

Report of: Executive Member for Finance, Performance & Community Safety

Meeting of	Date	Agenda Item	Ward(s)
Policy & Performance Scrutiny Committee	30 November 2017		All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: CORPORATE PERFORMANCE REPORT – Quarter 2 2017-18

1. Synopsis

- 1.1 The Council has in place a suite of corporate performance indicators to help monitor progress in delivering corporate priorities and services and working towards our goal of making Islington a fairer place to live and work. Progress is reported on a quarterly basis through the Council's Scrutiny function to challenge performance where necessary and ensure accountability to residents.
- 2.1 This report sets out performance over the first two quarters of the current year i.e. from April to September 2017, with a particular focus on those areas which fall within the remit of Policy and Performance Scrutiny: Crime & Community Safety, and Resources.

2. Recommendations

- 2.1 To note the position at the halfway point in the current financial year towards achieving the targets set for 2017-18, including more detailed insight into those areas which fall within the remit of the Committee, namely Crime & Community Safety, and Resources.

3. Background

- 3.1 The council's performance management framework includes a set of corporate performance indicators which enables us to monitor the outcomes and services that matter most to residents and which will help us deliver our vision around Fairness.
- 3.2 The Policy & Performance Scrutiny Committee (PPS) has overall responsibility for maintaining an overview of the Council's performance, and for more detailed monitoring and challenge around those areas that fall within its remit i.e. Crime & Community Safety, and Resources. The four thematic scrutiny committees – Children's Services, Health and Care, Environment & Regeneration, and Housing – have responsibility for monitoring and challenging performance against those performance indicators within their remit.

3.3 This report combines data from quarters 1 and 2 to set out progress in delivering our targets at the midway point of the year. The body of the report focuses upon those areas which fall within the remit of PPS i.e. Crime & Community Safety and Resources, and includes a short commentary on performance. The tables at Appendix A set out end of year figures for all remaining corporate performance measures.

KEY FOR PI TABLES:

Frequency (of reporting): M = monthly; Q = quarterly; T = termly; A = annual;

(E) = equalities target

4. Crime & community safety

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Reduce youth crime and reoffending</i>	CR1	Percentage of young people (aged 10-17) triaged that are diverted away from the criminal justice system	Q	78% Q1&2	85%	No	77%	Yes
	CR2	Number of first time entrants into Youth Justice System	Q	30 Q1&2	70	Yes	44	Yes
	CR3	Percentage of repeat young offenders (under 18s)	Q	39% Q1&2	43%	No	41%	Yes
	CR4	Number of custodial sentences for young offenders	Q	7 Q1&2	30	Yes	22	Yes
<i>Support offenders into employment</i>	CR5	Number of Integrated Offender Management cohort						
		a) in employment	Q	13	35	No	7	Yes
		b) in education and training	Q	4	47	No	13	No
<i>Ensure an effective response for victims of crime and anti-social behaviour</i>	CR6	Number of repeat ASB complainants to Police and Council	Q	55	50	No	52	No
	CR7	Percentage of ASB reports which are responded to, verified and then repeat over the following three months	Q	47%	38%	No	49%	Yes
<i>Tackle Domestic Violence</i>	CR8	Percentage of repeat victims referred to the Domestic Violence MARAC	Q	33%	29%	Yes	20%	Yes
	CR9	Number of young victims (aged 16 - 18) referred to the MARAC	Q	8	7	Yes	0	Yes
	CR10	Number of consultations provided by DVIP to Children's Social Care workers	Q	52	150	No	N/A New measure	N/A
	CR11	Rate of domestic abuse sanction detections	Q	20.6%	40%	No	32%	No

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Tackle hate crime through increased reporting and detection (E)</i>	CR12	<i>Homophobic Offences</i>						
		a) Number reported to police	Q	50	99	Yes	23	Yes
	b) Number detected by police*	Q	5	26	No	5	Similar	
	CR13	<i>Racist Offences</i>						
		a) Number reported to police	Q	294	647	No	179	Yes
	b) Number detected by police	Q	56	216	No	36	Yes	
	CR14	<i>Disability Hate Offences</i>						
		a) Number reported to police	Q	8	25	No	17	No
	b) Number detected by police	Q	2	2	Yes	0	Yes	
	CR15	<i>Faith Hate Offences</i>						
a) Number reported to police		Q	75	72	Yes	26	Yes	
b) Number detected by police	Q	17	16	No	5	Yes		

**known as sanction detections*

Reduce youth crime and reoffending

- 4.1 In Q2 alone, 85% of young people triaged were diverted away from the criminal justice system. The cumulative total for the year to date is 78% including outcomes in Q1. This is slightly higher than at the same point during the previous year.
- 4.2 A small cohort of young people continues to escalate in offending behaviours in a short space of time. Considerable multi-agency work is in place addressing prolific offenders and will take time to embed, with mentors linked to these young people.

Support offenders into employment

- 4.3 Progress in placing offenders into employment is positive. In the first six months of this year we have supported 13 people from the Integrated Offender Management (IOM) cohort into employment, almost double the number for the same period last year. However, we are struggling to engage offenders in education and training. This is largely due to their chaotic lifestyles and complex needs. Offenders in the IOM cohort tend to be in and out of prison and have a history of not engaging and most are heavily dependent on substance misuse.
- 4.4 We have been working with St Giles' Trust to increase the numbers engaged in Education, Training and Employment (ETE), and early signs have been positive. Whilst most clients are not yet ready for ETE, some are engaging positively with St Giles to tackle other issues that will hopefully move them closer towards being able to build their skills and move into work.
- 4.5 The IOM Team is looking at the cohort to identify those who may be ETE ready, and is encouraging offender managers to make referrals into programmes such as Blue Sky which has been introduced by MOPACs GTO Pilot. With ETE now being a priority for the Probation service (with targets around engagement), it is hoped that more offender managers will refer clients to services which support them into education and employment.

Effective response to anti-social behaviour (ASB)

- 4.6 We have seen a continued increase in ASB calls to the Council, whilst at the same time calls to the Police have decreased. There has also been an increase in the repeat callers over

recent months (though marginally lower than the same period last year). Reducing the number of ASB calls, including repeat calls, is a priority for the Safer Islington Partnership and a new process to identify and tackle repeat callers has been introduced.

Tackle Domestic Violence

- 4.7 Whilst domestic abuse offences have increased in Islington (and across London), the rate of offences which result in a sanction detection has fallen to 20.6%, well below target and considerably lower than the same period last year (32%). Detection rates across London have also fallen, though not as significantly.
- 4.8 On a more positive note, the Domestic Violence MARAC is performing well with good representation from the various partners. We've seen a welcome increase in referrals for vulnerable victims (repeat victims and young people aged 16-18).
- 4.9 The Domestic Violence and Abuse Advocacy services for men and women now work with victims from the age of 16 (previously 18) in line with the government's revised definition of DVA. We think this will have a very positive impact on the number of young men and women identified and worked with going forward. We have also commissioned the IRIS project and a BAMER VAWG service to support female victims.

Tackle Hate Crime

- 4.10 Across London, there has been an increase in Faith Hate Crime but a decrease in other forms of Hate Crime. In Islington, data for the first six months of the year, showed an increase in reports of hate crime across all categories compared to the same period last year, other than disability, where incidents reported were lower than last year.
- 4.11 Whilst detection rates for all types of Hate Crime are improving, they remain low. The police are moving away from sanction detections towards other 'positive outcomes' that avoid a punitive outcome where the victim does not wish to pursue this. We are in discussions with the police around how to define and measure these 'positive outcomes' and ensure that they are an effective means of responding to and deterring Hate Crimes.
- 4.12 Following the launch of the Hate Crime Strategy last year, a Hate Crime Action Plan has been agreed setting out specific actions to deliver the ambitions in the strategy. We held a successful Hate Crime Awareness Week (week commencing 20 October 2017), which included Islington North MP Jeremy Corbyn joining local councillors and police at an event at the Finsbury Park Mosque to sign a pledge to tackle hate crime in the borough.
- 4.13 A dip sampling process for police scrutiny of Hate Crime incidents has been introduced with the first sampling undertaken in September 2017. Hate Crime Awareness online training is to be rolled out to staff in Islington, with a target of training 1,500 people).
- 4.14 The council has provided a range of support to victims of the Finsbury Park Terrorist attack, including awarding grants from the Resident Support Scheme to provide financial support to 12 victims facing hardship as a result of the impacts of the attack.

5. Resources - Finance, Customer Services and HR

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Optimise income collection</i>	R1	Percentage of council tax collected in year	M	50.7%	96.7%	Yes	51.1%	Similar
	R2	Number of council tax payments collected by direct debit (average monthly)	M	62,244	62,000	Yes	59,952	Yes
	R3	Percentage of business rates collected in year	M	56.6%	99%	Yes	56.6%	Same
<i>Improve customer access and experience through appropriate channels</i>	R4	Number of visits in person at Customer Contact Centre	M	63,348	161,000	Yes	96,353	Yes
	R5	Number of telephone calls through Contact Islington call centre	M	209,338	390,000	No	218,389	Yes
	R6	Number of online transactions	M	83,518	180,000	No	81,544	Yes
	R7	Percentage of calls into Contact Islington handled appropriately	M	98.9%	97.0%	Yes	98.0%	Yes
<i>Fair and effective management of council workforce</i>	R8	Average number of days lost per year through sickness absence per employee	Q	7.9	6.0	No	8.40	Yes
	R9	Percentage of workforce who are agency staff	Q	11.5%	10%	No	13.7%	Yes
<i>Increased representation of BME / disabled staff at senior level (E)</i>	R10	a) Percentage of BME staff within the top 5% of earners	Q	18.8%	20.6%	No	17.8%	Yes
		b) Percentage of disabled staff within the top 5% of earners	Q	5.8%	6.5%	No	5.4%	Yes

Income collection

- 5.1 In 2016-17 we achieved the highest level of in-year collection that the council has ever achieved. And performance in the first six months of this year continues to be strong, with similar the rate of income collected for both Council Tax and Business Rates compared to the same period last year, and we are on track to meet our 2017-18 targets.
- 5.2 Forthcoming changes to funding for local government due to be implemented within the next few years will see an end to the annual government grant. Instead councils will be able to

retain an increased proportion of Business Rates collected. This means that Council Tax and retained Business Rates will account for the vast majority of the funding we have as a council. Maintaining our current high collection rates will be essential to ensuring we maximise the funding available to deliver services for Islington residents.

- 5.3 Paying Council Tax by direct debit is the easiest way for residents to ensure their payments are made on time and avoid falling into arrears. Monthly payments made by direct debit continue to grow. In the first six months of this year, the average number of Council Tax payments made by direct debit each month exceeded 62,000, over 2,000 per month more than the same period last year.
- 5.4 We are continuing our efforts to recover 'old debt' from unpaid Council Tax and Business Rates arrears. In 2016-17, arrears recovered amounted to £1.075m income for the Council, and we are likely to exceed that this year. In the first four months of 2017-18, we have already recovered £1m retained income for the Council through Council Tax and Business Rates arrears.

Improve customer access through appropriate channels

- 5.5 Over the past few years, we've seen an ongoing decrease in customers calling or visiting the Council, as the range of services and transactions available through our online offer has steadily increased. This trend has continued in 2017-18.
- 5.6 In the period April to September 2017, there were just over 63,000 visits to our Customer Centre at 222 Upper Street, a significant reduction on the same period last year.

NB: An element of visitor number recording relies on the manual recording of customers, which is subject to under-reporting during very busy periods. Therefore, whilst we are confident that there has been a reduction in the number of visitors, this is more likely to be in the region of 10-15% over the past year. We are exploring the potential for customer centre staff to use tablets to record visitors which would be quicker for them, and would improve the reliability of the data.

- 5.7 The number of telephone calls to Contact Islington has also decreased, by around 9,000 calls compared to the same period last year. However, we would need to see a faster rate of reduction in the second half of this year to achieve our ambitious target of 390,000 calls.
- 5.8 The number of online transactions continues to grow slowly but steadily. Numbers will have been affected by IT issues related to the new online Repairs service. Whilst these are being resolved, tenants are unable to request repairs online. There has also been a reduction in online applications for Bulky Waste removals since the charging policy was introduced. Schools Admissions are now 100% online, and account for a large volume of total online transactions. However, admissions are concentrated at certain points in the school year (typically Autumn and Spring terms), in line with application deadlines, so numbers should increase in the next few months as parents apply for primary and secondary school places for their children.

Fair and effective management of council workforce

- 5.9 The average days lost through sickness per employee is currently 7.9 days (12 month period to the end of September 2017). Whilst above target, this is an improvement on the figure for the same period last year.
- 5.10 The average number of sickness days can be significantly affected by extreme values, for instance, a small number of staff having a lot of days' sickness. At the last meeting of the Policy & Performance Scrutiny Committee, we were asked to also provide details of the

median number of sickness days. The median number of staff sickness days compared to the average, over the past three quarters was as follows:

- Quarter to March 2017: Average = 7.5 days Median = 2 days
- Quarter to June 2017: Average = 7.9 Days Median = 2 days
- Quarter to Sept 2017: Average = 7.9 days Median = 2 days

5.11 The picture of sickness absence varies across the Council, not only in terms of the number of days, but also the reasons for sickness absence. The table below shows average sickness days lost in the past 12 months, broken down by directorate and reasons for absence:

	Chief Exec	Children's Service	E&R	HASS	Public Health	Resources	Total
Appointment	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.12%
Back & Neck Problems	9.9%	9.3%	13.4%	9.3%	1.2%	7.7%	10.30%
Chest/ respiratory	2.8%	5.4%	2.9%	4.8%	0.0%	2.2%	3.84%
Eye/ ear/ nose/ mouth/ sinus/ dental	2.8%	4.9%	3.9%	3.4%	16.4%	3.5%	3.87%
Genito-urinary/ menstrual	11.4%	1.9%	0.7%	2.0%	6.7%	1.0%	1.43%
Heart/ Blood pressure/Circulation	7.1%	5.3%	2.7%	2.6%	0.0%	7.2%	3.97%
Infections	34.8%	9.5%	9.3%	9.4%	51.5%	8.5%	9.36%
Neurological/ Headaches/ Migraines	9.9%	4.8%	2.0%	4.3%	0.6%	2.6%	3.26%
Other	2.8%	11.8%	8.5%	7.3%	4.9%	7.5%	8.59%
Other Musculo-skeletal	1.4%	6.4%	19.2%	14.6%	0.6%	17.5%	14.99%
Pregnancy related	1.4%	2.3%	0.5%	0.8%	0.0%	4.4%	1.63%
Stomach/ liver/ kidney/ digestion	12.8%	8.5%	7.5%	9.9%	14.6%	7.0%	8.36%
Stress/ Depression/ Anxiety/ Mental Health	2.8%	24.0%	27.2%	26.4%	3.6%	21.5%	25.22%
Surgery/ Medical Procedure	0.0%	6.3%	1.7%	5.3%	0.0%	9.6%	5.06%

5.13 Over the past few years, there has been a concerted effort to reduce the number of agency staff, which tend to be more expensive for the council. As of September 2017, agency staff accounted for 11.5% of the council's workforce, a reduction of more than 2% on the same period last year.

Progression of BME and disabled staff

5.14 One of the Council's key corporate equalities objectives is to ensure that all staff have the ability to progress in the organisation. Analysis of workforce data some years ago indicated that disabled staff and those from some Black and Minority Ethnic (BME) groups were less likely to progress within the organisation and are under-represented at senior level.

5.15 The key measure of success is the proportion of staff from these groups who are in the top 5% of earners (around 200 senior officer / director posts). Latest data for September 2017

shows that, although currently below target, there has been an improvement in the rates of BME and disabled staff in the top 5% of earners compared to the same period last year.

5.16 Results of a council-wide staff survey undertaken earlier in 2017 have been analysed to provide insight into the issues and concerns of specific equalities groups. This will enable the Council to better understand and address any barriers that are preventing staff from some groups progressing within the organisation.

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Final Report Clearance

Signed by Date

Received by Date

Adult Social Care

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Support older and disabled adults to live independently</i>	ASC1	Delayed transfers of care (delayed days) from hospital per 100,000 population aged 18+	Q	735.06 Q1	525.9	No	689.60	No
	ASC2	Percentage of people who have been discharged from hospital into enablement services that are at home or in a community setting 91 days after their discharge to these services	Q	98.3%	95.0%	Yes	99.0%	Similar
	ASC3	Percentage of service users receiving services in the community through Direct Payments	M	31.3%	35.0%	No	30.6%	Yes
<i>Support those who are no longer able to live independently</i>	ASC4	Number of new permanent admissions to residential and nursing care	M	51	130	Yes	69	Yes
<i>Tackle social isolation faced by adult social care users (E)</i>	ASC5	The percentage of working age adults known to Adult Social Care feeling that they have adequate or better social contact (E)	A	70.6% Jan 17	73.0%	TBC Next survey Jan 18	64.2%	Yes

Children's Services

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Improve access to and uptake of good quality Early Years provision</i> Equalities objective: <i>Increase take up by under-represented groups</i>	CS1	Percentage of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after	T (Jul, Nov & Mar)	67% Summer 17	75%	No	72%	No
	CS2	Percentage of families with under-5s registered at a Children's Centre <i>NB: measures to look at registration rate of target groups to be agreed and introduced shortly</i>	T (Jul, Nov & Mar)	90% 16-17 FY	95%	No	95%	No
	CS3	Uptake of funded early education places for 2 year olds among Turkish / Kurdish families (E)	A	42 Jan 2017	50	Yes	30 Jan 2016	Yes
<i>Support families facing multiple challenges and disadvantage</i>	CS4	Number of families in Stronger Families programme with successful outcomes as measured by payment by results	Minimum 2 claims Oct 17 & Spring 18 tbc	217 16-17 FY	260	Yes	30	Yes
<i>Safeguard vulnerable children</i>	CS5	Number of children missing from care	M	10 Aug 2017	20	Yes	N/A PI revised 17/18 to focus on those missing for 24 hours+	N/A
<i>Ensure all pupils receive a good education in our schools</i>	CS6	Percentage of primary school children who are persistently absent (below 90% attendance)	T (Jul, Nov & Mar)	10.5% Autumn term 16/17	At or below Inner London average	TBC	9.6%	No
	CS7	Number of children in Alternative Provision	Q	118 Snapshot end Jun 17	90	Yes	97	No
	CS8	Average Attainment 8 score	A	50.6 15/16 AY 16/17 data due Oct	51.3 Inner London ave 2015/16	No	49.7 14/15 AY	Yes
	CS9	Average Progress 8 score	A	0.19 15/16 AY 16/17 data due Oct	0.17 Inner London ave 15/16 AY	Yes	N/A New measure	N/A

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Equalities objective: <i>Improve attainment rates for under-performing groups (E)</i>	CS10	Gap in attainment between Black Caribbean pupils and the LA average for all pupils at:						
		a) Key Stage 2 (expected standard in Reading, Writing and Maths)	A	16% pts 16/17 AY (prov)	<15% pts	No	15% pts	No
	b) Key Stage 4 (Progress 8)	A	0.24 15/16 AY	<0.24	TBC	N/A New measure	N/A	
	CS11	Gap in attainment between White British pupils eligible for Free School Meals and the LA average for all pupils at:						
a) Key Stage 2 (expected standard in Reading, Writing and Maths)		A	19% pts 16/17 AY (prov)	<12% pts	No	12% pts	No	
	b) Key Stage 4 (Progress 8)	A	0.59 15/16 AY	<0.59	TBC	N/A New measure	N/A	
<i>Ensure suitable pathways for all school leavers</i>	CS12	Percentage of Islington school leavers in Year 11 who move into sustained education or training	A	97.3% 2016 leavers 2017 data due Nov	98%	TBC	96.7%	Yes

Employment

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
Support Islington residents into employment	E1	a) Total number of people supported into paid work through council activity <i>with sub-targets for:</i>	Q	572	1,250	No	548	Yes
		b) Islington parents of children aged 0-15	Q	171	385	No	143	Yes
		c) Young people aged 18-25	Q	192	325	Yes	143	Yes
		d) Disabled people / those with long term health conditions (E)	Q	101	200	Yes	117	No
	E2	Percentage of residents supported into paid work* through council activity, who remain in employment for at least 26 weeks <i>*Currently, this tracks iWork clients only. Work underway to capture data for clients placed by other LBI services</i>	Q	97%	70%	Yes	41%	Yes
Increase proportion of disabled people in employment (E)	E3	Percentage gap between employment rate for residents with long term health conditions and overall Islington employment rate (E)	A	20.3% 16/17	14.2%	No	15.1% 15/16	No
	E4	Number of Islington working age residents claiming Employment Support Allowance or Incapacity Benefit (E)	Q	11,549	11,460	Yes	11,730	Yes
Lead by example in promoting apprenticeships	E5	a) Council apprenticeships	Q	15	50	No	18	No
		b) Apprenticeships with external employer	Q	43	75	On	37	Yes
	E6	Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	Q	67%	70%	Yes	N/A New measure	N/A

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Promote social value through our contracts</i>	E7	Number of Islington residents:						
		a) Supported into jobs with Council contracted suppliers	Q	18	30	Yes	N/A New measure	N/A
		b) gaining apprenticeships with council contracted suppliers	Q	6	10	Yes	N/A New measure	N/A
<i>Promote employability skills and lifelong learning</i>	E8	a) Number of learners doing an accredited course through Adult & Community Learning	T	Autumn term data due Jan 18	1,200	TBC	N/A New measure	N/A
		b) Percentage of these learners who achieve an accreditation	T		90%	TBC	N/A New measure	N/A
	E9	Number of library visits	Q	526,730	1,081,049	No	538,574	No

Environment & Regeneration

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Effective disposal of waste and recycling</i>	ER1	Percentage of household waste recycled and composted	Q	29.8% Q1	35.6%	No	30.6%	No
	ER2	Number of missed waste collections - domestic and commercial (monthly average)	M	Not available issues with data system	450	TBC	475	TBC
<i>Deal promptly with planning applications</i>	ER3	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	100%	90%	Yes	100%	Yes
		b) Percentage of planning applications determined within the target (minors)	M	91.5%	84%	Yes	91.9%	Yes
		c) Percentage of planning applications determined within the target (others)	M	93.6%	85%	Yes	93%	Yes
<i>Promote and increase use of leisure centres</i>	ER4	Number of leisure visits	Q	1,205,533	2,188,359	Yes	1,207,956	Similar
<i>Tackle fuel poverty</i>	ER6	Residents' energy cost savings (annualised)	Q	£59,064	£182,500	Yes*	£70,549	No

*Historically, higher level of savings activity delivered in Q3 and 4 so we expect this figure to rise over the winter months

Housing

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Increase supply of and access to suitable affordable homes</i>	H1	Number of affordable new council and housing association homes built	Q	49	250	No	78	No
	H2	Number of severely overcrowded households that have been assisted to relieve their overcrowding	Q	57	108	Yes	35	Yes
	H3	Number of under-occupied households that have downsized	Q	54	163	No	37	Yes
<i>Ensure effective management of council housing stock</i>	H4	Percentage of LBI repairs fixed first time	M	88%	85%	Yes	84.6%	Yes
	H5	a) Major works open over three months as a percentage of Partners' total completed major works repairs	M	2.0%	11%	Yes	2.7%	Yes
		b) Satisfaction rate with repairs undertaken by Partners	M	TBC	95%	TBC	N/A New measure	N/A
H6	a) Rent arrears as a proportion of the rent roll - LBI	M	2.0%	2.0%	Yes	1.9%	Similar	
	b) Rent arrears as a proportion of the rent roll - Partners	M	2.5%	TBC	TBC	2.4%	Similar	
<i>Reduce homelessness</i>	H7	Number of households accepted as homeless	M	106	400	Yes	119	Yes
	H8	Number of households in nightly-booked temporary accommodation	M	323	400	Yes	467	Yes

Public Health

Objective	PI No.	Indicator	Frequency	Q2 actual	Target 2017-18	Are we on target?	Same period last year	Better than same period last year?
<i>Promote wellbeing in early years</i>	PH1	Proportion of new births that received a health visit	Q	93%	90%	Yes	94%	Similar
	PH2	a) Proportion of children who have received the first dose of MMR vaccine by 2 years old	Q	84% Q1	95%	No	93%	No
		b) Proportion of children who have received two doses of MMR vaccine by 5 years old	Q	74% Q1	95%	No	89%	No
<i>Identify and reduce key health risks</i>	PH3	a) Number of four week smoking quitters	Q	125 Q1	800	No	N/A New measure	N/A
		b) Percentage of smokers using stop smoking services who stop smoking (measured at four weeks after quit date)	Q	43% Q1	50%	No	42.5%	Yes
	PH4	Percentage of eligible population (40-74) who receive an NHS Health Check	Q	8.4%	13.2%	Yes	N/A New measure	N/A
<i>Tackle mental health issues</i>	PH5	a) Number of people entering treatment with the IAPT service for depression or anxiety	Q	2,421	4,655	Yes	2,485	Similar
		b) Percentage of those entering IAPT treatment who recover	Q	48%	50%	No	49%	Similar
<i>Effective treatment for substance misuse</i>	PH6	Percentage of drug users in drug treatment during the year, who successfully complete treatment and do not re-present within 6 months of treatment exit	Q	17%	20%	No	17.5%	Similar
	PH7	Percentage of alcohol users who successfully complete their treatment plan	Q	36%	42%	No	39.7%	No
<i>Improve Sexual Health</i>	PH8	Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services	Q	TBC	TBC	TBC	N/A New measure	N/A

*Improving Access to Psychological Therapies