

**APPENDIX 4b**  
**REVIEW OF PERFORMANCE INDICATORS 2021/22 - SERVICE LEVEL KEY PERFORMANCE INDICATORS**

PI Ref	PI Description	Corporate/Service	Directorate	Towards a Better Newham - Recovery and Reorientation Strategy - PILLAR	CMT LEAD
AN01	Use of Leisure Centres (Attendance to Newham's 4 Leisure Centres and the Manor Park Fitness Centre) Reported by activeNewham	service only	Adults & Health	Pillar 4	Colin Ansell
AN02	Number of Active Volunteers The number of individuals enrolled on the Newham Volunteers Scheme (currently commissioned to activeNewham) who have volunteered per month	service only	Adults & Health	Pillar 4	Colin Ansell
AN03	Volunteer Hours through Newham Volunteering Programme (currently commissioned to activeNewham) 1 month in arrears)	service only	Adults & Health	Pillar 4	Colin Ansell
A01	Delayed transfers of care (DToC) that are attributable to adult social care per 100,000 adult population (Cumulative) <i>Reported six weeks in arrears. Cumulative average number of Delayed Discharges (DToC Beds) per month.</i>	service only	Adults & Health	Pillar 4	Colin Ansell
A02	Delayed Transfers of Care (Attributable to NHS, Social Care and Both) (Cumulative) <i>Reported six weeks in arrears. Cumulative average number of Delayed Discharges (DToC Beds) per month.</i>	service only	Adults & Health	Pillar 4	Colin Ansell
A08	Percentage of carers receiving social care who receive Direct Payments Cumulative.	service only	Adults & Health	Pillar 4	Colin Ansell
A14	Percentage of carers assessed, reassessed or reviewed Cumulative	service only	Adults & Health	Pillar 4	Colin Ansell
A11	% of people with a Learning Disability in receipt of Long Term Services who live in their own home or with family	service only	Adults & Health	Pillar 4	Colin Ansell
A16	Effectiveness of Safeguarding Action Percentage of safeguarding enquiries where a risk was identified and the risk was removed or reduced Cumulative	service only	Adults & Health	Pillar 4	Colin Ansell
A17	Safeguarding enquiries - % of adults and representatives who were asked what their desired outcomes were Cumulative	service only	Adults & Health	Pillar 4	Colin Ansell
A19	Deprivation of Liberty Safeguard Applications – volume of applications	service only	Adults & Health	Pillar 4	Colin Ansell
A22	Rate of successful smoking quitters at four weeks	service only	Adults & Health	Pillar 4	Colin Ansell
A23	Proportion of users of opiates that left drug treatment who do not then re-present to treatment again within six months	service only	Adults & Health	Pillar 4	Colin Ansell
A04	Outcome of short-term services - sequel to service: % of short term service to maximise independence (STMax) people not requiring Long Term Support (LTS) following the end of their service (new customers only)	service only	Adults & Health	Pillar 4	Colin Ansell

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A12	Number of people with a Learning Disability in employment who are Care Act Eligible Cumulative	service only	Adults & Health	Pillar 4	Colin Ansell
New	% of acute patients discharged within 24 of referral to the IDH	service only	Adults & Health	Pillar 4	Colin Ansell
New	POOR AIR QUALITY RELATED DEATHS	service only	Adults & Health	Pillar 4	Colin Ansell
BF01	% of infants who turned 30 days in the quarter who received a face-to-face New Birth Visit (NBV) within 14 days from birth, by a Health Visitor with mother (and ideally father). Numerator: Number receiving visits	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
BF04	% of children who turned 15 months in the quarter, who received a 12 month review, by the age of 15 months.	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
BF06	% of children who received a 2-2½ year review during the quarter for whom the ASQ-3 is completed as part of their 2-2½ year review	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
BF13	% of eligible Reception children weighed as part of the Child Measurement Programme who are a <b>healthy weight</b> (data available Q2 after end of academic year)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
BF14	% of eligible Year 6 children weighed as part of the Child Measurement Programme who are a <b>healthy weight</b> (data available Q2 after end of academic year)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Speech and language - ASQ outcome	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	School Entry Health Assessments (SEHA) data - Number of long term condition care plan completed	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Preschool booster/ percentage of children who have immunisations	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Sensory PI: Age 2.5; Reception; all ages - referral rates for Vision and Hearing tests /screening	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	% children requiring additional support (% of those screened)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	% CYP engaged in early help intervention shows sustained change over 12 months	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam

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NEW	% CYP engaged in early help intervention remaining below threshold – workflow currently being built into Azeus (ability to report end Q1)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of Whole School Asthma Approach compliant schools	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Oral Health PI - dental registration for 4 to 5 year olds from School Entry Health assessments submitted	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of registrations of children 0-5 (unique to quarter and unique in the year to date)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of adult registrations (unique to quarter and unique in the year to date)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Numbers of individuals with significant contact (3 contacts or more in the quarter) (unique to quarter and unique in the year to date)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of unique users attending universal services (unique to quarter and unique in the year to date)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of unique users attending targeted services (unique to quarter and unique in the year to date) i.e. SEND, DV etc.	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
CYP01	% of early education settings rated as Good or Outstanding by Ofsted Judgements at the most recent inspection. Numerator: Number assessed as Good or outstanding	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
CYP02	% take up of eligible 2 year olds of the 15 hour Early Education Funding offer	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
BF11	Number of unique service users receiving Family Support (unique to quarter and unique in the year to date) <b>CHANGE to Number of family support cases open (unique to quarter and unique in the year to date)</b>	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of young people are accessing the Youth Offer – Unique users	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of attendances	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of young people developing their Social and Emotional Learning, as a result of accessing the Youth Empowerment Service offer (Feel Valued)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam

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NEW	Number of hours young people are engaged in influencing activities (Have Influence)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of young people report feeling safer (physically, socially, emotionally etc.) as a result of accessing the Youth Empowerment Service offer (Feel Safe)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number of young people engaged in volunteering, accreditation and training programmes (Realise their Potential)	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	Number/percentage of young people reporting a service satisfaction rating of good or above	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
Y15	Number of Return Home Interviews for children who have been missing from care or home carried out in a timely way: % of RHI that took place within 3 working days of return home date	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	% of Return Home Interviews for children who have been missing from care or home completed each quarter.	service only	Children & Young People (Bright Futures)	Pillar 2	Geeta Subramaniam
NEW	a) number of knife crime injury victims 1-24 b) number of knife crime injury victims not DA 1-24. Source: MOPAC – avail monthly/quarterly, latest data showing is April.	service only	Children & Young People (Bright Futures)	Pillar 4	Geeta Subramaniam
NEW	Youth safety (3)	service only	Children & Young People (Bright Futures)	Pillar 4	Geeta Subramaniam
CYP05	Young people not in education, employment or training or destination not known combined (school year 12-13 residents) Numerator = Number of age band 16-17 (as at 31/8) Not In Education Employment or Training (NEET) and	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	CAMHS measures	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Total number of contacts referred to Early Help as a percentage of all contacts received by MASH (EH2 Operational scorecard)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP25	Permanent Exclusions from Newham Schools (Primary)  Cumulative indicator. Reported on a termly basis. Counts and percentage rates	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP26	Permanent Exclusions from Newham Schools (Secondary)  Cumulative indicator. Reported on a termly basis. Counts and percentage rates.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP29	Early Years Foundation Stage Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage and the rest Definition: The percentage gap in achievement between the lowest 20 per cent of achieving children in the	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge

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CYP33	Key stage 4 (GCSE): Attainment 8	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP35	Key stage 4 (GCSE): The percentage of pupils getting a grade 4 or above in both English and mathematics. (changed in 2017, comparisons can still be made to previous years)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP37	Apprenticeship Completions (Newham residents all ages) - Published by Skills Funding Agency in June each year.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP38	KS4: % of pupils achieving Level 5 and above in English and Mathematics. Numerator: number of pupils achieving a level 5 or better in English and mathematics.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP39	The number of children in receipt of Elective Home Education - termly snapshot.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP40	The number of children in Newham recorded as missing from education in each term (not unique).	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP42	% of schools rated as Good or Outstanding by Ofsted Judgements at the most recent inspection.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP43	% children who received their 1st 2nd or 3rd preference secondary school	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP44	% children who received their 1st 2nd or 3rd preference primary school	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP47	Key stage 1: % of pupils achieving the expected level in all of reading, writing, mathematics. Numerator: number of children achieving the expected standard in all of reading, writing and mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP07	% of re-referrals within 12 months Numerator Referrals which were within 12 months of a previous referral (for the same child)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP08	Child Protection Plans - rate per 10,000 under 18s Numerator	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP10	The percentage of children becoming the subject of a child protection plan for a second or subsequent time. Cumulative indicator.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP11	Child protection plans lasting 12 months or more Numerator = number of children subject of a CPP continuously for 12 months or longer as of the snapshot	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge

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PI Ref	PI Description	Corporate/Service	Directorate	Towards a Better Newham - Recovery and Reorientation Strategy - PILLAR	CMT LEAD
CYP13	Looked After Children - rate per 10,000 under 18s Numerator	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP18	Stability of placements of Looked after children: 3 or more placements in 12 months Snapshot indicator.	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP24	Initial child protection conferences held within 15 days of the start of the section 47 enquiries which led to a conference	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP41	Total attendance rate primary schools Numerator: number of sessions attended	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP17	Participation of looked after children (aged 4+ and 4+ weeks in care) in their most recent statutory review Numerator: Number of LAC who participated in their review (where a review has taken place in the month	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP22	Looked after children cases which were reviewed within required timescales Snapshot indicator	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP23	The percentage of child protection cases which were reviewed within required timescales Snapshot indicator	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
CYP51	Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody, rate per 1,000 10-17 population (Ordinarily Reported one quarter in arrears, cumulative).	service only	Children & Young People (DCS)	Pillar 4	Tim Aldridge
CYP53	Percentage of Young People Supervised in full time Education, Training or Employment (Ordinarily Reported one quarter in arrears, cumulative).	service only	Children & Young People (DCS)	Pillar 4	Tim Aldridge
NEW	Total absence rate in secondary schools	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Total absence rate in special schools	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Percentage of care leavers progressing to university	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key stage 2: Percentage of pupils achieving the higher standard in all of reading, writing and mathematics Numerator: number of children achieving the higher standard in all of reading, writing and mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key stage1: % of pupils achieving at greater depth in all of reading, writing, mathematics. Numerator: number of children achieving at greater depth in all of reading, writing and mathematics at the	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge

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NEW	Looked after children: % of LAC achieving a good standard of development at the end of the Early Years Foundation Stage	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: % of LAC achieving at the expected standard in all of reading, writing and mathematics at the end of key stage 1	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: % of LAC achieving at greater depth in all of reading, writing and mathematics at the end of key stage 1	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: % of LAC achieving at the expected standard in all of reading, writing and mathematics at the end of key stage 2	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: % of LAC achieving at the higher standard in all of reading, writing and mathematics at the end of key stage 2	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 4 (GCSE) attainment 8	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 4 (GCSE) progress 8	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 4 (GCSE) Percentage of pupils achieving a level 5 or above in English and mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 4 (GCSE) Percentage of pupils achieving a level 4 or above in English and mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key stage 2: progress in reading	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key stage 2: progress in writing	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key stage 2: progress in mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 2 progress in reading	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Looked after children: key stage 2 progress in writing	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge

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NEW	Looked after children: key stage 2 progress in mathematics	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Phonics attainment: % of pupils passing the phonics screening threshold	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key Stage 5: average total point score per entry for Newham schools only	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Key Stage 5: average total point score per entry for Newham schools and colleges	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: % achieving a good level of development at the end of the early Years Foundation Stage	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: % achieving the expected standard in all of reading, writing and mathematics at key stage 1	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: % achieving the expected standard in all of reading, writing and mathematics at key stage 2	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: Attainment 8 outcome at key stage 4 (GCSE)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: Progress 8 outcome at key stage 4 (GCSE)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: % achieving at least a level 2 qualification by age 19	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Pupils with EHC plans: % achieving at least a level 3 qualification by age 19	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Disadvantaged pupils: % achieving a good level of development at the end of the Early Years Foundation Stage	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Disadvantaged pupils: % achieving the expected standard in all of reading, writing and mathematics at key stage 1	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Disadvantaged pupils: % achieving the expected standard in all of reading, writing and mathematics at key stage 2	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge



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NEW	Disadvantaged pupils: Attainment 8 outcome at key stage 4 (GCSE)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Disadvantaged pupils: Progress 8 outcome at key stage 4 (GCSE)	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	Percentage of young people assessed to be in suitable accommodation (Reported one quarter in arrears, cumulative). (Youth Offending)	service only	Children & Young People (DCS)	Pillar 4	Tim Aldridge
NEW	Total absence rate alternative provision centres	service only	Children & Young People (DCS)	Pillar 2	Tim Aldridge
NEW	ANNUAL KEEP BRITAIN TIDY ASSESSMENT (INDEPENDENT LEQ/NI195 ASSESSMENT) Percentage of sites inspected marked acceptable Litter Percentage of sites inspected marked acceptable Detritus	service only	Environment and Sustainable Transport	pillar 5	Jamie Blake
ENV10	Percentage of missed domestic refuse collections reported by the public which were corrected by the end of the next working day (Formerly known as SSE2a)	service only	Environment and Sustainable Transport	Pillar 5	Jamie Blake
NEW	Percentage of reported fly tips collected in 24 hours (All Reports)	service only	Environment and Sustainable Transport	Pillar 5	Jamie Blake
ENV21	Average time taken to repair street light fault where response time is under control of the local authority (working days)	service only	Environment and Sustainable Transport	Pillar 5	Jamie Blake
ENF02	Anti-social Behaviour (ASB) levels - Police recorded CAD (Computer Aided Dispatch) calls Cumulative Indicator	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF03	Anti-social Behaviour (ASB) levels - Council recorded, reactive, external ASB service requests Cumulative Indicator	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF04	Perceptions of anti-social behaviour (Annual Indicator) (amend to perception of safety/fear of crime/perception of crime)	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF05	Non-Domestic Violence with injury offences (Non-Dom VWI) Cumulative Indicator	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF06	Knife crime offences Cumulative Indicator	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF07	Gun crime offences. Cumulative Indicator	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake

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ENF08	Theft from the person offences Cumulative Indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF09	Theft from a motor vehicle offences Cumulative Indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF10	Personal Robbery offences Cumulative Indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF11	Shoplifting offences Cumulative Indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF17	Hate crime offences Cumulative indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF18	Total number of Fixed Penalty Notices issued for Flytipping, Littering and Other. (SERVICE ONLY)	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF19	Number of dogs seized by LBN Animal Welfare (SERVICE ONLY) Cumulative indicator	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF24	Percentage of food establishments which are broadly compliant with food hygiene law - including new and unrated premises	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF27	Violence with Injury Offences (cumulative indicator)	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
ENF28	Domestic Violence Offences (cumulative indicator)	<b>service only</b>	Environment and Sustainable Transport	Pillar 4	Jamie Blake
NEW	Market utilisation rate (available pitches) - SERVICE ONLY	<b>service only</b>	Environment and Sustainable Transport	Pillar 5	Jamie Blake
NEW	CO2 per tonne of the fuel used each quarter (Vehicle CO2 Emissions Footprint) - SERVICE ONLY	<b>service only</b>	Environment and Sustainable Transport	Pillar 5	Jamie Blake
NEW	Street, estate and environmental cleanliness – Local Environmental Quality Index (LEQs): Fly-tipping (SERVICE ONLY)	<b>service only</b>	Environment and Sustainable Transport	Pillar 5	Jamie Blake
NEW	Number of electrical vehicles registered for permits (SERVICE ONLY)	<b>service only</b>	Environment and Sustainable Transport	Pillar 6	Jamie Blake

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NEW	Percentage increase in the number of new street Trees planted (SERVICE ONLY)	service only	Environment and Sustainable Transport	Pillar 6	Jamie Blake
NEW	Number of schools achieving the Healthy Schools Standard (HSS) (SERVICE ONLY)	service only	Environment and Sustainable Transport	Pillar 6	Jamie Blake
NEW	Percentage increase in network inspection for Planned Maintenance (SERVICE)	service only	Environment and Sustainable Transport	Pillar 6	Jamie Blake
NEW	Percentage of births registered within 42 days of the birth.	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
NEW	Percentage of deaths registered within 5 days of death.	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
NEW	Trading Standards – Number of test purchases for age restricted goods and services, such as the sale of knives, acids, cigarettes and alcohol. (Cumulative Indicator) (Annual) (SERVICE ONLY)	service only	Environment and Sustainable Transport	Pillar 4	Jamie Blake
H01	Homelessness – Number of new applications	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H02	Homelessness – Number accepted as homeless	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H08	Tenant Compliance - Number of properties recovered from unauthorised occupancy (Cumulative)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H09	Private sector rented properties licensed (cumulative)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H10	Private sector licensing – Enforcement activity, prosecutions, ASB. (Cumulative)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H12	Average time taken to re-let Local Authority Housing - Redevelopment and Lettings, inc. Sheltered (days)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H13	Percentage of units with a current gas safety certificate (snapshot indicator)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes

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RP02	Processing of Major Planning Applications (development of over nine residential units or 1000 square metres of commercial floor space) - proportion determined in time (within 13 weeks or in accordance with Project Planning Performance Agreement (PPPA)).	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
RP04	Planning appeals: percentage dismissed	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
RP05	Planning enforcement notices served	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
RP06	% of planning enforcement appeals dismissed (including those dismissed with variation)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
H11	Number of dwellings completed or purchased (within Housing for social housing).	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Homelessness - Number of Homelessness Preventions / Relief of Homelessness	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Emergency Repairs attended within timescale	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Repair appointments kept	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Repairs completed right first time	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Rent collection rate (Housing Revenue Account)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Rent collection rate (Temporary Accommodation)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Number of business supported: Grant Aid - total value of grants awarded (Cumulative)	service only	Inclusive Economy & Housing	Pillar 5	Dave Hughes
C03	Active Library Users (Provides a monthly Snapshot based on the number of members using library card in previous 12 months)	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
C06	Total issues.	service only	People, Policy & Performance	Pillar 1	Jessica Crowe

## REVIEW OF PERFORMANCE INDICATORS 2021/22 - SERVICE LEVEL KEY PERFORMANCE INDICATORS

PI Ref	PI Description	Corporate/Service	Directorate	Towards a Better Newham - Recovery and Reorientation Strategy - PILLAR	CMT LEAD
NEW	Percentage of stage 1 complaints upheld (set baseline from previous years target)	service only	People, Policy & Performance	Pillar 7	Jessica Crowe
CH02	Percentage of Members' Enquiries fully responded to within timescales (10 working days days) Reported in arrears	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
CH03	Percentage of Ombudsman queries fully responded to within timescales (timescales set by Ombudsman) Reported in arrears	service only	People, Policy & Performance	Pillar 7	Jessica Crowe
NEW	Percentage of Ombudsman Complaints upheld by the Ombudsman (set baseline from previous 2 years target)	service only	People, Policy & Performance	Pillar 7	Jessica Crowe
NEW	Number of residents participating in cultural events and activities	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Number of residents involved in participatory forums	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Number of school visits (by Class)	service only	People, Policy & Performance	Pillar 2	Jessica Crowe
NEW	Number of Digital Assistance interactions	service only	People, Policy & Performance	Pillar 4	Jessica Crowe
NEW	Number of Digital Skills sessions delivered	service only	People, Policy & Performance	Pillar 4	Jessica Crowe
NEW	Digital skills outcomes measure (post interaction or session attendance)	service only	Inclusive Economy & Housing	Pillar 7	Dave Hughes
NEW	Number of residents participating in health and well-being activities	service only	People, Policy & Performance	Pillar 4	Jessica Crowe
NEW	% of Freedom of Information and Subject Access Request enquiries responded to in time	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
CH07	Resident satisfaction	service only	People, Policy & Performance	Pillar 1	Jessica Crowe
AN04	% of statutory returns submitted to external agencies on-time and with no major quality issues	service only	People, Policy & Performance	Pillar 1	Jessica Crowe

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PI Ref	PI Description	Corporate/Service	Directorate	Towards a Better Newham - Recovery and Reorientation Strategy - PILLAR	CMT LEAD
AN07	Social integration strategy - placeholder for new measure(s)	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Corporate Governance (Democratic Services and Overview & Scrutiny) - Timeliness of meeting minutes production within 5 clear working days of the date of the meeting.	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Placeholder for proposed KPI to be developed - qualitative impact measure of Scrutiny - perhaps track recommendations implemented - or annual scrutiny survey	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
Review with resident experience programme/s	% of residents satisfied with website pages on Newham.gov.uk	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Digital mystery shopping – percentage of mystery shopping outcomes reported as ‘good’ or ‘excellent’	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Digital inclusion – percentage of residents reporting that they experience no/limited barriers to digital world/digital economy	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	% of digital interactions resolved on first attempt	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Numbers of complaints arising from website or digital interactions	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	% of programmes and projects achieving stated outcomes (financial and non-financial)	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	% of stakeholders reporting positive outcomes in project and programme 360s	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	% of programmes and projects delivered to time and budget expectation	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Census uptake in Newham	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	% of content reviewed/ updated on an annual basis (or other length of time - to be determined)	<b>service only</b>	People, Policy & Performance	Pillar 7	Jessica Crowe
NEW	Numbers of volunteers supported and enabled through the VCSF infrastructure body	<b>service only</b>	People, Policy & Performance	Pillar 7	Jessica Crowe

**REVIEW OF PERFORMANCE INDICATORS 2021/22 - SERVICE LEVEL KEY PERFORMANCE INDICATORS**

PI Ref	PI Description	Corporate/Service	Directorate	Towards a Better Newham - Recovery and Reorientation Strategy - PILLAR	CMT LEAD
NEW	Number of organisations mapped / connected through the VCSF infrastructure body.	<b>service only</b>	People, Policy & Performance	Pillar 7	Jessica Crowe
NEW	Number of organisations mapped / connected through the VCSF infrastructure body - Black, Asian, other minority ethnic groups	<b>service only</b>	People, Policy & Performance	Pillar 7	Jessica Crowe
NEW	% of Resident Digital Service User Panel members who rate the digital experience as good or excellent	<b>service only</b>	People, Policy & Performance	Pillar 1	Jessica Crowe
NEW	Sustainability of jobs secured through our newham work (jobs lasts longer than 13 weeks)	<b>service only</b>	Inclusive Economy & Housing	Pillar 3	Dave Hughes
NEW	Sustainability of jobs secured through our newham work (jobs lasts longer than 26 weeks)	<b>service only</b>	Inclusive Economy & Housing	Pillar 3	Dave Hughes
NEW	Wider health and wellbeing outcomes - happiness from newham works (annual survey to be developed)	<b>service only</b>	Inclusive Economy & Housing	Pillar 3	Dave Hughes