

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

Corporate Plan Performance Summary – Quarter 2 2020/21

*Please note that this summary is based on the Corporate Plan performance measures that were in place when the three year Corporate Plan (2020-23) was adopted by Cabinet in March 2020. These measures do not reflect latest priorities and the work undertaken in response to Covid-19 captured in **Towards a Better Newham: Our Recovery and Reorientation Strategy**.*

The Towards a Better Newham strategy and the refreshed Corporate Delivery Plan were agreed at Cabinet in November 2020. Following this, a review of performance measures and targets will be undertaken supporting a broader outcomes framework to ensure they reflect agreed priorities.

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**

Two measures are below target level:

For 2020/21 we are continuing to report the proportion of **Education Care and Health Plans (ECHPs)** issued on time. 246 plans were issued in the last six months (April-September 2020), an increase on the 218 issued in the equivalent 6 month period last year, and it is anticipated that the goal of 500 plans being issued in 2020/21 will be met. However performance remains below target with only 6.1% of plans issued on time (20 week timescale) in the first six months of 2020/21 (3.2% in Q2). 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 was not possible to meet timescales due the circumstances created by Covid-19, the Local Authority should complete the process 'as soon as is reasonably practicable'.

During the period of lockdown the team focussed upon those assessments outstanding where the information needed to complete the plan was available. Professionals were hindered in gathering information and providing advice to inform plans as most children under assessment were not attending school and it is considered good practice to observe a child in their educational setting. With the return to school of most children, the development of new approaches to assessing children and a focus by the SEN team on timeliness we anticipate this figure will improve over the next six months.

This year we have continued to track the proportion of our **care leavers who are in Education, Employment or Training**. Latest figures for the end of August 2020 show that 35.1% 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 that plans are in place to track and assist all young people who are Not in Education, Employment or Training (NEET) into employment, education or training.

The Leaving Care service has secured funding jointly with the Virtual School to employ two NEE/EET Workers to support with reducing the number of NEET Care Leavers. It is anticipated that recruitment to these posts will take place by the end of 2020. The posts will sit within the Leaving Care service but will have oversight from the virtual school and access to all their resources and expertise.

Data is not available for the remaining two measures set out 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 quarters 1 and 2 in order to prioritise work in response to Covid-19.

Priority 2: Building Communities

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

5 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**

The target for the Affordable Homes for Newham programme is set at an annual level and therefore progress against the full year target will be assessed at the end of quarter 4:

Under Priority 2 we are monitoring the **Affordable Homes for Newham Programme** which will deliver at least 1,000 homes started on site by March 2022.

No homes will be starting on site until the last quarter of 2020/21. The target number of starts for 2020/21 agreed with the Greater London Authority (GLA) is 275.

The cumulative number of starts under the programme to date is 289 (235 in 2018/19 and 54 in 2019/20).

Two measures under Priority 2 are below target level:

We 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.

At the end of September performance for the percentage of **housing repairs completed on time** was 85%, falling below the 90% target level.

Performance across all repairs for the month of September has fallen below target due mainly to the increased volume of emergency repairs. The service is recruiting new operatives to cover a shortfall in staffing levels due to Covid-19.

No target has been set for the remaining two indicators:

We are tracking the number of **households in our borough living in temporary accommodation**, which rose to 5,805 at the end of quarter 2. The number in Temporary Accommodation was comprised of 1,397 in accommodation provided by Local Space Ltd and 4,408 in other forms of temporary accommodation.

In the past month (September 2020), 356 new households have presented as being 'homeless' or 'threatened with homelessness'. This is less than in previous months, as new COVID-related regulations have resulted in evictions in private rented accommodation either being suspended or extended. However, this does present a future risk, as these restrictions are lifted.

To manage this, the service is pro-actively approaching all households (and landlords) living in private rented accommodation who have been served notice to vacate. Work in this area will establish whether the tenancy can be saved, or if we need to help to source alternative accommodation before they are evicted.

We continue to monitor **Enforcement activity against breaches of the Private Sector Licensing Scheme**. During quarter 2 a further 58 penalties or prosecutions were reported bringing the year total to 94. The Property Licensing Team remain active reviewing current licences, Mandatory HMO's in the Borough and landlords/portfolios of concern. Unannounced visits in relation to enforcement activity were halted on 14th September 2020 in response to rising rates of Covid-19. The service is however continuing with organised inspections of complaints of disrepair, larger HMO's and Property Licence compliance in occupied dwellings where tenants/landlords are pre notified of a visit/inspection.

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**

No targets have been set for the measures under Priority 3. However, the direction of travel is positive for two areas:

For 2020/21 we are reporting 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. This was an improvement on the 33.8% reported for 2018. On average in London, the 2019 data indicates that 19.8% of jobs were paying 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. 21.8% of spend in the year to the end of August was with local providers (up on 21.6% at the end of quarter 1) and the total value of this spend was over £39million in that period.

The three remaining measures under Priority 3 are showing a downward trend or are below comparator levels:

We are using data published by the Office for National Statistics (ONS) to track Newham's **Employment Rate** – which was reported as 70.7% for the year to June 2020 (latest data available). This compared to a London average of 75.5%. 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 August 2020, 68,600 Newham Residents were receiving Job Retention Support - the highest figure for any single London borough. Additionally, 25,800 Newham residents were receiving support via the government's **Self Employment support scheme** (to end of August 2020) - again the highest figure for any London borough.

Claimant Count data show that 25,010 Newham residents were receiving employment support benefits as at the September 2020 snapshot (Claimant count is a figure combining Job Seekers Allowance claimants and Universal Credit claimant actively seeking work). This figure has more than tripled since March when Newham's Claimant Count was 8,170.

The 2020-23 Corporate Plan introduced a new measure tracking the number of **businesses 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 a snapshot on 13th March 2020 (published in September 2020) and will therefore not yet capture the impact of Covid-19. This measure indicates that there were 14,335 local business units in the borough as at March 2020 (down slightly from 14,365 in 2019 but 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 August 2020 this equated to 5.8%, down from 4.72% at the end of July. The figures include 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 including consulting with key 16-25 service providers, such as colleges and universities, to develop and deliver a plan to support 16-25-year olds.

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.

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

- **Street cleanliness** (*Made up of 4 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**

** Monitoring of the street cleanliness indicators has been suspended following a staff restructure and pending a decision regarding the future delivery of the street cleansing service. Therefore no data is available for quarter 2 covering litter, detritus and fly posting. While also now suspended, quarter 2 data is available for fly tips collected on time.*

Three areas show performance is above target level:

95.09% of **fly tips** (8,353 of 8,784) reported by residents and staff were **collected within 24 hours** in quarter 2, surpassing the 80% target.

Latest figures (quarter 1 2020) show that 19.42% of **household waste was sent for reuse, recycling or composting**, exceeding the 18% target level. (Please note this indicator is reported in arrears and therefore quarter 1 is the latest full quarter data available). Despite this, comparator data for London indicates that recycling rates in Newham are low.

The recycling rate in Newham has increased as the Waste Disposal authority (ELWA) and its contractor Renewi have made improvements to increase recycling, including

- Mixed recyclables are being delivered to a different Materials Recovery Facility (MRF). The alternative MRF can handle our poorer quality material and as such is rejecting less of our recycling.
- Introduction of street sweepings being sent to a 3rd party facility where they are sorted into fractions and some fractions recycled.

Further improvements to the recycling rate are expected when the recycling service moves to weekly in 2021 and more materials will be accepted for recycling – a trial of this service started in September 2020 across 4,000 properties. There are also other projects underway to increase recycling including the roll-out of recycling bins to older blocks. The Waste & Recycling team are also increasing their communication via social media, with Newham Recycles Facebook and Twitter pages launched in September 2020. The team are also carrying out more events (now online) to continue to improve recycling.

Latest performance is on target for the new measure introduced this year to track the **Nitrogen Dioxide (NO₂) levels at all local authority primary and secondary schools in the borough**. Data is reported 3 months in arrears with latest data covering quarter 1 2020.

This indicator measures Nitrogen dioxide (NO₂) levels which are primarily emitted from exhausts of petrol and diesel vehicles. The measurements are taken monthly outside all of Newham's primary and secondary schools. Once all data for 2020 is collected, the annual averages will be bias adjusted against Newham's air quality monitoring stations for better accuracy.

The quarter one average at 19.9 ug/m³ indicates a significant reduction in pollution compared to previous reported figures. This was anticipated and is likely due to traffic reductions resulting from measures to control Covid-19 in quarter 1. A pattern of higher levels of pollution (over 30ug/m³) was recorded at 29 schools, and of those the 10 highest were; St Winefride's RC Primary School, Rokeby School, Royal Docks Academy, St Edward's Catholic Primary School, Beckton and Royal Docks Children's Centre, West Ham Church Primary School, Plashet School, Little Ilford School, Vicarage Primary School and Sarah Bonnell School.

Audits of the schools and potential mitigation solutions to reduce NO₂ exposure will be carried out during the autumn, subject to the school co-operation. The team will start with the top ten that are most affected. Interventions will depend on the schools physical location 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.

No target has been set for the remaining Priority 4 measures:

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

More residents than in 2018 and 2017 had a 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 are 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'.

For this quarter 2 summary, data is included for the first time for the new Corporate Plan measure tracking Newham's **Modal shift against Mayor of London transport targets**, with initial data covering 2018/19.

The data is derived from the Transport for London's (TfL) Annual London Travel Demand Survey which is released annually in December every year.

This indicator measures modal shift against the Mayor of London target. The current target for Newham is 76% of trips by walking, cycling and public transport by 2021 (83% by 2041). Comparator data from the 2018/19 survey indicates that London's average was 63%.

While measures are in place to encourage modal shift to walking and cycling in Newham (as set out in full in the Local Implementation Plan and Air Quality Action Plan documents), complementary public transport improvements are also needed - which are in the control of TfL.

Due to the impact of Covid-19 on both local government transport funding from TfL (which has severely curtailed our behavioural change initiatives as set out in the Local Implementation Plan) and on public transport usage, it is now very unlikely that these targets will be met across London and boroughs are engaging with TfL to have the targets revised to more realistic post Covid -19 levels.

Priority 5: Improving the Quality of Life

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

10 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 (reported as two measures for aged 65+ and ages 18-64)**
- **% 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**

Four measures under this priority do not have a target:

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%.

For the remaining six measures with a target, four are on track:

The **two** measures for **permanent admissions to nursing and residential care** show that there were 12 permanent admissions to nursing and residential care for customers aged 65+ and 8 for residents aged 18-64 in the year to the end of quarter 2. For both age groups this is within the target level and performing well when compared to London averages.

Monitoring data for **safeguarding investigations** in quarter 2 shows that in 98.6% 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.

The number of completed enquiries has decreased when compared to the same period last year, partly due to different arrangements for screening, which have been implemented with the creation of the Multi-agency Safeguarding Hub (MASH). This has led to more robust initial screening at the concern stage and a reduction in the number of Section 42 enquiries (these are undertaken when there is reasonable cause to suspect the person is experiencing or is at risk of abuse or neglect).

This year we are also tracking measures related to community safety and figures for quarter 2 show a decrease in the number of **violence with injury offences** (-230 offences) when compared with the same cumulative period last year (1,405 in the year to date compared to 1,635 in the same period last year).

This decreasing trend was also evident when comparing the same period in 2019/20 with 2018/29. However the decrease is more acute this year, which is likely due to the impact of measures to contain Covid-19.

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.

Two measures are below target level:

2.4% of **people with a Learning Disability in receipt of long term services** were recorded as **in employment** in the year to the end of quarter 2 (19 out of 656 customers). This was below the 11% target level and lower than figures reported for the same period last year. However, rather than resulting from poor performance, this reflects a change in the way that this measure is being reported. Prior to 1st April 2020, the count of people with Learning Disabilities in employment included customers who did not have eligible needs under the Care Act. Following a review of our recording method, a change was introduced that allows a more focused approach. Subsequently, the rate of “customers in employment” will only include customers who have eligible needs under the Care Act.

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 and outside of the target (set at 45%).

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**

Two measures are below target level:

The **Council Tax collection rate** was 48.58% at the end of quarter 2. This was lower than quarter 2 last year when 53.35% had been collected by this point in the year. Collection rates have been impacted by Covid-19 with a decision taken at the start of the year to suspend recovery action and to offer payment holidays to those struggling as a result.

Latest data (quarter 1 2020) for **Complaints** shows that 84% of **stage 1 complaints** were fully responded to within timescales (20 working days). This was an improvement on the 74% reported for the previous quarter but below the 95% target level.

Two indicators do not have a target but latest performance shows improvement when compared to the previous data reported:

Quarter 2 data indicated that on average 7.8 days were lost to **sickness** per full time equivalent member of staff. This is an improvement on the previous quarter when 9.9 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 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.

No data is available for two further measures set out in the Corporate Plan adopted by Cabinet in March 2020 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 quarters 1 and 2 in order to prioritise work in response to Covid-19.