

# Corporate Performance

2019/20 Annual Report



## Corporate Delivery

June 2020

# Performance Highlights

## Our Strategic Objectives

### **Homes** Delivering decent and genuinely affordable homes for all

- Increase the supply of choice and genuinely affordable homes
- Ensure effective management of council housing
- Prevent homelessness and support rough sleepers
- Improve housing conditions for private tenants

### **Jobs and money** Delivering an inclusive economy, supporting people into work and helping them with the cost of living

- Reduce levels of long term unemployment and worklessness
- Help residents get the skills they need to secure a good job
- Create an inclusive economy and support local businesses
- Work with local businesses and our contractors to ensure they're fair employers
- Provide practical support to help residents cope with the cost of living

### **Safety** Creating a safe and cohesive borough for all

- Make sure fewer young people are victims or perpetrators of crime
- Reduce levels of crime or antisocial behaviour
- Celebrate and protect our diverse and integrated communities
- Keep consumers informed and safe

### **Children and Young People** Making Islington the best place for young people to grow up

- Always keep children and young people safe and secure and reduce the number of children growing up in poverty
- Make sure young people get the best start
- Ensure our schools are places where all young people can learn and thrive

### **Place and environment** Making Islington a welcoming and attractive borough and creating a healthy environment for all

- Keep the streets clean and promote recycling
- Make it easier and safer for people to travel through the borough and beyond
- Make sure residents have access to high quality parks, leisure facilities and cultural opportunities
- Ensure development is well planned

### **Health and independence** Ensuring our residents can lead healthy and independent lives

- Support people to live healthy lives
- Help residents to feel socially active and connected to their communities
- Safeguard and protect older and vulnerable residents
- Help residents to live independently

### **A well run council** Continuing to be a well run council, making a difference despite reduced resources

- Manage our budget effectively and efficiently
- Harness digital technology for the benefit of residents and staff
- Make sure our workforce is diverse and highly motivated
- Be open and accountable

# Covid-19 Impact

Covid-19 has resulted in a number of services either pausing or changing delivery approach since mid-March. In some cases, this has resulted in a significant effect on performance and data submission. Wherever possible and safe to do so, delivery has continued remotely, via telephone and virtual options. Wider services will remain under review until it is appropriate to recommence.

## Homes

The most notable impact is on new builds, with properties completed towards the end of the financial year meeting challenges with property viewings. Moving into 2020/21, there has been a significant impact on most areas of the Housing department's work, particularly the delivery of New Build; increasing rent arrears and moving rough sleepers into temporary accommodation.

## Jobs and Money

Due to some partner staff having been furloughed, delivery of support, recruitment and ability to secure data returns for some of the measures were impacted. School closures had an impact on number of parents able to actively pursue employment opportunities, as well as recruitment of apprentices, planned 100 hours of world of work activities and ACL provision, which were either cancelled, delayed or put on hold. Closure of libraries affected the number of visits.

## Safety

As at 11 May overall crime in Islington during lockdown was 40% lower than that of the same period in 2019. This is across all main crime types with the exception of drugs offences. On the other hand, service demand on the Islington Council Anti-Social Behaviour team has increased significantly, as well as ASB calls to the police. Main issues relate to areas where people are gatherings and breaching social distancing rules across the parks and estates, whilst neighbour complaints accounted for 30%. There has been a slight increase in domestic abuse reports, but we are also seeing an increase in detections, which means positive action is being taken to protect victims and keep them safe. The Community MARAC has continued to support vulnerable victims through online multi-agency meetings.

## Children and Young People

With schools and early years settings only open to vulnerable children and children of critical workers, as well as the cancellation of exams for Summer 2020, many of the education measures under the 'Children and Young People' theme will not be reportable for the 2019/2020 academic year. We have also seen a fall in the number of referrals to children's social care since the introduction of the lockdown measures, as many of the services that would make referrals are either not operating or operating differently given the current situation. This will have more of an impact on early 2020/21.

## Place and Environment

The most visible impact on Q4 data has been Leisure Centre visits, with all centres closed since 20 March but usage seriously impacted for several weeks beforehand, as well as a handful of stalled EVCP installations. Going forward into 20/21 there have been immediate negative impacts on 'Others' planning applications that are dependent on site visits, as well as anticipated positive impact on Council CO2 emissions from operational buildings.

## Health and Independence

A number of services have either paused or changed delivery approach since mid-March, having an effect on performance and data submission. It is anticipated that services can where possible continue to deliver services remotely, via telephone and virtual support groups. Wider programmes will recommence when appropriate.

## Well Run Council

There was an immediate impact in March on collection rates for council tax and business rates. It also resulted in significantly less visits to the Customer Contact Centre, moving to an emergency-only service from 24 March. We Are Islington was established as a result of Covid-19, but these calls are not part of the reporting data.

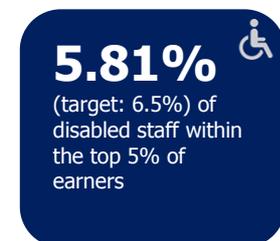
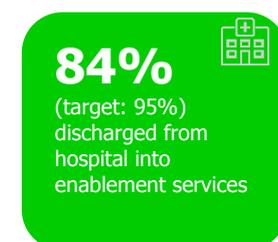
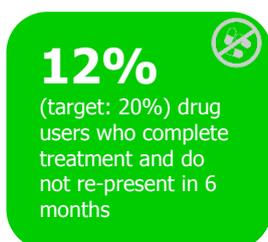
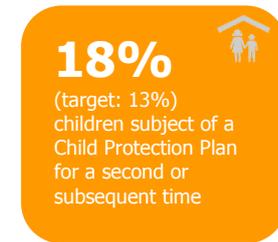
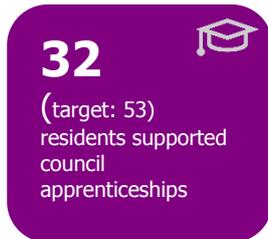
# Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.



# Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.



- Increase the supply of choice and genuinely affordable homes
- Ensure effective management of council housing
- Prevent homelessness and support rough sleepers
- Improve housing conditions for private tenants

## Covid-19 Impact

The most notable impact is on new builds, with properties completed towards the end of the financial year meeting challenges with property viewings. Moving into 2020/21, there has been a significant impact on most areas of the Housing department's work, particularly the delivery of New Build; increasing rent arrears and moving rough sleepers into temporary accommodation.

## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.



## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.



## Number of genuinely affordable new homes (social rented or shared ownership) completed by the council



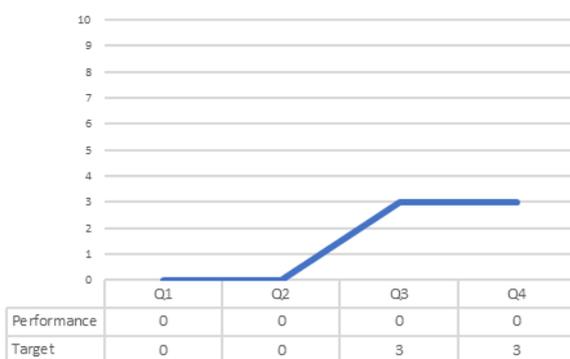
<b>19/20 Performance</b>	<b>63</b>
<b>19/20 Target</b>	<b>96</b>
<b>Direction of Travel</b>	▼
Comments	This is below the target as two schemes (Redbrick and Belfont) have fallen behind schedule due to delays with sub-contractors. This was alleviated to some extent by half of the Kings Square development being handed over ahead of schedule.

## Number of genuinely affordable new homes (social rented or shared ownership) completed by Developers



<b>19/20 Performance</b>	<b>89</b>
<b>19/20 Target</b>	<b>234</b>
<b>Direction of Travel</b>	▼
Comments	Data not received for Q4 - data collection has been impacted by Covid-19.

## Number of planning permissions agreed for new council housing



<b>19/20 Performance</b>	<b>0</b>
<b>19/20 Target</b>	<b>3</b>
<b>Direction of Travel</b>	▼
Comments	The scheme at Mersey Garages has required some redesign work and was pushed back to Q1 of 2020/21.

## Total number of council homes (net growth taking into account new homes and homes sold through right to buy)



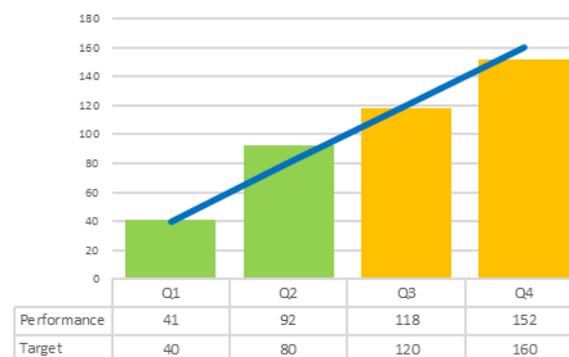
<b>19/20 Performance</b>	<b>28</b>
<b>19/20 Target</b>	<b>41</b>
<b>Direction of Travel</b>	▼
Comments	This is slightly below the expected position due to the scheme at Mersey Garages requiring some redesign work and being pushed back to Q1 of 2020/21.

## Number of severely overcrowded households assisted to relieve their overcrowding



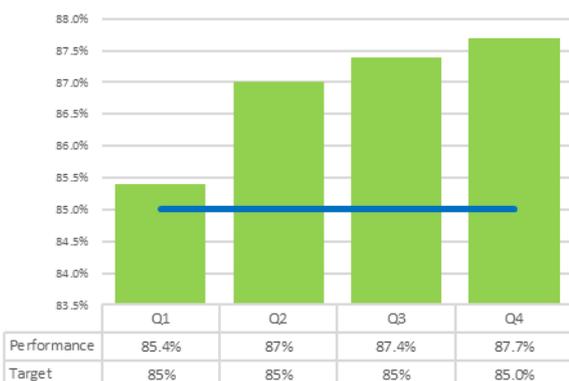
<b>19/20 Performance</b>	<b>144</b>
<b>19/20 Target</b>	<b>150</b>
<b>Direction of Travel</b>	▲
Comments	This is slightly below the end of year target (which was increased this year), but still surpassed last year's achievements.

## Number of under-occupied households that have downsized



<b>19/20 Performance</b>	<b>152</b>
<b>19/20 Target</b>	<b>160</b>
<b>Direction of Travel</b>	▼
Comments	This is slightly below the end of year target and last year's performance, but within 5% of achieving the goal.

## Percentage of LBI repairs fixed first time



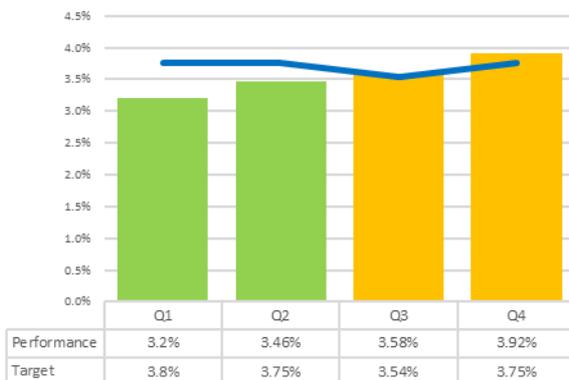
<b>19/20 Performance</b>	<b>87.7%</b>
<b>19/20 Target</b>	<b>85%</b>
<b>Direction of Travel</b>	▲

## Major works open over three months as a % of Partners' total completed major works repairs



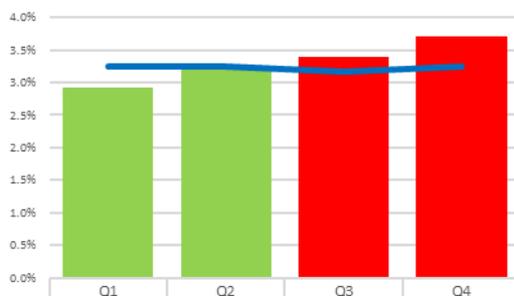
<b>19/20 Performance</b>	<b>17%</b>
<b>19/20 Target</b>	<b>15%</b>
<b>Direction of Travel</b>	▲
Comments	This is slightly above the target but better than the equivalent position last year. The number of jobs are quite small, making this indicator volatile, so we are only two completions away from bringing this back under the target.

## Rent arrears as proportion of the rent roll- LBI



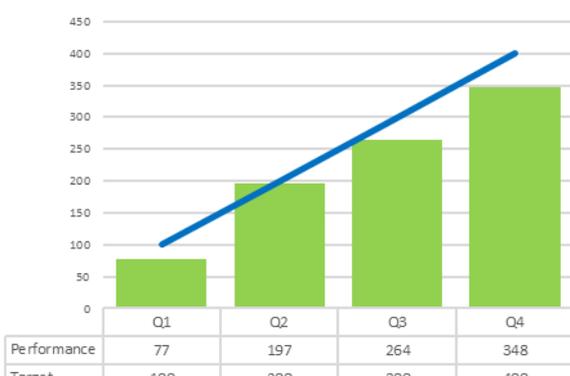
<b>19/20 Performance</b>	<b>3.92%</b>
<b>19/20 Target</b>	<b>3.75%</b>
<b>Direction of Travel</b>	▼
Comments	This is above last year, as expected given that arrears have increased significantly year on year due to Universal Credit and a difficult climate for residents, including cumulative welfare reform, rising costs and stagnant wages. Arrears are only just above the target.

## Rent arrears as proportion of the rent roll- Partner properties



<b>19/20 Performance</b>	<b>3.7%</b>
<b>19/20 Target</b>	<b>3.25%</b>
<b>Direction of Travel</b>	▼
Comments	This is currently worse than last year, as might be expected, given Universal Credit's continued roll out and general economic challenges.

## Number of households accepted as homeless



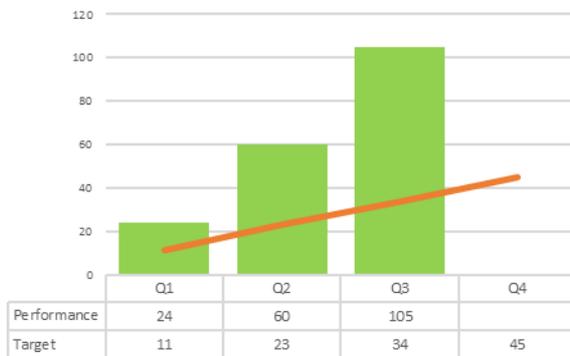
<b>19/20 Performance</b>	<b>348</b>
<b>19/20 Target</b>	<b>400</b>
<b>Direction of Travel</b>	▼
Comments	This is higher than the same period last year, as expected, as last year's acceptances were slowed slightly by the additional work required for the Homelessness Reduction Act.

## Number of households in nightly booked temporary accommodation



<b>19/20 Performance</b>	<b>316</b>
<b>19/20 Target</b>	<b>350</b>
<b>Direction of Travel</b>	▲

## Number of street homelessness supported into accommodation



<b>19/20 Performance</b>	<b>105</b>
<b>19/20 Target</b>	<b>34</b>
<b>Direction of Travel</b>	▲
Comments	Data not received for Q4 - CHAIN reports paused due to Coronavirus. However, the target and last year's performance had both been met by the end of Q2. Local data shows that the number of rough sleepers had fallen from 25 to 14 during the first week of lockdown (to 01/04/2020).

### Jobs and money Delivering an inclusive economy, supporting people into work and helping them with the cost of living

- Reduce levels of long term unemployment and worklessness
- Help residents get the skills they need to secure a good job
- Create an inclusive economy and support local businesses
- Work with local businesses and our contractors to ensure they're fair employers
- Provide practical support to help residents cope with the cost of living

# Covid-19 Impact

Due to some partner staff having been furloughed, delivery of support, recruitment and ability to secure data returns for some of the measures were impacted. School closures had an impact on number of parents able to actively pursue employment opportunities, as well as recruitment of apprentices, planned 100 hours of world of work activities and ACL provision, which were either cancelled, delayed or put on hold. Closure of libraries affected the number of visits.

## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.

**1318**   
 (target: 1000)  
 residents supported into paid work

**1336**   
 (target: 1334)  
 residents enrolled on an Adult & Community Learning course

**3643**   
 (target: 3500)  
 referrals into SHINE

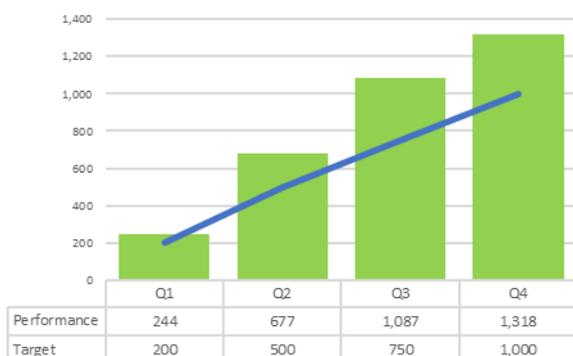
## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

**32**   
 (target: 53)  
 residents supported council apprenticeships

**348**   
 (target: 468)  
 parents of children aged 0 – 18 supported into paid work

**309**   
 (target: 600) disabled people / those with long term health conditions enrolled onto Adult & Community Learning course

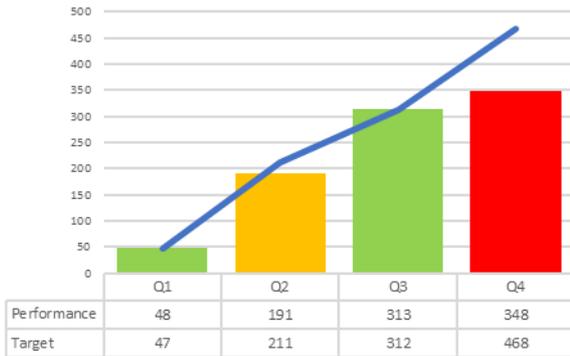


### Number of Islington residents supported into paid work through Team Islington activity

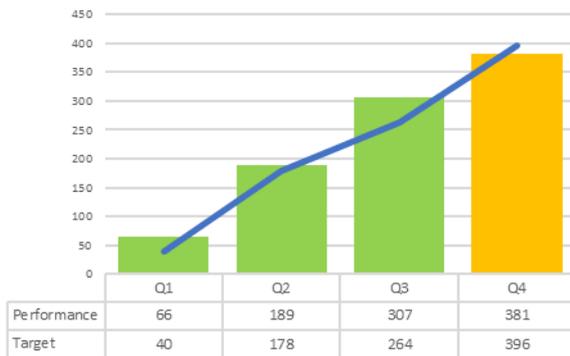
<b>19/20 Performance</b>	<b>1318</b>
<b>19/20 Target</b>	<b>1000</b>
<b>Direction of Travel</b>	

**Of these**

**- Parents of children aged 0 – 18**



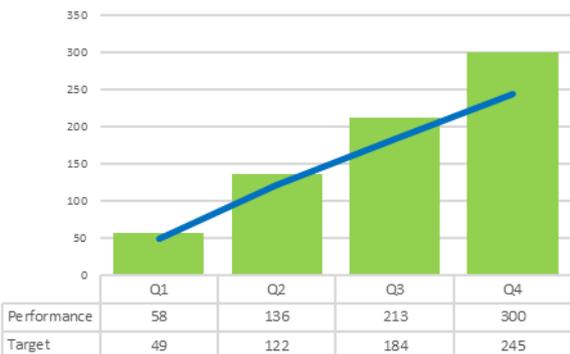
**- Young people aged 18 – 25**



<b>19/20 Performance</b>	<b>348</b>
<b>19/20 Target</b>	<b>468</b>
<b>Direction of Travel</b>	▼
Comments	The impact of interventions such as school closures due to Covid-19 resulted in a decline in the number of parents able to actively pursue employment opportunities. We have also encountered data collection issues from key partner organisations due to changes in their service delivery model and

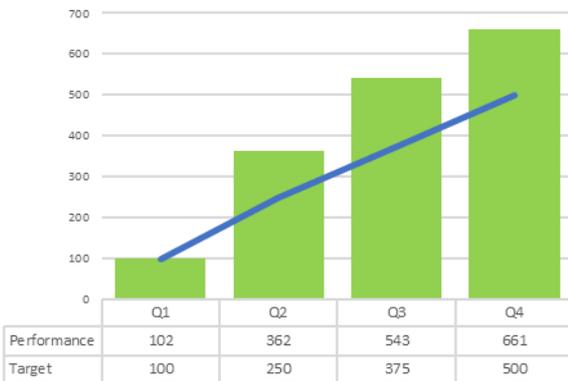
<b>19/20 Performance</b>	<b>381</b>
<b>19/20 Target</b>	<b>396</b>
<b>Direction of Travel</b>	▶
Comments	We were on track for this indicator in Q3, however key youth partners have been impacted by the Covid-19 situation, with staff being furloughed. This has impacted on both the delivery of support and our ability to get data returns from these partners.

**- Disabled people / those with long term health conditions**



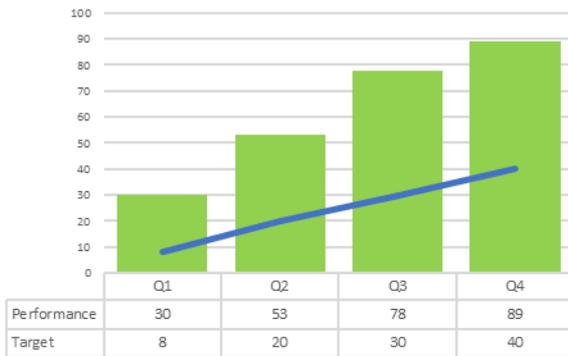
<b>19/20 Performance</b>	<b>300</b>
<b>19/20 Target</b>	<b>245</b>
<b>Direction of Travel</b>	▲

**- BAME**



<b>19/20 Performance</b>	<b>661</b>
<b>19/20 Target</b>	<b>500</b>
<b>Direction of Travel</b>	▲

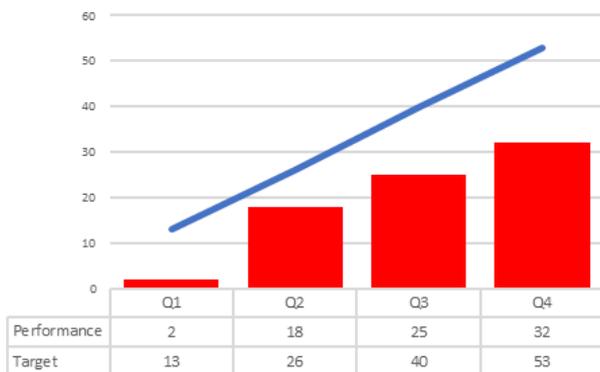
**- Council contracted suppliers**



<b>19/20 Performance</b>	<b>89</b>
<b>19/20 Target</b>	<b>40</b>
<b>Direction of Travel</b>	▲

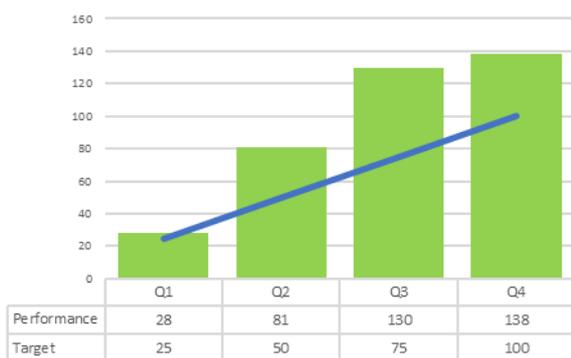
**Number of Islington residents supported into council Apprenticeships (including LA maintained schools)**

<b>19/20 Performance</b>	<b>32</b>
<b>19/20 Target</b>	<b>53</b>
<b>Direction of Travel</b>	▼
Comments	54% of apprenticeships started in 2018 are still in post and therefore have not been re-filled in 2019. Planned interventions are to be implemented to increase the creation of apprenticeships, however these results may not be fully visible until the next performance year. There has been an increase in 2019



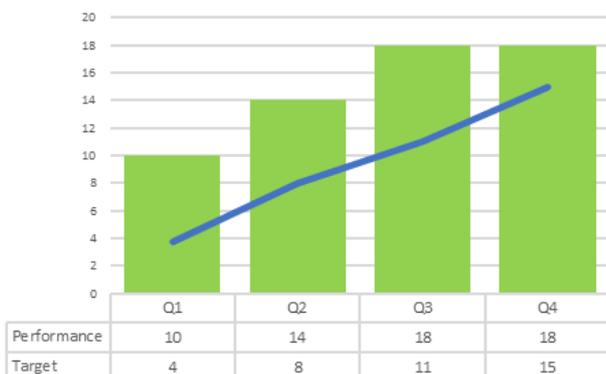
of the number of employee's upskilling and undertaking apprenticeship training which supports the council's workforce strategy as well as work towards the public sector apprenticeship target.

### Number of Islington residents supported into council apprenticeships with an external employer



<b>19/20 Performance</b>	<b>138</b>
<b>19/20 Target</b>	<b>100</b>
<b>Direction of Travel</b>	▼
Comments	While the profiled target for the year had in fact been met in Q3, Q4 saw only a small increase which resulted in an overall decline against last year. This is due to delayed recruitment because of Covid-19, and difficulties in collecting data from some external partners who normally place people into apprenticeships, where staff have been furloughed.

### Number of Islington residents gaining apprenticeships with council contracted suppliers



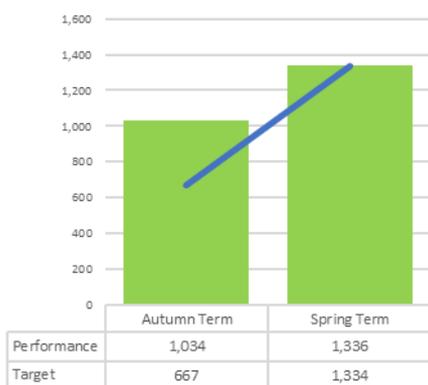
<b>19/20 Performance</b>	<b>18</b>
<b>19/20 Target</b>	<b>15</b>
<b>Direction of Travel</b>	▼
Comments	Six apprenticeship starts were delayed due to Covid-19 in March, which would have taken us above last year's figure.

## Percentage of council apprentices who move onto further employment or training within three months of completing their apprenticeship



<b>19/20 Performance to date</b>	<b>83%</b>
<b>19/20 Target</b>	<b>75%</b>
<b>Direction of Travel</b>	▲

## Number of Islington residents enrolled onto an Adult Learning & Community Learning course



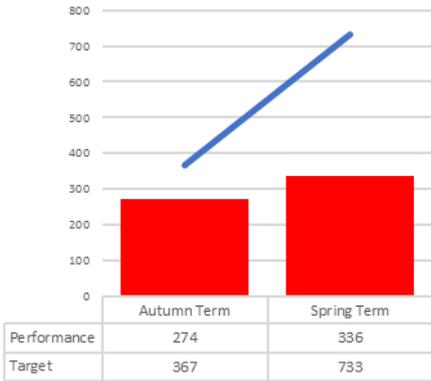
<b>19/20 Performance to date</b>	<b>1336</b>
<b>19/20 Target</b>	<b>2000</b>
<b>Direction of Travel</b>	▲
Comments	The Service enrolled a good number of residents onto courses during late summer and over the Autumn and Spring terms, which have given a good basis for annual learner numbers.

<b>19/20 Performance to date</b>	<b>336</b>
<b>19/20 Target</b>	<b>1100</b>
<b>Direction of Travel</b>	▼
Comments	A planned tranche of Family Learning provision in the Summer term has been put on hold due to COVID-19. This will likely affect the service's ability to reach target at academic year end. One Family Learning tutor has been off sick long term and has now returned to work. In addition, a new Family Learning tutor has joined the team. They are working with the Curriculum Team Leader and Manager to make digital offer. However, a strong start to the year has put the Service in good stead comparatively to last academic

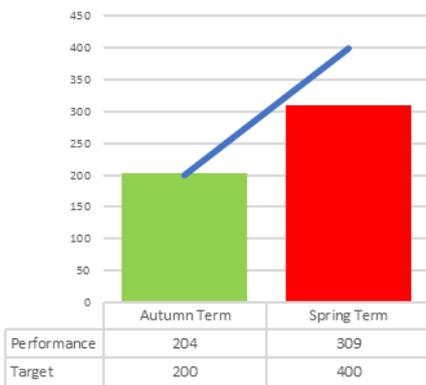
	year, so the service should see an increase in the number of learners on 18/19.
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**Of these**

- **Parents with children aged 0 – 18**



- **Disabled people / those with long term health conditions**

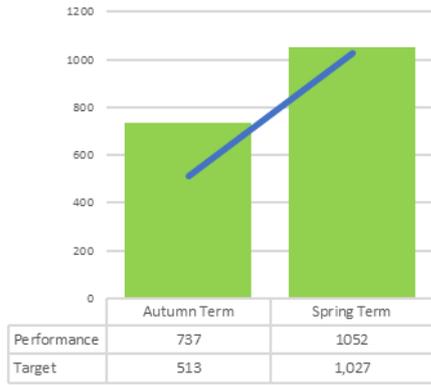


<b>19/20 Performance to date</b>	<b>309</b>
<b>19/20 Target</b>	<b>600</b>
<b>Direction of Travel</b>	▼
Comments	The department is on target to exceed numbers for 18/19 and should meet the target for the end of the academic year via normal avenues of recruitment.

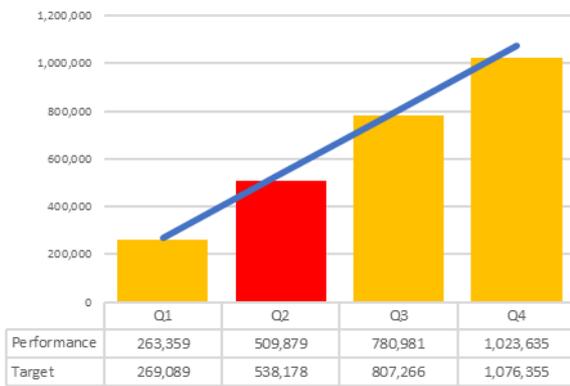
- **BAME**

<b>19/20 Performance to date</b>	<b>1052</b>
<b>19/20 Target</b>	<b>1540</b>
<b>Direction of Travel</b>	▲
Comments	The Service continues to engage high numbers of BAME residents

through the curriculum offer.

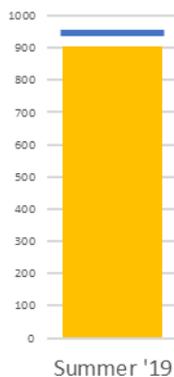


### Number of library visits



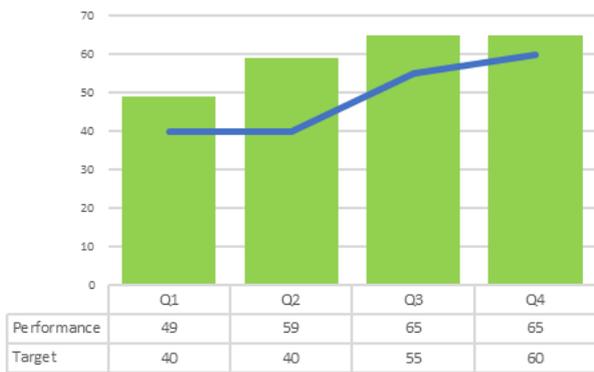
<b>19/20 Performance</b>	<b>1,023,635</b>
<b>19/20 Target</b>	<b>1,076,355</b>
<b>Direction of Travel</b>	▶
Comments	<p>In 2019/20 we had a number of closures which impacted on our visitor figures. Central Library was closed for 5 weeks for building works and Archway was closed for a week for building works. In addition to this all libraries closed from 19.3.20 due to COVID19. In 2019-20 we had approx. 8.5% less opening hours then in 2018/19.</p> <p><b>*Covid-19 impact requires interim replacement of this indicator with number of new library members since library closures*</b></p>

### Number of children taking part in summer reading challenge



<b>Summer '19 Performance</b>	<b>904</b>
<b>19/20 Target</b>	<b>945</b>
<b>Direction of Travel</b>	▲
Comments	<p>904 completers is above the 2018/19 figure of 900 - but below our target. This is partly due to the closure of Central Library for building works over the summer holiday.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

### Number of schools engaged in 11 by 11 Cultural Enrichment Programme



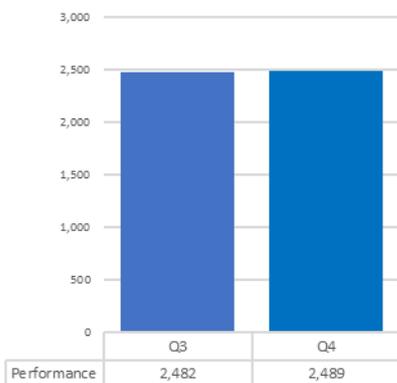
<b>19/20 Performance</b>	<b>65</b>
<b>19/20 Target</b>	<b>60</b>
Comments	Exceeded target, but no previous years by which to set target. The impact of Covid-19 on Q4 was that at least 50 activities were cancelled in March of the 318 total scheduled for Spring term. Impact in Q1 and Q2 of 2020-21 will be much more significant.

## 100 hours of the World of Work- number of schools engaged with the programme



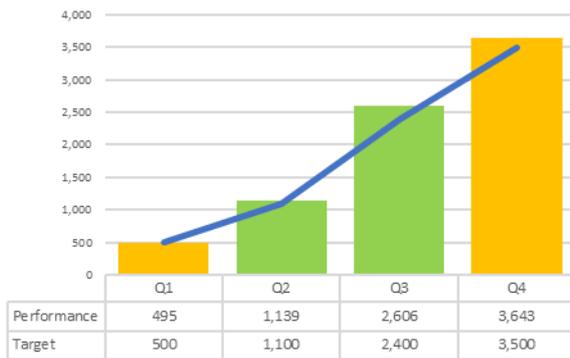
<b>19/20 Performance</b>	<b>25</b>
<b>19/20 Target</b>	<b>30</b>
Comments	<p>12 primary schools and 13 secondary schools. Target not achieved due to delayed engagement with primary schools, as a result of the launch event being delayed to Jan 2020 due to the election. We have had good take up from primary schools since this event. Furthermore, at least 13 activities planned for Q4 have been cancelled due to Covid-19, with many more cancelled that were in the planning phase with dates TBC. Impact in Q1 and Q2 of 2020-21 will be even more significant with all events for Summer term cancelled. The majority of secondary schools (13 out of 15) have engaged with the programme this year. The only two not yet engaged are The Bridge and Richard Cloudesley, both schools for students with special educational needs and we will develop a tailored offer over the coming year.</p> <p><b>*Covid-19 impact requires interim replacement of this indicator with online resources take-up*</b></p>

## Number of Islington households supplied by Angelic Energy



<b>19/20 Performance</b>	<b>2489</b>
<b>19/20 Target</b>	<b>2527</b>
Comments	PI changed from total meter points to number of Islington Angelic Customers. Up from 2318 as at end Q2 but marketing completely suspended in February and March. Q1 will be affected by lack of action on Voids.

## Number of referrals into SHINE (Seasonal Health Intervention Network)



<b>19/20 Performance</b>	<b>3643</b>
<b>19/20 Target</b>	<b>3500</b>
<b>Direction of Travel</b>	▲
Comments	<p>Achieved 19/20 target but interventions per referral dropping somewhat due to focus on Warm Home Discount.</p> <p><b>*Suspension recommended to enable a more outcome / intervention focused measure in 2021/22*</b></p>

### Safety Creating a safe and cohesive borough for all

- Make sure fewer young people are victims or perpetrators of crime
- Reduce levels of crime or antisocial behaviour
- Celebrate and protect our diverse and integrated communities
- Keep consumers informed and safe

## Covid-19 Impact

As at 11 May overall crime in Islington during lockdown was 40% lower than that of the same period in 2019. This is across all main crime types with the exception of drugs offences. On the other hand, service demand on the Islington Council Anti-Social Behaviour team has increased significantly, as well as ASB calls to the police. Main issues relate to areas where people are gathering and breaching social distancing rules across the parks and estates, whilst neighbour complaints accounted for 30%. There

has been a slight increase in domestic abuse reports, but we are also seeing an increase in detections, which means positive action is being taken to protect victims and keep them safe. The Community MARAC has continued to support vulnerable victims through online multi-agency meetings.

## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.

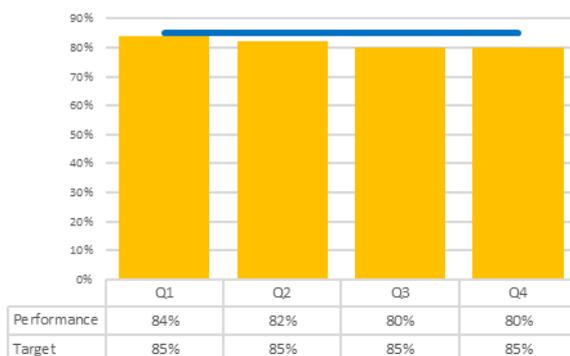


## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

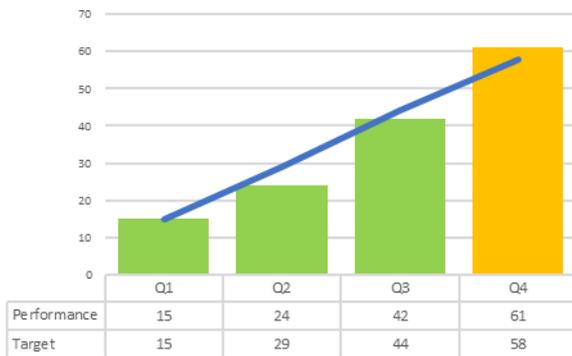


## Percentage of young people (aged 10 – 17) that are diverted away from the criminal justice system



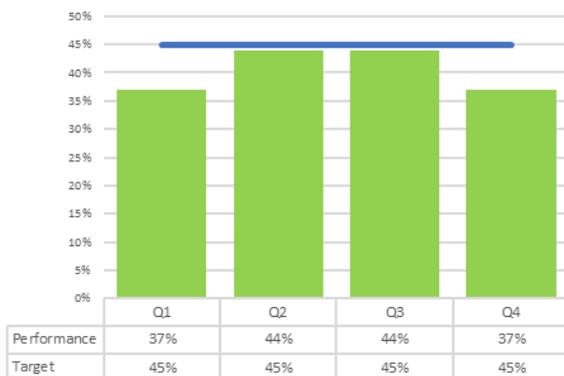
<b>19/20 Performance</b>	<b>80%</b>
<b>19/20 Target</b>	<b>85%</b>
<b>Direction of Travel</b>	
Comments	<p>There are low numbers of young people requiring a triage at the current time- this measure is very sensitive to change in the outcomes of just one or two young people, If only three more people had been triaged away from the youth justice system, the figure would have been on target.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

## Number of first time entrants onto the youth justice system



<b>19/20 Performance</b>	<b>61</b>
<b>19/20 Target</b>	<b>58</b>
<b>Direction of Travel</b>	▶
Comments	Performance is broadly in line with the last two years. Over the longer term there has been significant improvement in reducing the number of First Time Entrants

## Percentage of repeat young offenders (under 18s)



<b>19/20 Performance</b>	<b>37%</b>
<b>19/20 Target</b>	<b>45%</b>
<b>Direction of Travel</b>	▲
Comments	The definition used for reoffending measures has changed in 2019/20 to enable a more complete reflection of the service's work  <b>*this indicator requires interim suspension given reoffender reduction rate*</b>

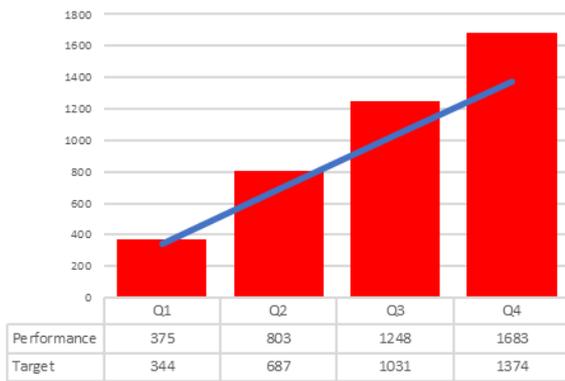
## Number of custodial sentences for young offenders



<b>19/20 Performance</b>	<b>7</b>
<b>19/20 Target</b>	<b>25</b>
<b>Direction of Travel</b>	▲
Comments	There has been a significant reduction in the number of custodial sentences for young people in Islington this year

## Number of robbery offences

<b>19/20 Performance</b>	<b>1683</b>
<b>19/20 Target</b>	<b>1374</b>
<b>Direction of Travel</b>	▼
Comments	This is a priority area for the Safer Islington Partnership. The Police have a proactive robbery team made up of two teams. They use robbery cars for use across Central North BCU to increase the likeliness



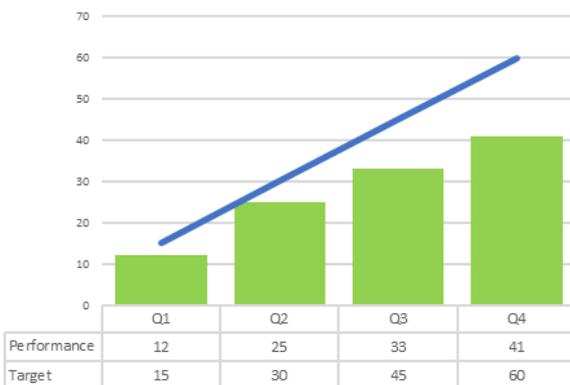
of detection. Police use a variety of tactics and work closely with Islington Council to utilise CCTV, make environmental changes to target harden hot spot locations and work in partnership with council services to offer support to offenders to help direct them away from the criminal justice system.

### Number of violence with injury offences (non-DA)



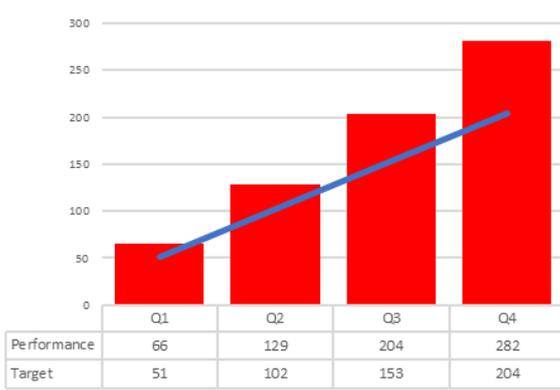
<b>19/20 Performance</b>	<b>1648</b>
<b>19/20 Target</b>	<b>1711</b>
<b>Direction of Travel</b>	▲
Comments	<p>Priority for Safer Islington Partnership. There will be an analytical product produced for the new financial year looking at identifying hotspots and utilising proactive police teams to target these areas.</p> <p>Continued work targeting hotspot locations (e.g.: Finsbury Park)</p> <p>Work with support for young people (though IGT / TYS / Y&amp;C).</p>

### Number of knife crime with injury offences (non-DA)



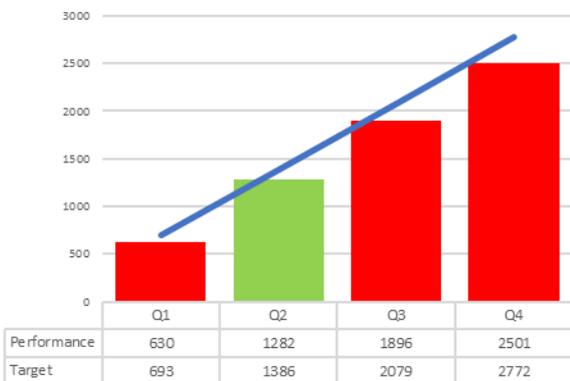
<b>19/20 Performance</b>	<b>41</b>
<b>19/20 Target</b>	<b>60</b>
<b>Direction of Travel</b>	▲
Comments	<p>Islington has seen reductions in knife crime with injury (non-domestic). There has been a large amount of partnership work completed in the last year through a knife crime task and finish group (which recorded a number of positive outcomes) along with ongoing work with young people through the Integrated Gangs Team, Targeted Youth Support and Youth Offending Teams and work with adults through a variety of services offered by the council such as Better Lives and Outreach services.</p>

## Number of serious youth violence offences



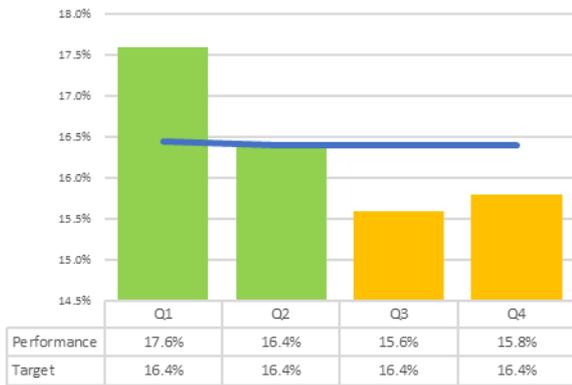
<b>19/20 Performance</b>	<b>282</b>
<b>19/20 Target</b>	<b>204</b>
<b>Direction of Travel</b>	▼
Comments	<p>There has been a vast amount of partnership work completed to help tackle youth violence along with ongoing work with young people through the Integrated Gangs Team, Targeted Youth Support and Youth Offending Teams. Examples of some of the work and projects that have been undertaken during 2019/20 includes:</p> <ul style="list-style-type: none"> <li>- Supporting Families Against Youth Crime project: transition to secondary school support summer activities; 5 community-led projects funded             <ul style="list-style-type: none"> <li>- Parent House and Ben Kinsella Trust Parents Champion project</li> </ul> </li> <li>- Bespoke trauma-informed practice training for 60 local practitioners on Caledonian Rd and Finsbury Park in autumn 2019</li> <li>- Disproportionality project: training for staff and workshops with parents has commenced for relevant Islington and Haringey staff             <ul style="list-style-type: none"> <li>- IGT research report launched Oct '19</li> <li>- Islington receiving 2-year MOPAC Violence Reduction Unit funding to extend Transition project and trauma-informed training, as well as funding knife bins and community strengthening conference</li> </ul> </li> <li>- Knife Harm prevention video produced by YOS and Love and Loss group to use as part of YOS interventions</li> <li>- Review of the Working Together for a Safer Islington prevention plan has commenced             <ul style="list-style-type: none"> <li>- new youth safety strategy to be launched Jul '20</li> </ul> </li> <li>- Bingfield Park redevelopment: young people's project group is continuing to develop memorial garden</li> <li>- Partnership work co-ordinated by the community safety team to look at prolific groups of offenders and ensure support is offered along with appropriate levels of enforcement</li> </ul>

## Number of domestic abuse offences

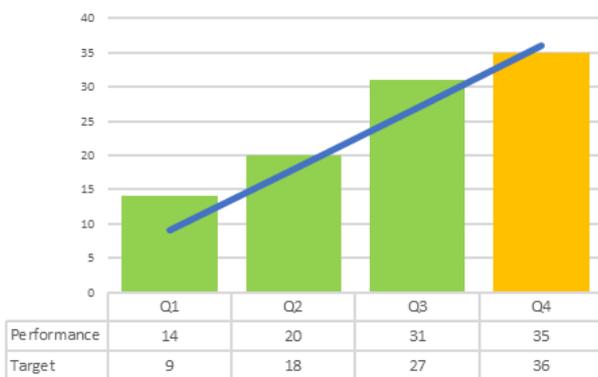


## Percentage of domestic abuse sanction detections

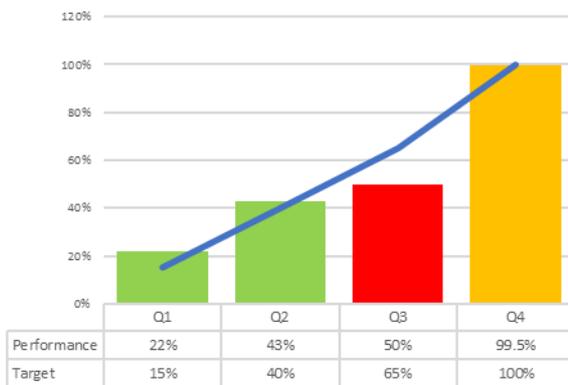
<b>19/20 Performance</b>	<b>15.8%</b>
<b>19/20 Target</b>	<b>16.4%</b>
<b>Direction of Travel</b>	▲
Comments	<p>The Safer Islington Partnership aims to raise awareness of all VAWG, with the aim of increasing reporting from hard to reach communities. In 2019/20 work has been done to train community and professional ambassadors. There has also been increased communication campaigns and events. This work will be enhanced in the coming year through the successful award of a grant to support all VAWG work.</p>
<b>19/20 Performance</b>	<b>15.8%</b>
<b>19/20 Target</b>	<b>16.4%</b>
<b>Direction of Travel</b>	▲
Comments	Whilst Islington is currently under



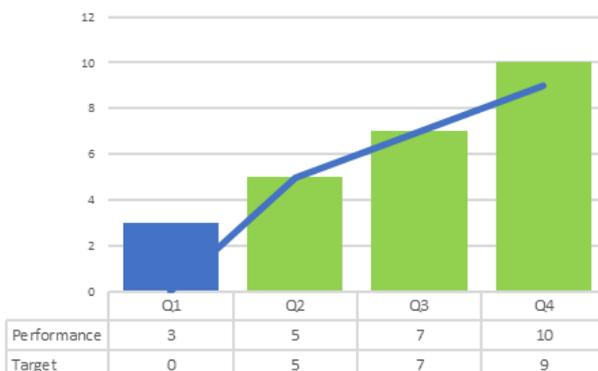
### Number of high risk victims successfully exiting the Community Risk MARAC



### Percentage of food inspection programme completed



### Number of age-restricted sales checks for knives, alcohol, fireworks and tobacco



target, domestic abuse sanction detections is being reviewed at the VAWG strategic group. The MPS have seen similar challenges across London, however Islington has recorded an increase overall in 2019/20 compared to the previous financial year and is performing better than London as a whole. The CN Safeguarding Team is leading on looking at ways in which the BCU can improve performance and increase detections and create better outcomes for survivors of domestic abuse. Examples include DIP Sampling, where investigations are reviewed by partners and learning is implemented and

<b>19/20 Performance</b>	<b>35</b>
<b>19/20 Target</b>	<b>36</b>
<b>Direction of Travel</b>	▼
Comments	There were 35 high risk victims successfully exiting the Community Risk MARAC in 2019/20. Overall positive outcomes included where partner organisations agree to provide a joined-up support plan or where there have been reduced safeguarding concerns. During the meetings there were 380 actions completed by those attending.

<b>19/20 Performance</b>	<b>99.5%</b>
<b>19/20 Target</b>	<b>100%</b>
<b>Direction of Travel</b>	▲
Comments	End of year was better than initially anticipated as closure of premises resulted in an increased achievement based on statutory definition  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

<b>19/20 Performance</b>	<b>10</b>
<b>19/20 Target</b>	<b>9</b>
<b>Direction of Travel</b>	▼
Comments	Compares to 11 last year.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

## Number of joint Trading Standards and Licenced training events delivered to businesses identified as having training needs



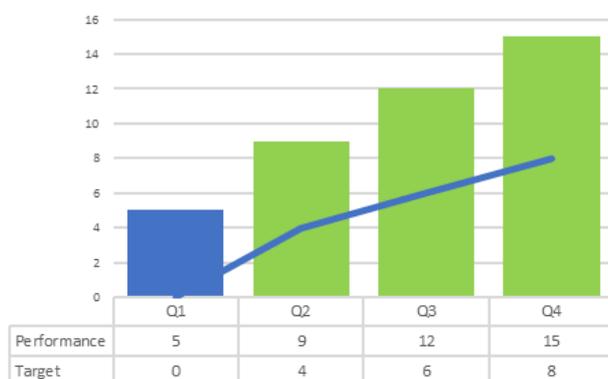
<b>19/20 Performance</b>	<b>4</b>
<b>19/20 Target</b>	<b>5</b>
<b>Direction of Travel</b>	▲
Comments	Same as last year.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

## Number of licensing panels held for premises where there are concerns



<b>19/20 Performance</b>	<b>23</b>
<b>19/20 Target</b>	<b>45</b>
<b>Direction of Travel</b>	▼
Comments	<b>*Indicator recommended for deletion as activity measure only*</b>

## where there are serious breaches

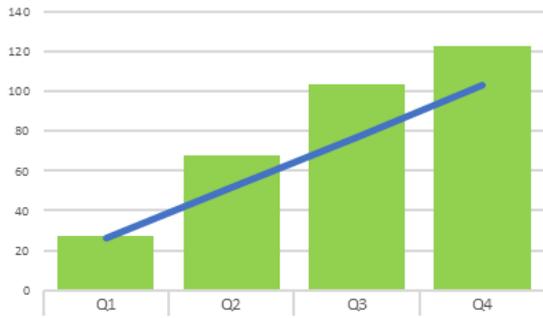


## Number of reviews for licensed premises

<b>19/20 Performance</b>	<b>15</b>
<b>19/20 Target</b>	<b>8</b>
<b>Direction of Travel</b>	▲
Comments	<b>*Indicator recommended for deletion as activity measure only*</b>

## Number of Homophobic Offences reported to Police

<b>19/20 Performance</b>	<b>123</b>
<b>19/20 Target</b>	<b>103</b>
<b>Direction of Travel</b>	▲
Comments	Hate Crime Awareness Week ran between 8th and 12th Oct 2019. This year there was a focus on increasing reporting. Success measured by no. of hate crime reports. There has been media campaigns raising awareness in the community along with the work of the Hate Crime Forum, which is represented by the council and police along with faith communities. There will be ongoing work in the

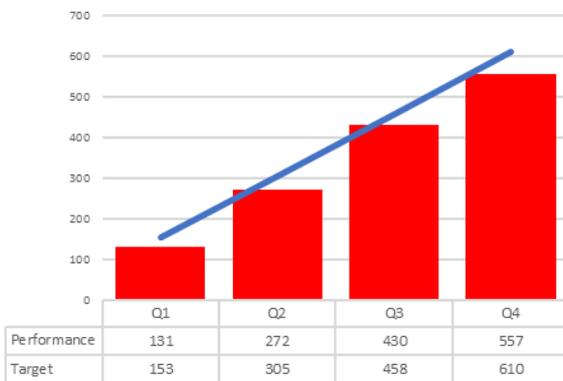


## Sanction Detection Rate for Homophobic Hate Crime



<b>19/20 Performance</b>	<b>12.2%</b>
<b>19/20 Target</b>	<b>6%</b>
<b>Direction of Travel</b>	▲
Comments	Central North BCU Safeguarding Team is working to increase Sanction Detections. The DIP sample meeting reviews cases of Hate Crime on a Quarterly basis. This learning should also help increase positive outcomes.

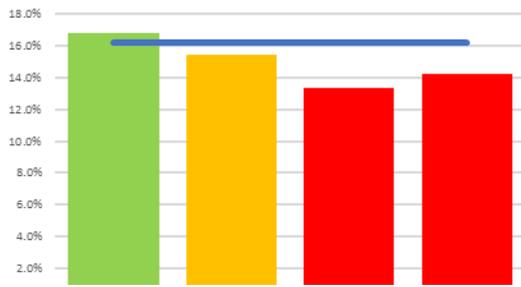
## Number of Racist Offences reported to Police



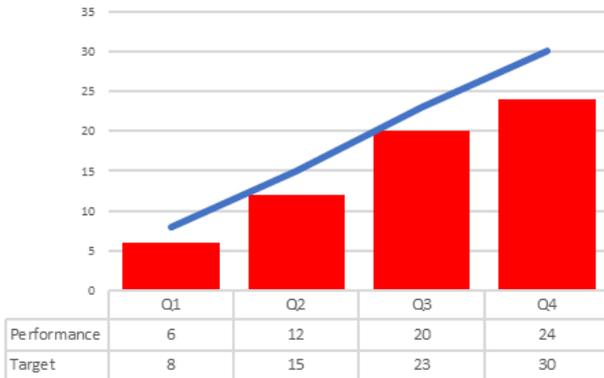
<b>19/20 Performance</b>	<b>557</b>
<b>19/20 Target</b>	<b>610</b>
<b>Direction of Travel</b>	▲
Comments	Hate Crime Awareness Week ran between 8th and 12th Oct 2019. This year there was a focus on increasing reporting. Success measured by no. of hate crime reports. There has been media campaigns raising awareness in the community along with the work of the Hate Crime Forum, which is represented by the council and police along with faith communities. There will be ongoing work in the coming year.

## Sanction Detection Rate for Racist Hate Crime

<b>19/20 Performance</b>	<b>14.2%</b>
<b>19/20 Target</b>	<b>16.2%</b>
<b>Direction of Travel</b>	▼
Comments	Central North BCU Safeguarding Team is working to increase Sanction Detections. The DIP sample meeting reviews cases of Hate Crime on a Quarterly basis. This learning should also help increase positive outcomes.

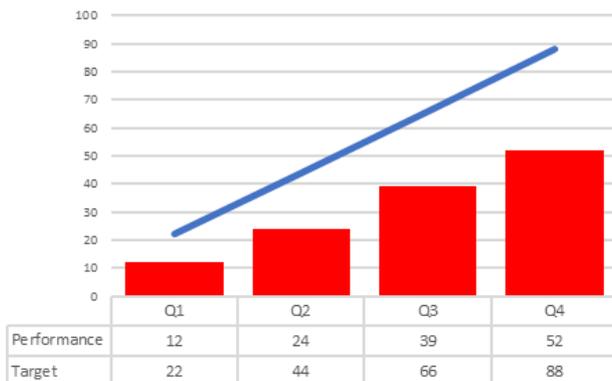


## Number of Disability Hate Offences reported to Police



<b>19/20 Performance</b>	<b>24</b>
<b>19/20 Target</b>	<b>30</b>
<b>Direction of Travel</b>	▲
Comments	Hate Crime Awareness Week ran between 8th and 12th Oct 2019. This year there was a focus on increasing reporting. Success measured by no. of hate crime reports. There has been media campaigns raising awareness in the community along with the work of the Hate Crime Forum, which is represented by the council and police along with faith communities. There will be ongoing work in the coming year.

## Number of Faith Hate Crime Offences reported to Police



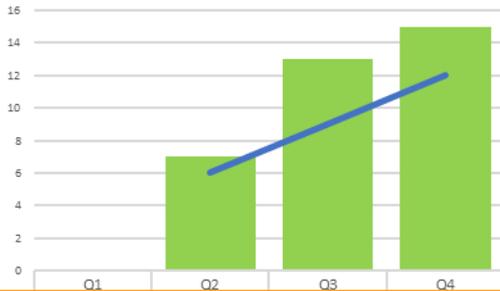
<b>19/20 Performance</b>	<b>24</b>
<b>19/20 Target</b>	<b>30</b>
<b>Direction of Travel</b>	▼
Comments	Hate Crime Awareness Week ran between 8th and 12th Oct 2019. This year there was a focus on increasing reporting. Success measured by no. of hate crime reports. There has been media campaigns raising awareness in the community along with the work of the Hate Crime Forum, which is represented by the council and police along with faith communities. There will be ongoing work in the coming year.

## Sanction Detection Rate for Faith Hate Crime



<b>19/20 Performance</b>	<b>9.6%</b>
<b>19/20 Target</b>	<b>5.1%</b>
<b>Direction of Travel</b>	▲
Comments	Central North BCU Safeguarding Team is working to increase Sanction Detections. The DIP sample meeting reviews cases of Hate Crime on a Quarterly basis. This learning should also help increase positive outcomes.

## Number of Transgender Hate Crime Offences reported to Police



<b>19/20 Performance</b>	<b>15</b>
<b>19/20 Target</b>	<b>12</b>
<b>Direction of Travel</b>	
<b>Comments</b>	Hate Crime Awareness Week ran between 8th and 12th Oct 2019. This year there was a focus on increasing reporting. Success measured by no. of hate crime reports. There has been media campaigns raising awareness in the
	the Hate Crime Forum, which is represented by the council and police along with faith communities. There will be ongoing work in the coming year.

### Children and Young People Making Islington the best place for young people to grow up

- Always keep children and young people safe and secure and reduce the number of children growing up in poverty
- Make sure young people get the best start
- Ensure our schools are places where all young people can learn and thrive

## Covid-19 Impact

With schools and early years settings only open to vulnerable children and children of critical workers, as well as the cancellation of exams for Summer 2020, many of the education measures under the 'Children and Young People' theme will not be reportable for the 2019/2020 academic year. We have also seen a fall in the number of referrals to children's social care since the introduction of the lockdown measures, as many of the services that would make referrals are either not operating or operating differently given the current situation. This will have more of an impact on early 2020/21.

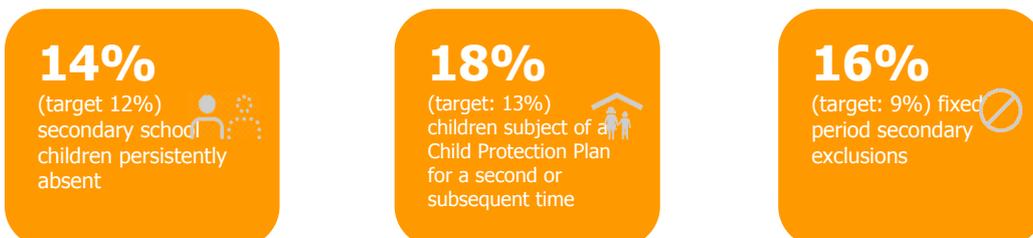
## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.

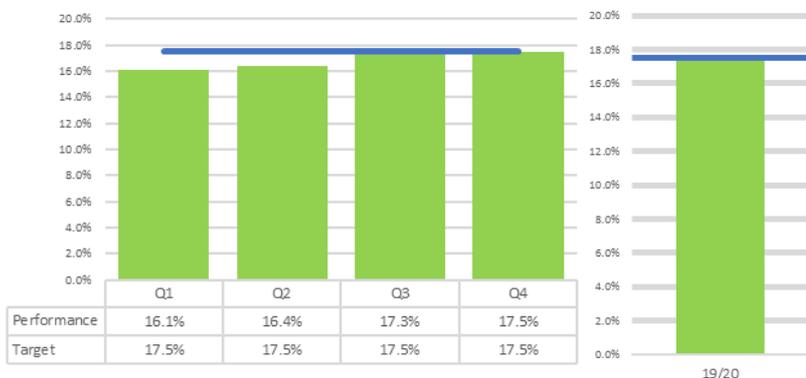


## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

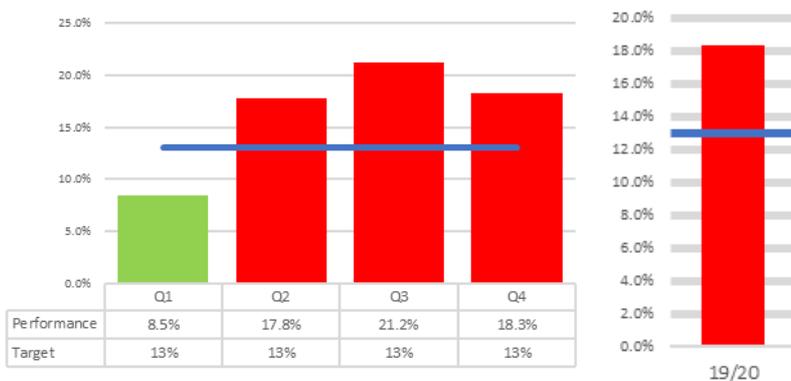


## Percentage of re-referrals to Children's Social Care within the previous 12 months



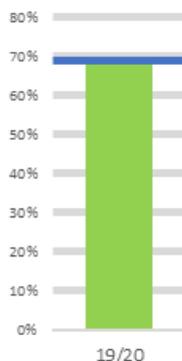
<b>19/20 Performance</b>	<b>17.5%</b>
<b>19/20 Target</b>	<b>18%</b>
<b>Direction of Travel</b>	<b>▲</b>
<b>Comments</b>	<p>Target already set as part of Children &amp; Families Outcomes Framework and has been met.</p> <p>The Islington provisional figure for 2019/20 is below the latest reported London and England figures (for 2018/19).</p>

## Percentage of children who become the subject of a Child Protection Plan for a second or subsequent time



<b>19/20 Performance</b>	<b>18.3%</b>
<b>19/20 Target</b>	<b>13.0%</b>
<b>Direction of Travel</b>	<b>▼</b>
<b>Comments</b>	<p>The figure for repeat child protection plans for the end of Q4 is 18.3%, which represents an improvement on the previous quarter, and an improvement on 2018/19. Of the 202 new CP plans made, 37 were repeat plans. More than three quarters of the repeat plans involved more than one child in the same family group (21 family groups). Those where domestic violence concern are more likely to become subject for a second or subsequent time.</p>

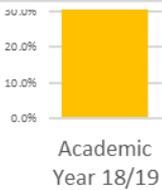
## Percentage of 2-year old places children with Special Educational Needs or Disabilities (SEND) or who are looked after



taken up by low income families, Needs or Disabilities (SEND) or

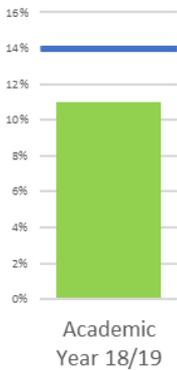


### Percentage of pupils achieving a Good Level of Development in the Early Years Foundation Stage profile



<b>19/20 Performance</b>	<b>70%</b>
<b>19/20 Target</b>	<b>69%</b>
<b>Direction of Travel</b>	
Comments	We have managed to improve the proportion of eligible two year olds in funded early education places since last Summer. For the two years prior to this, performance had been bouncing around the 61-64% range. Islington is now just above the last published national average.

### Percentage gap at EYFS



<b>Performance</b>	<b>71%</b>
<b>Target</b>	<b>73.3%</b>
<b>Direction of Travel</b>	
Comments	<p>The target represents the Inner London average, which was published in October 2019. Although Islington remains below the Inner London average, the gap has narrowed in 2018/19. The Islington figure fell by 0.1% in 2019, whilst the Inner London average fell by 0.3%.</p> <p>GLD scores have flatlined nationally this year. In Islington we have seen a very small decline. An analysis is underway.</p> <p>This is the first cohort of children for whom the government restricted Islington's ability to provide 30 hours of early education in nursery. Introduced in September 2017, entitlement to 30 hours was restricted to children of working parents. Islington successfully disappplied to the DFE to make provision for children with severe and complex social, emotional and or special educational needs to have 30 hours; but the overall number of children benefitting from full-time nursery was reduced.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

### between pupils entitled to Free School Meals and non-FSM pupils

### Participation



<b>Performance</b>	<b>11%</b>
<b>Target</b>	<b>Below 14%</b>
<b>Direction of Travel</b>	
Comments	<p>The gap has narrowed due to improvement in results for FSM-eligible pupils.</p> <p>In Islington, the proportion of FSM-eligible pupils who achieved a Good Level of Development in the EYFSP rose from 61% in 2017/18 to 64% in 2018/19. The proportion of non-eligible pupils achieved the GLD remained at 75%.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

### rate for Islington play offer (5 to 12 year olds)

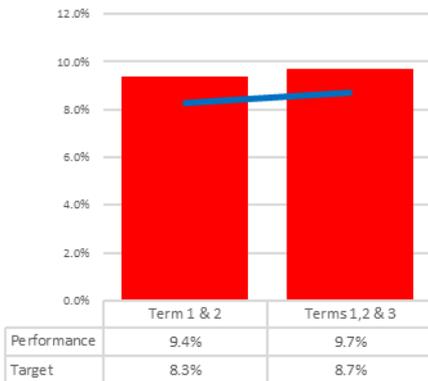
<b>Performance</b>	<b>60.6%</b>
<b>Target</b>	<b>67%</b>
Comments	19/20 data not yet available
<b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>	

## Participation rate for youth offer (13 and older)



<b>Performance</b>	<b>52.2%</b>
<b>Target</b>	<b>50%</b>
Comments	2019/20 data not yet available  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

## Percentage of primary school children who are persistently absent (below 90% attendance)



<b>Performance</b>	<b>9.7%</b>
<b>Target</b>	<b>8.7%</b>
<b>Direction of Travel</b>	▼
Comments	We have halved the gap to the Inner London average from 2.1 percentage points in 2017/18 to 1 percentage point in 2018/19. We have delivered a 6 month targeted programme (January to June) to those primary schools with the highest level of persistent absence over the last three years. All but one school saw a positive improvement the percentage of children persistently absent, ranging from 0.5% to 6.5% improvement, with the mean average across the 12 schools improving from 17.35% to 13.82%.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

## Percentage of secondary school children who are persistently absent (below 90% attendance)

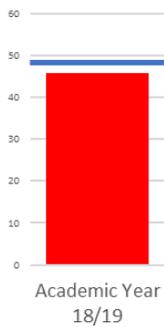
<b>Performance</b>	<b>14.2%</b>
<b>Target</b>	<b>12.0%</b>
<b>Direction of Travel</b>	▶
Comments	Both Islington and Inner London saw marginal increases in their PA rates for secondary schools between 2017/18 and 2018/19. Reducing PA at secondary remains a high priority.



A focus group is being arranged for secondary schools with the highest number of PA pupils, using the same approach as for primary (see above). We have also targeted a small group of schools requiring immediate additional support with case work management, keeping records of school interventions and preparing papers for prosecution, and a workshop has been delivered to provide practical guidance to support these schools.

**\*Significant Covid-19 impact requires interim suspension of this indicator\***

### Attainment 8 score



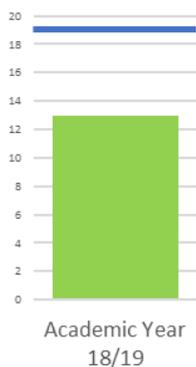
<b>Performance</b>	<b>45.8</b>
<b>Target</b>	<b>48.4</b>
<b>Direction of Travel</b>	▶
<b>Comments</b>	<p>Target represents the revised Inner London average for 2018/19. The average Attainment 8 score for Islington decreased by 0.5 compared to last year's results, whereas the Inner London average is in line with the 17/18 results. This drop is mainly linked to a decline in outcomes at three schools.</p> <p>We are working robustly to support and challenge maintained school leaders using processes outlined in the Work in Support of Schools (WiSS) document to focus them on bringing about sustained improvements in progress and outcomes for their pupils. Where appropriate we are meeting with leaders of Multi Academy Trusts to discuss their approaches to bring about improvements in academies over which they have control.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

### Average Progress 8 score



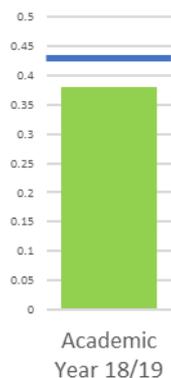
<b>Performance</b>	<b>0.03</b>
<b>Target</b>	<b>0.18</b>
<b>Direction of Travel</b>	▼
<b>Comments</b>	<p>Target represents the revised Inner London average for 2018/19. The Islington Progress 8 score is down on last year, whereas the Inner London average is in line with the previous year. As in CYP11, this drop is mainly linked to a decline in outcomes at three schools. We are working robustly to support and challenge maintained school leaders using processes outlined in the Work in Support of Schools (WiSS) document to focus them on bringing about sustained improvements in progress and outcomes for their pupils. Where appropriate we are meeting with leaders of Multi Academy Trusts to discuss their approaches to bring about improvements in academies over which they have control.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

## Gap in attainment between Black Caribbean pupils and the LBI average at Key Stage 2 (expected standard in Read, Writing and Maths)



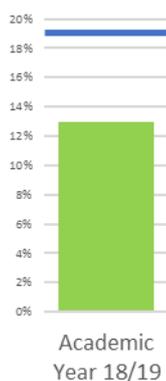
Performance	13 pts
Target	19 pts
Direction of Travel	▼
Comments	<p>The revised results for 2019 show that the proportion of Black Caribbean pupils achieving the expected standard increased by around 7 percentage points in 2019, up to 56%. With the smaller change in the overall Islington figure, the gap has narrowed to 13 percentage points, from 19 percentage points last year.</p> <p>To give these differences some context, if 15 more Black Caribbean pupils achieved the expected standard in 2019, the group's results would have matched the Islington average.</p> <p>Nationally, 56% of Black-Caribbean pupils achieved the expected level, the same as in Islington. However, as the national figure for all pupils achieving the expected standard was lower than the Islington figure at 65%, the gap nationally is narrower than the gap in Islington at 9 percentage points.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

## Gap in attainment between Black Caribbean pupils and the LBI average at Key Stage 4 (Progress 8 Score)



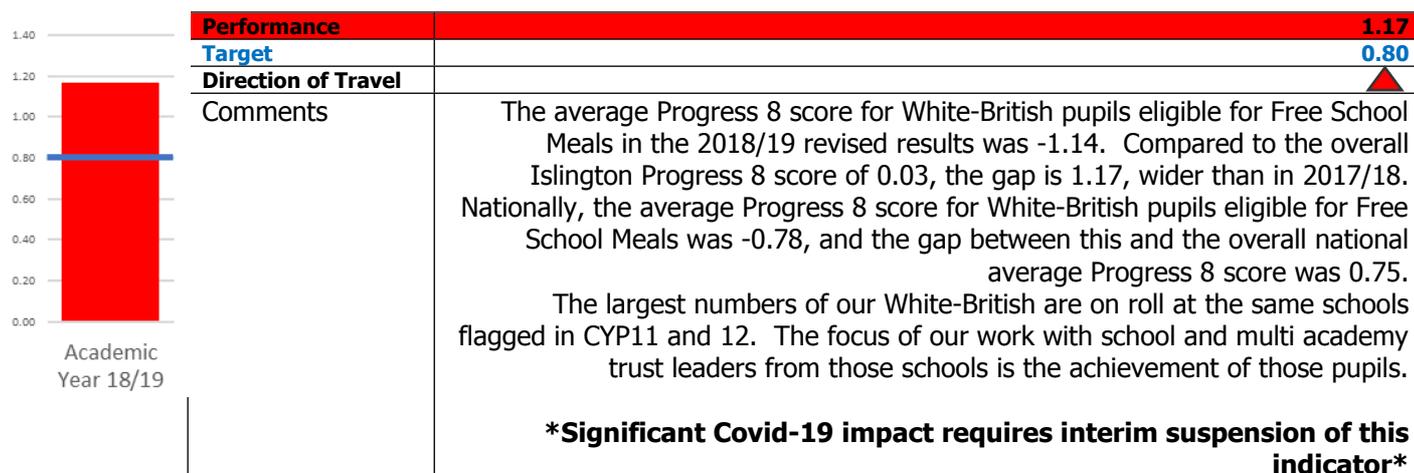
Performance	0.38
Target	0.43
Direction of Travel	▼
Comments	<p>The revised Progress 8 score for Islington's Black-Caribbean pupils in 2019 is -0.35, compared to 0.03 for Islington overall, so the gap is 0.38 points. Although the Progress 8 score for Black Caribbean pupils is lower than in last year's revised results, the change was not as large as the change in the overall Islington average, so the relative gap has improved.</p> <p>Nationally, the average Progress 8 score for Black-Caribbean pupils was -0.31, so this was similar to the Islington figure. However, the overall national average Progress 8 score is lower than the Islington average at -0.03, and therefore the gap is narrower across England as a whole than it is for Islington.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

## Gap in attainment between White British pupils eligible for Free School Meals and the LBI average at Key Stage 2 (expected standard in Reading, Writing and Maths)

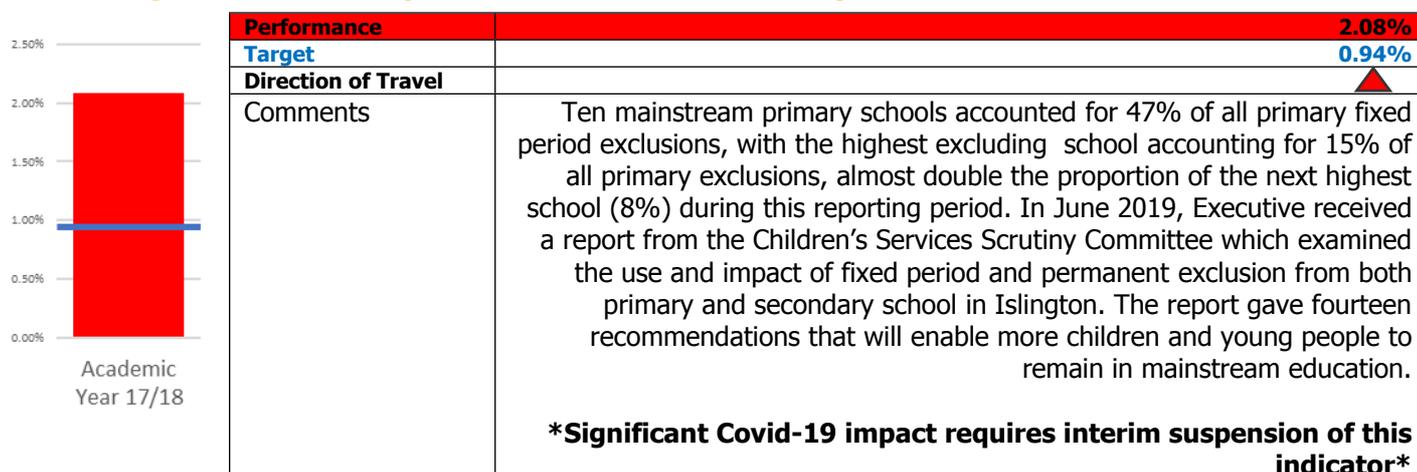


Performance	15 pts
Target	19 pts
Direction of Travel	▼
Comments	<p>The revised results for 2019 show that the proportion of White-British pupils who were eligible for Free School Meals that achieving the expected standard increased from 50% in 2018 to 55% in 2019, narrowing the gap with the overall Islington figure from 19 percentage points in 2018 to 15 percentage points in 2019.</p> <p>The latest available comparator data for this breakdown of pupil characteristics for the 2018 revised results at a national level only. Nationally, 43% of White-British FSM-eligible pupils achieved the expected standard in Reading, Writing and Maths, so there was a gap of 22 percentage points with the national average for all pupils (65%). The gap in Islington has been narrower than this in both the 2018 and 2019 results.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

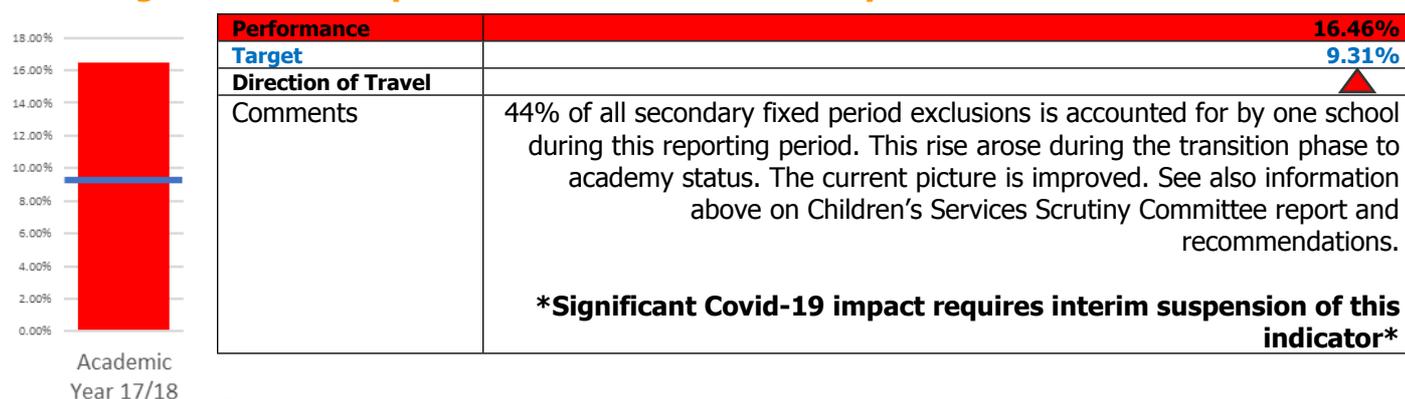
## Gap in attainment between White British pupils eligible for Free School Meals and the LBI average at Key Stage 4 (Progress 8 Score)



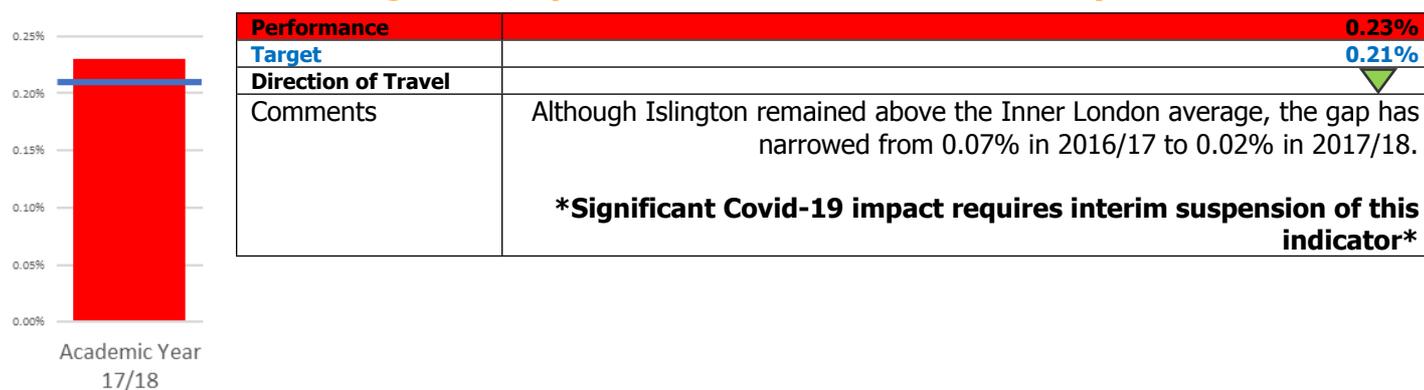
## Percentage rate of fixed period exclusions – Primary



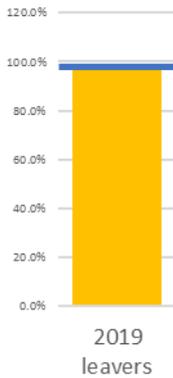
## Percentage rate of fixed period exclusions – Secondary



## Percentage rate of permanent exclusions – secondary



## Percentage of Islington School leavers in Year 11 who move into education or training



<b>Performance</b>	<b>97.0%</b>
<b>Target</b>	<b>98.0%</b>
<b>Direction of Travel</b>	
<b>Comments</b>	<p>While this figure remains relatively stable, there were a greater number of young people who went into employment without training compared to the previous year, which resulted in a slight decrease in participation in learning and training. There is a risk of participation falling this year due to the impact of Covid-19, particularly from priority groups, and this has been included as a recovery performance indicator.</p> <p><b>*Significant Covid-19 impact requires interim suspension of this indicator*</b></p>

**Place and environment** Making Islington a welcoming and attractive borough and creating a healthy environment for all

- Keep the streets clean and promote recycling
- Make it easier and safer for people to travel through the borough and beyond
- Make sure residents have access to high quality parks, leisure facilities and cultural opportunities
- Ensure development is well planned

## Covid-19 Impact

The most visible impact on Q4 data has been Leisure Centre visits, with all centres closed since 20 March but usage seriously impacted for several weeks beforehand, as well as a handful of stalled EVCP installations. Going forward into 20/21 there have been immediate negative impacts on Others planning applications that are dependent on site visits, as well as anticipated positive impact on Council CO2 emissions from operational buildings.

## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.

**221**

(target: 200) secure cycle facilities installed over the last two years

**88%**

(target: 84%) minor planning applications determined within target

**318**

(target: 350) average missed waste collections

## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

**176**  
 (target: 200)  
 electric vehicle  
 charging points  
 installed



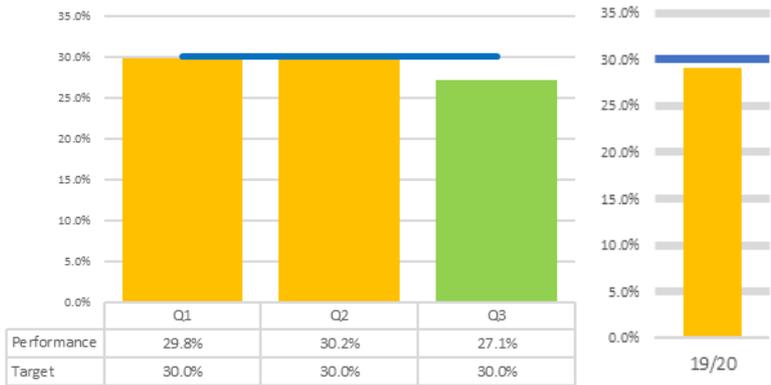
**29%**  
 (target: 30%)  
 household waste  
 recycled and  
 composted



**2.07m**  
 (target: 2.18m)  
 visits to our leisure  
 centres



**Percentage of household waste recycled and composted**



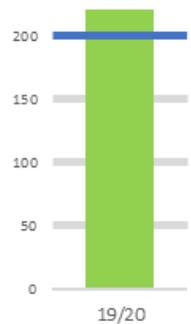
<b>19/20 Performance</b>	<b>29%</b>
<b>19/20 Target</b>	<b>30%</b>
<b>Direction of Travel</b>	
Comments	Q3 came in at 27.1% due to previously unaccounted for contaminated cycling tonnages that ended up as residual waste  *Data is reported a quarter in arrears

**Number of missed waste collections- domestic and commercial (monthly average)**



<b>19/20 Performance</b>	<b>318</b>
<b>19/20 Target</b>	<b>350</b>
<b>Direction of Travel</b>	
Comments	Performance has been same or better compared to 324 in 18/19 and 550 in 17/18

**Number of secure cycle parking**



**facilities on streets**

<b>19/20 Performance</b>	<b>221</b>
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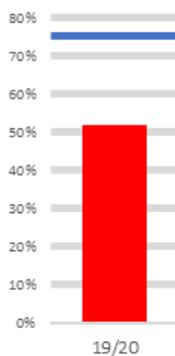
<b>19/20 Profiled Target</b>	<b>200</b>
Comments	Provision currently for 1326 bikes. Expected cycling resurgence during Covid-19 recovery.

### Number of new electric vehicle charging points across the borough



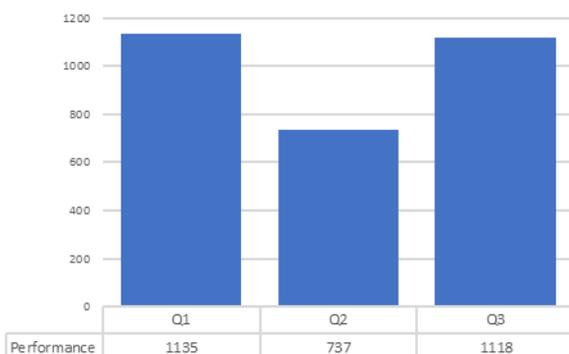
<b>19/20 Performance</b>	<b>176</b>
<b>19/20 Target</b>	<b>200</b>
Comments	Key to Zero-Carbon ambitions. End of year shortfall due to complexity of delivery programme with respect to funding and public consultation, and curtailment of some installations due to Covid-19.

### Percentage of parking appeals won at the Enforcement and Traffic Tribunal



<b>18/19 Performance</b>	<b>52%</b>
<b>18/19 Target</b>	<b>75%</b>
Comments	Annual 18/19 data (19/20 due end of Aug). Significant drop due to steep (77%) rise in local appeals due to recent scheme and zone changes. Current performance being analysed. Benchmarking now places LBI 14 <sup>th</sup> of 35 London parking authorities, compared to 2 <sup>nd</sup> based on 17/18 data.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

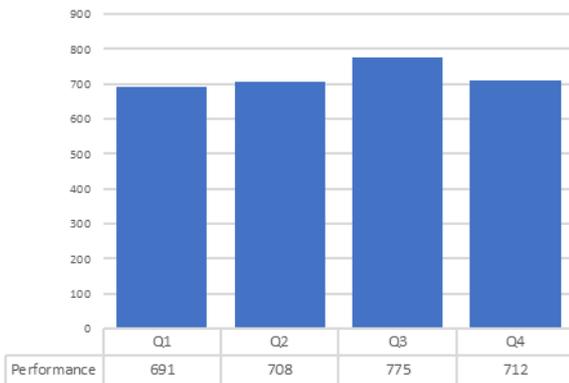
### Carbon emissions for operational council buildings (tonnes)



<b>Q1 – Q3 Performance</b>	<b>2990</b>
<b>Target</b>	<b>To be set from 20/21</b>
<b>Direction of Travel</b>	
Comments	Measure covers operational buildings within the borough under council control and is reported a quarter in arrears to minimise estimated figures. 11% reduction

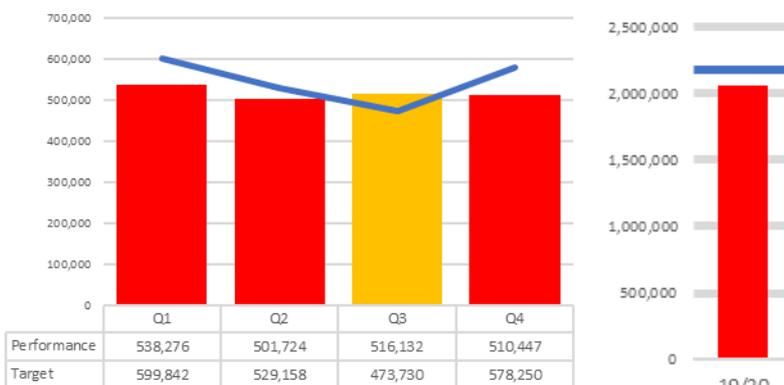
	on same period previous year.
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### Carbon emissions from council transport (tonnes)



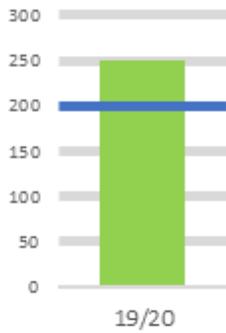
<b>19/20 Performance</b>	<b>2886</b>
<b>19/20 Target</b>	<b>To be set from 20/21</b>
Comments	6% increase over last year due to poorer fuel economy of newer Euro V1 vehicles.

### Visits to our leisure centres



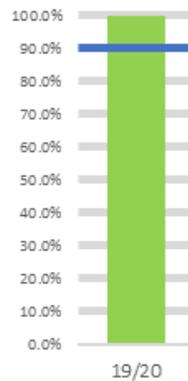
<b>19/20 Performance</b>	<b>2,066,579</b>
<b>19/20 Target</b>	<b>2,180,980</b>
<b>Direction of Travel</b>	
Comments	19/20 fell 5.2% short of annual target and 3.2% short of 18/19. Lost 11 days opening end of March due to Covid-19 and also legacy of Highbury fire closure, though Q1 – Q3 had seen a steady improvement.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>

### Number of entries to Islington in Bloom



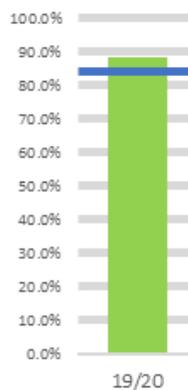
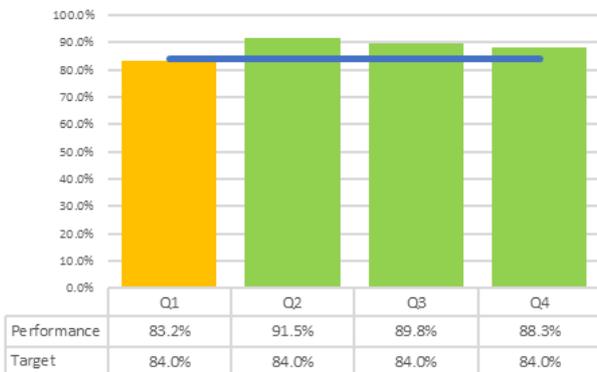
<b>18/19 Performance</b>	<b>251</b>
<b>18/19 Target</b>	<b>200</b>
<b>Direction of Travel</b>	▲
<b>Comments</b>	<b>*Significant Covid-19 impact. Permeant deletion of indicator recommended*</b>

### Percentage of planning applications determined within 13 weeks or within agreed time (majors)

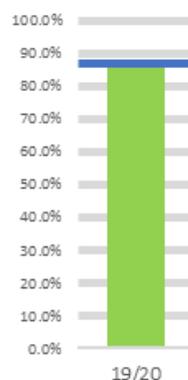
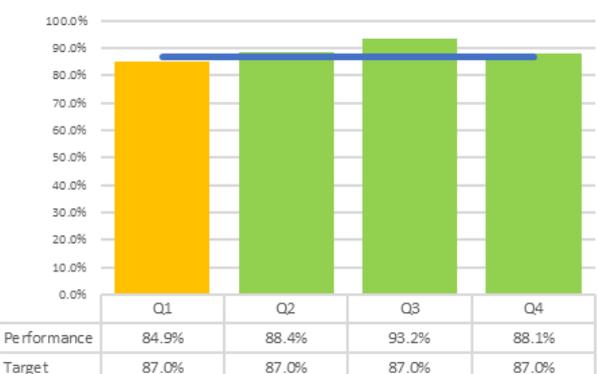


<b>19/20 Performance</b>	<b>100%</b>
<b>19/20 Target</b>	<b>90%</b>
<b>Direction of Travel</b>	▲

### Percentage of planning applications determined within the target (minors)



<b>19/20 Performance</b>	<b>88.3%</b>
<b>19/20 Target</b>	<b>84%</b>
<b>Direction of Travel</b>	▲
<b>Comments</b>	Compares to 87.9% last year.



### Percentage of planning applications determined within the target (others)

<b>19/20 Performance</b>	<b>88.1%</b>
<b>19/20 Target</b>	<b>87%</b>
<b>Direction of Travel</b>	
Comments	

## Health and independence Ensuring our residents can lead healthy and independent lives

- Support people to live healthy lives
- Help residents to feel socially active and connected to their communities
- Safeguard and protect older and vulnerable residents
- Help residents to live independently

## Covid-19 Impact

A number of services have either paused or changed delivery approach since mid-March, having an effect on performance and data submission. It is anticipated that services can where possible continue to deliver services remotely, via telephone and virtual support groups. Wider programmes will recommence when appropriate.

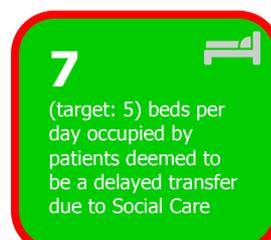
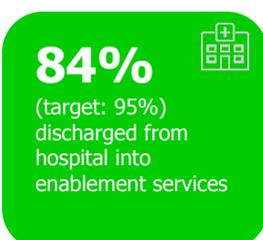
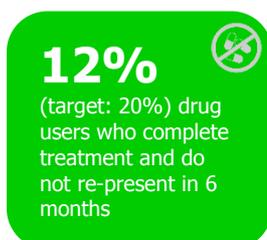
## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.



## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

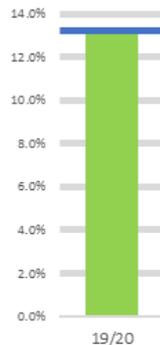


## Percentage of smokers using Stop Smoking Services who quit (measured after quit date)

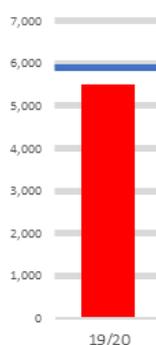


<b>19/20 Performance</b>	<b>54.5%</b>
<b>19/20 Target</b>	<b>50%</b>
<b>Direction of Travel</b>	▲
Comments	Q4 data will be released on 8 Jun '20 and thus the YTD figure and position will be determined in due course once the data and narrative has been received. We expect the indicator of percentage of successful quits will remain on target, despite changes in activity towards the end of March due to Covid'19

## Percentage of eligible population (40 – 74) who receive an NHS Health Check



<b>19/20 Performance</b>	<b>13.1%</b>
<b>19/20 Target</b>	<b>13.2%</b>
<b>Direction of Travel</b>	▲
Comments	The NHS Health Checks target for Q4 was met at 3.4%. The year to date figure is 13.1% compared to an expected target of 13.2%. Towards the end of March the NHS Health checks programme was paused due to Covid-19 to reduce patient contact and visits to the GP. The programme will remain under review and will start up again at an appropriate time in line with national guidance.  <b>*Significant Covid-19 impact requires interim suspension of this indicator*</b>



## Number of people entering treatment with the IAPT service (Improving Access to Psychological Therapies)

<b>19/20 Performance</b>	<b>5517</b>
<b>19/20 Target</b>	<b>5892</b>

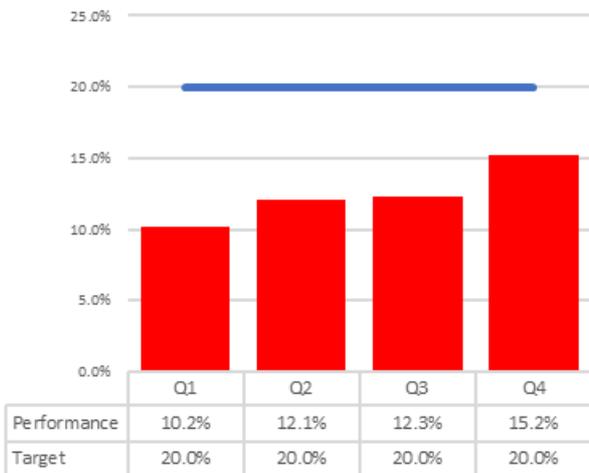
<b>Direction of Travel</b>	▼
Comments	Improvement on last year but below target this year

### Percentage of those entering IAPT treatment who recover

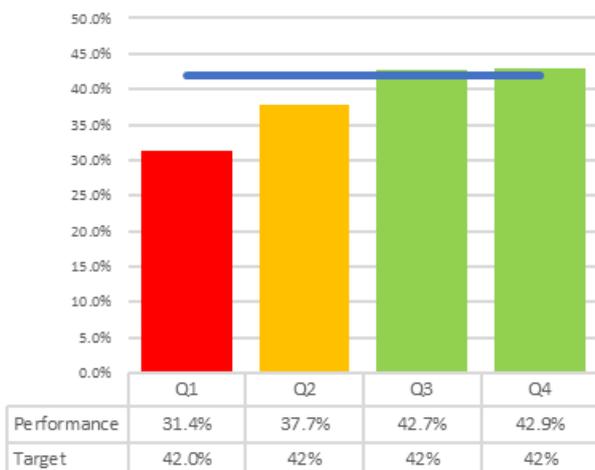


<b>19/20 Performance</b>	<b>51%</b>
<b>19/20 Target</b>	<b>50%</b>
<b>Direction of Travel</b>	▲

### Percentage of drug users in drug treatment who successfully complete treatment and do not re-present within 6 months



<b>19/20 Performance</b>	<b>15.2%</b>
<b>19/20 Target</b>	<b>20%</b>
<b>Direction of Travel</b>	▼
Comments	<p>Although the target of 20% for successful drug treatment was not met, there has been a 5% increase over the year. Whilst social distancing measures are still in place, it is anticipated that substance misuse providers will continue to offer services remotely e.g. telephone support, virtual groups via Zoom, and the use of digital apps.</p> <p>Measures that have been put in place since COVID 19 like longer prescription frequency, will remain in place until capacity within community pharmacies is more stable. Services are reporting increases in demand for treatment, particularly for opiate and alcohol users.</p>

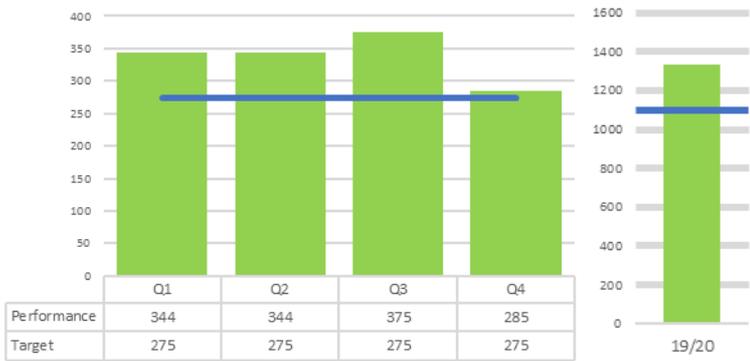


### Percentage of alcohol users who successfully complete the treatment plan

<b>19/20 Performance</b>	<b>42.9%</b>
<b>19/20 Target</b>	<b>42%</b>
<b>Direction of Travel</b>	▲
Comments	The alcohol target was met and there was a 10% improvement from Q1. Services are reporting increases in demand for treatment, particularly for opiate and alcohol users.

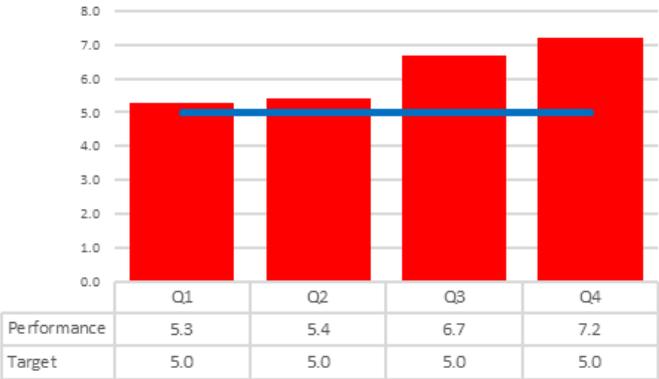
	It is anticipated providers will continue with a phone and virtual offer.
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**Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services**



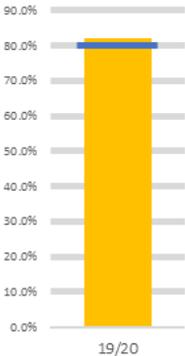
<b>19/20 Performance</b>	<b>1335</b>
<b>19/20 Target</b>	<b>1100</b>
<b>Direction of Travel</b>	▲
Comments	The number of Long Acting Reversible Contraception (LARC) prescriptions made in local integrated sexual health services has exceeded the annual target by 235. However, this activity was significantly effected in March due to Covid-19, with only 52 LARCs in this month, approx.. 50% of previous activity.

**Average number of beds per day occupied by patients deems to be a delayed transfer due to Social Care (in both Acute and MH hospitals)**



<b>19/20 Performance</b>	<b>7.2</b>
<b>19/20 Target</b>	<b>5</b>
<b>Direction of Travel</b>	▼
Comments	This is the average number of delayed beds per calendar days due to Social Care in both Acute and MH divided by number of calendar days in reporting period. Data is published on a two-month delay and publication is on hold in light of Covid-19, so latest available data is for Feb '20

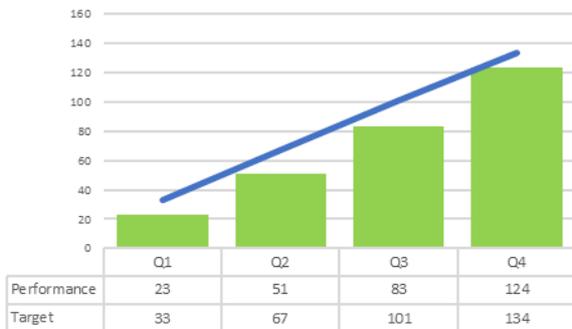
**The percentage of working age adults known to Adult Social Care feeling that they have adequate or better social contact**



<b>19/20 Performance</b>	<b>82%</b>
<b>19/20 Target</b>	<b>80%</b>
<b>Direction of Travel</b>	▶
Comments	Although data collection for the 2019/20 Adult Social Care User Survey ended pre Covid-19, data entry of returned surveys were not completed prior to the lockdown period. Only 36% of survey responses have been entered and the official submission deadline has been delayed. This is a provisional figure based on survey responses entered thus far

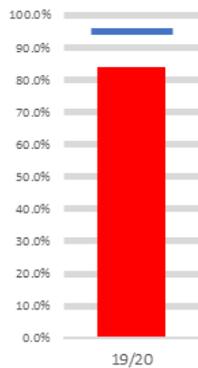
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### Number of new permanent admissions to residential and nursing care (65+ year olds) in both MH and non-MH settings

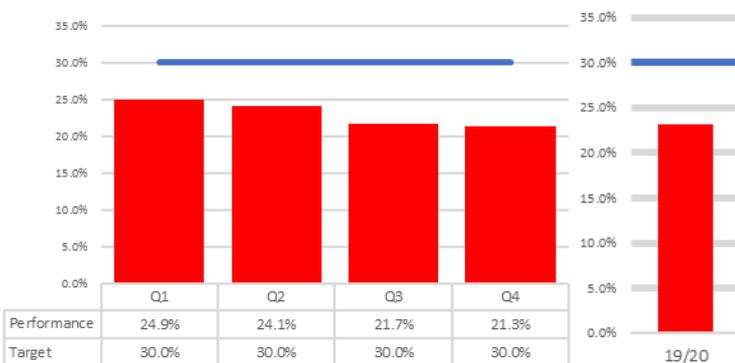


<b>19/20 Performance</b>	<b>124</b>
<b>19/20 Target</b>	<b>134</b>
<b>Direction of Travel</b>	▲
Comments	Figure may change due to delay in logging admissions on LAS. Also reported as part of ASCOF 2A (2) indicator (new actual admissions in both MH and non-MH settings)

### Percentage discharged from hospital into enablement services who are at home or in a community setting within three months



<b>19/20 Performance</b>	<b>84%</b>
<b>19/20 Target</b>	<b>95%</b>
<b>Direction of Travel</b>	▼
Comments	Last year (2019/20) figure was calculated using the assumption that anyone who was neither deceased nor in nursing or residential care was assumed to still be at home 91 days after reablement. We have refined the reporting methodology this year to better reflect SALT requirements. This figure does not include individuals we were unable to reach in the denominator



### Percentage of service users receiving care in the community through use of direct payments

<b>19/20 Performance</b>	<b>23.2%</b>
<b>19/20 Target</b>	<b>30%</b>

Direction of Travel	
Comments	Although below the target of 30%, end of year performance is in line with performance end of year in 2019/20 (24%).

**A well run council** Continuing to be a well run council, making a difference despite reduced resources

- Manage our budget effectively and efficiently
- Harness digital technology for the benefit of residents and staff
- Make sure our workforce is diverse and highly motivated
- Be open and accountable

## Covid-19 Impact

A number of services have either paused or changed delivery approach since mid-March, having an effect on performance and data submission. It is anticipated that services can where possible continue to deliver services remotely, via telephone and virtual support groups. Wider programmes will recommence when appropriate.

## Key Achievements at Q4

\*Latest data available (June 2020) but may not reflect full-year performance.

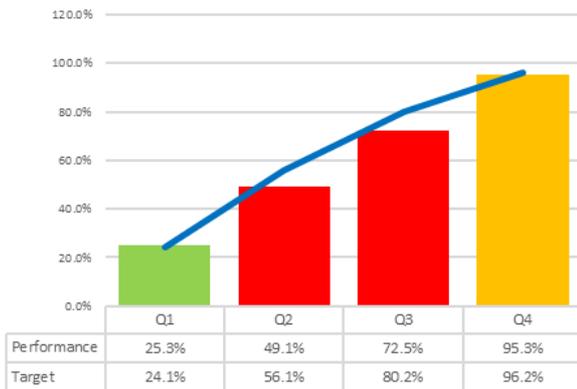


## Key Challenges at Q4

\*Latest data available (June 2020) but may not reflect full-year performance. Where outline is red, impact is due to Covid-19.

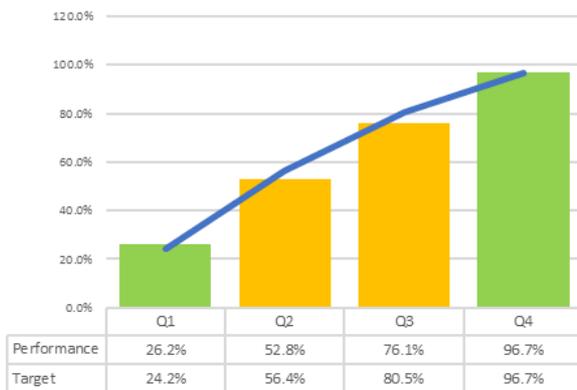


## Percentage of council tax collected in year



<b>19/20 Performance</b>	<b>95.3%</b>
<b>19/20 Target</b>	<b>96.2%</b>
Comments	We believe the impact of Covid-19 in March 2020 has reduced the result we would have otherwise achieved.

## Percentage of business rates collected in year



<b>19/20 Performance</b>	<b>96.7%</b>
<b>19/20 Target</b>	<b>96.7%</b>
Comments	We believe the impact of Covid-19 in March 2020 has reduced the result we would have otherwise achieved.

## Number of visits in person at Customer Contact Centre

<b>19/20 Performance</b>	<b>107,440</b>
<b>19/20 Target</b>	<b>124,925</b>
<b>Direction of Travel</b>	
Comments	<p>End of year results show a decline in footfall mainly due the introduction of online channels for; Street parking visitor vouchers using RingGo Permits web service and Housing triage online registration service for homeless applications.</p> <p>Reduction in visits for Housing Benefit as residents move onto Universal Credit, with the offer of self-service PC's within the contact centre for those</p>



needing to access documents online.

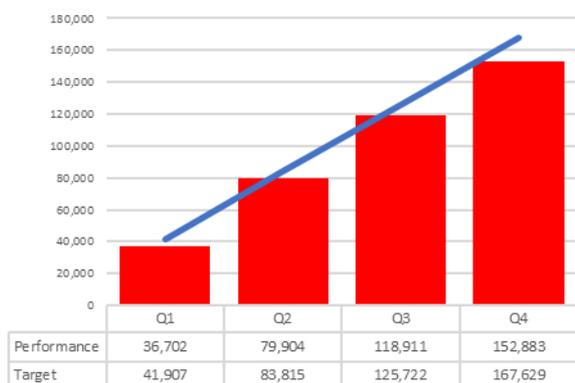
The outbreak of COVID 19 across March resulted in significantly less visitors. By week starting 16th March we saw a steady decline, with the move to Emergency Only from 24th March. This naturally ensured that visitor numbers at year end were even lower than originally forecast.

### Number of telephone calls through Contact Islington Call Centre



<b>19/20 Performance</b>	<b>344,707</b>
<b>19/20 Target</b>	<b>366,595</b>
<b>Direction of Travel</b>	▲
Comments	<p>On target; In comparison to the previous year calls handled decreased across all lines with the largest decrease on council tax line by 13,187 (15%) overall improved billing procedure including the annual Council Tax and Business Rates Annual Billing period, availability online and increase in e-billing, Housing Benefit 9,602 (19%) linked to UC increase and Registrars 5,041 (28%) with all services available online.</p> <p>Covid 19 resulted a fall in calls during March. We established a dedicated service known as "We Are Islington" for those impacted by the outbreak . These calls are not part of the reporting data.</p>

### Number of online transactions



<b>19/20 Performance</b>	<b>152,883</b>
<b>19/20 Target</b>	<b>167,629</b>
<b>Direction of Travel</b>	▼
Comments	<p>End of year results show a decline in online transactions. Within My eAccount this is by 16%. As reported in previous quarters like for like comparable data is not immediately available as use of the Parking RingGo Permits web service which supports new applications and renewals for</p>

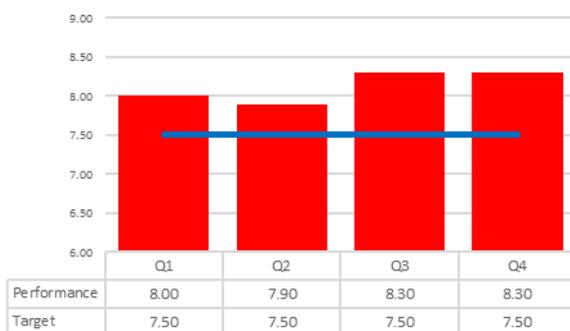
street parking visitor vouchers and other permit types, is not part of the reporting suite, and captures different outcomes. Whilst the overall trend in relation to like for like services is down, the volumes of visitor voucher sessions/ permits purchased has increased; as an indication customer verifications have gone up by 25% from previous year.

### Percentage of calls into Contact Islington handled appropriately



<b>19/20 Performance</b>	<b>97.25%</b>
<b>19/20 Target</b>	<b>98%</b>
<b>Direction of Travel</b>	▶
Comments	This is slightly below the end of year target and last year's performance, but within 5% of achieving the goal.

### Average number of days lost per year through sickness absence per employee (in previous 12 month rolling period)



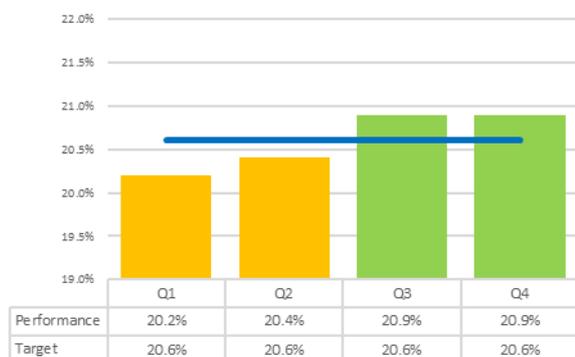
<b>19/20 Performance</b>	<b>8.30</b>
<b>19/20 Target</b>	<b>7.50</b>
<b>Direction of Travel</b>	▲



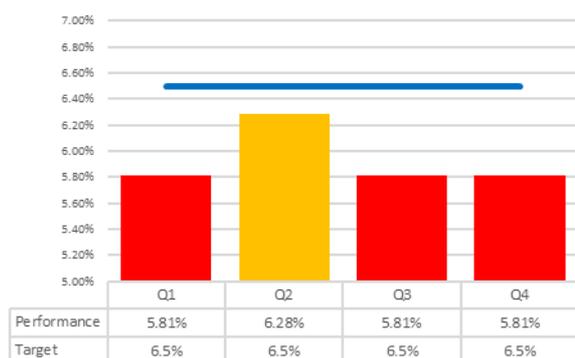
### Percentage of workforce who are agency staff

<b>19/20 Performance</b>	<b>11.5%</b>
<b>19/20 Target</b>	<b>10%</b>
<b>Direction of Travel</b>	▲
Comments	Over the past few years there has been a concerted effort to reduce the

### Percentage of BME staff within the top



### Percentage of disabled staff within the



number of agency staff engaged by the council. However, at times the council's use of a contingent workforce is essential to manage short-term increases in demands. Agency staff currently account for 12.8% of the overall workforce. Departmental figures are as follows:

- Chief Executives: 14%
- E&R: 17.9%
- Housing: 19%
- People: 8.2%
- Public Health: 0%
- Resources: 7.3%

### 5% of earners

<b>19/20 Performance</b>	<b>20.9%</b>
<b>19/20 Target</b>	<b>20.6%</b>
<b>Direction of Travel</b>	▲
Comments	As part of our duty to promote equality, we are focusing efforts on ensuring Disabled and BME staff within the organisation have equal opportunities to progress within the organisation and are proportionally represented at senior management level. Actions to help achieve this aim are included in the new Workforce Strategy and will be implemented over the coming year.

### top 5% of earners

<b>19/20 Performance</b>	<b>5.81%</b>
<b>19/20 Target</b>	<b>6.5%</b>
<b>Direction of Travel</b>	▲
Comments	We recently ran a staff communications campaign called "This Is Me" highlighting the varied and valuable roles undertaken by employees who have a disability and the ways they cope with their daily work. The campaign also aimed to encourage all employees to update their HR record to state whether they have a disability so that we have an accurate picture of the proportion of staff who have a disability. We are currently assessing the impact of the campaign on both staff awareness of disabilities and to see if there has been an increase in the proportion of staff who have updated their HR records to confirm whether or not they have a disability.

