

People at the Heart of Everything We Do: Our Commitment to Build the Wealth of Our Local Community

Corporate Plan Performance Summary – Quarter 1 2020/21

Priority 1: Making Newham the Best Place for Children and Families

Strengthening the wide range of support provided to children and young people, supporting young people to develop and achieve their aspirations, while involving them in decisions that affect them and the services they receive.

4 performance measures were set out in the Corporate Plan for Priority 1:

- **Education Care and Health Plans issued on time**
- **Care leavers in education, employment or training**
- **Attendance levels of young people at Youth Citizens Assemblies**
- **Access to community emotional wellbeing services for young people**

For 2020/21 we are continuing to report the proportion of **Education, Health and Care Plans (ECHPs)** issued on time – with 9.2% issued on time in quarter 1. The year target for this measure remains 75%, although guidance issued on 30th April (initially for the period 1st May to 25th September 2020) allows that where it is not possible to meet timescales due to the current circumstances created by Covid-19, the Local Authority has to complete the process ‘as soon as is reasonably practicable’.

120 plans were issued in quarter 1 (up from 102 in the same period last year) with the majority (67) issued in June which represents the highest number issued in a single month and has helped counteract recent drops in numbers. The service has been focussed on the backlog of assessments meaning that timeliness is lower than hoped. However with Educational Psychologists and other professionals moving to virtual assessments it is anticipated that timeliness will improve.

This year we will also continue to track the proportion of our **care leavers who are in Education, Employment or Training**. Figures for the end of quarter 1 show that 50% of Newham’s care leavers were in Education, Employment or Training. This was below the 55% target level and the leaving care service is working with the Newham Virtual School to ensure a panel is in place to track and assist all young people who are Not in Education, Employment or Training (NEET) into employment, education or training. The service manager has been working on joint projects with Newham’s adult learning service, the West Ham Foundation and a community based project to provide further support.

The Corporate Plan adopted by Cabinet in March 2020 set out measures under Priority 1 covering:

- **Attendance levels of young people at Youth Citizens Assemblies**
- **Access to community emotional wellbeing services for young people**

Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 2.

Priority 2: Building Communities

Improving the supply and quality of housing and strengthening local communities.

4 performance measures were set out in the Corporate Plan for Priority 2:

- **Number of homes started under the Affordable Homes for Newham Programme**
- **Quality of repairs and maintenance**
- **Percentage of housing repairs completed**
- **Households in temporary accommodation**
- **Enforcement activity against breaches of the Private Sector Licensing Scheme**

Under Priority 2 we will continue monitoring the **Affordable Homes for Newham Programme** which will deliver at least 1,000 homes started on site by March 2022. The target number of starts for 2020/21 agreed with the Greater London Authority (GLA) is 275. No homes were started under the Affordable Homes for Newham programme in quarter 1 but the cumulative number of starts under the programme to date is 289 (235 in 2018/19 and 54 in 2019/20).

We will also continue to measure the **quality of repairs and maintenance** by reporting tenant satisfaction with repairs as captured by our annual tenant survey and **total housing repairs completed within target**.

Latest results from the 2019 Annual Tenants survey indicated that overall **satisfaction with repairs** from those tenants that had received a repair in the last 12 months was 74%, down from 83% in 2018 and below the 80% target level.

Key contributors leading to the drop in satisfaction were; the work being completed in the time expected (-9 percentage points), attitude of workers (-8 percentage points) and quality of overall repair work (-8 percentage points).

A service improvement plan for 20/21 is being implemented. This includes both process and customer service improvements. During the year we will be introducing new system software that will enable the contact centre to make fixed appointments at the time a call is made to request a repair and will also enable transactional satisfaction surveys in real time so that where a customer is unhappy with the service, we can identify the issue and deal with it immediately. Improvements in complaints management are also being introduced to improve our speed of response.

RMS fell below the target of 90% for completing **housing repairs completed within target** in quarter 1, with 87% of repairs completed within timescale. However, June performance has improved and is above target of 91%. In view of covid-19 and the lockdown the service has also been concentrating on emergency repairs which has had an impact on the performance level. The service has now introduced a new repairs and maintenance scheduling and management system which should support improved performance in future. A 'rapid improvement service review' exercise has also been completed in June by the corporate PMO team in partnership with RMS and contact centre operatives, to identify a range of improvements and actions that can be made to the service over the coming 12-24 months. As we move into resuming routine repairs from September, performance will be closely monitored.

We are tracking the number of **households in our borough living in temporary accommodation**, which rose to 5,714 at the end of quarter 1, up from 5,449 at the end of 2019/20 (an increase of 265). The Service is continuing to see increasing numbers of people seeking support and assistance as we leave lockdown. There has most notably been an increase in parental exclusions and in June was the highest reason for homelessness, The service anticipate a further step up in demand when the ban on Private Rented Sector (PRS) evictions is lifted, potentially on the 23 August. There is no target for this measure as it is a demand-led service.

In April 2018 increased duties to homelessness persons were introduced under the Homelessness Reduction Act 2017. The duties include not only an expanded duty to prevent homelessness, but also a duty to provide relief from homelessness. This, along with the lack of suitable move on accommodation, is why the number of households in temporary accommodation has increased.

The Corporate Plan set out a new measure under Priority 2 covering:

- **Enforcement activity against breaches of the Private Sector Licensing Scheme**

There were 36 instances of enforcement activity in quarter 1 (financial penalties/prosecutions/ notices served) against breaches of the Private Sector Licensing Scheme. The enforcement activity figure represents activity resuming since June 2020 only as no formal enforcement took place during Lockdown in March, April and May 2020.

Priority 3: A Strong and Inclusive Economy

Building a modern economy that creates good jobs, gives local people the skills and opportunities they need and promotes sustainable development.

5 performance measures were set out in the Corporate Plan for Priority 3:

- **Employment Rate**
- **Jobs in Newham paying below the London Living Wage**
- **Council spend with local suppliers**
- **Young people not in education, employment or training**
- **Number of businesses in Newham**

Under this priority we are using data published by the Office for National Statistics (ONS) to track Newham's **Employment Rate** – which was reported as 71.0% for the year to March 2020 (latest data available). This compared to a London average of 75.1%. However, it is important to note the time lag in ONS publishing Employment rate data means that the impact of Covid-19 will not yet be evident in the figures reported.

The significant impact of Covid-19 on the working age population in Newham is indicated by government figures published for the **Job Retention (Furlough) scheme**. As at the end of May 2020, 53,200 Newham Residents were receiving Job Retention Support - the highest figure for any single London borough. This equates to 22% of the working age population. Additionally, 25,600 Newham residents were receiving support via the government's **Self Employment support scheme** at the end of May - again the highest figure for any London borough.

Claimant Count data show that 23,795 Newham residents were receiving employment support benefits as at the June 2020 snapshot (Claimant count is a figure combining Job

Seekers Allowance claimants and Universal Credit claimant actively seeking work). This figure has almost tripled since March when Newham's Claimant Count was 8,150.

For 2020/21 we continue track jobs being paid at the **London Living Wage**. The latest data (from 2019) shows that 29.2% of jobs in Newham are paying below the London Living Wage (LLW) which was £10.55 per hour when the survey was conducted. On average in London, 19.8% of jobs pay below the LLW. The Council has allocated £3m to ensure that care workers are paid Living Wages with a further £6m in the budget until 2020/22.

We are also monitoring the amount of money that **Newham Council spends with locally based suppliers**, based on a list of providers which it is possible to influence through procurement activity. 21.5% of spend in quarter 1 was with local providers and the total value of this spend was over £23.7million.

Work is ongoing to refine the list of suppliers considered 'local' - initially based on supplier postcode - to ensure that supplier spend with a significant presence in the borough (e.g. via supply chain or construction work) is captured.

It should be noted that attempts were made to source locally for spend related to Covid-19 in quarter 1, but this did not always prove possible - for example the Personal Protective Equipment (PPE) strand looked at Newham suppliers to see if any could supply PPE but this proved unsuccessful.

The 2020-23 Corporate Plan introduced a new measure tracking the number of **business in Newham** using a snapshot of data from the Inter-Departmental Business Register published annually by the Office for National Statistics (ONS). The latest published data relates to March 2019 (published in October 2019) and will therefore not yet capture the impact of Covid-19.

Figures report that there were 14,365 local business units in the borough as at March 2020 (up from 14,005 in 2018 and approaching double the number being reported back in 2011 when 7,880 local units were listed). For businesses with multiple branches the count will include all places of work / branches in Newham.

For young people in Newham, we are tracking the progress of 16 and 17 year olds via our contract with the organisation 15 Billion. At the end of each month, the destination of young people in this cohort is recorded and this is used to calculate the proportion of young people not in education, employment or training (referred to as **NEET**). As at June 2020 this equated to 4.5% (including those young people whose destination was unknown). Newham's NEET team is working closely with schools and the careers service provider (15BillionEBP) to identify young people who are at risk of becoming NEET providing support during the post 16 transition period.

Additionally, our Covid-19 recovery response plan sets out our approach to supporting 16-25-year olds where employment opportunities may be reduced and we are in the process of consulting with key 16-25 service providers, including colleges and universities, to develop and deliver a plan to support 16-25-year olds.

A post 16 options paper covering education or training for our Year11 pupils is being compiled and will sent out to all Year 11 residents in the borough.

Priority 4: An Environment for All

Improving the environment and providing high quality amenities for all, while addressing at the local level the global challenge of climate change and tackling issues such as poor air quality.

6 performance measures were set out in the Corporate Plan for Priority 4:

- **Street cleanliness** (*split into separate indicators measuring litter, detritus, fly posting and fly tips collected on time*)
- **Household waste sent for reuse, recycling or composting**
- **Nitrogen Dioxide (NO₂) levels at all local authority primary and secondary schools in the borough** (*Please note that further work to define this measure has resulted in a slight change to definition. The overall measure will not include Particulate (PM₁₀) matter as this cannot be measured at each school site. Instead, particulates will be measured at monitoring sites across the borough and we will then concentrate on mobile particulate measurements at specific schools where air quality is of concern*)
- **Modal shift against Mayor of London transport targets**
- **Resident satisfaction with parks and open spaces**
- **Number of in child asthma related admissions**

The 2019 Newham survey indicated that residents had a more positive view of the cleanliness of the local area compared to the previous year (79% compared to 64% in 2018), with fewer residents feeling that 'dropped litter is a problem' (29% compared to 43% in 2018). However, litter still remains among the top three concerns for residents along with Crime & Anti-social behaviour and Parking.

So under the Corporate Plan we will continue to report our **Local Environmental Quality Index (LEQ)** performance measures, which for quarter 1 show that our streets remain above the acceptable levels for cleanliness:

- 98.2% of sites inspected were marked acceptable for **litter** against a target of 94%.
- 96.7% of sites were marked acceptable for levels of **detritus** (dirt on our streets such as rotten leaves or wet paper broken down into little pieces) against a target of 94%.
- 98.2% of sites inspected were marked acceptable for **flyposting** against a target of 95%.

On the 23rd of March all inspections ceased due to the government's guidelines on controlling the Covid-19 virus outbreak. Inspections resumed on the 1st of June taking into account social distancing rules.

The providers (iXact, Mint & PRS) maintained a front line service during the lockdown period but were faced with challenges including the removal of a number of litter bins from some of the high footfall areas to allow pedestrians to adhere to social distancing rules. One of the providers is working with the Highways team to review the strategic re-positioning of the removed litter bins and the potential introduction of alternative receptacle designs.

Detritus street cleaning was also restricted due to parked vehicles not being moved for extended periods while residents were staying home, preventing channels from being cleaned. As residents return to work this impact will reduce.

We will also continue reporting the percentage of **fly tips** reported by residents and staff which are collected within 24 hours – with 96.20% (6,120 of 6,360) collected in this timeframe for quarter one, surpassing the 80% target. This performance indicator was introduced in 2019/20 and a number of initiatives were introduced to reduce the number of fly tips, including

setting up a fly tip task force and carrying out social media and advertising campaigns on fly tipping prevention and waste reduction.

In 2020/21 it is uncertain whether the fly tip task force will continue as it had previously. Covid-19 and social distancing measure has stopped all visits to residents being made by the visiting team. However, social media coverage and campaigns on fly-tip prevention and waste reduction continue. In addition, the Better Streets project will roll out across the borough in quarter two which should lead to a reduction of fly-tipping in hot spot areas.

We will also be tracking **household waste sent for reuse, recycling or composting** – with figures showing 21.50% in quarter 4 (2019/20), exceeding the 18% target level. Note this indicator is reported one month in arrears. Therefore, the full quarter 1 (2020/21) data is not available and the most recent quarterly data is quarter 4 of 2019/20.

Resident satisfaction with parks and open spaces, as measured by the Newham survey, (2019) shows that views of parks and open spaces have also improved significantly with 81% having a positive opinion compared to 76% in 2018.

More residents than in 2018 and 2017 have positive view of the overall quality, cleanliness, security and play areas.

- Overall cleanliness of the park – 88% (Very good/good)
- The overall quality of the park - 81% (Very good/good)
- The play areas in the park - 78% (Very good/good)
- The sports facilities available at the park -74% (Very good/good)
- Security in the park – 74% (Very good/good)

This year we will also be reporting the Public Health England measure for the **number of admissions for asthma for children aged 0 to 9**. The latest data available is for 2018/19 and shows an admission rate of 291.24 (per 100,000 population). This compares to a rate of 227.4 for the London region.

Newham is categorised by Public Health England as 'worse' (out of better, similar and worse) when compared with benchmarking data. The recent trend in Newham is categorised as 'no significant change'.

A new measure was introduced this year to track the **Nitrogen Dioxide (NO₂) levels at all local authority primary and secondary schools in the borough**. Data will be reported 3 months in arrears and the initial data covers the first 8 month period (August 2019-March 2020) of monitoring Nitrogen dioxide (NO₂) which is primarily emitted from exhausts of petrol and diesel vehicles. The measurements were taken monthly outside all of Newham's primary and secondary schools. The results have been bias adjusted against Newham's air quality monitoring stations for better accuracy.

The data indicates all schools are below the EU health objective level of annual average of 40ug/m³. However, there is a pattern of higher levels of pollution (over 30ug/m³) recorded at the following schools; Plashet Grove & High St North, St Winefride's RC Primary School, Rokeby School; Royal Docks Academy, Beckton and Royal Docks Children's Centre, St Edward's Catholic Primary School, West Ham Church Primary School, Lathom Junior School, West Ham Church Primary School and Plashet School.

Audits of the schools and potential mitigation solutions to reduce NO₂ exposure will be identified subject to the schools co-operation, starting with these top ten that are most affected. Interventions will depend on the physical location of the school and likely cost of intervention and added benefit. Examples of interventions include schools streets closure during drop-off and pick up times, green screens, anti-idling workshops and monitoring,

relocating playgrounds away from busy roads, school travel plans and safer routes to schools.

It is anticipated that with the reduction in traffic due to the Covid-19 outbreak, the yearly average in August 2020 will reduce further.

Data will be reported from August 2020 a further new Corporate Plan measures introduced for Priority 4 this year:

- **Modal shift against Mayor of London transport targets**

Priority 5: Improving the Quality of Life

Improving our health and social care system and ensuring that Newham is a safer place.

9 performance measures were set out in the Corporate Plan for Priority 5:

- **Rate of successful smoking quitters at four weeks**
- **Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months**
- **Delayed transfers of care from hospital, and those which are attributable to adult social care per 100,000 population**
- **Adult service users and carers' satisfaction survey results**
- **Rate of permanent admissions of adults to residential and nursing care homes**
- **% of people with a Learning Disability in receipt of long term services in employment**
- **% of safeguarding enquiries where desired outcomes were achieved**
- **Violence with injury offences**
- **Perceptions of anti-social behaviour**

This year we introduced a measure into the Corporate Plan tracking annual data published by Public Health for the success of residents at **quitting smoking**. The latest available data is for 2018/19 and during that period the number of smokers in Newham who quit smoking after 4 weeks per 100,000 of the population over 16 years old was 677. This represents a 4% decrease when compared to 2017/18. The current London average is 1,960 per 100,000 population aged over 16 years.

We are also using annual Public Health data to monitor the **Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months**. Latest figures are for 2018/19 and show that Newham had a higher proportion of opiate users who left treatment and have not represented (8.8%) than the London average (6.9%).

Under Priority 5 we said that we would track delays in discharges from hospital as measured by the **Delayed in Transfers of Care (DToC)** performance indicator.

Due to Covid-19 and the need to release capacity across the NHS to support the response, there has been a pause in the collection and publication of this and other official statistics. Latest available data from February 2020 showed that Newham continued to perform well in ensuring that people discharged from hospital are discharged with minimal delays. The latest delayed transfers of care rate (February 2020) was 1.4; this compares well with the current London average of 2.1 and current national average of 3.3 (a lower rate means fewer delays).

Published results from the Statutory Social Care user survey carried out in January and February 2019 show that **59.4%** of people who use services, say that they are **satisfied with the care and support they are receiving**. This is above the London average of 58.6%.

The performance measures for **permanent admissions to nursing and residential care** show that there were 3 permanent admissions to nursing and residential care for customers aged 65+ and 5 for residents aged 18-64 in quarter 1. For both age groups this is within the target level and performing well when compared to London averages.

We are also reporting this year the **% of people with a Learning Disability in receipt of long term services in employment** – equating to 2.4% (16 out of 670 customers), which is slightly below the 3% target level for quarter 1, but a significant improvement when compared to the same period last year (0.8%).

Monitoring data for **safeguarding investigations** in quarter 1 shows that in 98.5% of cases where the adult at risk (or a representative) expressed their desired outcomes, those outcomes were either partially or fully achieved. Performance for this indicator remains above the 90% target, regardless of visiting restrictions on practitioners due to Covid-19.

This year we are also tracking measures related to community safety and figures for quarter 1 show a decrease in the number of **violence with injury offences** (-163 victims) when compared with the same period last year (680 in quarter 1 2020/21 compared to 843 in quarter 1 last year).

In published crime statistics, violent crime is grouped into two broad, high-level categories: “violence with injury” and “violence without injury”. Violence with injury includes all incidents of wounding and assault with injury, including homicide and attempts to inflict injury.

The Newham Survey revealed that in 2019, 56% of **Newham residents were worried about becoming a victim of crime in their local area**. This was an increase of 16% on the previous year.

Priority 6: An Effective and Innovative Council

Building an efficient, transparent and modern council that works with and supports our diverse local communities.

6 performance measures were set out in the Corporate Plan for Priority 6:

- **Council Tax and rents collection rates**
- **Unqualified accounts, produced on time**
- **Number of complaints and proportion of complaints responded to on time**
- **Resident marketing and engagement information, especially digital**
- **Customer satisfaction, as measured by the Newham Resident Survey**
- **Council staff sickness absence by directorate**

Under Priority 6 we will be reporting the **Council Tax collection rate** - which was 26.2%, at the end of quarter 1. This was lower than quarter 1 last year when 28.3% had been collected by this point in the year.

Collection rates have been impacted by Covid-19 with a decision made to suspend all recovery action and to offer payment holidays to those struggling. As a result and in line with other London boroughs, Newham has seen a significant drop in collection during quarter 1.

Quarter 1 data is not available for **Complaints** as the service is going through a system migration process. Reporting will resume from quarter 2.

Latest data for 2019/20 shows that 67.45% of **stage 1 complaints** were fully responded to within timescales (20 working days), up from 61.41% in 2018/19 but below the 95% target level.

The latest available performance for **Resident satisfaction with the Council** is from 2018 and indicates that satisfaction remained high at 82%, a slight improvement from 81% reported for 2017.

Quarter 1 data indicates that on average 9.9 days were lost to **sickness** per full time equivalent member of staff. This is an improvement on the previous quarter when 10.5 days were lost. The council's Culture Change programme is seeking to tackle the underlying issues embedding new values and behaviour across the council.

The Corporate Plan adopted by Cabinet in March 2020 also set out measures under Priority 6 covering:

- **Unqualified accounts, produced on time**
- **Resident marketing and engagement information, especially digital**

Data is not yet available for these measures because the method for collection has not yet been established. This process was put on hold in quarter 1 in order to prioritise work in response to Covid-19. A further update on status will be provided at the end of quarter 2.