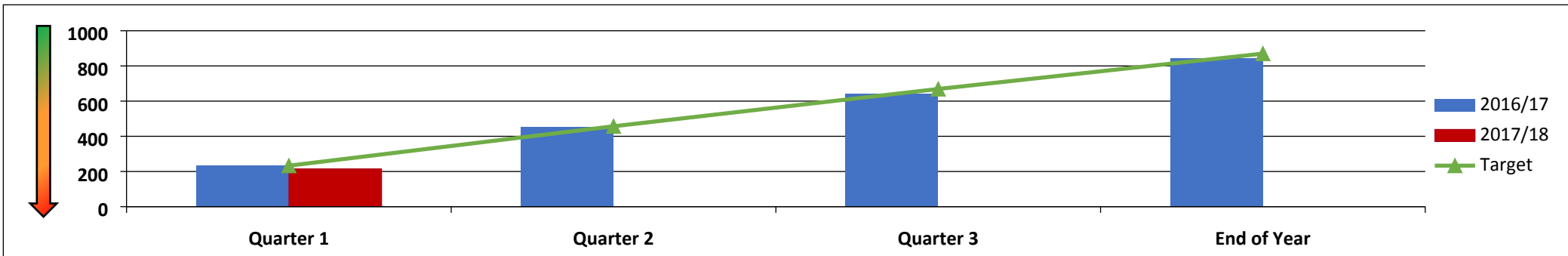
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The weight of recycled waste per household for Q1 2017/18 showed a rise of 8kg (10%) when compared with the same period in 2016/17 and a rise of 9kg (11%) against target. April – 27 kg per household, May – 30 kg per household, June – 34 kg per household. This is especially impressive when considering the reduction of green garden waste collected due to the paid for service.	<p>The Waste Minimisation Team continue to tackle the issue of contamination as part of the kerbside collection. Addressing this issue will be crucial to maintain LBBDD’s recycling rate.</p> <p>The team also responds to direct reports of contamination from crews and supervisors and directly engaging the residents, instructing, and educating to resolve contamination from households.</p>
Benchmarking	We benchmark our recycling waste monthly with other ELWA partners. LBBDD is ranked second out of the four ELWA boroughs (1 st Havering; 2 nd LBBDD, 3 rd Redbridge; and 4 th Newham). However, figures do not necessarily compare due to individual borough characteristics (population, housing stock etc.)	

ENVIRONMENT AND STREET SCENE

KPI 8 – The weight of waste arising per household (kg)

Quarter 1 2017/18

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, Frizlands RRC, 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 (74,707 households 2017/18).		
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 monthly. It derives from the material flow collected through our grey bin collection, Frizlands RRC residual waste, bulk waste and street cleansing collections services.		
History with this indicator	2016/17 – 842kg 2015/16 – 877kg 2014/15 – 952kg	Any issues to consider	Residual waste generally low in month of August due to summer holidays and high during Christmas/New Year and Easter breaks.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	215kg				↑
Target	233kg	457kg	669kg	870kg	
2016/17	232kg	455kg	642kg	842kg	




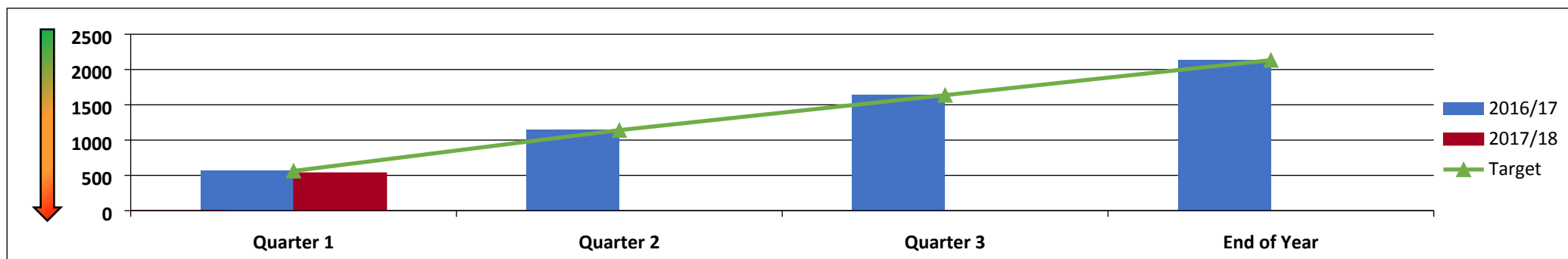
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The weight of waste arising per household for Q1 2017/18 showed a fall of 17kg (7%) when compared with the same period in 2016/17 and a fall of 18kg (8%) against target. April – 68 kg per household, May – 71 kg per household, June 76kg per household.	Work is being continued to police the number of large bins being delivered. Increased communications campaigns such as slim your bin and the no side waste policy campaign being undertaken by the Enforcement team from April 2017. On-going corrections to waste reporting have also impacted on high household waste levels with waste being correctly categorised and removed from the household waste stream.
Benchmarking	We benchmark our fly tipping waste monthly with other ELWA partners. However, figures do not necessarily compare due to individual borough characteristics (population, housing stock etc.).	

Enforcement and Community Safety – Key Performance Indicators 2017/18

ENFORCEMENT AND COMMUNITY SAFETY KPI 9 – The number of non-domestic abuse violence with injury offences recorded

Quarter 1 2017/18

Definition	Violence with Injury includes the following offences: Attempted murder, intentional destruction of a viable unborn child, causing death or serious injury by dangerous driving, causing death by careless driving under the influence of drink or drugs, cause or allow death or serious physical harm to child or vulnerable person, causing death by careless or inconsiderate driving, causing death by driving; unlicensed, disqualified or uninsured drivers, assault with intent to cause serious harm, endangering life, assault with Injury, Racially or religiously aggravated assault with injury, causing death by aggravated vehicle taking.			How this indicator works	Overall count of the offences listed opposite.
What good looks like	We are looking for a decrease in this figure, and would normally compare with the same period in the previous year, as crime is (broadly) seasonal.	Why this indicator is important	This indicator has been agreed as one of the high-volume crime priorities for Barking and Dagenham. This was agreed between the Leader, Chief Executive, CSP Chair, Borough Commander and the Mayor’s Office of Policing And Crime (MOPAC).		
History with this indicator	2013/14: 1696 2014/15: 1963 2015/16: 2137 2016/17: 2134	Any issues to consider	In April 2014 changes were made to the way in which violence was recorded and classified (see new Home Office Counting Rules Guidance). HMIC inspections of police data in 2013-14 also raised concerns about a notable proportion of crime reports not being recorded, particularly during domestic abuse inspections. Implementation of the new recording and classification guidance and training to improve crime recording mechanisms around violence and domestic abuse have led to a rapid upward trajectory in Violence with Injury.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	537				
Target	Year on year reduction	Year on year reduction	Year on year reduction	Year on year reduction	
2016/17	564	1,142	1,638	2,134	




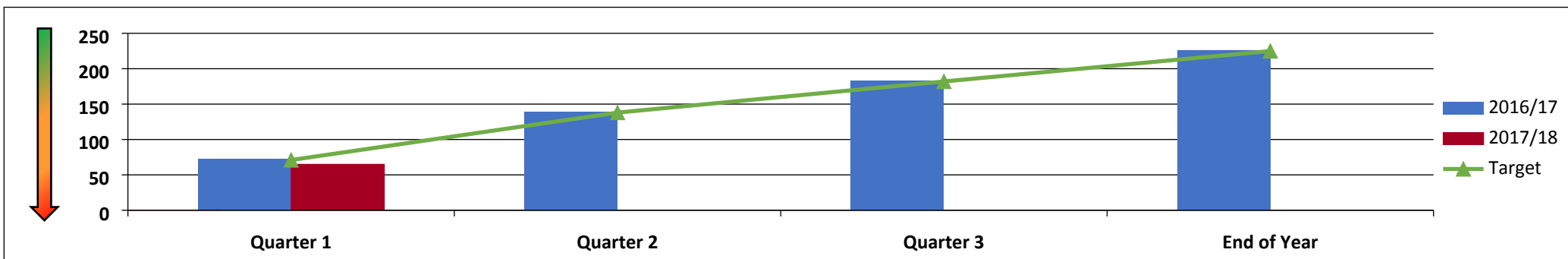
RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Using 2017/18 financial year to date figures at June 2017 shows that Violence with Injury is down by 4.8% (- 27 offences) compared to the same point in the previous year.	The Police have daily grip meetings to examine Violence offences (ensuring good reporting standards and seeking opportunities to identify and arrest offenders). The police set up a specific Operation Equinox arrest team to track down wanted violent suspects - There is daily mapping of violent offences and tasking’s are altered each day in response.
Benchmarking	Using rolling 12-month figures to June 2017 Barking and Dagenham has a rate of 10.4 offences per 1,000 population. This places the borough 27 of 32 in London or 6 th highest.	

ENFORCEMENT AND COMMUNITY SAFETY

KPI 10 – The number of serious youth violence offences recorded

Quarter 1 2017/18

Definition	Serious Youth Violence is defined by the MPS as 'Any offence of most serious violence or weapon enabled crime, where the victim is aged 1-19.'		How this indicator works	Serious Youth Violence is a count of victims of Most Serious Violence aged 1-19.	
What good looks like	We are looking for a decrease in this figure, and would normally compare with the same period in the previous year, as crime is (broadly) seasonal.		Why this indicator is important	This indicator has been agreed as one of the high-volume crime priorities for Barking and Dagenham. This was agreed between the Leader, Chief Executive, CSP Chair, Borough Commander and the Mayor's Office of Policing and Crime (MOPAC) for the 2017/18 period.	
History with this indicator	2014/15: 182 2015/16: 245 2016/17: 226		Any issues to consider	Serious Youth Violence Counts the number of victims aged 0-19 years old, not the number of offences.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	65				
Target	Year on year reduction	Year on year reduction	Year on year reduction	Year on year reduction	
2016/17	72	139	183	226	




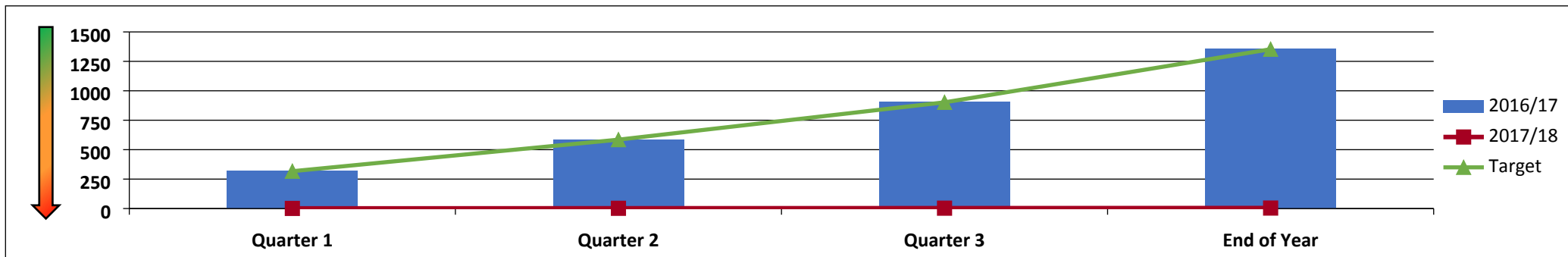
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	Following an increase in recent years the borough is now seeing a decrease in Serious Youth Violence. Using 2017/18 financial year to date figures at June 2017 Serious Youth Violence is down by 9.7% compared to the same point in the previous year.	£268,000 of the London Crime Prevention Fund is allocated to the area of keeping children and young people safe. Work streams include: 1) Expansion of the trial of high level mentoring support for YP at high risk of involvement in violence, gang involvement or resettling back into the community after a custodial sentence. 2) Delivery of Out of Court Disposals to work with young people at an earlier stage to avoid entry into the criminal justice system. 3) Counselling and mentoring workshops and performances with targeted groups of young people in schools and other settings on offences with weapons such as knives, noxious substances and CSE. 4) Develop a Youth Matrix to identify the most at risk young people through schools, police, youth service and Youth Offending Service. 5) Full Time Support workers will provide one to one mentoring as part of early intervention identified by the matrix.
Benchmarking		

ENFORCEMENT AND COMMUNITY SAFETY

KPI 11 – The number of burglary offences recorded

Quarter 1 2017/18

Definition	This indicator includes residential burglary and burglary of a business property		How this indicator works	A count of total burglary offences reported to police (Residential <u>and</u> Business and Community)	
What good looks like	We are looking for a decrease in this figure, and would normally compare with the same period in the previous year, as crime is (broadly) seasonal		Why this indicator is important	This indicator has been agreed as one of the high-volume crime priorities for Barking and Dagenham. This was agreed between the Leader, Chief Executive, CSP Chair, Borough Commander and the Mayor’s Office of Policing and Crime (MOPAC) for the 2017/18 period.	
History with this indicator	2013/14: 2007 2014/15: 1874 2015/16: 1534 2016/17: 1354		Any issues to consider	None at this time.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	378				
Target	Year on year reduction	Year on year reduction	Year on year reduction	Year on year reduction	
2016/17	318	586	903	1,354	




RAG Rating	Performance Overview	Actions to sustain or improve performance
R	Although the borough has seen year on year reductions in Burglary, there has been an increase in recent months which could put achieving the 2017/18 reduction target at risk. Financial Year to date figures at June 2017 shows a 18.9% increase (+60 burglaries) when compared to the same point in the previous year.	A number of perennial Burglary hotspots have been highlighted in advance of expected seasonal spikes and neighbourhood Police Inspectors are producing bespoke plans for enforcement and prevention activity in their wards. This has included a mixture of plain clothes and uniform activity involving local officers and resources deployed to the Borough from central reserves.
Benchmarking	Using rolling 12month figures to June 2017 Barking and Dagenham has a rate of 7.0 offences per 1,000 population. This places the borough 6 of 32 in London or 6 th lowest.	

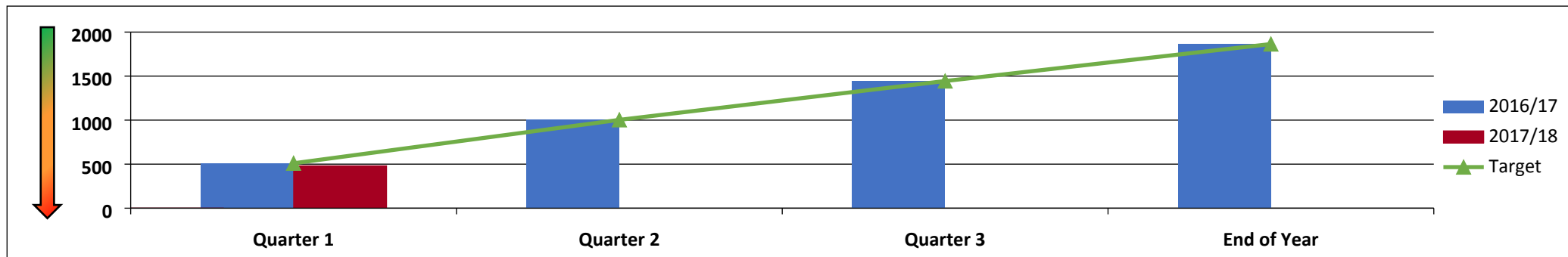
ENFORCEMENT AND COMMUNITY SAFETY

KPI 12 – The number of criminal damage offences recorded

Quarter 1 2017/18

Definition	This indicator includes criminal damage to: a dwelling, a building other than a dwelling, a vehicle other criminal damage, racially or religiously aggravated criminal damage.	How this indicator works	A combined count of the offences listed opposite.
What good looks like	We are looking for a decrease in this figure, and would normally compare with the same period in the previous year, as crime is (broadly) seasonal	Why this indicator is important	This indicator has been agreed as one of the high-volume crime priorities for Barking and Dagenham. This was agreed between the Leader, Chief Executive, CSP Chair, Borough Commander and the Mayor’s Office of Policing and Crime (MOPAC) for the 2017/18 period.
History with this indicator	2014/15: 1673 2015/16: 1951 2016/17: 1865	Any issues to consider	None at this time.

	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	482				
Target	Year on year reduction	Year on year reduction	Year on year reduction	Year on year reduction	
2016/17	511	1,004	1,445	1,865	



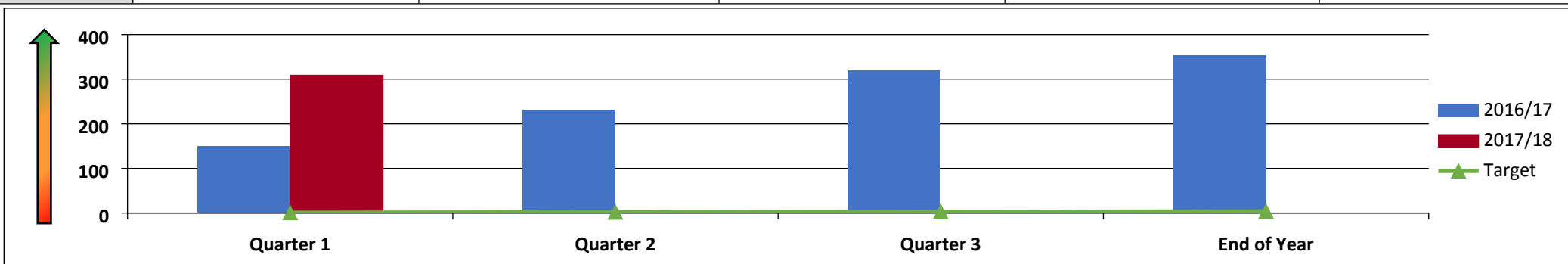
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	Using 2017/18 financial year to date figures to June 2017 (482), we are reporting a 5.7% decrease in overall criminal damage offences when compared to the same point in the previous year (511).	The Police’s proactive response to criminal damage has increased, leading to an increase in the number of arrests for going equipped to commit criminal damage. For non-domestic abuse crime work is currently underway to look at volume Total Notifiable Offences (TNO) generators and to target these areas for problem solving. There is overlap here with Anti-Social Behaviour (ASB) and some of this is addressed through partnership activity under the Victim Offender Location Time (VOLT) meeting and standing case conferences.
Benchmarking	Using rolling 12month figures to June 2017 Barking and Dagenham has a rate of 9.1 offences per 1,000 population. This places the borough 30 of 32 in London or 3 rd highest.	

ENFORCEMENT AND COMMUNITY SAFETY

Quarter 1 2017/18

KPI 13 – The number of properties brought to compliance by private rented sector licensing

Definition	The number of non-compliant properties brought to compliant standard.		How this indicator works	This indicates the number of properties that do not meet the standard and through informal and formal action have now had the issues addressed.	
What good looks like	Having a very low number of non-compliant properties therefore reflecting good quality private rented properties in the borough.		Why this indicator is important	There are approximately 15,000 privately rented properties in the borough and as a licensing service we need to ensure that all those properties are compliant and have a licence.	
History with this indicator	The scheme has been live since September 2014 and compliance visits have taken place on 85% of all properties that have applied for a licence.		Any issues to consider	The current number of non-compliant properties are being progressed through enforcement intervention for example formal housing notices to ensure work is carried out and property standards improved. There is a significant increase of properties that were originally issued a selective licence between 2014 – 2017 that have since become non-compliant due to breaches of licensing conditions or having the wrong licence in some circumstances. This has increased the volume of properties being investigated by officers.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	309				↑
2016/17	150	231	319	353	



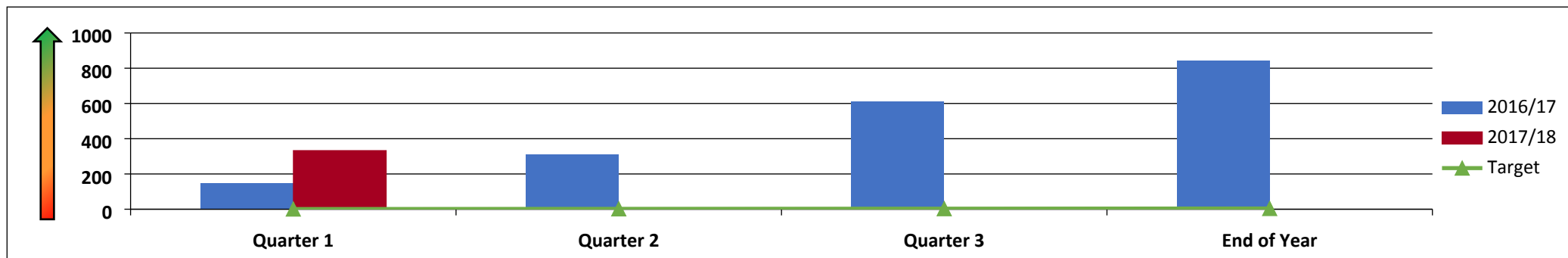
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	We have issued 587 licenses to date. There are currently 209 unlicensed premises that we are visiting to bring into compliance. We have completed 354 compliance visits between April -June 201 with 309 brought back to compliance. We have commenced prosecution proceeding on 16 fytd.	Enforcement Officers are working through these cases and will ensure the property is regulated through strong enforcement action where necessary. There is a focus on fire safety and fire risk assessments are being conducted on all properties inspected. The target is to ensure a non-compliant property is made compliant within 3 months of inspection. Properties that remain non-compliant will be subject to prosecution and potentially the council seeking to take management of them via the interim management orders under the Housing Act 2004.
Benchmarking	There is no national comparison, but benchmarking data 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	

ENFORCEMENT AND COMMUNITY SAFETY

KPI 14 – The number of fixed penalty notices issued

Quarter 1 2017/18

Definition	The number of fixed penalty notices issued by the enforcement team		How this indicator works	This indicator shows how many FPNs are issued by the team monthly. This indicator allows Management to see if team outputs are reaching their minimum levels of activity which allows managers to forecast trends.	
What good looks like	75% payment rate of FPN issued.		Why this indicator is important	Meets the council’s priorities of civic pride and social responsibilities. Reduce the cost on waste and cleansing services including disposal costs.	
History with this indicator	2016/17 – 843 FPNs issued		Any issues to consider	We cannot set income targets for FPN’s.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	333				↑
2016/17	149	312	610	843	




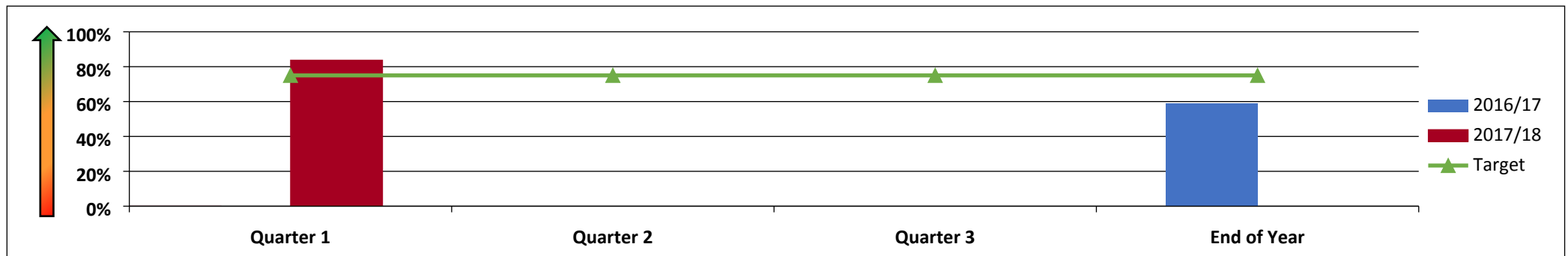
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	The service has issued 333 FPN’s in the first quarter of 2017/8. This is a significant increase compared to 2016/7 due to having a full staff compliment.	Continued focus on commercial fly tipping and waste offences linked to commercial premises. Focus on over production of waste and move to fine for households that persistently overproduce or create eyesore gardens.
Benchmarking	Benchmarking data not available.	

ENFORCEMENT AND COMMUNITY SAFETY

KPI 15 – The percentage of fixed penalty notices paid / collected

Quarter 1 2017/18


Definition	The percentage of fixed penalty notices issued that have been paid / collected.		How this indicator works	This indicator monitors the collection rate of those fixed penalty notices that have been issued.		
What good looks like	The aim is to increase the rate of FPNs collected / paid.		Why this indicator is important	Ensures that the enforcement action taken by officers is complied with and enhances the reputation of the council in taking enforcement action.		
History with this indicator	2016/17 – 58.8% FPNs paid / collected		Any issues to consider	None at this time.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from 2016/17	
2017/18	83.78%					
Target	75%	75%	75%	75%		
2016/17	58.8%					

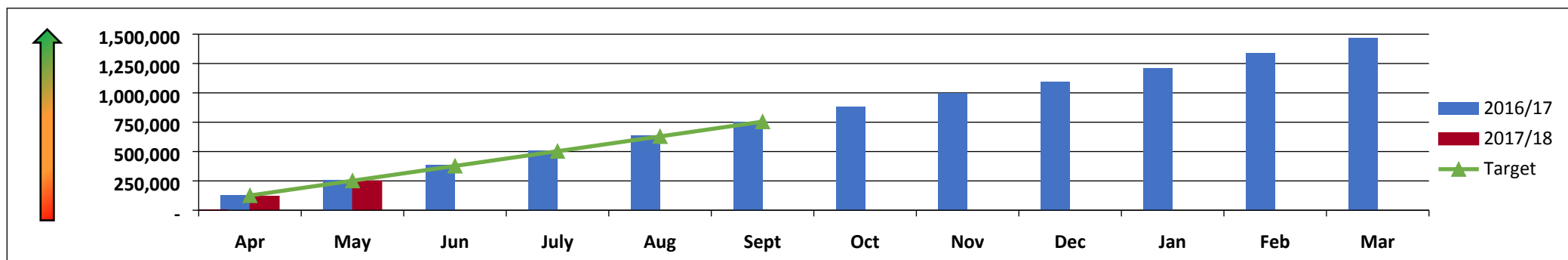


RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The payment rate is above target due to an increased focus on chasing payments earlier in the process.	Ensure that the balance between issuing FPN's and chasing payments is correct so that the number of FPN's is sustained
Benchmarking	Benchmarking data not available.	

Social Care and Health Integration – Key Performance Indicators 2017/18


SOCIAL CARE AND HEALTH INTEGRATION
KPI 16 – The number of leisure centre visits Quarter 1 2017/18

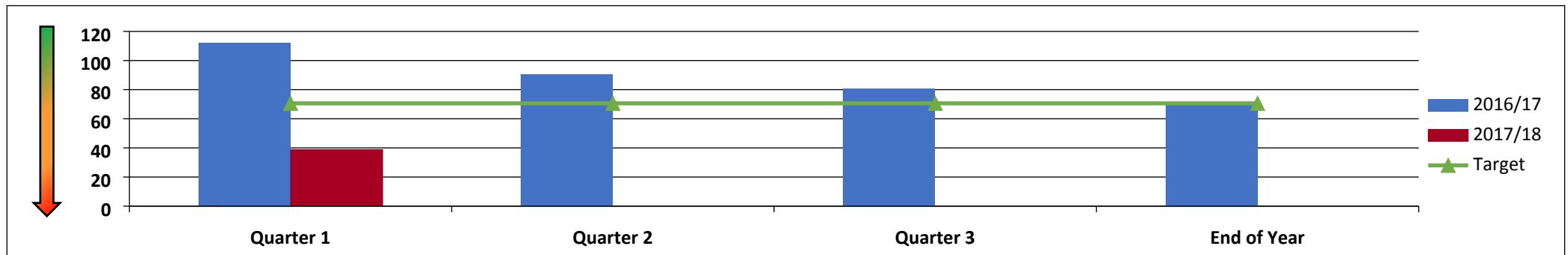
Definition	The number of visits to Abbey and Becontree leisure centres.	How this indicator works	The indicator shows the number of visits to Becontree and Abbey leisure centres.		
What good looks like	The target for Leisure Centre Visits is 1,490,000	Why this indicator is important	Low levels of physical activity are a risk factor for ill health and contribute to health inequality. This indicator supports the council in successfully delivering the physical activity strand of the Health and Well Being Strategy. Meeting the target also supports the financial performance of the leisure centres.		
History with this indicator	2014/15 = 1,282,430, 2015/16 = 1,453,925 2016/17 = 1,466,746	Any issues to consider	June data is not yet available.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	250,221* April-May				
Target	377,468	754,936	6 month target is set due to change in contract		
2016/17	383,895	754,935	1,095,042	1,466,746	



RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Becontree Heath has seen an increase in numbers attending compared to the previous year for May of just under 3%. Abbey has also seen a decrease in attendance for May compared with the previous year 4%, with 37,448 attendances compared to last year's number of 39,009.	A new type of partnership agreement is in place with Alliance Leisure. This agreement is a percentage membership income split over a certain threshold. This will help drive membership sales and save up front costs compared to the standard service level agreement. The Abbey Spa is currently advertising on third party companies Groupon and Wowcher. The Idol Soft Play centre is also advertising party bookings offers on Groupon.
Benchmarking	No benchmarking data only – Local measure only.	

SOCIAL CARE AND HEALTH INTEGRATION
KPI 17 – The total Delayed Transfer of Care Days (per 100,000 population) attributable to social care
Quarter 1 2017/18


Definition	Number of delayed days attributable to social care alone and social care and the NHS jointly.		How this indicator works	This indicator measures the total number of social care and joint delayed days recorded in the month, per 100,000 population. The indicator is reported two months in arrears.	
What good looks like	Good performance is below the target of 70.6 per 100,000.		Why this indicator is important	The indicator is important to measure as delayed transfers of care have an impact on the hospital system and the patient. Also, there are financial consequences to delays.	
History with this indicator	During 2016-17 there was an average of 70.6 days per 100,000, equivalent to approximately 100 days.		Any issues to consider	None at this time.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	41.1				
Target	70.6	70.6	70.6	70.6	
2016/17	112.2	90.4	80.4	70.6	

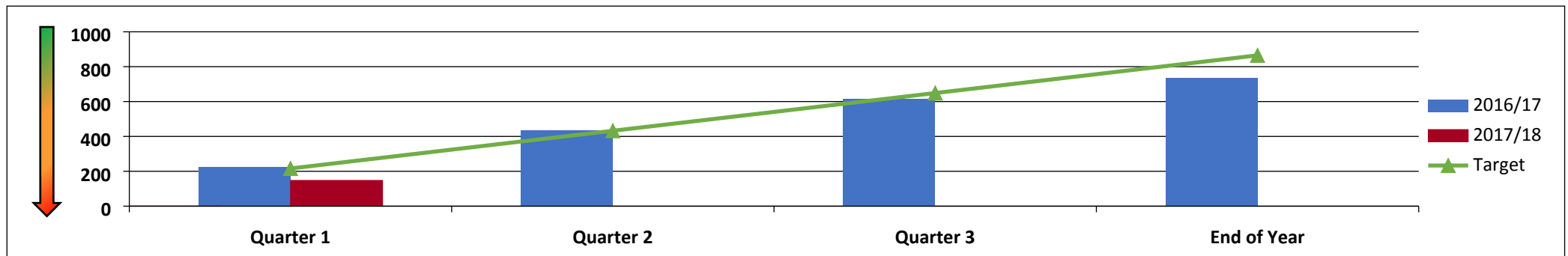


RAG Rating	Performance Overview	Actions to sustain or improve performance
G	Throughout Q1, a total of 179 days were lost, attributable to Social Care and both Social Care and the NHS combined. When converted per 100,000 the average figure is 41.1. ELFT were the trust responsible for the most days (91), with the reason due to “public funding”.	The number of delayed days caused by delayed transfers is a key Better Care Fund metric as it indicates when health and social care are working together to discharge patients, thereby reducing delays. The Joint Executive Management Committee has oversight of BCF planning and the relevant metrics. The indicator is also reported at the Adult Care and Support Performance Callover.
Benchmarking	April 2017: Havering - 42.3 delayed days per 100,000 Redbridge - 58.6 days per 100,000.	

SOCIAL CARE AND HEALTH INTEGRATION
KPI 18 – The number of permanent admissions to residential and nursing care homes (per 100,000)

Quarter 1 2017/18


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, using a population figure for older people. A lower score is better as it indicates that people are being supported at home or in their community instead.		
What good looks like	The Better Care Fund has set a maximum limit of 170 admissions, equivalent to 864.9 per 100,000.		Why this indicator is important	The number of long term needs met by an admission to a care homes is a good measure of the effectiveness of care and support in delaying dependency on care and support services.		
History with this indicator	2014/15 - 177 admissions, 905.9 per 100,000 2015/16 - 179 admissions, 910.0 per 100,000 2016/17 - 145 admissions, 737.2 per 100,000		Any issues to consider	The indicator includes care home admissions of residents where the local authority makes any contribution to the costs of care, irrespective of how the balance of these costs are met. Residential or nursing care included in the indicator is of a long-term nature, short term placements are excluded.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17	
2017/18	147.9					
Target	216.2	432.4	648.7	864.9		
2016/17	223.7	437.24	615.18	737.16		

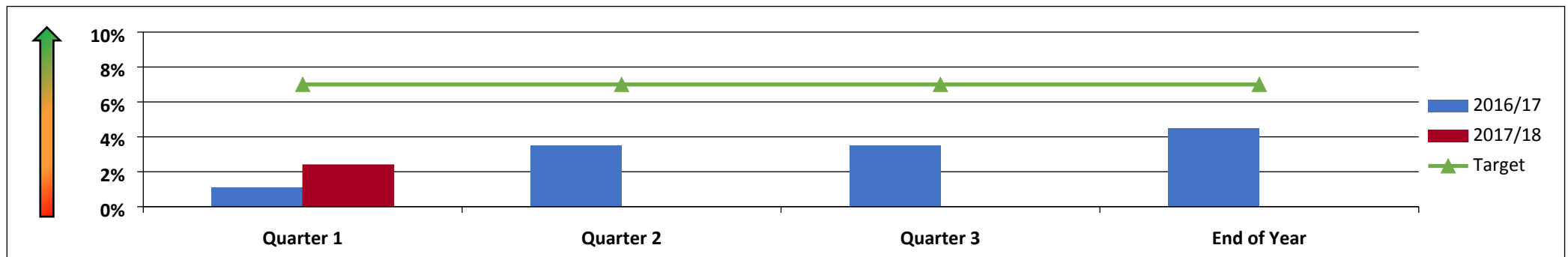


RAG Rating	Performance Overview	Actions to sustain or improve performance
G	During Q1 30 people were admitted to care homes, equivalent to 147.9 per 100,000. Performance is better than the same period last year during which there were 49 admissions. The indicator is Green as performance is below both the target of 216.2 and the same period last year.	Admissions are monitored monthly through Activity and Finance meetings led by the Operational Director: Adult's Care and Support. Analysis of local authority- funded care home admissions in 2015-16 found that admissions tended to be precipitated by carer related issues, dementia and/or acute or gradual decline in service-user's health or wellbeing. The analysis found that social workers and managers explored the options for care in the community before placements were authorised.
Benchmarking	2015-16: ASCOF comparator group average - 600.1 per 100,000 London average - 516.5 per 100,000	

SOCIAL CARE AND HEALTH INTEGRATION
KPI 19 – The proportion of people with a learning disability in employment

Quarter 1 2017/18

Definition	People with a learning disability aged 18-64 in receipt of long term support in employment during the quarter.		How this indicator works	The measure shows the proportion of adults with a learning disability, in receipt of long term services, who are recorded as being in paid employment.		
What good looks like	Good performance is above the target of 7%.		Why this indicator is important	The measure is intended to improve the employment outcomes for adults with a learning disability, reducing the risk of social exclusion. There is a strong link between employment and enhanced quality of life, including evidenced benefits for health and wellbeing and financial benefits.		
History with this indicator	This is a new indicator and is being reported in year for the first time. The previous annual values are: 14/15: 3.0% 15/16: 3.5% 16/17: 4.5%		Any issues to consider	The indicator measures employment amongst the working age adults, with a learning disability, who are in receipt of long term services, not those who are known to the council generally. People in receipt of long term support are likely to have high care and support needs.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period	
2017/18	2.4%					
Target	4.0%	5.0%	6.0%	7.0%		
2016/17	1.1%	3.5%	3.5%	4.5%		




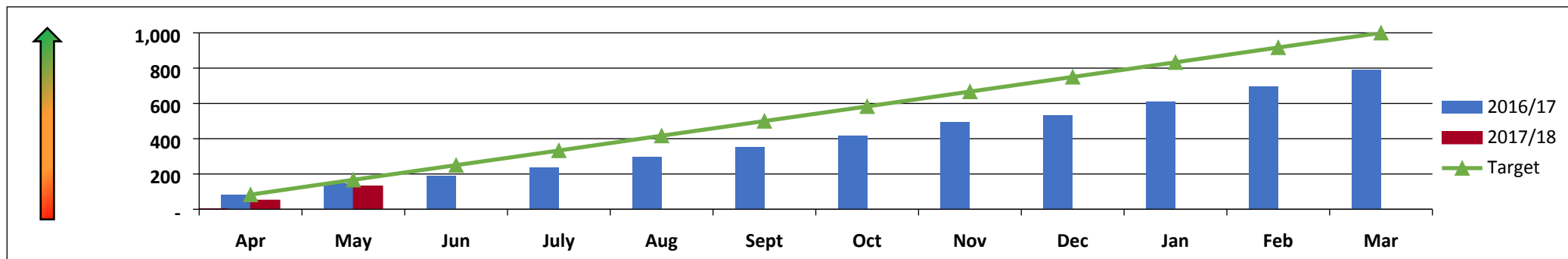
RAG Rating	Performance Overview	Actions to sustain or improve performance
R	In Q1, 9 people with a learning disability were in paid employment, equivalent to 2.4%. The indicator is RAG rated Red as performance is below the target of 4%. Performance is expected to improve from July when people are expected to take up employment opportunities that have been identified through work carried out following LDPB concerns.	The Learning Disability Partnership Board (LDPB) put a plan together setting out how service users can be identified and assisted towards finding paid employment. The plan also outlined how employers can be supported and prepared to create work experience and job opportunities. This indicator will measure progress against the plan.
Benchmarking	2015-16: ASCOF comparator group average - 6.8% London average - 7.5%	

SOCIAL CARE AND HEALTH INTEGRATION

KPI 20 – The number of successful smoking quitters aged 16 and over through cessation service

Quarter 1 2017/18

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 important	The data allows us to make performance comparisons with other areas and provides a broad overview of how well the borough is performing in terms of four-week smoking quitters.		
History with this indicator	2013/14: 1,174 quitters 2014/15: 635 quitters 2015/16: 559 quitters 2016/17: 790 quitters	Any issues to consider	Due to the nature of the indicator, the quit must be confirmed 4-6 weeks after the quit date. Data for quitters in the third month of the quarter will therefore not be available before the month after the quarter ends. This means that the data for the most recent quarter will increase upon refresh in the next report.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	132* April - May				
Target	250	500	750	1,000	
2016/17	191	354	532	789	




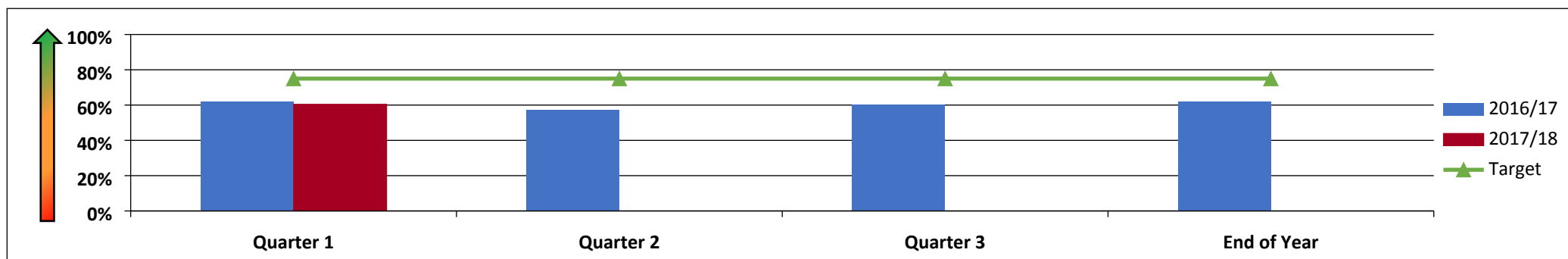
RAG Rating	Performance Overview	Actions to sustain or improve performance
R	<p>From April to May 2017/18 there were 132 quitters and 286 setting a quit date This is 79% achievement of the year-to-date target and a conversion rate of 46%.</p> <p>This is slightly down on figures for 16/17, but it is early in the year and difficult to draw conclusions about the yearly performance. Quarterly data will enable analysis by individual providers to see which to target for specific support.</p>	<p>In light of the national trend of decreasing quits, the trend of increasing quitters and sustaining this level of quitters is positive.</p> <p>Initial figures show the specialist service to have delivered most quits, followed by pharmacy and Primary Care, but we only have 2 months of data to go on. Several additional GP practices have agreed to participate in 17/18, but when they will join is dependent on when their staff can access level 2 courses. Public Health will liaise with the Lifestyles team about access to training. We now also have the Primary Care Dashboard which will be a focus for GP practices to performance monitor its achievement, in conjunction with the CCG.</p>
Benchmarking	Between April and December 2016/17 there were 357 self-reported quitters per 100,000 population.	

SOCIAL CARE AND HEALTH INTEGRATION

KPI 21 – The percentage of children who received a 12-month review by 15 months of age

Quarter 1 2017/18

Definition	Number of children who received a 12-month review by 15 months	How this indicator works	This indicator is a measure of how many children receive their 12 months review by the time they reach the age of 15 months.		
What good looks like	For the percentage to be as high as possible.	Why this indicator is important	Every child is entitled to the best possible start in life and health visitors play an essential role in achieving this. By working with families during the early years of a child's life, health visitors have an impact on the health and wellbeing of children and their families.		
History with this indicator	This is the first year this indicator has been reported.	Any issues to consider	None.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period
2017/18	60.5%				
Target	75.0%	75.0%	75.0%	75.0%	
2016/17	61.8%	57.3%	60.4%	62.1%	




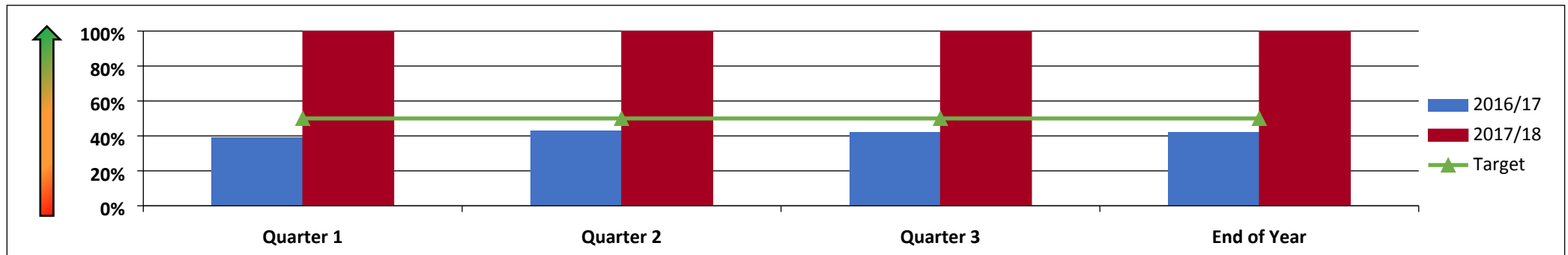
RAG Rating	Performance Overview	Actions to sustain or improve performance
R	<p>This is a new indicator for the report.</p> <p>Performance was below the newly set target of 75% for 2016/17. An action plan has been put in place by NELFT to bring performance up to the 2017/18 target. This recovery plan is being closely monitored by LBBDD on a monthly basis through performance meetings.</p>	<p>Operations leads to meet with performance team to ensure HVs are recording details correctly.</p> <p>Ensure GPs are informing HV team of new addresses for clients.</p> <p>Posters in clinics to remind families of Health reviews and to inform HV if any personal details should change.</p> <p>QI form initiated that is reviewed in each team leaders meeting collating local information.</p> <p>Review performance against teams to consider any specific trends that can be benchmarked to support improvement.</p>
Benchmarking	Quarter 4 2016/17: England – 82.7%; London – 64.0%; Barking and Dagenham – 62.2%	

SOCIAL CARE AND HEALTH INTEGRATION

KPI 22 – The percentage of healthy lifestyles programmes completed


Quarter 1 2017/18

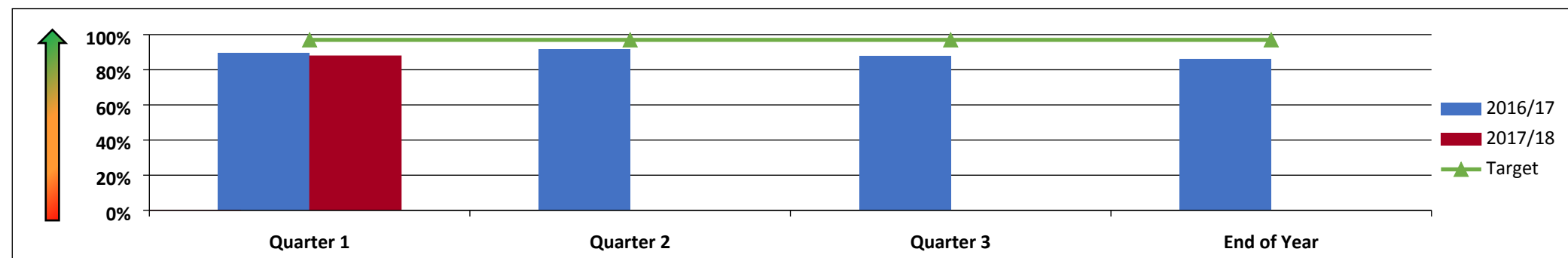
Definition	The percentage of children and adults referred to healthy lifestyle programmes that complete the programme.		How this indicator works	The number of referrals received on to the Exercise on Referral, Adult Weight Management, and Child Weight Management (CWM) programmes who complete the programme.	
What good looks like	For the percentage of completions to be as high as possible.		Why this indicator is important	The three programmes allow the borough’s GP’s and health professionals to refer individuals who they feel would benefit from physical activity and nutrition advice to help them improve their health and weight conditions. Adult and Child Weight Management programmes also accept self-referrals if the individuals meet the referral criteria.	
History with this indicator	This is the first year this indicator has been reported on. 2016/17: 42.4%		Any issues to consider	Data operates on a three-month time lag as completion data is not available until participants finish the programme.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period
2017/18	Three-month time lag				
Target	50.0%	50.0%	50.0%	50.0%	
2016/17	39.1%	43.1%	42.4%	42.4%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
R	Performance was below target in both February and March, after previous good performance in December and January, with 77 of the 180 people referred in March going on to complete the programme.	A decision was made to focus on the development of a Healthy Eating toolkit for schools and to focus on the borough’s Healthy Weight Campaign, therefore no CWM tier 2 programmes were planned for Q1&2; however, due to demand, 4 programmes started in May. From April 2017, the Exercise on Referral and Adult Weight Management programme has been combined under one SLA. Area Managers attended the Network North meeting with local GP’s, practice managers and nurses to promote the services. A new electronic referral form has also been agreed by LMC.
Benchmarking	This is a local indicator.	

SOCIAL CARE AND HEALTH INTEGRATION
KPI 23 – The percentage of 4-weekly Child Protection Visits carried out within timescales
Quarter 1 2017/18


Definition	The percentage of children who are currently subject to a child protection (CP) plan for at least 4 weeks who have been visited.		How this indicator works	The indicator counts all those in the denominator and of those, how many have been visited and seen within the last 4 weeks. The figure is reported as a percentage.		
What good looks like	Higher is better.		Why this indicator is important	Child protection visits are vital to monitor the welfare and safeguarding risks of children on a child protection plan.		
History with this indicator	This indicator looked at 6 weekly Child protection visits until August 2015. End of year 15/16 performance was 86%. The 16/17 figure relates to 4 weekly child protection visits of 86.2%.		Any issues to consider	This indicator is affected by numbers of child protection cases increasing and the impact of unannounced child protection visits by social workers resulting in visits not taking place and potentially becoming out of timescale.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period	
2017/18	87.9%					
Target	97%	97%	97%	97%		
2016/17	89.6%	91.8%	87.7%	86.2%		

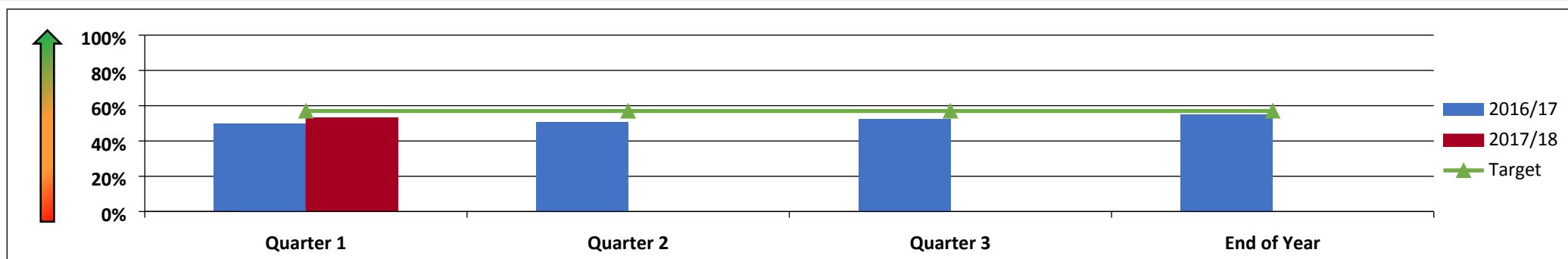


RAG Rating	Performance Overview	Actions to sustain or improve performance
A	As at the end of Q1 2017/18, performance has increased to 87.9% (240/273) compared to 86.2% (225/261) at end of year 16/17. We remain below our target of 97%.	At the end of Q1, 33 CP visits were out of timescale according to ICS. A review of those 33 cases is under way.
Benchmarking	This is a local indicator and is not published by the DfE. No benchmarking data is available.	

SOCIAL CARE AND HEALTH INTEGRATION
KPI 24 – The percentage of Care Leavers in employment, education or training (EET)


Quarter 1 2017/18

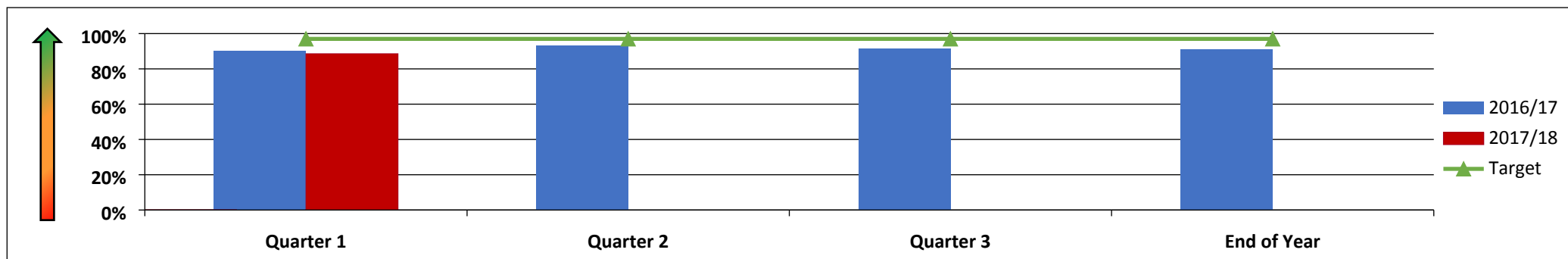
Definition	The number of children who were looked after for a total of 13 weeks after their 14th birthday, including at least some time after their 16th birthday and whose 17th, 18th, 19th, 20th or 21st birthday falls within the collection period and of those, the number who were engaged in education, 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 data allows us to make performance comparisons with other areas and provides a broad overview of how well the borough is performing in terms of care leavers accessing EET and improving their life chances. This is an Ofsted area of inspection as part of our duty to improve outcomes for care leavers and is a key CYPP and Council priority area.
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.			Any issues to consider	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 counted as NEET.
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	53.1%				
Target	57.0%	57.0%	57.0%	57.0%	
2016/17	50.0%	50.8%	52.3%	55.1%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
A	As at the end of Q1 2017/18, performance has decreased to 53.1% (26/49), compared to our end of year figure performance of 55.1%. Performance is in line with similar areas and the national average, but is below the London average of 54%. The 2017/18 target has been increased to 57% to provide challenge and ambition.	Of the 23 young people not in EET as of the end of June, 2 are young mothers, 7 we are not in contact with and 14 are open to the L2L service and are NEET.
Benchmarking	Based on latest national data LBBB is performing better than national (49%) and similar areas (48%) and we are just below the London average (54%).	


SOCIAL CARE AND HEALTH INTEGRATION
KPI 25 – The percentage of school age Looked After Children with an up to date Personal Education Plan (PEP) (last 6 months)
Quarter 1 2017/18

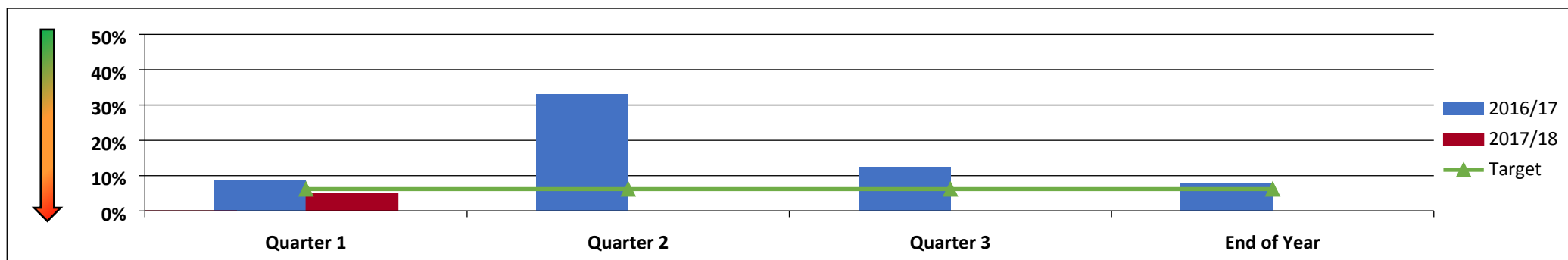
Definition	The percentage of school age children (aged 4-16) who have been in care for 28 days or more who have had a Personal Education Plan (PEP) within the last 6 months.		How this indicator works	The indicator counts all those in the denominator and of those how many have had a PEP within the last 6 months. The figure is reported as a percentage.	
What good looks like	Higher the better.		Why this indicator is important	The Personal Education Plan is a statutory requirement and brings together carers, social workers and teachers along with a child or young person in care to keep track of how well they're doing at school. It is a record of what needs to happen for looked after children to enable them to fulfil their potential.	
History with this indicator	2013/14 77% 2014/15 88% 2015/16 90%		Any issues to consider	This indicator includes all school age children placed in and out of borough. The PEP is conducted in the school and involves collaboration between Schools and social workers.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period
2017/18	88.6%				
Target	97%	97%	97%	97%	
2016/17	90.2%	93.0%	91.3%	91.1%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
A	As at the end of Q1 2017/18, performance has decreased to 88.6% (233/263) compared to 91.1% (226/248) at the end of 2016/17. We remain below our target of 97%.	Of the 30 PEP's that were not in timescale as of the end of the Q1: <ul style="list-style-type: none"> • 10 are Initial PEP's, 18 are review PEP's and 2 have been completed in the 1st week of July. • 9 of the 30 are primary school age, 21 are secondary school age • 8 are educated in borough and 22 are placed out of borough.
Benchmarking	This is a local indicator and is not published by the DfE. No benchmarking data is available.	

Educational Attainment and School Improvement – Key Performance Indicators 2017/18

EDUCATIONAL ATTAINMENT AND SCHOOL IMPROVEMENT					Quarter 1 2017/18
KPI 26 – The percentage of 16 to 18 year olds who are not in education, employment, or training (NEET) or who have Unknown Destinations					
Definition	The percentage of resident young people academic age 16 – 17 who are NEET or Unknown according to Department for Education (DfE) National Client Caseload Information System (NCCIS) guidelines.		How this indicator works	Data is taken from monthly monitoring information figures published by our regional partners and submitted to DfE in accordance with the NCCIS requirement.	
What good looks like	A lower number of young people in education, employment, or training (not NEET) or not known, the lower 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 in life. Those in Unknown destinations may be NEET and in need of support.	
History with this indicator	The annual measure was previously an average taken between November and January (Q3/4). DfE has just announced that it is changing (including retrospectively for this year) to the average between December and February. End of year figures, below, have been adjusted to account for this change.		Any issues to consider	Although NEET and Unknown figures are taken monthly, figures for September and October (Q2) are not counted by DfE for statistical purposes. This is due to all young people's destination being updated to unknown on 1 September until re-established in destinations. The main annual indicator is now an average taken between December and February (see history). Borough figures for Q1 are provisional, national data is not yet available. Target is progress towards end of year measure	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	5.1% (provisional)				
Target	6.2%	6.2%	6.2%	6.2%	
2016/17	8.2%	16%	8.2%	6.6%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
G	End of year figures for 2016/17 are below national and within 10% of London (5.3%). Q1 figures are not yet available for national or London but local figures are down 62% on 2016/17.	<ul style="list-style-type: none"> Intended Destinations survey of rising Year 11's has improved 0.3% to 99.4%. Data sharing with ESF NEET projects Tracking of unknown migrants through UK Border Agency
Benchmarking	Performance is measured monthly and compared to statistical neighbours, national and London. Annual target is progress towards national headline measure (Dec-Feb average) currently 6%	


KPI 27 – The percentage of pupils achieving GCSEs grade 5+

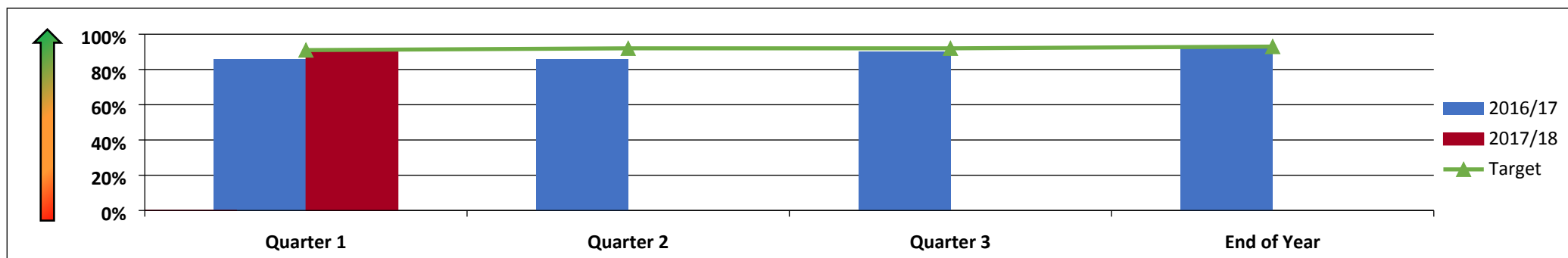
Definition	The percentage of pupils at the end of Key Stage 4 achieving a grade 5 or above in both English and maths GCSEs.	How this indicator works	To be counted in the indicator, pupils must have achieved a grade 5 or above in both English and maths GCSEs.
What good looks like	For the percentage of pupils achieving this standard to be as high as possible.	Why this indicator is important	This is an important indicator as it replaces the old measure of pupils achieving grades A*-C in English and maths. It improves the life chances of young people, enabling them to stay on in sixth form and choose the right A Levels to access other appropriate training.
History with this indicator	Grade 5 is a new measure introduced for the first time in 2017. Provisional data will be available at the end of August 2017.	Any issues to consider	Because Grade 5 is set higher than Grade C, fewer students are likely to attain Grade 5 and above in English and maths than Grade C in English and maths, which was commonly reported in the past. These new and old measures are not comparable.

New annual performance indicator for 2017. Data available end of August 2017.

EDUCATIONAL ATTAINMENT AND SCHOOL IMPROVEMENT
KPI 28– The percentage of schools rated outstanding or good


Quarter 1 2017/18

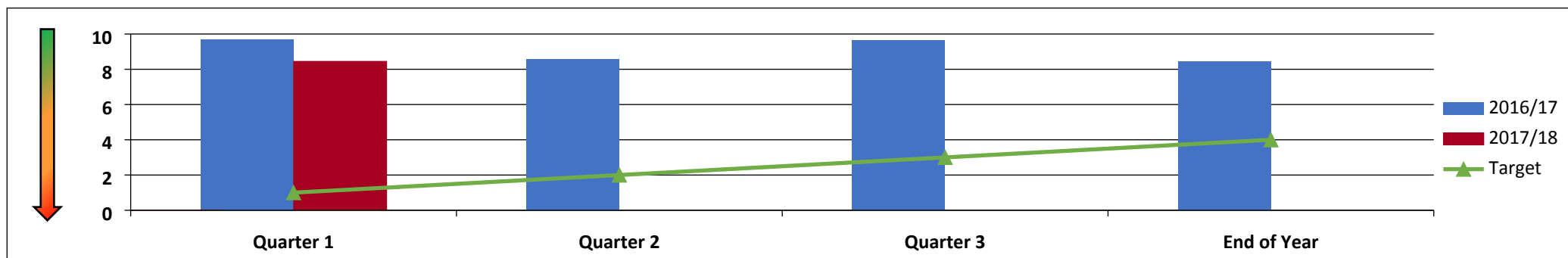
Definition	Percentage of Barking and Dagenham schools rated as good or outstanding when inspected by Ofsted. This indicator includes all schools.	How this indicator works	This is a count of the number of schools inspected by Ofsted as good or outstanding divided by the number of schools that have an inspection judgement. It excludes schools that have no inspection judgement. Performance on this indicator is recalculated following a school inspection. Outcomes are published nationally on Ofsted Data View 3 times per year (end of August, December and March).		
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	See below.	Any issues to consider	No current issues to consider.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from previous reporting period
2017/18	91%				
Target	91%	92%	92%	93%	
2016/17	86%	86%	90%	91%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
G	% of schools in LBBDD judged 'outstanding' or 'good' is expected to be at 91% at the end of the academic year 2016/17. Ofsted has carried out 15 inspections since September 2016. We have an ambitious ultimate target of 100%. Spring term inspections included, judged vulnerable by the LA. During the first part of the Summer term, one LA maintained school that requires improvement was inspected and judged Good, an LA maintained school and Alternative Provision, both currently judged Requires Improvement were judged as making good progress towards becoming Good. Four academies have now had their first inspection, two of which we judged vulnerable. Three reports have now been published, one good, one RI and one (ELUTEC) special measures.	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 Teaching School Alliances and the increasing capacity of school clusters is being provided to vulnerable schools.
Benchmarking	London Average – 93% National Average – 89% (as at 31st March 2017).	

Finance, Growth and Investment – Key Performance Indicators 2017/18

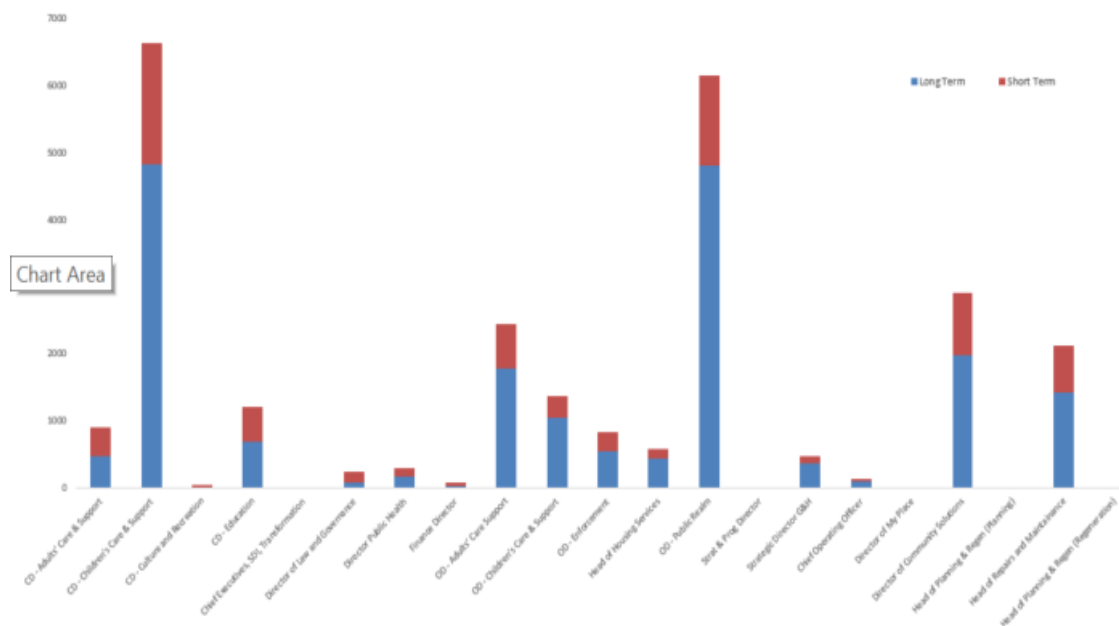
FINANCE, GROWTH AND INVESTMENT					Quarter 1 2017/18
KPI 29 – The average number of days lost due to sickness absence					
Definition	The average number of days sickness across the Council, (excluding staff employed directly by schools). This is calculated over a 12-month rolling year, and includes leavers.			How this indicator works	Sickness absence data is monitored closely by the Workforce Board and by Directors. An HR Project Group meets weekly to review sickness absence data, trends, interventions and “hot spot” services have been identified. Managers have access to sickness absence dashboards.
What good looks like	Average for London Boroughs is 7.8 days.			Why this indicator is important	This indicator is important because of the cost to the Council, loss of productivity and the well-being and economic health of our employees. The focus is also on prevention and early intervention.
History with this indicator	2016/17 end of year result: 8.43 days 2015/16 end of year result: 9.75 days 2014/15 end of year result: 7.51 days			Any issues to consider	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from Qtr 1 2016/17
2017/18	8.45				
Target	8	8	8	8	
2016/17	9.67	8.58	9.63	8.43	



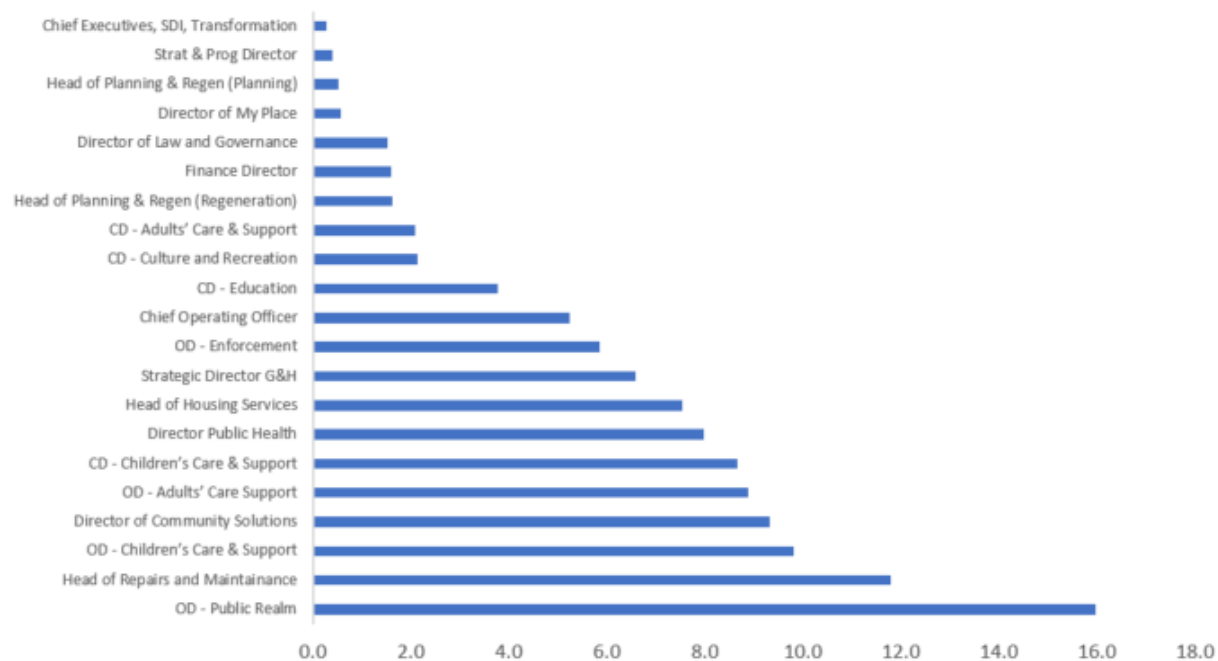
RAG Rating	Performance Overview	Actions to sustain or improve performance
A	Performance has improved by an average of one day of sickness, when compared to the same period last year, moving closer to the 2017/18 target of 8 days.	An additional sickness briefing will take place in July 2017 to provide additional support and set out expectations. Although our absence levels are reducing, and compliance with monitoring, recording and managing absence are improving, there is still further work to be done. The breakdown by Service Block/Director reflects recent changes in establishment. Community Solutions was launched in April, caretakers recently moved from Housing to Public Realm.
Benchmarking	London average – 7.8 days	

KPI 29 – The average number of days lost due to sickness absence (Additional Information)

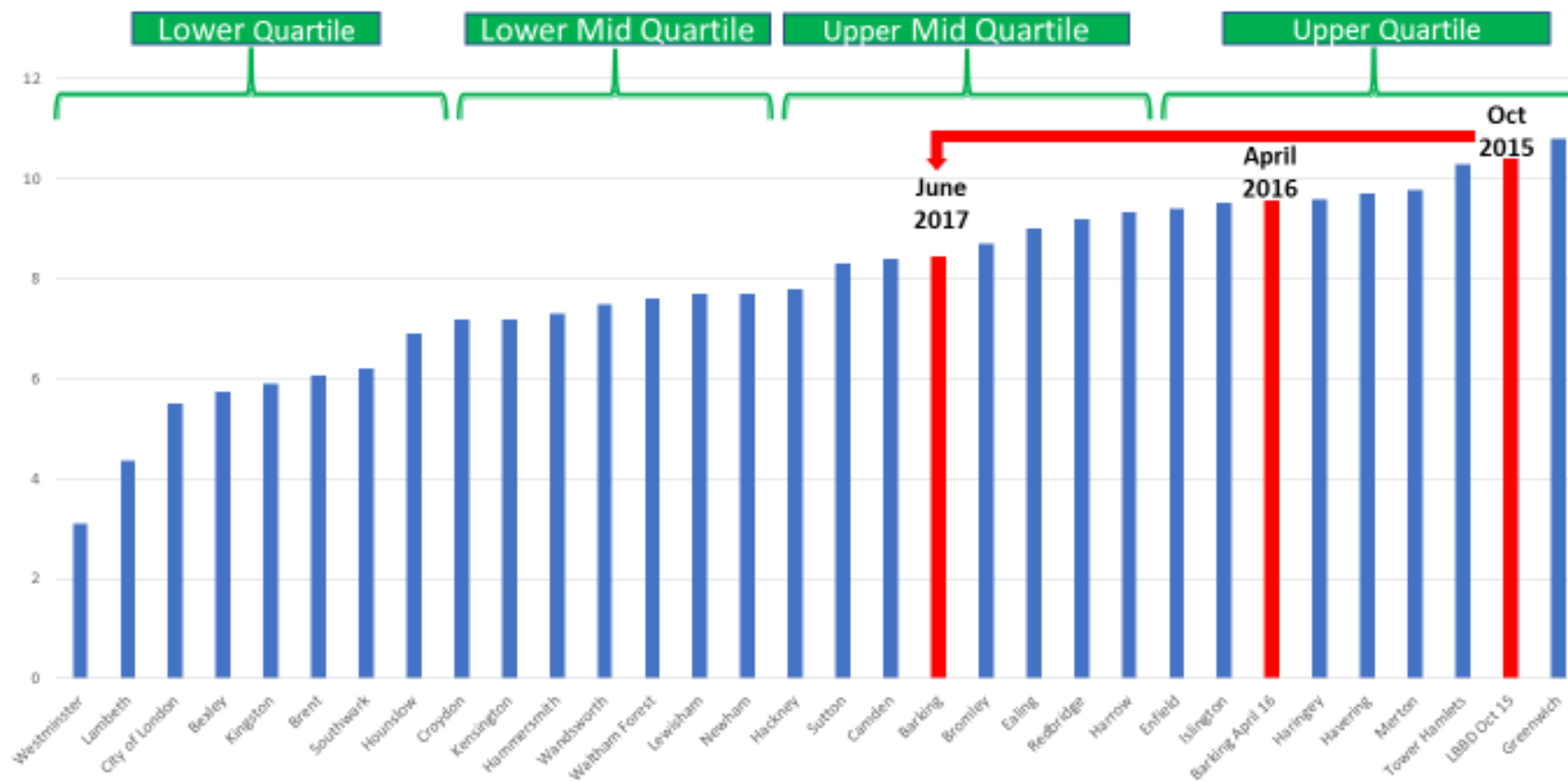
	Long Term	Short Term	Total Days per Directorate
CD - Adults' Care & Support	481	439	920
CD - Children's Care & Support	4837	1793.75	6630.75
CD - Culture and Recreation	0	58	58
CD - Education	689	527	1216
Chief Executives, SDI, Transformation	0	2.5	2.5
Director of Law and Governance	87	158	245
Director Public Health	172.5	123	295.5
Finance Director	40	49.5	89.5
OD - Adults' Care Support	1781	669	2450
OD - Children's Care & Support	1050	334.5	1384.5
OD - Enforcement	555.75	293	848.75
Head of Housing Services	452	136.5	588.5
OD - Public Realm	4810	1339	6149
Strat & Prog Director	0	16	16
Strategic Director G&H	383	105	488
Chief Operating Officer	111	25	136
Director of My Place	0	4	4
Director of Community Solutions	1988	924.5	2912.5
Head of Planning & Regen (Planning)	0	12	12
Head of Repairs and Maintenance	1426	708.5	2134.5
Head of Planning & Regen (Regeneration)	0	13	13




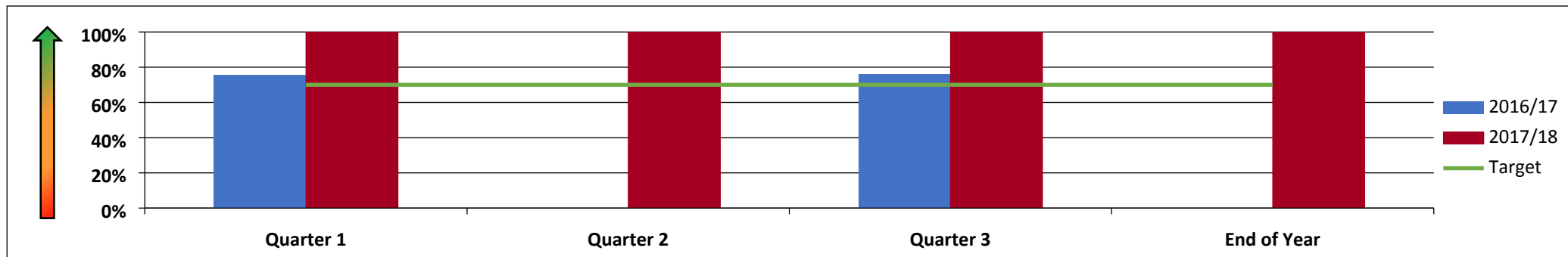
Director	Average Days Lost per employee
OD - Public Realm	16.0
Head of Repairs and Maintenance	11.8
OD - Children's Care & Support	9.8
Director of Community Solutions	9.3
OD - Adults' Care Support	8.9
CD - Children's Care & Support	8.7
Director Public Health	8.0
Head of Housing Services	7.5
Strategic Director G&H	6.6
OD - Enforcement	5.9
Chief Operating Officer	5.2
CD - Education	3.8
CD - Culture and Recreation	2.1
CD - Adults' Care & Support	2.1
Head of Planning & Regen (Regeneration)	1.6
Finance Director	1.6
Director of Law and Governance	1.5
Director of My Place	0.6
Head of Planning & Regen (Planning)	0.5
Strat & Prog Director	0.4
Chief Executives, SDI, Transformation	0.3




Average Days lost to Sickness

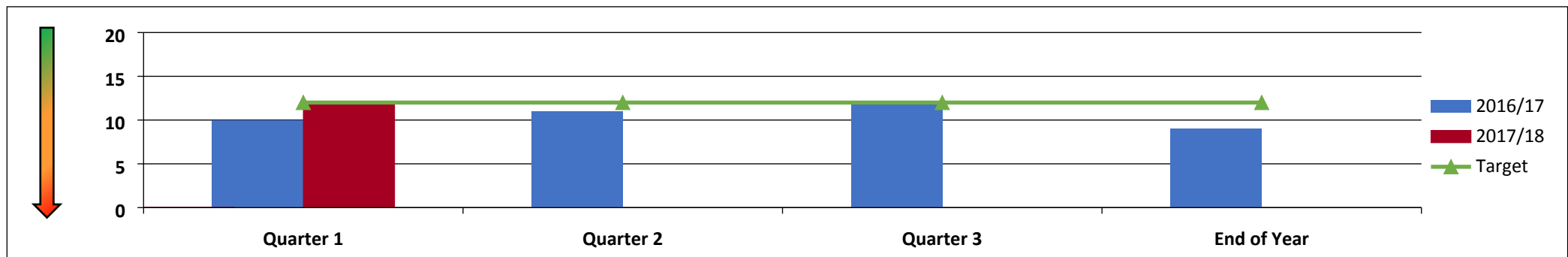


Definition	The percentage of respondents of the Staff Temperature check who are satisfied working for the Council.		How this indicator works	This is a survey of a representative cross section of the workforce and is followed by focus groups to explore the results. The results are reported to the Workforce Board, Members at the Employee Joint Consultative Committee, Trade Unions and Staff Networks and published on Intranet		
What good looks like	That the positive response rate is maintained and continues to improve.		Why this indicator is important	Staff temperature checks are “statistically valid” and this indicator provides an important measure of how staff are engaged when going through major change; it gives them an opportunity to say how this is impacting on them.		
History with this indicator	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 back to 2006.		Any issues to consider	Depends on how changes and restructures continue to be managed locally and / or the impact on the individuals in those areas.		
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from previous reporting period	
2017/18	Survey not conducted					
Target	70%	70%	70%	70%		
2016/17	75.52%	Survey not conducted	76%	Survey not conducted		




RAG Rating	Performance Overview	Actions to sustain or improve performance
G	The last temperature check was circulated to all employees through an online survey, and a paper copy to those without regular access to PCs. The response rate increased overall, and there were more paper copies returned than the previous quarter.	The survey is run three times a year and there is still time to fit this in. However we are in the planning stage for the Council’s Investors in People review which take place in October 2017. Under the new standard (IIP 6) the process includes an all staff survey with minimum completion levels, alongside interviews with staff. As this is a key part of our Investors in People assessment, we will wish to avoid survey fatigue, misunderstanding, and duplication of effort. A final planning meeting will take place with our Assessor shortly and at that stage we will be able to confirm arrangements for the next temperature check surveys.
Benchmarking	No benchmarking data available – Local measure only.	

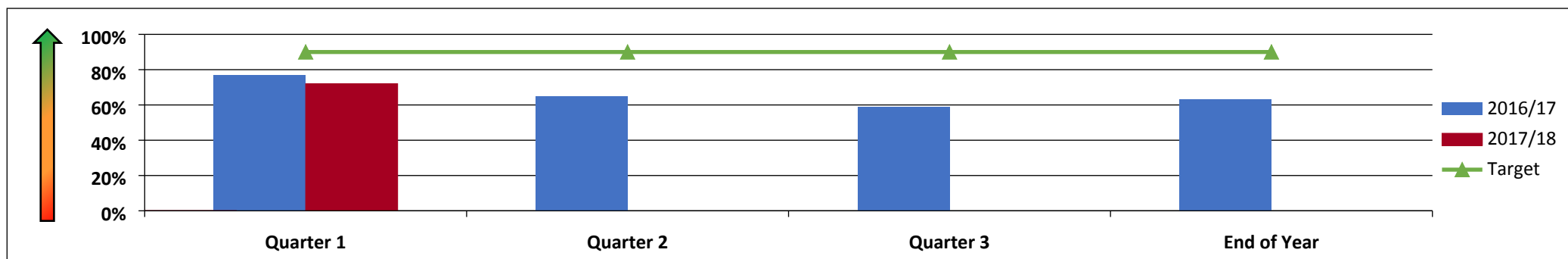
Definition	The average time taken in calendar days to process all change events in Housing Benefit and Council Tax Benefit		How this indicator works	The indicator measures the speed of processing	
What good looks like	To reduce the number of days it takes to process HB/CT change events		Why this indicator 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 Department for Work and Pensions (DWP) automated communications pertaining to changes in household income impact heavily on volumes and therefore performance.	
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	12 Days				
Target	12 Days	12 Days	12 Days	12 Days	
2016/17	10	11	12	9	



RAG Rating	Performance Overview	Actions to sustain or improve performance
G	There was a 37% increase in Change Events from 15/16 to 16/17, with expectation for further increase in volumes come 17/18. The target for 2017/18 has been reduced by 2 days regardless of volume increases to ensure tenants still continue to receive funds in a timely manner despite changes in their circumstances and eligibility for benefits.	We are currently reviewing all changes processed since the start of the financial year to review for accuracy and duplication. Date training has been issued to the team in April & May with further practical application sessions being briefed over the coming two months. All procedures are being updated with best practise, reminders on date application and re-issued to the team”
Benchmarking	No benchmarking data	

KPI 32 – 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	2016/17 end of year result – 63% 2015/16 end of year result – 72% 2014/15 end of year result – 88%	Any issues to consider	Quality of response must also be taken into account.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18 (Qtr)	90.33%				
2017/18 (YTD)	90.33%				
Target	90%	90%	90%	90%	
2016/17	76.74%	64.7%	59%	63%	



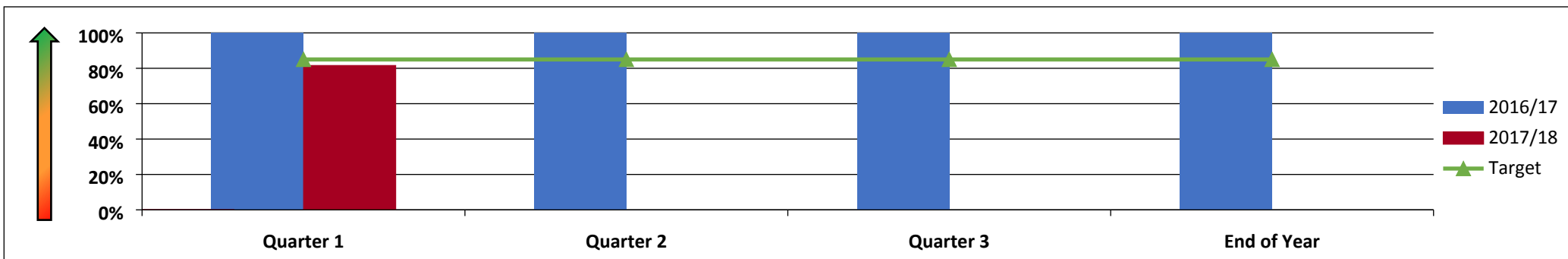
RAG Rating	Performance Overview	Actions to sustain or improve performance
G	Good performance – the corporate target has been reached (slightly exceeded).	To reach the target a new approach has been implemented: the Feedback Team are instigating hard chases supported by daily reporting and follow up by the CEO. New arrangements are being put in place to ensure that performance remains at or above the target.
Benchmarking	No benchmarking data available – Local measure only.	

FINANCE, GROWTH AND INVESTMENT

KPI 33 – The percentage of customers satisfied with the service they have received


Quarter 1 2017/18

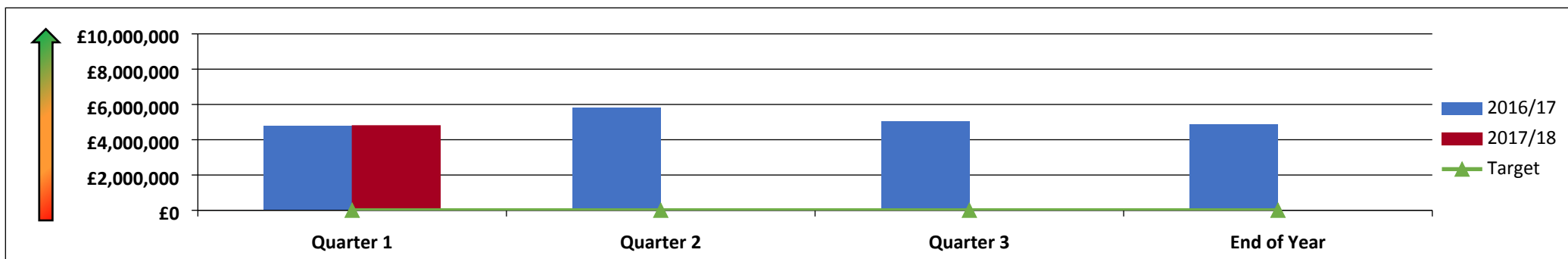
Definition	The % of customers who say that they were satisfied with the service they received from the Contact Centre.		How this indicator works	A sample of calls to the Contact Centre is taken in which customers are asked to rate their experience.		
What good looks like	85%		Why this indicator is important	Ensuring that our customers are satisfied is a critical determinate in providing surety that we are providing a high standard of service. Having a high level of satisfaction also helps the Council manage demand and thereby keep costs down.		
History with this indicator	New target		Any issues to consider	None at this time.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17	
2017/18	81.6%				n/a	
Target	85%	85%	85%	85%		
2016/17	New Key Performance Indicator for 2017/18					



RAG Rating	Performance Overview	Actions to sustain or improve performance
A	April was a poor month, however May and June met and exceeded the target. We remain confident that the target will be met across the year.	This measure is monitored and reviewed monthly.
Benchmarking	LA neighbours Benchmark - OnSource is 80%	

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

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.		
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	2016/17 end of year result: £4.853m overspend 2015/16 end of year result: £2.9m overspend 2014/15 end of year result: £0.07m overspend	Any issues to consider	None at this time.		
	Quarter 1	Quarter 2	Quarter 3	End of Year	DOT from Qtr 1 2016/17
2017/18	£4,800,000 forecast				
2016/17	£4,800,000	£5,796,000	£5,026,000		



RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	The forecast position for the full year as at the end of May 2017 is an overspend of £4.795m. This is based on known factors at this stage of the year and may change as a result of successful management action of the appearance of new risks and pressures.	Early identification of pressures is key to being able to plan and implement successful mitigation and the position will continue to be monitored and reported to Cabinet throughout the year. Management action plans are either in place or under development for the key overspending departments.
Benchmarking	No benchmarking data available – Local measure only	

Economic and Social Development – Key Performance Indicators 2017/18


ECONOMIC AND SOCIAL DEVELOPMENT			2017/18
KPI 35 – 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 31 st August. 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 1,236 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	2016/17 end of year result – Awaiting data (due September 2017) 2015/16 end of year result – 746 2014/15 end of year result – 512 2013/14 end of year result – 868	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 translates 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. Completions for 16/17 and 17/18 are forecast to be similar to 18/19. However as set out in KPI 29 a number of large housing schemes have been approved recently and these will deliver significant higher completion rates in 18/19 onwards.
	Annual Result		DOT 2015/16 to 2016/17
2017/18	Data due September 2018		n/a
Target	No target set		
2016/17	Data due September 2017		

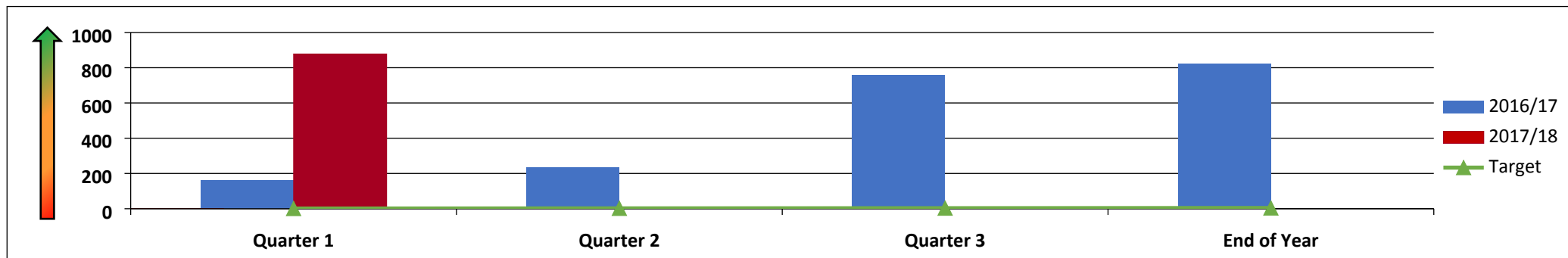
Definition	The proportion of net new homes built in each financial year that meet the definition of affordable housing in the National Planning Policy Framework.	How this indicator works	Each year the Council updates the London Development Database by the deadline of 31 st August. This is the London-wide 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 November. 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.	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.
History with this indicator	2016/17 end of year result – Awaiting data (due September 2017) 2015/16 end of year result – 43% 2014/15 end of year result – 68%	Why this indicator is important	This indicator is important for the reasons given in the other boxes.
	Annual Result		DOT 2015/16 to 2016/17
2017/18	Data due September 2018		n/a
Target	No target set		
2016/17	Data due September 2017		

ECONOMIC AND SOCIAL DEVELOPMENT

KPI 37 – The number of new homes that have received planning consent

Quarter 1 2017/18

Definition	The 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	The number of new homes that received planning permission.		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	A sufficient pipeline of approvals is required to enable the Council’s housing supply target to be met.		Any issues to consider	In Quarter 1 17/18 Vicarage Fields was approved. This was an outline approval and reserved matters approved will be need before construction can start. Moreover the development cannot begin before CPOs are completed for several parcels of land and an agreement reach on the Council’s freehold interest in this site.			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from Qtr 1 2016/17		
2017/18	878						
Target	No target set						
2016/17	163	234	758	821			




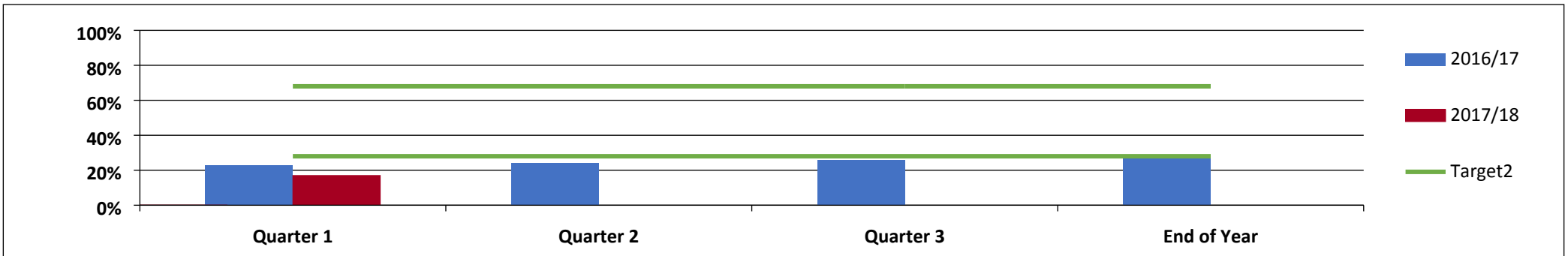
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	In Barking and Dagenham there are extant permissions for 16,000 homes this includes Barking Riverside 10,800 (1000 built RM required for later phases), Gascoigne East 1575 (RM required for later phases), Freshwharf 911 (RM required), Be Here 597, Cambridge Road 297, Trocoll House 198, Vicarage Fields 850 (RM required). In order to meet the project timescale for completions on the housing trajectory timely planning approvals are required, any slippage in submission/determination of applications has a direct impact on the trajectory.	Be First is charged with amongst other things delivering the housing trajectory and where there is a sound investment business case getting involved in schemes to maintain/accelerate delivery. The capacity of the Development Management team will be reviewed to ensure it is resourced to deliver the increased rate of planning approvals which is necessary to meet the forecast completions in the housing trajectory. Intrinsic to this is a review of pre-application and planning performance agreement fees as the Be First financial model anticipate at least a doubling in planning fees.
Benchmarking	Benchmarking data not available.	

ECONOMIC AND SOCIAL DEVELOPMENT

KPI 38 – Repeat incidents of domestic violence (MARAC)

Quarter 1 2017/18

Definition	Numerator: Number of repeat cases of domestic abuse within the last 12 months referred to the MARAC		How this indicator works	This indicator looks at the number of repeat cases of domestic abuse that are being referred to the MARAC from partners.		
	Denominator: Number of cases discussed at the MARAC					
What good looks like	The target recommended by SafeLives is to achieve a repeat referral rate of between 28% to 40%. A lower than expected rate usually indicates that not all repeat victims are being identified and referred to MARAC.		Why this indicator is important	Barking and Dagenham has the highest rate of Domestic Abuse per 1,000 population in London. This indicator helps to monitor partner agencies ability to flag repeat high risk cases of domestic abuse and refer them to the MARAC for support.		
History with this indicator	2016/17 end of year result: 28% 2015/16 end of year result: 25% 2014/15 end of year result: 20%		Any issues to consider			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from Qtr 1 2016/17	
2017/18	17%					
Target	28% to 40%	28% to 40%	28% to 40%	28% to 40%		
2016/17	23%	24%	26%	28%		




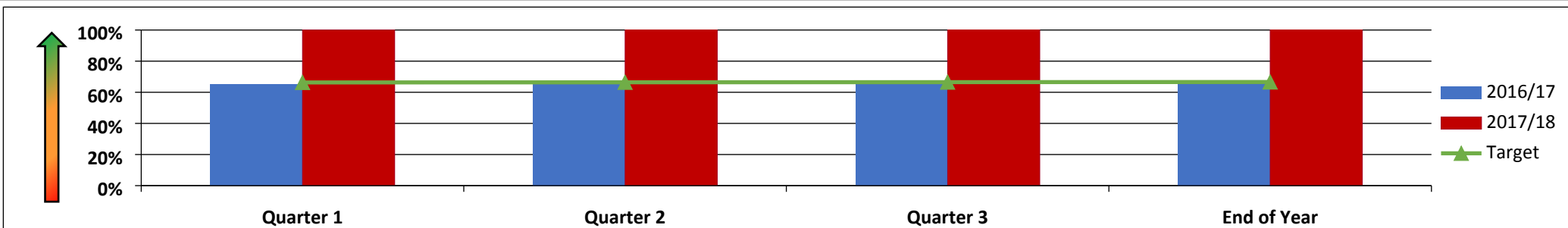
RAG Rating	Performance Overview	Actions to sustain or improve performance
R	Year to date at Quarter 1 2017/18 the rate of repeat referrals to MARAC has dropped to 17% and outside of the recommended levels expected.	<ol style="list-style-type: none"> 1) The decrease in Police referrals has been raised through the MARAC Chair 2) MARAC are reviewing the use of the Police Recency, Frequency, Gravity data (RGF) to increase referrals for high harm cases to the MARAC. 3) The Community Safety Partnership's Violence Against Women and Girls (VAWG) sub group will provide support to the MARAC and look at how it can mitigate blockages and focus resources where needed.
Benchmarking	Benchmarking data is currently available for 2016-17. Metropolitan Police Force average: 22%. National: 26%. Most Similar Force: 27%	

ECONOMIC AND SOCIAL DEVELOPMENT

Quarter 1 2017/18

KPI 39 – 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. The reason for this is that the figure is derived from a survey, the Annual Population Survey, which can move due to sampling variation. The Q1 figure is therefore an average of July 14-June 25, July 15-June 16 and July 16-June 17.	
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	DOT from previous reporting period
2017/18	Released 18 October 2017				
Target	66.3%	66.4%	66.5%	66.6%	
2016/17	64.9%	65.3%	65.5%	66.2%	




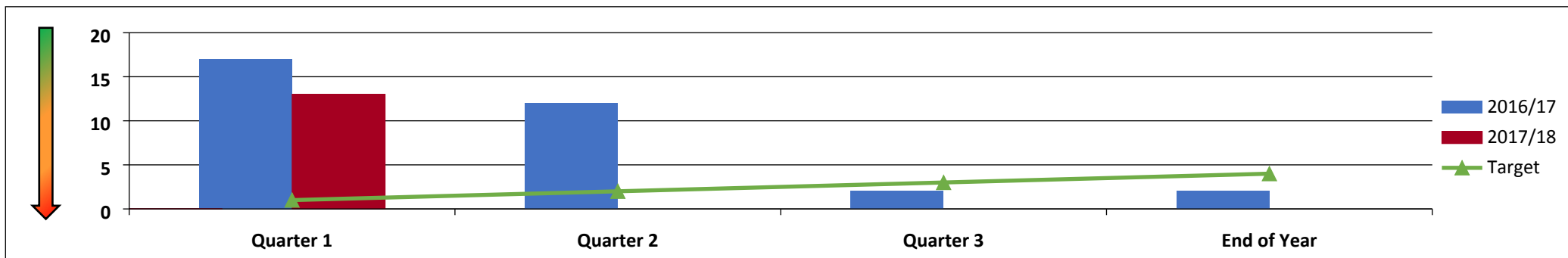
RAG Rating	Actions to sustain or improve performance
G	The Barking & Dagenham Employability Partnership brings together a range of partners, including Department for Work and Pensions (DWP) and Work Programme Providers who are collaborating to reduce the claimant count and the numbers claiming income support or employment & support allowance. The next meeting takes place on 14 September 2017 and the Partnership is listed as a thematic sub-group of the B&D Delivery Partnership. ESF-funded provision is now coming on stream and is being integrated into the work of local programmes and services (e.g. DWP Troubled Families provision working with Early Intervention/Children’s Centre, DWP over 50s support based in Job Shop, Big Lottery Common Mental Health Problems link to Job Shops). The Job Shop Service is delivering sessions in both JCP offices in the borough to support those affected by the benefit cap as well as seeking to recruit economically inactive residents claiming income support or employment and support allowance as part of the Council’s own ESF-funded provision (Growth Boroughs ESF Unlocking Opportunities Programme). L.B. Redbridge are in the process of commissioning the Work & Health Programme on behalf of the Local London boroughs. This will provide support to the long-term unemployed (2+ years) and people claiming benefits for health-related reasons, replacing the current Work Programme. The latter will form c70% of participants. This provision will not be in place until March 2018 but the expectation is that it will be thoroughly integrated with local services. Discussions are taking place with potential prime contractors to explore the Council Job Shops forming part of the local delivery arrangements. Ahead of this there are ongoing and deepening links between Job Shop, Richmond Fellowship and NELFT Talking Therapies provision to cross-refer service users.
Benchmarking	The gap with the London-wide figure (73.8%) has narrowed to 7.6%. Around 9,900 additional residents would need to move into work to match the London employment rate.

ECONOMIC AND SOCIAL DEVELOPMENT

KPI 40 – The number of households in Bed and Breakfast

Quarter 1 2017/18

Definition	The number of homeless households residing in B & B including households with dependent children or household member pregnant.		How this indicator works	A snapshot of households occupying B & B at the end of each month.	
What good looks like	B & B placements used only in emergency scenarios, and for short periods (less than 6 weeks)		Why this indicator is important	Statutory requirement and financial impact on General Fund.	
History with this indicator	Target was met and exceeded during 16/17.		Any issues to consider	Increasing demand on homelessness service, impact of Homelessness Reduction Bill and Welfare Reform. Impact of housing market and regeneration programme. Reduction in self-contained “move on” accommodation.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from previous reporting period
2017/18	13				
Target	Target to be agreed – available at Quarter 2				
2016/17	17	12	2	2	




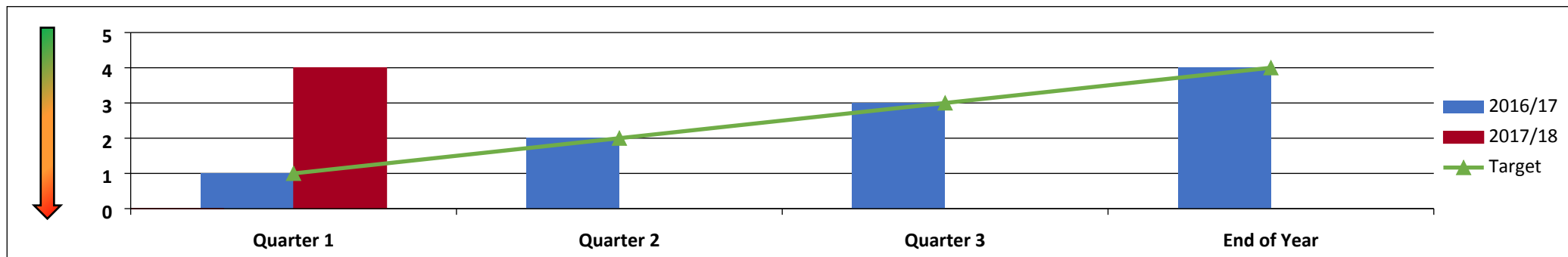
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	2016/17 saw a general reduction in the use of B & B. Qtr 1 shows that bookings for B & B are having to be made due to the pressures placed on the service, although efforts are ongoing to ensure that the use of such accommodation is kept to a minimum.	Alternative Hostel sites are being sought to reduce dependency upon bed and breakfast for emergency placements. There are ongoing initiatives to improve Housing case management and homeless prevention options to limit the number of households requiring temporary accommodation.
Benchmarking	Benchmarking data not available.	

ECONOMIC AND SOCIAL DEVELOPMENT

KPI 41 – The number of households in Bed and Breakfast for more than 6 weeks

Quarter 1 2017/18

Definition	Number of homeless households residing in B & B for more than 6 weeks, including households with dependent children or household member pregnant.		How this indicator works	A snapshot of households occupying B & B for 6 weeks or more at the end of each month.	
What good looks like	B & B placements used only in emergency scenarios, and for short periods (less than 6 weeks).		Why this indicator is important	Statutory requirement and financial impact on General Fund.	
History with this indicator	No previous target.		Any issues to consider	Increasing demand on homelessness service. Impact of Homelessness Reduction Bill and Welfare Reform. Impact of housing market and regeneration programme. Reduction in self-contained “move on” accommodation.	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from previous reporting period
2017/18	4				
Target	Target to be agreed – available at Quarter 2				
2016/17	7	5	0	0	



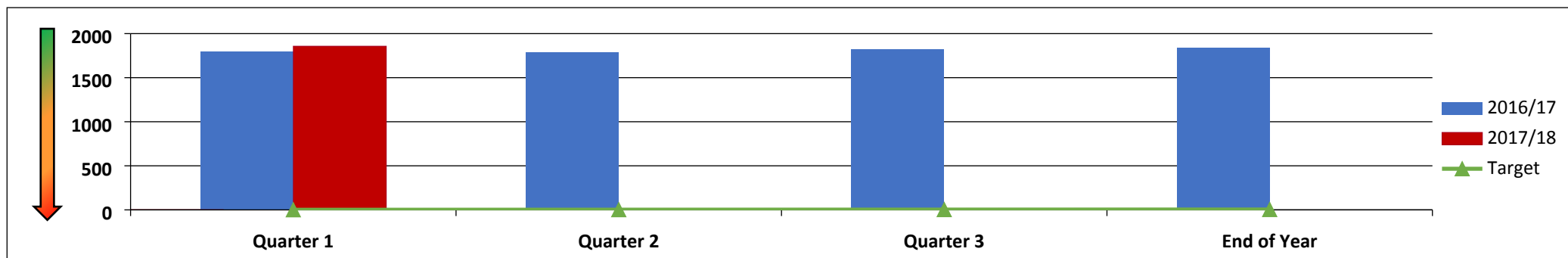
RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	2016/17 saw a general reduction in the use of B & B. Quarter 1 shows that bookings for B & B are having to be made due to the pressures placed on the service, although efforts are ongoing to ensure that the use of such accommodation is kept to a minimum.	Alternative Hostel sites are being sought to reduce dependency upon bed and breakfast for emergency placements. There are ongoing initiatives to improve Housing case management and homeless prevention options to limit the number of households requiring temporary accommodation.
Benchmarking	Benchmarking data not available.	

ECONOMIC AND SOCIAL DEVELOPMENT

KPI 42 – The number of households in Temporary Accommodation over the year

Quarter 1 2017/18

Definition	Number of households in all forms of temporary accommodation, B&B, nightly Let, Council decant, Private Sector Licence (PSL) (in borough and out of borough)			How this indicator works	The number of households occupying all forms of temporary accommodation at the end of each quarter.
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. Reduction in self-contained accommodation is likely to lead to an increase in the use of B & B and the number of families occupying that type of accommodation for more than 6 weeks.
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 service, impact of Homelessness Reduction Bill and Welfare Reform. Impact of housing market and regeneration programme. Renewal of PSL Contract. Non-conformance of other LA's to the "Pan-London" nightly rate payment arrangements.
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from previous reporting period
2017/18	1,857				↓
2016/17	1,798	1,789	1,819	1,839	




RAG Rating	Performance Overview	Actions to sustain or improve performance
n/a	There is a hesitancy to set a target for the where the average number of households should be. Demands for Housing continue to increase due to impacts of the prevailing Housing conditions in London.	Better collaboration to improve Housing case management and homeless prevention options, to limit the number of households requiring temporary accommodation. Initiatives are being considered to determine the viability of sourcing temporary accommodation in "cheaper" areas, although the focus is to use powers to cease duty in the Private Rented Sector.
Benchmarking	Benchmarking data not available.	

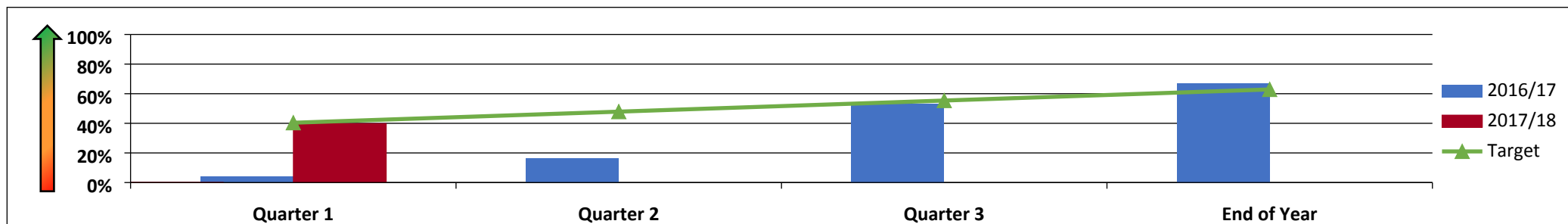
ECONOMIC AND SOCIAL DEVELOPMENT

Quarter 1 2017/18

KPI 43 – The percentage of people affected by the benefit cap 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 (up-coming 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 resident's income which will affect budgets, choices and lifestyle. Financial impact on General Fund.
History with this indicator	The basis for this figure was based on a list provided by JCP which purposely overestimated the numbers that would be capped. This has been recalibrated based on actual numbers from November 2016 when the lower cap came into effect and more accurate monitoring commenced. As time goes on the cases remaining on the cap are the more difficult cases.	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 remove this status on academy. All our information comes from the DWP, via HB.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	DOT from previous reporting period
2017/18	39.82%				
Target	40.38%	47.88%	55.38%	62.88%	
2016/17	3.9%	16.07%	53.47%	67.06%	



RAG Rating	Performance Overview	Actions to sustain or improve performance
A	The % of people coming off the cap has fallen for the first time. This is because the team have focussed on inputting cases onto the Housing Capita system to enable Housing Options colleagues to have sight of data in the event of homeless applications.	Focus returns to direct work with customers. Planned staff recruitment of Support Officers to manage and monitor caseload and apply extra effort to working with customers to get them off the cap in underway with perm posts in ComSol. A permanent Team Leader has been appointed to manage this.
Benchmarking	Benchmarking data not available. Local measure only.	