



**Report of: Executive Member for Finance and Performance**

Meeting of	Date	Agenda Item	Ward(s)
<b>Policy &amp; Performance Scrutiny Committee</b>	<b>29 September 2014</b>		<b>All</b>

Delete as appropriate	Exempt	Non-exempt
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## Council Performance 2014/15: Quarter 1 Update

- 1.1 This Quarter One (Q1) performance report provides an update on the council's progress and challenges in working towards our goal of making Islington a fairer place for all Islington residents.
- 1.2 The report looks at each of the six objectives which contribute towards Fairness and provides a table of progress against key performance indicators for each objective, with brief commentary. All figures quoted are cumulative for this year to the end of Q1 (i.e. 1 April to 30 June 2014) unless otherwise stated. Please note that while a refreshed set of corporate performance indicators is currently under development, the tables in this report reflect the current set of indicators as reported in 2013-14.

## 2. Recommendations

- 2.1 To note progress in the first quarter of this financial year (April to June 2014) in delivering the council's corporate priorities and targets
- 2.2 To note that work is underway to review and refresh the corporate indicator suite to ensure it continues to reflect the Council's priorities. The revised list will be agreed shortly and will be reflected in future quarterly performance reports to Policy and Performance Scrutiny Committee.

## 3. Background

- 3.1 The Council routinely monitors a wide range of performance measures to ensure that the services it delivers are effective, respond to the needs of residents, and offer good quality and value for money. As part of this process, we report regularly on a suite of key performance indicators which collectively provide an indication of progress against the priorities which contribute towards making Islington a fairer place. Policy and Performance Scrutiny Committee has responsibility for monitoring overall performance against Council priorities.

## 4. Decent, suitable, affordable homes

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15 (other specified)	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Increase number of new homes built	14	No Target	2000 (by 2015)	n/a	102	No
Increase number of severely overcrowded households that have been assisted to relieve their overcrowding.	52	45	180	On	49	Yes
Increase number of under-occupied households that have downsized	58	70	280	Off	98	No
Increase number of properties recovered from illegal subletting	28	34	135	Off	26	Yes
Increase number of council and private sector households that have had their boiler replaced (Equality objective target groups are older people and disabled people – annual target)	152	196	800	Off	257	No
Increase number of households that have been insulated (Equality objective target groups are older people and disabled people – annual target)	38	30	302	On	173	No
Reduce the number of households accepted as homeless	72	125	500	On	87	Yes
Reduce the number of households in temporary accommodation	1,000	Not yet available	2013/14 target 758		1,016	Similar

### Affordable housing

4.1 Although only **14 new homes** have been completed this quarter, this indicator is on track to reach its long term target of 2,000 new homes by 2015 with 1,581 being completed so far. Of the 379 homes built last year, 155 are for social renting and 224 are for shared ownership. Of the 14 completed this year, all are for social renting.

### Making best use of existing stock

4.2 So far this quarter, **58 households have been supported to downsize**, moving to smaller more affordable properties and freeing up larger homes for larger families. Although below the target of 70, it builds upon a successful initiative last year which over-achieved against its target.

- 4.3 The availability of larger homes has enabled us to assist **52 households to relieve their overcrowding** in this this quarter, 7 above the target of 45 and 3 above last year's figure of 49.
- 4.4 **Twenty-eight properties have been recovered from illegal subletting** this quarter, below the target of 34 but an improvement on the same period last year.

Tackling homelessness

- 4.5 Good progress has been made in reducing the **number of households accepted as homeless**. In Q1, 72 families were accepted as homeless, 42% less than the target of 125 and fewer than the 87 reported this time last year. The number of **households in temporary accommodation** has seen a slight reduction on the same period last year and on the final figure for 2013/14. Getting families out of temporary accommodation and into more secure and affordable homes continues to be a top priority for the council.

Improving energy efficiency

- 4.6 The target for Boiler Replacements in 2014/15 is lower than last year due to changes in Boiler Replacement Programme criteria to ensure effort and resource is prioritised for vulnerable households. A comparison with last year's performance is therefore not appropriate. The programme provides boiler replacements for both private sector and council tenants. The former is currently ahead of target whilst the Housing Department's programme is behind, due in part to a lack of contractor capacity. The combined figure for Q1 is **152 boiler replacements**, 22% below the target of 196, but with the shortfall expected to be made up in quarters 2 to 4.
- 4.7 The target for Households that have been insulated is also lower than last year due to reductions in government funding, but is above the Q1 target of 30. The bulk of the insulations for this year are scheduled towards the end of the year.

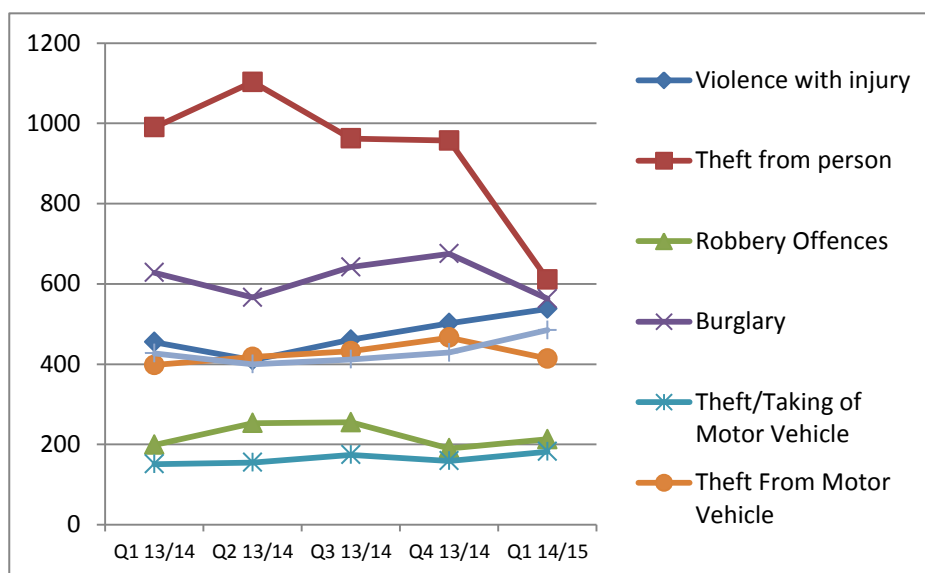
## 5. Lower crime and anti-social behaviour

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Reduce total number of offences (MOPAC 7)	2,989	2,984	11,935	<b>Off</b>	3,235	Yes
Reduce theft from person offences	611	550	2,199	<b>Off</b>	990	Yes
Reduce number of serious youth violence offences	46	27	109	<b>Off</b>	34	No
Increase the percentage of residents who believe the police are doing a good job in Islington	71%	68%	66%	<b>On</b>	59%	Yes
Decrease proportion of residents who say ASB is a very or fairly big problem in their local area	15%	30%	30%	<b>On</b>	12%	No
Reduce the number of offences committed by repeat offenders (target is number of offences per offender)	Annual - 2013/14 figure 2.13	n/a	2 per offender			
<b>Equalities Target -</b> Reduce the number of young black people stopped and searched	Annual – 2013/14 figure 1,1368	n/a	2,198			
<b>Equalities Target -</b> Increase the proportion of stops and searches of young black people which reveal grounds for an arrest	Annual – 2013/14 figure 19.4%	n/a	20%			
Reduce the number of first time entrants into Youth Justice System (data shown is rate per 100,000 population)	639 (Apr 13 – Mar 14)	No target set other than to reduce	No target set other than to reduce		860 (Apr 12 – Mar 13)	Yes
Increase proportion of Domestic Offences reported which lead to a sanction detection	43.2%	42.3%	42.3%		37.7%	Yes

### Overall crime

- 5.1 There has been a **7.6% reduction in the total number of MOPAC 7 offences**, mainly due to the large decrease in Theft from Person offences linked to theft of mobile phones. The fall in these offences, down by over one third from last year, coincides with the introduction of the Kill Switch on Apple iPhones which makes them much less attractive to thieves.
- 5.2 There has been an increase in some other MOPAC 7 crimes suggesting a change in offending behaviour as offenders move from phone snatches to different types of crime. Violence with Injury offences have increased by 18% (this offence has seen an increase across London); Theft/Taking of Motor Vehicle offences have also increased, by 20%, largely due to young people stealing two-wheeled vehicles to dismantle to sell the parts, or to use in other criminal activity.

## MOPAC 7 offence rates 13/14 to 14/15



- 5.3 There has been a **35.3% increase in Serious Youth Violence** offences, compared to last year, linked to an increase in drug dealing and territory/market disputes. This is a key priority for the Safer Islington Partnership this year.
- 5.4 There has been a significant reduction in the rate of **first time entrants into the youth justice system**. This is measured as a rate per 100,000 to enable us to compare with other areas (the actual number is multiplied to provide a rate per 100,000). In 2013-14 Islington there were 639 first time entrants per 100,000 in Islington, a 25.7% reduction on the rate for 2012-13 and a proportionally larger fall than the London and National average falls (both around 20%). The actual numbers of young people entering the youth justice system is lower. In the first quarter of 2014-15 there were 21 first time entrants, a slight reduction on the previous quarter and continuing the downward trend. This improvement reflects the ongoing work of the Youth Offending Team and Targeted Youth Support to reduce the risk of young people entering the youth justice system.
- 5.5 There has also been a significant increase on Q1 last year in the proportion of **Domestic Offences which lead to a sanction detection**, continuing the progress made last year on ensuring that reports of domestic violence are pursued through the justice system.

### Perceptions of crime and ASB

- 5.6 **Public perception of the police has improved.** The percentage of residents who believe the Police are doing a good job in Islington has risen from 59% this time last year to 71% this quarter, the highest rating achieved over the past year and a significant increase on the baseline figure of 56% (2011-12). This compares favourably with the London-wide figure of 68%, which places Islington 14th best in the Metropolitan Police Service (MPS). Similarly, satisfaction with the way that victims of crime have been dealt with is also positive - Islington is currently 11th best in the MPS with 81%, slightly above the average of 80%.
- 5.7 However, the proportion of residents who say **Anti-social behaviour (ASB) is a very or fairly big problem** in their local area has risen by 3% from 12% in Q1 2013/14 to 15%.

## 6. Cycle of poverty broken

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15 (other specified)	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Reduce number of working age (16-64) people claiming Jobseekers Allowance	4,790 (Jun 2014)	No target	2013/14 target 6,200	N/A	6,338	Yes
<b>Equalities target</b> - Reduce number of 18-24s claiming Jobseekers Allowance or in the ESA Work-Related Activity Group (WRAG)	1,170 (Feb 2014)	1,230 (Q4, 2013/14 target)	930	Pending (60 better than target at Q4, 2013/14)	1,540	Yes
Increase number of people supported into work by council-run programmes	198	150	600	<b>On</b>	163	Yes
200 Islington parents (of 0-15s) will be supported by the council into paid work in 2013-14 (subset of above)	80	50	200	<b>On</b>	85	No
Islington <b>lone parents</b> (of 0-15s) will be supported by the council into paid work in 2013-14 (subset of above)	56	38	2013/14 target 150	<b>On</b>	62	No
<b>Equalities Target</b> - Number of people with learning disabilities supported into work by council-run programmes (subset of above)	2	5	20	<b>Off</b>	5	No
<b>Equalities Target</b> - Number of female lone parents supported into employment (subset of above)	49		2013/14 target 150		n/a	
Amount saved on residents annual energy bills through energy efficiency programmes	50,644	42,370	293,844	<b>On</b>	72,836	No
Increase number of vulnerable residents receiving support in tackling fuel poverty	194	125	800	<b>On</b>	136	Yes

### Reducing unemployment

- 6.1 The number of **unemployed residents** as measured by working age people claiming Jobseekers Allowance **continues to fall**. The figure for Q1 (June 2014) was 4,790, down 1,548 (24.4%) on June 2013. The rate, or proportion of working age people claiming (3.0%), remains higher than London's (2.4%) and England's (2.5%), but is also falling and has returned to its pre-recession level. The latest figure now available (August 2014) is lower again, at 4,697 (2.9%) – the lowest number and rate in over 30 years.
- 6.2 *Age breakdowns*: the **18-24s count is also falling** and was 965 in June 2014, down 310 (24.3%) on June 2013. The **over-50s count, at 915, is also reducing**, though not as fast as the counts for 18-24s and 25-49s and the % of over-50s claiming (3.3%) is also higher than in London (2.5%) and Britain (1.7%).

- 6.3 *Long-term claims:* 51% of JSA claimants have been claiming for under six months, 31% for at least one year and 18% for over two. **Two years plus claims are up on five years ago:** (1% in June 2009 compared to 18% of all in June 2014). This is most marked for over-50s: while the count has been fairly stable, 33% (300) of 50+ claimants have now been claiming for two years or more, compared with 2% (20) in June 2009. This is a concern as longer-term claimants generally find it harder to return to work and are also now subject to stricter jobsearch requirements when returning from the Work Programme.

#### Reducing youth unemployment

- 6.4 This measure includes young people claiming Employment Support Allowance (ESA) who are in the Work Related Activity Group, as well as numbers on JSA. ESA figures are subject to a time lag so latest data is for February 2014. **Latest data indicates that youth unemployment continues to fall.** The number of young people unemployed as of February 2014 was 1,170 (4.6% of 18-24s), below the target of 1,230 and down 370 (24%) on February 2013. The falling overall JSA/ESA count was due primarily to the falling JSA Claimant Count (see above). As the JSA 18-24s count has fallen slightly since then, it is also likely to be better than target at 2014/15 Q1 (the ESA count does not seem to be increasing for this age group).
- 6.5 Positive labour market conditions, strong Work Programme performance for young JSA claimants and the increased use of sanctions by JCP – which affects young people disproportionately – may all be factors in these reduced counts. We do not have robust data on the proportion of 18-24s coming off benefits and going into employment (as opposed to simply signing off benefits).

#### Council employment support programmes

- 6.6 The number of people **supported into work by Council-run programmes is 198**, almost 33% above the target of 150 and over 20% more than this time last year. Despite this rise in overall figures, the proportion of people from equality groups has reduced slightly from last year, although most are still well above target. Parents made up 52% of people supported into employment in Q1 last year but only 40% this year.
- 6.7 The only employment indicator which has not met its target is People with Learning Disabilities Supported into Employment, the target is five but we have achieved only two. For this group, there is often a long delay between job offer and job start. By the end of June there were another seven people at job offer stage; six of these people have offers with the Council and the other is with GLL who are running the Council's leisure facilities. The main issues delaying the appointments are DBS checks and occupational health assessments.

#### Tackling fuel poverty

- 6.8 Achievement on the two indicators aimed at **tackling fuel poverty is well above target.** The amount saved on residents' annual energy bills through energy efficient programmes is over £8,000 above target; this is over £22,000 lower than Q1 last year but this is mainly due to scaling back and reconfiguration of insulation installs. The number of vulnerable residents receiving support in tackling fuel poverty this quarter is 194, over 55% above the target of 125 and over 50% higher than 2013/14.



## 7. Best start in life for all children

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15 (other specified)	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Narrowing the gap between Islington and Inner London at the end of the Foundation Stage (percentage point gap)	Annual – 2013/14 figure 9.0	N/A	6			
Narrowing the gap between Islington and the Inner London median for pupils achieving 5 or more A* to C grades at GCSE or equivalent including English and Maths (percentage point gap)	Annual – 2013/14 figure 0.0	N/A	0			
Narrow the gap within Islington between disadvantaged pupils achieving GCSE (5+ A*-C grades including English & Maths) and non-disadvantaged pupils (% point gap) <b>Equalities objective</b>	Annual – 2013/14 figure 12.2	N/A	10.0			
Increase the percentage of Islington school leavers in education or training.	Annual – 2013/14 figure 94.9%	N/A	96%			
Increase number of new foster carers recruited (both mainstream and friends and family)	3	N/A	20	N/A	3	Same
Increase number of newly recruited childminders	5	N/A	25	N/A	9	No
Percentage of childminders with good or better inspection outcomes in their most recent Ofsted inspection	70.6%	N/A	80%	N/A	70.7%	Similar
Number of child protection plans	153	No target – change is not a measure of performance	No target – change is not a measure of performance	N/A	115	N/A
Rate per 10,000 of children subject to CPP	At end May: 39	No target – change is not a measure of performance	No target – change is not a measure of performance			
Increase the percentage of women booked with maternity services by 12 weeks + 6 days	Jan-Mar: 80%	90%	90%	<b>Off</b>	83.5%	No
Increase the percentage of babies who are breastfed at 6-8 weeks	Annual – 2012/13 figure 75%	n/a	75%			
Decrease the percentage of children who are obese in reception (4-5 yrs)	Annual – 2013/14 figure 10.7%	n/a	9.9%			
Decrease the percentage of children who are obese in year 6 (10-11 yrs)	Annual – 2013/14 figure 21.8%	n/a	21.4%			
Increase the number of fluoride varnish applications (community-based programme)	4,409	3,500	12,750	<b>On</b>	4,174	Yes
Reduce teenage conception rate (figure is per 1,000 females aged 15-17)	Annual – 2012/13 figure 30.1	n/a	26%			



### Early years

- 7.1 **Five childminders were recruited** in the first quarter of the year. This was fewer than in the same quarter last year, although it should be acknowledged that there were an unusually high number of newly registered childminders in the first couple of months in 2013/14. The numbers recruited remains stable in the long term.
- 7.2 The proportion of **childminders who are judged to be good or better** has remained around 70 to 71% over the last year. This is partially due to a fall in the number of childminders that have been inspected compared to 2012/13, as well as the regular turnover of childminders, for example, as they progress into other employment or move to other boroughs.
- 7.3 Islington remains **below target for the percentage of women booked with maternity services** by 12 weeks and 6 days which has reduced to 80%, down by 1% between Q3 and Q4 2013/14. An early access steering group to closely monitor work streams has commenced and an action plan has been developed and agreed by the group with actions to improve access to maternity services by 12+ 6 weeks.
- 7.4 The community-based **Fluoride Varnish Applications programme** has reached 4,409 residents this quarter and continues to achieve over target (3,500), and is on course to achieve its annual target of 12,750.

### Educational attainment

- 7.5 The educational attainment indicators are reported annually. Although we have provisional results for Islington schools in 2014, provisional comparator data is not published until October. The provisional results for 2014 in Islington are:
- 58% of pupils achieving a Good Level of Development on the Early Years Foundation Stage Profile
  - 60% of pupils achieving 5 A\*-C GCSEs or equivalent, including English and Maths

## 8. Healthy, active and independent lives

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15 (other specified)	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Increase proportion of people using social care who receive self-directed support	88.9%	70%	100%	<b>On</b>	89.0	Similar
Increase proportion of carers and people using social care who receive direct payments	37.1%	16%	65%	<b>On</b>	38%	Similar
Increase proportion of carers receiving needs assessment or review and a specific carer's service or advice and information	5.5%	10%	40%	<b>Off</b>	10.5%	No
Increase the proportion of vulnerable people who move on from supported living in a planned way	Not yet available – 2013/14 figure 75%		2013/14 target 75%			
Proportion of adult safeguarding investigations concluded where alleged abuse has been substantiated	47.7%	No target – change is not a measure of performance	No target – change is not a measure of performance		44.4%	N/A
Achieve 10% or more of eligible population who have received a NHS Check	4.9%	2.5%	10%	<b>On</b>	4.12%	Yes
Maintain high level of four week smoking quits	350	500	2,000	<b>Off</b>	496	No
<b>Equalities Target</b> - Ensure 47% of smokers accessing stop smoking services are from BME communities	Annual – 2013/14 figure 46%	n/a	47%			
<b>Equalities Target</b> - Increase the quit rate amongst smokers from BME communities to 45%	Annual – 2013/14 figure 53%	n/a	45%			
Increase the percentage of adults who have planned completion of their alcohol treatment	Annual – 2013/14 figure 58%		70%			
Increase percentage of people who successfully complete drug treatment who do not then re-present to treatment again within 6 months (% of all in drug treatment during the 12 month period 6 months prior)	Jan-Dec 2013 15.3%	15%	15%	<b>On</b>	10.60	Yes
Ensure all patients are offered an appointment in a genito-urinary medicine (GUM) clinic within 48 hours	98%	100%	100%	<b>Off</b>	100%	Similar
Increase the number of people accessing IAPT service for depression or anxiety and moving towards recovery	1,099	1,164	4,655	<b>Off</b>	1,281	No

### Independent living and personalised services

- 8.1 Islington **continues to perform well in assisting people to live independently.** The proportion of people using social care who receive self-directed support and the proportion of carers and people using social care who receive direct payments are both ahead of their Q1 targets by approximately 20%.
- 8.2 There has however been a significant reduction in the proportion of carers receiving needs assessment or review and a specific carer's service or advice and information; at 5.5% this is only just over half the target of 10% and half the 10.5% achieved in Q1 of the previous year.

### Reducing smoking and substance use

- 8.3 There has been a **reduction in the number of people who stop smoking.** The figure reported for Q1 is 350, well below the target of 500 and below last year's figure of 496. This is partially a reflection of the year on year reduction in numbers of smokers overall, and a reduction in those accessing stop smoking services (655 in the first quarter of 2014-15 compared to 935 in Q1 last year). Take up of stop smoking services tends to be higher in Quarters 3 and 4 with the 'Stoptober' campaign and new year's resolutions, so we hope to be able to report better progress in the next two quarters.
- 8.4 Public Health is working with the community Stop Smoking Service and the Clinical Commissioning Group (CCG) to identify and implement actions to recruit more smokers into treatment in-year to address fewer numbers. These include distributing guidance to those using e-cigarettes as part of their quit attempt. A high profile local 'Stoptober' campaign to coincide with national advertising is already underway.
- 8.5 At a strategic level, the Clinical Commissioning Group Board will share performance feedback with practices, and repeat skills training to improve data recording to ensure that all activity is reported. In the longer term the GP and Pharmacy Locally Commissioned Services are being revised for improved outcomes.
- 8.6 Performance on increasing the percentage of people who successfully **complete drug treatment and who do not re-present to treatment again within 6 months** has improved for both opiate and non-opiate service users, with a particular increase in the successful completions for non-opiate users. This is due to intensive improvement work undertaken by commissioners and service providers focusing on recovery, increase use of peer support, mutual aid and the development of specific treatment offers for non-opiate clients.

### Other health issues

- 8.7 We are **on track to meet our target for NHS Health Checks.** The percentage of eligible population that has received an NHS Health Check is 4.9, well above the target of 2.5% and an improvement on last year's achievement of 4.12%. We are aiming for 10% by the end of the financial year.
- 8.8 The number of patients offered an appointment in a **genito-urinary medicine clinic** within 48 hours has dipped from 100% to 98%, a 2% shortfall against target and achievement for last year.
- 8.9 The number of people accessing the **Improving Access to Psychological Therapies (IAPT) service** for depression or anxiety and moving towards recovery was 1,099, a slight shortfall against the target of 1,164 and 14% lower than this time last year.

## 9. Delivering basic services efficiently and well

Performance measure	Actual Q1 Apr-June	Target Q1 Apr-June	Year End Target 2014-15 (other specified)	Progress against Q1Target	Same period last year Q1 2013/14	Perf. better than Q1 2013/14
Reduce street cleanliness complaints and reports	Annual – 2013/14 figure 264	n/a	180			
Increase the percentage of household waste recycled and composted ( <i>projection</i> )	32.5%	33.5%	33.5%	<b>Off</b>	31.7%	Yes
Reduce the number of missed waste collections per calendar month ( <i>figure given is for June</i> )	349	500	500	<b>On</b>	342	Similar
Increase the percentage of planning applications determined within the target (minors) ( <i>figure given is latest rolling three month period</i> )	85.5%	65%	65%	<b>On</b>	77.8%	Yes
Increase the percentage of planning applications determined within the target (others) ( <i>figure given is the latest rolling three month period</i> )	85.7%	65%	65%	<b>On</b>	84.4%	Yes
Increase the number of council tax accounts collected by Direct Debit	55,547	n/a	56,000	<b>n/a</b>	(Assessed as %) <b>52.9%</b>	n/a
Increase the percentage of business rates collected	30.8%	28.6%	98.6%	<b>On</b>	<b>26.6%</b>	Yes
Rent arrears of current tenants as a proportion of the authority's rent roll - LBI	1.8%	2%	2%	<b>On</b>	<b>1.92</b>	Yes
Rent arrears of current tenants as a proportion of the authority's rent roll - PFI	2.4%	2%	2%	<b>Off</b>	<b>2.46%</b>	Yes
Reduce the percentage of calls to the councils Contact Centre which are abandoned	7.5%	n/a	8%	<b>On</b>	<b>7.73%</b>	Yes
Number of My E-Account transactions	26,177	25,500	105,600	<b>On</b>	<b>20,548</b>	Yes
Reduce the average number of days lost through sickness absence	6.69		6		<b>5.3</b>	No
Electoral registration; maintain the response rate for the annual canvas	95%	95%	95%	<b>On</b>	<b>95%</b>	Same

9.1 The projection for proportion of **household waste recycled and composted is 32.5%**, slightly below the target of 33.5% but up on the 31.7% achieved this time last year. The 2013/14 recycling figure is now confirmed as 32.7%, ahead of projections and 0.1% over the target. The number of **missed waste collections** per calendar month is 349, a very good performance against a target of 500 and similar to last years' Q1 figure of 342.

- 9.2 The figures for **planning applications determined** within the target for both minor and 'others' are both of 85%, **well ahead of the target** of 65% each and last year's figures of 77.8% and 84.4%.
- 9.3 The **rent arrears** of current tenants in LBI-managed accommodation as a proportion of the authority's rent role is 1.8%, an improvement on the target of 2% and last year's actual of 1.92%. The figure for rent arrears of PFI tenants are slightly worse at 2.4%, above the 2% target and improving only slightly on the 2.46 figure from Q1 last year.
- 9.4 There has been an **increase in the average number of days lost through sickness** absence compared with last year, this is linked to the TUPE in of Enterprise staff whose sickness levels are considerably higher than the rest of the Council.
- 9.5 The number of **My E-Account transactions continues to rise** year on year, this quarter's figure of 26,177 is an increase of over 27% on this time last year.

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### Overview

#### Successes

Corp Priority	Achievements (more detail in Priority sections)
Housing	Continuing good progress on number of new homes built with indicator on track to achieve long-term target by 2015. Very good performance on relieving overcrowding, on homelessness numbers and on households that have been insulated.
Lower Crime	A good rise in the percentage of people who believe the police are doing a good job in Islington and sharp decrease in the number of first-time entrants into the Youth Justice System.
Cycle of Poverty	Significant decreases in the number of working age people claiming JSA and 18-24 years olds claiming JSA or in the ESA WRAG, and above-target outturns for both fuel poverty outcomes, and for numbers of people supported into work by Council-run programmes overall and for most equality groups.
Best Start	Most major indicators are annual and not yet available, but there has been continuing good performance on increasing the number of fluoride varnish applications which has strongly exceeded the target.
Healthy, Active	Sustained good performance on indicators around carer and users of social care receiving self-directed support and direct payments, both well above target. Percentage of people not re-presenting after drug treatment has exceeded target and shows great progress from this time last year.
Delivering Basics	Figures for missed waste collections are significantly better than target, as are figures for determination of planning applications. After some underperformance last year, the number of calls to Contact Islington which are abandoned has reduced to target.

#### Risks/challenges

Corp Priority	Risks/challenges (more detail in Priority sections)
Housing	Little progress in reducing the number of households in temporary accommodation, despite the introduction last year of a Temporary Accommodation Reduction Action Plan, although across London we still compare well with other boroughs.
Lower Crime	The decrease in MOPAC 7 crimes due to the reduced attractiveness of phone snatches masks an increase in other types of crime. Most worryingly, young offenders are turning more towards drug crime involving an increase in serious youth violence resulting from territory/market disputes.
Cycle of Poverty	Shortfall in the number of people with learning disabilities supported, although this is largely due to delays in pre-employment background checks.
Best Start	Early figures for childminders and foster carers suggest possible shortfall against annual targets. The percentage of women booked with maternity services by 12wks 6 days remains below target.
Healthy, Active	Proportion of carers receiving needs assessment or review, and number of people maintaining 4-week smoking quits, are both significantly down against current target and performance this time last year.
Delivering Basics	Some slight underperformance against target for percentage of household waste recycled and composted, and rent arrears for PFI are slightly higher than target.