




CHILDREN AND YOUNG PEOPLE

CHILDREN AND YOUNG PEOPLE											
PI No.	Indicator (incl. note eg cumulative / quarterly / previous rolling 12 months)	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance (the previous commentary column retained here to use if wish)	If underperforming: Reasons for underperformance and mitigating actions
Make sure young children get the best start											
CYP1	Percentage of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after	↑	63%	70%	61%	70%		73%	Termly. Target is to improve on the % for the same term in the previous year. % based on number taking up funded place divided by number who were eligible (based on DWP data). Q1 data relates to the Summer term in 2022.	Summer term performance in 2021/22 was 67%, so the latest performance has met the target as it is 6 % points above last year's equivalent term.	
CYP2(a)	Number of families achieving a good outcome in the Supporting Families Programme	↑	n/a	n/a	Not comparable	Not comparable		104	Measure relates to the number of families in the programme who successfully achieve the full range of outcomes. Moving to new framework for next phase of Supporting Families Programme. Target 22/23: 292 Prior to 2020/21, numbers were reported at the end of each phase, which spanned multiple years, so are not available. Figures for 21/22 not comparable due to implementation of new framework in 22/23	Claims for 147 families in total were made for Q1 2022/23. However, we had actually over-achieved in 2021/22, and so claims for 43 families were carried over from the previous year.	
CYP2(b)	Number of families receiving support under the Supporting Families Programme	n/a	n/a	n/a	n/a	n/a		125	This measure relates to the total number of families that our services worked with that met the qualification criteria for the Supporting Families Programme. Services work with many more families than this, but this figure relates to those that meet specific criteria in the Supporting Families Framework. A new framework is being introduced in October 2022.		
CYP3	% of eligible children & young people aged 4-15 taking part in the holiday activity and food programme	↑	n/a	n/a	n/a	n/a		18%	Termly. Target is to see an increase based on the corresponding term in the previous year. Initial year's figures found take-up had seasonal trends, so term-by-term improvement would not be appropriate to use as a target.	Easter 2022 figure is 18% which includes FSM and also the vulnerable groups. We have no comparable data from Easter 2021.	
CYP4(a)	Number of participants at Youth and Play provision - 5-12 year olds	↑	2,784	2,902	1,030	2,047		974	Quarterly (Cumulative). . Participants are those that have five or more contacts at the same provision within a year. Figures relate to unique individuals, so if someone is a participant at two different provisions, they are counted once. The target is to see an increase in participants, year-on-year. Most participants reach the threshold of five contacts in the early part of the year, so the profiled target for each quarter is based on the equivalent quarter the previous year.	New indicator. Previous performance measure on Youth & Play participation was removed during the in 2020-21 as some services were not operational. Previous year Q1 figure 837, so performance is up on last year.	This may be a data issue as there is evidence that youth provision is very busy and young people are seeking support in these safe spaces. Commissioners have a fresh round of monitoring meetings arranged at which data compliance will be discussed and providers offered to support to ensure their data is accurate and up-to-date.
CYP4(b)	Number of participants at Youth and Play provision - 13 to 25 year olds	↑	2,763	2,642	1,062	2,089		526	See above	Previous Q1 figure - 712, so figures are down on the same time last year.	Commissioners have a fresh round of monitoring meetings arranged
CYP4(c)	Number of contacts at Youth and Play provision - 5-12 year olds	↑	4,596	4,652	1,583	3,185		1645	Quarterly (Cumulative) Figures relate to unique individuals, so if someone attends two different provisions, they are counted once.	Previous year Q1 figure - 1575, so performance is up on last year.	Commissioners have a fresh schedule of monitoring meetings at which data compliance will be discussed and providers offered support to ensure that their data is accurate and timely. Commissioners will discuss this corporate indicator with providers to ensure they understand the importance of data compliance.
CYP4(d)	Number of contacts at Youth and Play provision - 13 to 25 year olds	↑	5,293	5,012	1,972	3,875		1077	Quarterly. Figures relate to unique individuals, so if someone attends two different provisions, they are counted once.	Previous year Q1 figure - 1559, so figures are down on the same time last year.	This may be a data issue as there is evidence that youth provision is very busy and young people are seeking support in these safe spaces. Commissioners have a fresh round of monitoring meetings arranged at which data compliance will be discussed and providers offered to support to ensure their data is accurate and up-to-date.
Always keep children and young people safe and secure and reduce the number of children growing up in poverty											

CYP5	Number of Looked After Children	↓	313	366	342	377		399	Quarterly We no longer have a target for this measure, as the targets agreed as part of the Children & Families Outcomes Framework ended at the end of 2021/22, but we would be looking for a reduction in CLA in the long term.	There has been an increase in the number of Looked After Children since October 2021. In seven of the eight months between the end of October 2021 and June 2022, there have been more children becoming looked after than ceasing to be looked after. Short term increases in the number of looked after children relating to older Unaccompanied Asylum Seeking Children (UASC) have occurred frequently in recent years. The majority, but not all, of the recent increases have been related to older UASC. In October 2021, there were 31 UASC, but by the end of June 2022 this had more than doubled to 73 UASC.	Many recent UASC are aged 17 and will cease becoming looked after in this financial year. They will however require care leaving services. The numbers of UASC are unlikely in the short term to decrease given the vast majority of them have become looked after through being placed in the asylum hotels in Islington. In CLA we have implemented the return home project and we are working with 14 families to support the reunification of long term looked after children to return to their birth families. There are also 18 children in family and friends foster placements where the plan is to discharge the care order (and support a Special Guardianship Order being made) within the next 18 months and another 10 within 12 months.
CYP6	% of repeat CLA	↓	4.9%	5.2%	5.9%	5.0%		0.0%	Target = 5% or less Measure resets each year. Based on how many CLA have had multiple periods of care during the year. Denominator is the total number who became looked after since the start of the year.	None of the 45 different children and young people who have become looked after in 2022/23, up to the end of Q1, had previously been looked after during the year.	
CYP7	Attendance of CIN	↑	92.3%	Not available due to Covid	90.5%	Not yet available	Not yet available	Historical data based on published figures and includes non-Islington schools. Termly data for 2022/23 academic year will be based on collections from Islington schools only.			
Ensure our schools are places where all young people can learn and thrive								2021/22 Autumn & Spring terms provisional			
CYP8(a)	Percentage of primary school children who are persistently absent (below 90% attendance)	↓	9.7%	Not available due to Covid	9.6%	TBC - March 2023		16.6% (provisional)	Termly (Cumulative). Target is to be below the Inner London average, which is published with a time lag.	Q1 data shows the provisional 2021/22 Autumn & Spring terms combined PA figures. The Inner London comparison figure will be published in October 2022. While the figure is higher than the same period last year, this is expected and primarily due to schools not being open for up to 12 weeks for children not deemed to be in the vulnerable groups due to Covid last year. During this period, no absence was recorded, resulting in lower absence figures in Spring 2020. There was also a change in how absence related to Covid was recorded in 2021/22, so the two periods are not directly comparable. A similar increase in Autumn & Spring 2021/22 PA figures can also be seen in provisional regional, and more so in national data.	

CYP8(b)	Percentage of secondary school children who are persistently absent (below 90% attendance)	↓	14.2%	Not available due to Covid	18.6%	TBC - March 2023		24.8% (provisional)	Termly (Cumulative). Target is to be below the Inner London average, which is published with a time lag.	Q1 data shows the provisional 2021/22 Autumn & Spring terms combined PA figures. The Inner London comparison figure will be published in October 2022. While the figures are higher than the same period last year, this is expected and primarily due to schools not being open for up to 12 weeks for children not deemed to be in the vulnerable groups due to Covid last year. During this period, no absence was recorded, resulting in lower absence figures in Spring 2020. There was also a change in how absence related to Covid was recorded in 2021/22, so the two periods are not directly comparable. A similar increase in Autumn & Spring 2021/22 PA figures can also be seen in provisional regional, and more so in national data.	
CYP9(a)	Percentage rate of fixed period exclusions - primary	↓	1.67%	1.34%	1.46%	TBC - July 2023		1.27% (provisional)	Termly (Cumulative). Reported as: Q1 - 2021/22 Autumn & Spring terms provisional Q3 - 2021/22 Academic year provisional Q4 - 2021/22 Academic year final Only the annual figure is published by the DfE. Target is to narrow the gap between Islington and the Inner London average, which is published with a time lag.	Q1 data shows the provisional 2021/22 Autumn & Spring terms combined exclusion rates. There is no Inner London comparator published for the termly data. Comparator data for 2020/21 was published by the DfE in July 2022. This showed an increase in the rates for Islington, Inner London and England, which was expected given the time schools were closed due to Covid in 2019/20. The rate for Islington remained above the Inner London and England averages.	The rise in the percentage of primary suspensions is accounted for by a small number of schools. Reducing suspensions is a key priority in our Education Plan. We will do this by creating more inclusive approaches to managing challenging behaviour that are rooted in trauma informed practice that takes account of Islington's diverse population, particularly in terms of ethnicity and disability.
CYP9(b)	Percentage rate of fixed period exclusions - secondary	↓	19.19%	13.26%	14.95%	TBC - July 2023		15.27% (provisional)	Termly (Cumulative). Only the annual figure is published by the DfE. Target is to be below the Inner London average, which is published with a time lag.	Q1 data shows the provisional 2021/22 Autumn & Spring terms combined exclusion rates. There is no Inner London comparator published for the termly data. Three secondary schools had noticeably higher exclusion rates compared to other secondary schools during this period. Comparator data for 2020/21 was published by the DfE in July 2022. This showed an increase in the rates for Islington, Inner London and England, which was expected given the time schools were closed due to Covid in 2019/20. The rate for Islington remained above the Inner London and England averages.	The rise in the percentage of secondary suspensions is accounted for by a small number of schools. Reducing suspensions is a key priority in our Education Plan. We will do this by creating more inclusive approaches to managing challenging behaviour that are rooted in trauma informed practice that takes account of Islington's diverse population, particularly in terms of ethnicity and disability.
CYP10(a)	Progress between Key Stage 1 and 2 - Reading	↑	1.60	Not available due to Covid	Not available due to Covid	TBC - Oct 22	2021/22 figure will be the new baseline		Annual. Target is to be above Inner London average	New indicator for 2022/23. Provisional DfE figures will be published in September 2022, followed by a revised release in October 2022. Progress figures will not be directly comparable to 2018/19 figures.	
CYP10(b)	Progress between Key Stage 1 and 2 - Writing	↑	1.80	Not available due to Covid	Not available due to Covid	TBC - Oct 22	2021/22 figure will be the new baseline		Annual. Target is to be above Inner London average	See above - CYP10(a)	
CYP10(c)	Progress between Key Stage 1 and 2 - Maths	↑	1.20	Not available due to Covid	Not available due to Covid	TBC - Oct 22	2021/22 figure will be the new baseline		Annual. Target is to be above Inner London average	See above - CYP10(a)	
CYP11	Progress 8 (between Key Stage 2 and 4)	↑	0.03	Not available due to Covid	Not available due to Covid	TBC - Jan 2023	2021/22 figure will be the new baseline		Annual. Target is to be above Inner London average. Previously reported as CI but removed during the pandemic (2019/20 & 2020/21) due to no exams taking place.	Provisional 2021/22 DfE figures to be published in October 2022 and followed by a revised release in January 2023. Progress 8 will not be comparable to 2018/19 figures.	
CYP12	Percentage of 16 & 17 year olds (year 11 and 12 age) with an offer of a suitable place, by the end of September, to continue in education or training the following year	↑	96.9%	96.6%	97.1%	97.3%			Annual - Expected to be available for Q3 reporting. Service target to be at or above 97.5%	2021/22 figure is above the target and last year's percentage. The team continues in their efforts to reach out to those who did not have an offer in the summer and those awaiting a response for their applications. Latest Performance data will be available in Q3 report.	


CYP13 (NEW)	% of 16 & 17 year old residents NEET or in not known activity	↓	5.5%	4.1%	4.8%	4.6%			Annual - based on December, January and February 3-month average. Service target to be at or below 4.0%.	New indicator for 2022/23 Performance data will be available in Q4 report	
Corporate objective: Make sure fewer young people are victims or perpetrators of crime											
CYP14	Number of first time entrants into the Youth Justice System	↓	58	61	38	45		17	Cumulative. Target is based on a year-on-year reduction.	There were 12 First Time Entrants in Q1 in 2021/22, so this is an increase on the same period last year.	Some increase was anticipated, as there were still some social restrictions in force during Q1 2021/22 and offending levels reduced during the pandemic and tend to increase during economic downturns.
CYP15	Percentage of repeat young offenders (under 18)	↓	45%	37%	27%	20%		14%	Measures the proportion of offenders from a year ago who re-offend in the following 12 months. Cohort changes each quarter.	Reduction from the same period last year (27%).	
CYP16	Number of Domestic Abuse offences	↑	2,645	2,507	2,542	2,756		660	Cumulative, based on Metropolitan Police Service data. Target is for a year	In line with the same period in 2021/22 (662) Domestic Abuse support services received 535 referrals in Q1 (in line with Q1 2021/2022 540) with 327 survivors supported in Q1. 76% survivors supported stated that they feel safer after engaging with the services and 99% of survivors supported stated that are better able to recognise abusive behavior. Daily Safeguarding Meeting heard 165 referrals in Q1.	n/a
Corporate objective: Help residents get the skills they need to secure a good job											
CYP17	Number of library visits	↑	1,065,700	1,076,355	Not available due to Covid	342,384 (Q3 & Q4 only)		185,321	Quarterly (Cumulative). Annual target of 800,000 visits. 2021/22 figures are based on Q3 & Q4 data as it was not possible to report full year due to Covid. The new target is based on previous years' but considers the effects of Covid on public's habits about using shared spaces.	Performance is building back to pre-pandemic levels. Libraries have been increasing activities and the offer to the public over the course of the Quarter and take up is increasing. Where some resources transitioned online over the course of the pandemic, a core of users have continued accessing them online; habits have changed.	West Library was closed for the whole of April for the installation of the lift. Once the library reopened in May, the numbers took time to build upon reopening in May. The closure was communicated to local people, as was the reopening times. The weather has also been good over the summer, so it may be that residents preferred to spend time outside instead of coming to libraries.
CYP18 (NEW)	Number of residents engaging with community activities	↑						700	Quarterly (Cumulative). Target TBC.	This is a new indicator for 2022/23. The service has engaged with 700 residents in the summer programme, engaging them in library-based activities. The summer reading challenge is ongoing, so the service will report on final figures in the next quarter.	

HOMES AND NEIGHBOURHOODS

PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yealy trend-line	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance (the previous commentary column retained here to use if wish)	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators											
Increase the supply and choice of genuinely affordable homes											
HN1	Number of planning permissions agreed for new council housing	↑			43	30		0	Performance reported as YTD cumulative total at the end of each quarter.	No new planning permissions for council housing planned for Q1.	
HN2	Number of new council homes started on site	↑			-	47		0	Performance reported as YTD cumulative total at the end of each quarter.	No new council homes planned to start on site in Q1. A total of 77 new council homes units are planned over Q2, Q3 and Q4.	
HN3	Number of affordable new homes (social rented or shared ownership) completed by the council	↑			53	10		46	Performance reported as YTD cumulative total at the end of each quarter.	46 council homes completed in Q1 out of a planned 102. Q1 planned completed (Charles Simmons Hse 25 units) is currently due to complete 28 th September 2022 (Q2). Stacey Street (30 units) is now occupied but completion will be in Q2.	
HN4	Number of affordable new homes (social rented or shared ownership) completed by Developers	↑			118	40		0	Performance reported as YTD cumulative total at the end of each quarter.	No new affordable homes completed by Developers are planned for Q1. There is a target of 171 new homes to be completed during Q3 and Q4.	
Prevent homelessness and support rough sleepers											
HN5	Percentage of homeless decisions made in the target timeframe	↑			40%	68%		77%	Performance reported as YTD percentage at the end of each quarter.	The service continues to improve performance in the area with a new performance framework adopted across the service to ensure the service becomes the best service in the country. The prevention of homelessness is the most important element of our service.	Though 13% below the target of 90%, the service has improved performance by a further 7% on Q4 of 21/22. Performance has been affected by a combination of the increased demand for the service which has increased significantly over the quarter and the complexity of the homeless cases presenting that require more detailed inquiries and lengthier enquiries. The increased demand has been reflected nationally that has seen an increase of 5.4% in statutory homelessness presentations for the same quarter. The mitigating actions that are underway include continuing weekly focus on performance on this indicator, increasing the officer target for decision reached and provision of overtime for high performing officers to reach decision within the target time frame. There is an annual target of 90%.
HN6	Number of households in nightly booked temporary accommodation	↓			468	403		446	Performance reported as rolling snapshot figure at the end of each quarter.	Homelessness is increasing nationally and the most recent Government data shows a 15.1% increase. Therefore, this increase is below the national increases.	The 446 reflects underperformance by 22% (target of 365 annually), due to a number of factors including: The driver for the increase in the number of households in nightly booked temporary accommodation are as follows: a significant increase in homeless approaches due to domestic abuse, including those fleeing threats of violence/gang violence [this represents a marked shift from what has been the most common reason for homeless to date- being asked to leave by friends/family]. Q1 2022/21- 79 approaches due to domestic abuse vs 61 approaches due to being asked to leave by friends and family. In contrast, Q4 2021/22- 53 approaches due to domestic abuse vs 60 approaches due to being asked to leave by friends and family. an internal change in approach that accounts for LBI tenants making formal homelessness approaches if they are unable to occupy their home (due to threats of violence, harassment) reduction in social housing availability in contrast to the previous year, leading to a reduction in throughput and higher numbers of customers in nightly paid accommodation. In quarter 1 2022/23, the service let 58 social housing properties to accepted homeless cases. In contrast, in quarter 1 2021/22, 81 social housing properties were let to accepted homeless cases. This equates to a reduction of 28% in 2022/2023 when compared to the previous year.
HN7	Number of homeless preventions	↑			947	701		250	Performance reported as YTD cumulative total at the end of each quarter.	Performance in Q1 was 18% above target (213 [quarterly] / 850 [annually]) demonstrating that homelessness prevention remains at the heart of the service provision. However, there are wider factors of concern that may impact on homelessness prevention success in future quarters. These encompass: •increase in rents in London which will make securing private sector accommodation more challenging •corresponding decrease in affordability due to the cost of living crisis, energy costs, inflation etc which will impact more acutely on those on low and moderate incomes •concerns about the affordability of social housing properties owned by Housing Association •a further increase in homeless presentations from September 2022, as initial six-month placements through the Homes for Ukraine scheme end. The service has begun to receive reports from neighbouring boroughs of homeless approaches by households who are being evicted or may be shortly due to the unaffordability of private sector accommodation. Though this is yet to materialise in Islington, we are anticipating this eventuality and consequently remain concerned about how this may be mitigated when the energy price cap increases on 1 October 2022.	

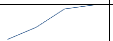
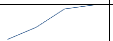
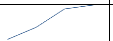
HN8	Number of people sleeping rough	↓			11	6	14	Performance reported as rolling snapshot figure at the end of each quarter.	Rough sleeping is increasing across London. However, Islington Council continues to re-house people from the streets as no one should be sleeping on the streets of Islington Islington Council accommodated over 200 sleeping rough in Islington over the last 12 months. 1 person sleeping rough is one person to many.	The underperformance with this indicator is as a result of: <ul style="list-style-type: none"> •A number of councils closing covid accommodation in particular for people with no recourse to public funds •Councils that are going back to business as usual and assessing people under the Homeless Reduction Act for interim temporary accommodation This has led to rough sleepers moving into Islington due to the lack of provision in the boroughs the rough sleepers were previously in. In terms of mitigating actions, the following has been actioned by the service : <ul style="list-style-type: none"> •Increase to 4 x outreach shifts per week •Continuing with 1 bed purchase programme •Stacey Street on line from 2.8.22 •Creating new services funded via RSI including - new navigator team aimed at preventing people rough sleeping •Meeting with other boroughs to link people back in and reconnecting where possible •Making full use of North London Sub-region Hub
Ensure effective management of council housing										
HN9	Percentage of all lettings provided to tenants transferring to alternative accommodation	↑			35%	29%	39%	Performance reported as YTD percentage at the end of each quarter.	The lettings target has been exceeded by 4% during Q1 as a result of the completion of a key new build scheme at King Sq. This has meant that the service achieved a higher number of social housing lettings (for council tenants) than in the previous quarter. The service continues to focus on underoccupiers to release larger properties for households that need them and encouraging social housing tenants to consider the mutual exchange scheme to increase the lettings to those seeking a transfer. Though the target was exceeded in this quarter, this will be more challenging to achieve/exceed in subsequent quarters for two reasons: <ul style="list-style-type: none"> •Firstly, the substantial savings target to reduce the use of nightly paid temporary accommodation. This means the number of lettings to statutory homeless households will be increasing from 36% to 46% which will impact on lettings to those transferring. •Secondly, the overall yearly reduction in the number of social housing properties available to let. Nevertheless, the service has worked collegiately with <ul style="list-style-type: none"> •Property Services - to ensure voids are turned around within target timescales •Homes and Communities- to expedite tenancy sign ups •New Build service- to keep in abreast of new build properties/ completion dates 	
HN10	Percentage of LBI repairs fixed first time	↑			92.9%	88.5%	88.4%	Performance reported as YTD percentage at the end of each quarter.		
HN11	Rent arrears as a proportion of the rent roll - LBI (%)	↓			4.71%	4.50%	4.87%	Performance reported as YTD percentage at the end of each quarter.	The Annual Target for rent arrears reduction for 2022-23 was to reduce the overall arrears by 5%	The reason for the increase in the arrears figures from 2021-22 to 2022-23 is that we took back the management for the PF12 housing stock approx 3,000 properties. It is very unlikely that we will reduce our arrears due to the increase in the cost of living and fuel bills, which will adversely affect a majority of our residents and limit their ability to make rent payments.
HN12	Rent arrears as a proportion of the rent roll - partner properties	↓			4.91%	5.38%	4.71%	Performance reported as YTD percentage at the end of each quarter.	The percentage for the rent roll for PF11 has been pretty consistent for some time now as they were 4.72% last week	
Make sure fewer young people are victims or perpetrators of crime										
HN13	Number of high risk victims successfully exiting the Community Risk MARAC	↑			62	46	17	Performance reported as YTD cumulative total at the end of each quarter.		There is an annual target of 50 cases to be exited through the MARAC with a 50% target arrears. We have improved our system for managing CMARAC cases but as always there are issues in terms of capacity having only one dedicated officer to the work. This is something that we are seeking to improve by a possible transformation bid given the clear need for the CMARAC as well as the huge number of positive outcomes associated

ADULTS SOCIAL CARE											
PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance (the previous commentary column retained here to use if wish)	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators											
Support people to live healthy lives											
ASC1	Percentage of ASC service users receiving long term support who have received at least one review in the last 12 months	↑	TBC	43%	39%	48%		12.2%	Performance for this indicator is cumulative, measured monthly from April 2022 to March 2023. Performance is measured against monthly targets. Targets: Q1 = 15.6% Q2 = 31.2% Q3 = 46.8% Q4 = 62.4%	As of Q1 2022/23, 12.2% of long term service users have received a review. Performance is below the Q1 target (15.6%). It is important to note that this only reflects reviews for long-term service users with us for 12 months+. The team also completes reviews on service users who have received care for less than 12 months. These reviews are not captured in this figure. Islington Learning Disability Partnership (ILDLP) is working to improve review performance by completing a retrospective review project and improving data recording.	<ul style="list-style-type: none"> A service improvement action plan has been set to review practice, monitor performance and update policy. Service improvement targets have been set for teams and the trajectory will be monitored by the senior leadership team. A recent business case identified the need to increase additional reviews capacity. Depending on the business case outcome additional social workers will be recruited to support both assessments and reviews Daily safeguarding check in meetings with Team Managers, seniors and Heads of Service to discuss reviews Fortnightly review board to monitor progress and agree actions to improve performance. The 4 week covid reviews have come to an end meaning that the Community Placement Review Team has more time to dedicate to annual reviews Islington Learning Disability Partnership (ILDLP) working through reviews based on high cost packages of care and out of borough placements The Head of Mental Health Social Work meets with The Trust fortnightly to work through overdue reviews and improve reviews data quality. Identified 3 teams to work with to implement any changes and improve performance. A Trusted assessors pilot is underway working with Camden and Islington Mental Health Trust on reviews.
ASC2	New admissions to nursing or residential care homes (all ages)	↓	159	159	189	199		40	Performance for this indicator is cumulative, measured monthly from April 2022 to March 2023. Performance is measured against monthly targets. Targets: Q1 = 50 Q2 = 100 Q3 = 150 Q4 = 200	As of Q1 2022/23, there have been 40 new admissions to care nursing or residential care homes. Although this is slightly more than Q1 last year (37 new admissions), performance for this year is on target. There has been increased complexity of need associated with the pandemic and this has seen more people requiring long-term support in a care setting.	
Safeguard and protect older and vulnerable residents											
ASC3	Percentage of service users who have been supported with safeguarding and who are able to comment, report that their desired outcomes were fully achieved (making safeguarding personal)	↑	NA	NA	67%	58%		65%	Performance for this indicator is quarterly and validated at year end. The Safeguarding Adults Reutrn (SAC) will be published September 2022. Once published we can benchmark Islington Performance. Target = 70%	As of Q1 2022/23, 65% of service users reported that their desired outcomes were fully achieved. Although performance is below target (70%), performance has significantly improved since the end of last year (58%). The Head of Mental Health Social Work, Head of Safeguarding and the C+ Safeguarding Hub are working closely together to work through issues via a safeguarding action plan, training and monthly validation data reports. It is recognised that this is an important target for our residents and one we strive towards over the next few months. As noted in the narrative above Adult Social Care are working with some adults who may disagree with the protection measures that are proposed, especially when the safeguarding involves a family member or friend. For these reasons they may not feel their outcomes have been met.	<ul style="list-style-type: none"> Adult Social Care are working with some adults who may disagree with the protection measures that are proposed, especially when the safeguarding involves a family member or friend. For these reasons they may not feel their outcomes have been met. Working with Islington Digital Services to review the safeguarding module of our electronic case records system to ensure that this, and other key questions, are mandatory to answer for staff completing Safeguarding team leads are reviewing all enquiries before closure with a focus on improving this indicator A weekly safeguarding closure panel is now in place to oversee the outcomes of safeguarding enquiries. This has already evidenced a change in outcomes and overall oversight that should support this indicator. A weekly safeguarding surgery started in October 2021 to discuss open cases, provide guidance and support to LBI staff. There has been an issue of different recording processes in Mental Health as a result of the use of a different management information system in that service. Considerable work has been undertaken in that area which should result in an improvement in 2022/23.
Help residents to feel socially active and connected to their community											
ASC4	The proportion of adults with a learning disability in paid employment	NA	7.8%	8.0%	7.8%	9.3%		8.9%	Performance for this indicator is quarterly and validated at year end. The Adult Social Care Outcomes Framework (ASCOF) will be published October 2022. Once published we can benchmark Islington Performance. Target = 9.3%	In Q1 2022/23 53 individuals with a primary support reason of learning disability were in paid employment. This indicator is on target, with an additional 4 people identified by iSet who will start employment in the near future.	

Help residents to live independently										
ASC5	Percentage of service users receiving services in the community through Direct Payments	↑	26%	28%	27%	29%		29%	<p>Performance for this indicator is quarterly and validated at year end. The Adult Social Care Outcomes Framework (ASCOF) will be published October 2022. Once published we can benchmark Islington Performance.</p> <p>Target = 31.0%</p>	<p>In Q1 2022/23 29% of people received services through direct payments. Performance is higher than Q1 last year (27%). An additional 58 people have been identified to start receiving DP between Aug and Oct 2022. Transferring people to direct payments aims to improve processes and systems resulting in individuals in need of care and support having greater choice and control over their lives as well as increasing the number of people accessing direct payments.</p>




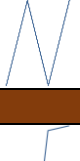

COMMUNITY WEALTH BUILDING												
PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	Target 2022/23	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators												
OBJECTIVE: Promote economic wellbeing through a) supporting residents into sustainable employment												
CWB1	Number of Islington residents supported into paid work through the Islington Working Partnership; with sub-targets for:	↑	1,352	1,318	988	2,120		2,000	820	Target for 2022-23 aligns with the manifesto commitment to support 5,000 residents into work over the 4-year period April 2022-March 2026. Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022)	Performance in Quarter 1 has been strong with 820 unemployed Islington residents supported into paid employment exceeding the profiled target of 500. Employment Support is delivered in Islington by a wide range of services and partners. Our iWork service offers 1-2-1 tailored coaching and mentoring support to get unemployed Islington residents into jobs they want to do, providing targeted job searching, job applications, tailored CVs and interview practice, constructive feedback, childcare support, discretionary payments, and pastoral support. The wider Islington Working Partnership takes a strategic approach to ensure that employment provision in the borough meets the needs of identified priority groups. The partnership aims to increase employment for Islington residents and to share information on vacancies and other local opportunities.	
CWB2	a) Parents of children aged 0-18;	↑	433	348	223	361		560	122	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022)	122 parents of children aged 0-18 were supported into employment in Quarter 1, below the profiled target for Q1 of 140. We are aware that although our partners are working with a high number of parents there is an issue with collecting data on parental status as not all routinely capture the age of client's children.	We are working with partners to identify how to ensure that information on parental outcomes is collected and reported for future reporting. We are also taking additional action to reach those parents who most need support to get into work. The Council's iWork service has created two new posts for outreach workers. One will be focused on developing links with parents and will mainly be based in Children's centres or other early year settings in the borough. This targeted intervention will result in an increase in parents accessing employment support provision and moving into training or employment, with monitoring processes put in place to aid future reporting. And from April 2022 our enhanced Childcare Bursary Scheme will help even more parents to take up employment by meeting initial childcare costs.
CWB3	b) Young people aged 18-25;	↑	391	381	238	339		560	138	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022)	In Quarter 1, 138 18-25-year-olds were supported into employment, exceeding the profiled target of 130 by 6%. This comprises of all those supported into work through a 'Team Islington' approach with the majority via our network of youth providers. This includes the Youth Employability and Skills (YES) Programme, which supported 10 vulnerable young people referred by the youth justice service, leaving care service and VCS organisations into work in Quarter 1. These young people took up roles in hospitality, security, motor vehicle, construction, ICT and health and social care. A new project called Your Choice was launched in Quarter 1, which is a collaboration between youth employment and progression service and the Youth Justice Service. Funded by the Home Office and Youth Endowment Fund, the progress team has brokered 10 work experience placements for young people aged 16-18 at risk of engaging in serious youth violence.	
CWB4	c) Disabled people / those with long term health conditions;	↑	283	300	186	513		500	126	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022)	126 residents with a disability/long term health condition were supported into employment in Quarter 1, just above the profiled target of 125. The Work and Health Programme, delivered by Ingusis, is currently the largest employment support programme in the borough and focuses on helping residents to get jobs and taking action to improve their health. In Quarter 1 the programme supported 44 residents into work. A specialist employment support service previously based in Adult Social Care has moved to iWork and has started to improve our collaborative working and broaden understanding of the adjustments needed to secure employment for these residents. 6 adults with a learning disability had interviews in Quarter 1 and we will report on any subsequent job outcomes in Quarter 2. Work is underway with London Metropolitan University to undertake research to better understand the scale and nature of employment provision for residents with a disability/long term health condition. Previous research highlighted a gap in support for deaf residents. Partnership working with DWP and the London Deaf Information Service, has resulted in BSL Interpreters being able to provide support using virtual toolkits to help deaf residents find a pathway to employment.	
CWB5	d) BAME; NEW: Sub-targets for:	↑	597	661	491	1,044		1,200	412	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022). From 2022/23, we will now monitor outcomes for specific subgroups (as below), based on the findings of a research project undertaken in collaboration with London Metropolitan University.	employment, exceeding the profiled target of 300 by 37%. This year we will specifically target / monitor communities identified in research undertaken by LMLU, which identified a range of recommendations including a focus on community outreach and engagement. The Council's iWork service has recently appointed an outreach worker to work specifically with Black, Asian, and Minority Ethnic community groups to connect residents to the range of employment support provision available in the borough. The impact of this targeted intervention will be provided to committee in future reporting.	
	i) African population	↑	N/A	N/A	N/A	N/A	N/A	560	Report from Q2	To be reported from Q2		
	ii) Caribbean population	↑	N/A	N/A	N/A	N/A	N/A	320	Report from Q2	To be reported from Q2		
	iii) Turkish population	↑	N/A	N/A	N/A	N/A	N/A	160	Report from Q2	To be reported from Q2		
	iv) Bangladeshi population	↑	N/A	N/A	N/A	N/A	N/A	112	Report from Q2	To be reported from Q2		
	v) Other Black population	↑	N/A	N/A	N/A	N/A	N/A	48	Report from Q2	To be reported from Q2		
CWB6	e) Council Contracted Suppliers	↑	60	89	180	253		300	78	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022). Figures include both those we place into roles with our contractors, and any local recruitment they report to us.	In Quarter 1 we placed 13 clients into roles with our contractors. We are now capturing data from our contractors on their recruitment processes. In Quarter 1 contractors reported 85 residents recruited, bringing the total to 78 residents employed by Islington contractors, slightly exceeding the profiled target of 75. Work is ongoing to raise awareness with Council services of the Islington Working Portal. A benefit of contractors promoting their vacancies on the portal is the recruitment of residents to council funded roles. We continue to promote the benefits of local recruitment to contractors, and the importance of capturing the impact to our contract managers.	
CWB7	Percentage of Islington residents supported into paid work through Islington Working Partnership activity who are still in work at 13 weeks	↑	N/A	N/A	N/A	86%	N/A	80%	Reported annually	Reported annually as part of Q4 data. The outcome for 2020/21 was based on iWork data only.	This indicator was introduced in 2021/22, but with only iWork tracking and reporting longer job outcomes. This year, we will work with organisations in the Islington Working Partnership to monitor and report longer term outcomes for clients supported into work across the wider partnership.	
CWB8	Percentage of Islington residents supported into paid work through Islington Working Partnership activity who are still in work at 26 weeks	↑	N/A	N/A	N/A	84%	N/A	80%	Reported annually	Reported annually as part of Q4 data. The outcome for 2020/21 was based on iWork data only.	This indicator was introduced in 2021/22, but with only iWork tracking and reporting longer job outcomes. This year, we will work with organisations in the Islington Working Partnership to monitor and report longer term outcomes for clients supported into work across the wider partnership.	
CWB9	Number of London Living Wage entry level jobs delivered through the Islington Working Partnership	↑	N/A	N/A	N/A	417	N/A	500	139	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022)	Performance has been strong in Quarter 1 with 139 Islington residents achieving paid employment paying the London Living Wage, exceeding the profiled target of 125. We continue to focus our brokerage service on employers who are paying the living wage and are working with partners to encourage this as a target for clients placed into work, so residents secure employment that supports the cost of living.	
CWB10	NEW: Number of employers achieving London Living Wage accreditation	↑	N/A	N/A	N/A	N/A	N/A	150	Report from Q3	Towards manifesto commitment of 450 more LLW accredited employers over 4 years. Target of 150 more businesses accredited in 2022/23. NB: LLW is currently £11.05 per hour	To be reported from Quarter 3. A meeting of the LLW Action Group is scheduled for September to agree a plan to deliver this target	

CWB11	NEW (as combined target): Number of apprenticeships supported with sub-targets for:	↑	N/A	N/A	N/A	N/A	N/A	100	61	Target for 2022-23 is set to align with the manifesto commitment to support 1,000 apprenticeships over the 4-year period April 2022-March 2026. Includes council apprenticeships and those with external employers. We have profiled the target of 1,000 over the 4-year period, with greater numbers in Years 3 and 4.	The effects of the Covid-19 pandemic resulted in a decline in apprenticeships across London as employers were unable to support apprenticeship. However, numbers are slowly increasing and our strong performance this quarter reflects outcomes from City and Barington College. We are finalising a strategic framework to achieve the corporate goal of 1,000 apprentices by 2026. As part of this, we are identifying where we need to improve current delivery, and where there are opportunities to significantly uplift performance. These new working arrangements and processes will start to be in place by April 2023.	
CWB12	a) Council apprenticeships	↑	53	32	37	24		37	26	Monitored through HR (with corporate and departmental targets for apprenticeships and FUSE upskilling)	There were 6 new starts to council apprenticeships in Quarter 1, plus a further 20 apprenticeship starts to the FUSE programme which supports existing staff to upskill	
CWB13	b) External employers	↑	167	138	67	61		63	36		Profiled target for Quarter 1 is 16.	
CWB14	c) NEW Percentage of Council apprentices who move on to further employment or training within 3 months of completing their apprenticeship	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q3	This target will be measured on a quarterly basis	To be reported from Quarter 3	
CWB15	Number of unique learners enrolled on an Adult & Community Learning Course, with sub-targets for:	↑	1,505	1,504	974	900 (target)		1,800	1,212 Sep21- Jun22	The measure is based on academic year enrolments and the data here is for the end of June, with one month remaining in the academic year.	Latest data relates to Academic Year 2021/22. 1,212 learners have enrolled on an ACL course against the 2021/22 target of 900 and we are therefore above target. Data for the new Academic Year (September 2022) will be reported in the Q3 report.	The service is not delivering at Arsenal Learning Zone, one of its principal sites. Classes are limited to recommence there from September 2023. The service has limited a greater proportion of classes face-to-face for September 2023 and is marketing the offer earlier and in traditional venues. The service also has Multiply funding, part of which will be to have a marketing campaign that will raise awareness of the maths and wider ACL offer.
CWB16	a) Parents of children aged 0-18;	↑	509	423	449	429	N/A	45%	597 (49%)	From 2022/23 targets will be measured as a % of the overall number of learners	With more provision planned over the summer period with Bright Start, it is envisaged that the proportion of parents will increase in academic year 22/23.	
CWB17	b) Residents with disabilities/those with a long term health condition	↑	344	317	182	208	N/A	23%	248 (20.5%)		The confidence of residents with disabilities and long-term health difficulties has been affected by the pandemic and is taking time to rebuild. Whilst numbers are starting to increase, we are below target.	We expect to see a continued increase in engagement with residents with disabilities and long-term health issues as we continue to increase the proportion of face-to-face classes and through continued working with partners who engage with such residents, like Islington Mind, Hillside Clubhouse and others.
CWB18	c) Black, Asian and Ethnic Minorities	↑	1105	1110	769	745	N/A	81%	996 (82%)		The service always performs strongly with these communities, and numbers this year have been increased due to the ESOL provision that has been put on for Afghan and Ukrainian refugees and the Fast Track English and Maths courses for Ukrainians. The service will be carrying out further	
CWB19	NEW: Positive year end destination for learners with sub-targets for	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	N/A	Not available until October/November		
CWB20	a) Learners moving into paid employment	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	N/A	Not available until October/November		
CWB21	b) Learners moving onto higher level learning	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	N/A	Not available until October/November		
OBJECTIVE: Promote economic wellbeing through b) helping residents to cope with the cost of living and build financial resilience												
CWB22	NEW: Monetary value of Islington Childcare Bursary uptake, with sub-targets for:	↑	N/A	N/A	N/A	N/A	N/A	£160,000	£18,674	This is a new indicator to monitor take up of our enhanced Childcare Bursary Scheme. We'll be monitoring allocations to date against the £160kpa budget (increased from £40kpa)	While performance in Quarter 1 is under the profiled target for spend, it is higher than performance over the same period (£4,010.95). With the additional budget, we are increasing promotion of the Childcare Bursary amongst relevant partners, including our affordable workspace operators, as well as through public communications. We expect to see an increase in take up as more Islington residents are supported to apply for the bursary in the coming months. In addition, we are monitoring whether any amendments to the scheme criteria might be advisable to increase reach.	Copy text from P
CWB23	a) Number of recipients with an employment outcome	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q2	New measure to track outcomes for those who receive a Childcare Bursary	To be reported from Quarter 2	
CWB24	b) Number of recipients with a training outcome	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q2	New measure to track outcomes for those who receive a Childcare Bursary	To be reported from Quarter 2	
CWB25	Number of Islington residents on Council Tax Support	↓	N/A	N/A	26,923	25,365		24,912	25,244	Measured monthly	Reduction in CTS overall numbers in April and May, with slight increase in June figure.	
CWB26	Total additional benefit income (£) secured for Islington residents through our Income Maximisation Team	↑	N/A	N/A	N/A	£5,064,000 pa	N/A	£5,000,000 pa	1,243,000	Annual target	This year the team is running targeted benefit take up campaigns to support older people and disabled people to claim benefits. Our phase 3 Pension Credit take up campaign has started, focusing on 400 households we have identified through data analysis of our benefit households that should be entitled to Pension Credit. We are also starting work to identify and contact disabled residents who are eligible for disability benefits (Personal Independence Payment and Attendance Allowance) but not yet claimants	Behind target as start of the year, confident work taking place will result in positive benefit results that will put the overall number on track as the year progresses. Q2 already showing signs of this.
OBJECTIVE: Promote an inclusive economy, strengthening the local economy and supporting local businesses												
CWB27	Monetary value of social value derived through our Affordable Workspaces NEW: with sub-targets for:	↑	N/A	N/A	N/A	£1,240,454	N/A	£500,000	£178,000	Performance is measured on a quarterly basis and indicates the cumulative total so far this year (Apr-Jun 2022). It provides an estimation of the monetary value of the social value delivered by workspace operators participating in the Councils Affordable Workspace Programme, calculated using the Social Value Portal's TOMs evaluation methodology.	Performance in Quarter 1 is well above the profiled target of £125,000. It comprises monetarised social value outcomes from 4 AWS: - Town Square: £13,000 - Fashion Enter: £86,000 - Outdandish: £62,000 - Better Space: £37,000	
CWB28	a) Women	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q3		To be reported from Quarter 3	
CWB29	b) Black, Asian and Ethnic Minority	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q3		To be reported from Quarter 3	
CWB30	c) Disabled People	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q3		To be reported from Quarter 3	
CWB31	Number of businesses that have been positively impacted by Inclusive Economy & Jobs	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Annual indicator	Annual indicator. Next survey in Summer 2023	Wording of indicator under review. Intention is to undertake an annual survey of businesses to identify key priorities to inform the work of IEJ. Initial survey was undertaken in Summer 2022. Further work is underway to determine how we can use the responses to develop a meaningful measure that captures the extent to which we are meeting needs of businesses	
CWB32	NEW: Number of opportunities brokered through Inclusive Economy & Jobs	↑	N/A	N/A	N/A	N/A	N/A	Baseline year	Report from Q2		To be reported from Quarter 2 This will measure the number of new jobs brokered by the IEJ team, e.g. through Town Centre teams. Jobs will be predominantly Entry Level to provide opportunities for those furthest from the labour market.	
CWB33	NEW: Number of new businesses offering World of Work activities	↑	N/A	N/A	N/A	N/A	N/A	40	8	Aims to get a further 40 businesses offering WoW activities. Cumulative measure showing progress YTD in reaching this target	In Quarter 1, 8 new businesses have offered world of work experiences, which is in line with the profiled target for this quarter. The industries covered range from construction, travel and sport to the charity and cultural sectors. Through our social value framework, Matrix SCM (the Council's new temporary worker provider) has also joined the WoW menu, offering young people invaluable insights into what recruitment professionals look for when reviewing CVs and during an interview and selection processes.	

OBJECTIVE: Promote progressive procurement, using our spending power to maximise benefits for residents, communities and businesses											
CWB34	Percentage of suppliers from overall supplier base who are local (i.e. Islington and neighbouring boroughs - Camden, City, Hackney & Haringey)	↑	N/A	N/A	32.10%	36.90%	N/A	tbc	Annual indicator	Based on those suppliers with spend over £5,000pa	
CWB35	Percentage of expenditure with local businesses (local defined as above)	↑	N/A	N/A	30.80%	33.00%	N/A	tbc	Annual indicator	Based on those suppliers with spend over £5,000pa	
OBJECTIVE: Ensure our social infrastructure enables delivery of affordable housing, affordable workspaces and community assets											
CWB36	Percentage of planning applications determined within 13 weeks or agreed time - rolling three months - Majors	↑	100.0%	100.0%	100.0%	100.0%		90%	100%	Quarterly targets will be the same as the annual one (90%)	5 Major Applications were determined within this time period. 12 major applications received during Q1.
CWB37	Percentage of planning applications determined within 8 weeks or agreed time - rolling three months - Minors	↑	83.5%	88.3%	95.50%	97.0%		85%	98%	Quarterly targets will be the same as the annual one (85%)	174 Minor applications were determined within the first quarter of which 170 were determined in time. 241 minor applications received during Q1.
CWB38	Percentage of planning applications determined within 8 weeks or agreed time - rolling three months - Others	↑	87.9%	88.1%	93.50%	93.0%		85%	96%	Quarterly targets will be the same as the annual one (85%)	249 Other applications were determined within the first quarter of which 238 were determined in time. 287 Other applications received during Q1.
CWB39	S106 / CIL income received	N/A			£11,186,913	£12,293,516	N/A	No target	£3,081,925	No targets	In Quarter 1, we received £767,899 s106 and £2,314,026 in CIL contributions. The largest S106 payment in Q1 was an affordable housing contribution of £434,031.50 received from the development at 202 - 210 Fairbridge Road. The largest CIL payment in Q1 was the third instalment of £2,039,144.04 received from the Mount Pleasant development.
CWB40	S106 / CIL income secured or negotiated	N/A			£12,791,921	£12,653,422	N/A	No target	£3,418,993	No targets	In Quarter 1 we secured or negotiated £1,516,162 in s106 and £1,902,831 in CIL contributions. In Q1 there were 12 new planning applications with S106 liabilities. The largest S106 payments secured were affordable housing contributions of £350,000.00 for proposed developments at 204 Blackstock Road and at 89-93 Mildmay Park. In Q1 S2 CIL liability notices were issued totalling £1,902,830.96. However, the funding will only be secured if the development commences.

ENVIRONMENT

PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance (the previous commentary column retained here to use if wish)	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators											
Keep the streets clean and promote recycling											
E1	Percentage of household waste recycled and composted (reported a quarter in arrears)	↑	29.3%	29.6%	31.3%	29.3% (Q1-Q3)			Performance through the year is reported as cumulative. 21/22 target was 32%, 22/23 is 33%. 20/21 outturn of 31.3% placed us 4th out of the 13 inner London boroughs. Performance amnce	This is the year to date figure at Q3. Q4 data is not yet available due to NLWA conducting a review of Islington tonnages requested by the council but is expected quarterly.	Actions are ongoing communications campaign, expansion of food waste recycling service to remaining purpose built blocks of flats and Islington's first 'Library of Things' in Finsbury Park. Longer term post-pandemic trend remains unclear.
E11	Number of missed waste collections - domestic and commercial (monthly average)	↓	324	318	289	262		273	This is reported as discrete quarters to show in-year trend. 22/23 target is 288 pcm.	Slightly poorer in Q1 compared to 262 monthly average for 21/22, though remaining ahead of the 288 target.	
E6	a) Litter - Local Environmental Quality Surveys % of sites satisfactory	↑	90.7%	89.9%	93.5%	96.6%		98.7%	This is reported as discrete quarters to show in-year trend. 22/23 target is 95%.	Q1 at 98.7% shows good improvement on 21/22 as a whole which was 96.6%, itself ahead of 93.5% in 20/21. Improvements attributed to return of individual sweepers to their substantive rounds.	
E7	b) Detritus - Local Environmental Quality Surveys % of sites satisfactory	↑	92.1%	93.5%	91.1%	92.4%		97.2%	This is reported as discrete quarters to show in-year trend. 22/23 target is 93%.	Q1 at 97.2% shows strong improvement on 21/22 as a whole which was 92.4%, itself ahead of 91.1% in 20/21. Improvement due to use of local land use data to target interventions on residential streets and return of individual sweepers to their substantive rounds.	
E8	c) Graffiti - Local Environmental Quality Surveys % of sites satisfactory	↑	97.9%	96.8%	94.9%	99.0%		99.8%	This is reported as discrete quarters to show in-year trend. 22/23 target is 98%.	Q1 at 99.8% shows good improvement on 21/22 as a whole which was 99.0%, itself strongly ahead of 94.9% in 20/21. This improvement is due to a fully resourced team and being more proactive in removing graffiti from third party infrastructure.	
E9	d) Flyposting - Local Environmental Quality Surveys % of sites satisfactory	↑	98.8%	98.6%	98.5%	99.2%		99.9%	This is reported as discrete quarters to show in-year trend. 22/23 target is 98%.	Q1 at 99.9% shows good improvement on 21/22 as a whole which was 99.2%, itself ahead of 98.5% in 20/21.	
Make it easier and safer for people to travel through the borough and beyond											
E2	Number of secure cycle parking facilities on streets	↑	116	221	222	401		401	This is the running total as at the end of each quarter. We have programmed to add an additional 100 on top of the 21/22 target in 22/23, so target is 500, all in Q3 (425) and Q4 (500).	22/23 programme is scheduled to be delivered in Q3 and Q4.	
E3	Number of new electric vehicle charging points across the borough	↑	67	176	284	336		356	This is the running total as at the end of each quarter. We have programmed to add an additional 100 on top of the 21/22 target in 22/23, so target is 500. Schedule is 400 by Q2, 440 by Q3, and 500 by Q4. As at October 2021, our EVCP provision ranked 9th per head of population across all London boroughs.	A further 20 have been added in Q1 taking us to 356.	Programme complexity, electrical supply issues and consultation errors have led to delays.

Take positive action to combat climate change through reducing our carbon emissions											
E4	Carbon emissions for operational council buildings (tonnes) (reported a quarter in arrears)	↓	5,037	4,574	4,164	2,269			Performance through the year is reported as cumulative and a quarter in arrears to minimise billing estimates. The 22/23 target is 2,431 tonnes, a flat 10% reduction on that for 21/22.	21/22 buildings emissions are 46% lower than those for 20/21, mainly on account of Green Electricity tariffs. 2,269 tonnes breaks down as 2,096 tonnes from gas usage and 1,173 tonnes from electricity usage.	
E5	Carbon emissions from council transport (tonnes)	↓	2,726	2,886	2,415	2,397		590	Performance through the year is reported as cumulative. The 22/23 target is 2,450 tonnes and represents a 15% reduction on the 19/20 baseline on a trajectory that takes us to net zero by 2030.	The Q1 figure of 590 tonnes is 4% down on the same period last year and broadly on target. The main driver for reduced emissions is the electrification of the council's fleet together with reduction in diesel vehicles and replacement with less polluting petrol, hybrid and bi-fuel alternatives.	
Make sure residents have access to high quality parks, leisure facilities and cultural opportunities											
E10	Number of visits to our leisure centres	↑	2.139m	2.067m	298k	1.298m		478k	Performance through the year is reported as cumulative to show progress in recovery after lockdown closures. 22/23 targets have been set at 80% of 19/20 actuals.	Q1 visitor numbers have come in at 19% ahead of the profiled quarterly target and now standing at around 95% of pre-pandemic levels with June figures showing particularly strongly. There remain a few technical issues with the accuracy of the new GLL Flow counting software, but overall these are considered to underestimate actual visitor numbers. Recovering from the Thames Water flood impacting the Sobell in early August will be a major challenge in the weeks and months ahead.	
Keep consumers safe											
E12	Food inspection programmes - % completed	↑	n/a	99.5%	0	100%		23.0%	This is the % of programme completed as at the end of each quarter with the 22/23 target at 95%.	Quarterly targets for 22/23 are 20%, 40%, 70% and 95%, though service expect to find Q3 and Q4 challenging due to maternity leave and staff move.	
Cost of Living											
E13	Number of SHINE referrals (unique households)	↑	n/a	n/a	3146	3233		651	This is reported as cumulative year to date as at the end of each quarter. The 22/23 target is 3,000 unique household referrals.	Q1 dipped below profiled target of 780 due to the surge in demand arising from Council tax rebate promotion. Corresponding interventions were 1,656 so ratio of 2.5, noting that some are seasonal and numbers cumulative through the year. 18/19 and 19/20 equivalent data not available due to change in KPI definition.	Service are confident that numbers will be made up across remainder of year.

PUBLIC HEALTH

PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	Notes on measure e.g. cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators										
Support people to live healthy lives										
PH1	Population vaccination coverage DTaP/IPV/Hib3 at age 12 months.	↑	N/A	N/A	84%	85%		Recovery target	By the end of the year, 87% of children had a complete set of 6-in-1 vaccinations before the age of 1. The comparison with pre-covid 19 rates indicate that primary immunisation levels are recovering. Performance for this year is also better than last year when it was at 84%.	N/A
PH2	Population vaccination coverage MMR2 (Age 5).	↑	N/A	N/A	71%	70%		Recovery target	70% of 5-year-old children were fully vaccinated against MMR this year. This is a small increase from the previous quarter and at the pre-pandemic plateau of around 70%. Catch up vaccinations are available at any time and the data suggests that those who may have missed their scheduled dose early during the pandemic have since caught up. Performance is similar to last year's performance which was at 71%	N/A
PH3	Number of child health clinics run per week (out of a pre-COVID quota of 12/week)	↑	N/A	N/A	No target set - recovery target.	12 clinics		Recovery target	During 2021/22, the service has been able to increase the number of clinics per week to 12, matching pre-pandemic levels. Progress has been made over the last quarter to re-introduce some drop-in clinics, where these are held in children's centers. 4 of the 12 weekly clinics are drop-in. There has been a slow increase in take-up of the drop-in clinics, now seeing up to 20 babies and children per clinic.	N/A
PH4	Number of Long Acting Reversible Contraception (LARC) prescriptions in local integrated sexual health services	↑	Please see previous dashboards.	1335	881	1857		Quarterly in arrears	1,857 Long-Acting Reversible Contraception (LARC) prescriptions had been provided by the local integrated sexual health services through 21/22; exceeding the annual target of 1,110 and despite being deeply affected by Covid-19 restrictions. The service has prioritised maintaining levels of LARC throughout the pandemic, whenever able. Performance for this year is over double last year's activity when it was at 881 for 20-21.	N/A
PH5	Percentage of smokers using stop smoking services who stop smoking (measured four weeks after quit date)	↑	Please see previous dashboards.	57%	58.3%	62%		Quarterly in arrears	Smoking remains the single largest cause of early, preventable deaths in Islington. Overall, the service success rate remains high and above target. During 2021/22, 61.5% on average (target 50%) of smokers using Stop Smoking Services have successfully quit each quarter (measured at 4 weeks after quit rate). Performance is better than last year's which was at 58.3%.	N/A

PH6	Percentage of drug users in drug treatment who successfully complete treatment and do not re-present within six months	↑	Please see previous dashboards.	15.2%	12%	14%		Quarterly in arrears	<p>17% (target 20%) of drug users completed treatment and did not represent in 6 months by the end of the year. This does not meet the annual target of 20%, however, the service has seen an increase in the number of people entering drug treatment, partly driven by support offered to rough sleepers placed in emergency accommodation.</p> <p>Performance for this year is better than last year when it was at 12% for 20-21.</p>	<p>Drug and alcohol service outcomes remain affected by the pandemic, with a larger, more complex cohort of service users particularly in substance misuse services.</p> <p>The key priorities for all substance misuse services going forward are very much aligned to the Covid-19 recovery work.</p> <ul style="list-style-type: none"> - Ensuring that all face-to-face interventions continue to be reinstated safely and as soon as possible. These include drug screening; blood borne virus screening. - Working with commissioners and wider stakeholders to plan interventions/service developments because of additional investment because of the National Drug Strategy. - Reviewing an analysis of drug/alcohol deaths in treatment service covering the past 18 months and working with together (commissioners and services) to identify lessons learned and recommendations for service delivery and reporting in the future. - Reviewing a recent analysis of Audit C screening (a screening tool universally used to assess the impact/risk of someone's drinking) carried out by Islington GPs. This data will be used to identify practices where completion of Audit C's is low and raise awareness of identify increasing risk of alcohol use at an earlier stage and referring to the appropriate services.
PH7	Percentage of alcohol users who successfully complete the treatment plan	↑	Please see previous dashboards.	42.90%	32.8%	36%		Quarterly in arrears	<p>36% (target 42%) of alcohol users successfully completed treatment by the end of the year.</p> <p>During the pandemic the service reported an increase in demand for alcohol interventions, with a number of previous service users reporting not being able to manage recovery during the lockdown and have subsequently began drinking once more.</p> <p>Performance is better than last year when it was at 32.8% in 20-21.</p>	<p>The key priorities for all substance misuse services going forward are very much aligned to the Covid-19 recovery work.</p> <ul style="list-style-type: none"> - Ensuring that all face-to-face interventions continue to be reinstated safely and as soon as possible. These include drug screening; blood borne virus screening. - Working with commissioners and wider stakeholders to plan interventions/service developments because of additional investment because of the National Drug Strategy. - Reviewing an analysis of drug/alcohol deaths in treatment service covering the past 18 months and working with together (commissioners and services) to identify lessons learned and recommendations for service delivery and reporting in the future. - Reviewing a recent analysis of Audit C screening (a screening tool universally used to assess the impact/risk of someone's drinking) carried out by Islington GPs. This data will be used to identify practices where completion of Audit C's is low and raise awareness of identify increasing risk of alcohol use at an earlier stage and referring to the appropriate services.

FAIRER TOGETHER

PI No.	Indicator	Better to be	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	2022/23 Q1	Notes on measure eg cumulative / quarterly / rolling; targets (annual / quarterly / longer-term & rationale) and benchmarking	Notes on performance (the previous commentary column retained here to use if wish)	If underperforming: Reasons for underperformance and mitigating actions
Corporate Indicators											
Make sure young children get the best start											
FT1	Percentage of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after, families who have No Recourse to Public Funds (NRPF)	↑	63%	70%	61%	70%		73%	Termly. Target is to improve on the % for the same term in the previous year. % based on number taking up funded place divided by number who were eligible (based on DWP data). Q1 data relates to the Summer term in 2022.	Summer term performance in 2021/22 was 67%, so the latest performance has met the target as it is 6 % points above last year's equivalent term.	
FT2	NEW FOR 22/23 Number of families achieving a good outcome in the Supporting Families Programme	↑	n/a	n/a	Not comparable	Not comparable	N/A	104	Measure relates to the number of families in the programme who successfully acheive the full range of outcomes. Moving to new framework for next phase of Supporting Families Programme. Target 22/23: 292 Prior to 2020/21, numbers were reported at the end of each phase, which spanned multiple years, so are not available. Figures for 21/22 not comparable due to implementation of new framework in 22/23	Claims for 147 families in total were made for Q1 2022/23. However, we had actually over-achieved in 2021/22, and so claims for 43 families were carried over from the previous year.	
FT3	NEW FOR 22/23 Number of families receiving support under the Supporting Families Programme	N/A	n/a	n/a	Not comparable	Not comparable	N/A	125	This measure relates to the total number of families that our services worked with that met the qualification criteria for the Supporting Families Programme. Services work with many more families than this, but this figure relates to those that meet specific criteria in the Supporting Families Framework. A new framework is being introduced in		
FT4	Number of adults being supported through our Bright Lives coaching offer	N/A	N/A	N/A	N/A	N/A	N/A	N/A		The coaching offer is in development, with a Coaching Lead and Deputy Coaching Lead in post. Recruitment for two Senior Practitioners and four Coaches will take place from April. The practice model and interfaces with various partner organisations such as Adult Social Care and the VCS are currently in development. A pilot scheme will operate from June to September and a phase one launch of the Coaching Service will go live at the end of Q3 in September 2022. Phase one will run from September 2022 to March 2023 and the service expects to support 140 residents during this time. Performance indicators are to be developed in the future as the service is embedded and outcome measures agreed.	
FT5	Number of adults being supported through our Bright Lives connecting offer	↑	N/A	N/A	N/A	1,015 Q4 only	N/A	902		The data provided here is for Q1 from 3 specific council offers which offer 'connecting' support, including grant funded and commissioned services. It is a proxy measure in preparation for a new Alliance model which may incorporate more services, including the coaching offer (FT6 and FT9), an element of mental health Trust support and other services TBC.	Numbers are slightly down this quarter due, in part, to volunteer availability

FT6	Improvement in family star scores averaged across the 3 lowest domain areas	↑	0.9	1	0.9	0.4			were 'Your Well Being', 'Home and Money' and 'Progress to Work'. The average score for 'Your Well Being' rose from 5.7 on entry to 6.5 on closure. The average score for 'Home and Money' rose from 6.1 to 6.6. However, there was no
FT7	To be further developed: number of adults achieving a successful outcome/s through our Bright Lives coaching offer	↑	N/A	N/A	N/A	N/A	N/A	N/A	Work is underway identifying and implementing outcome measures. To adopt a single outcome measure across providers is challenging at present as requires significant changes to case management systems for multiple services. We hope to agree one global measure, further more complex measure will be implemented in the new Alliance contract 2023.
FT8	To be further developed: Number of adults achieving a successful outcome/s through our Bright Lives connecting offer	↑	N/A	N/A	N/A	N/A	N/A	N/A	(See FT6 commentary). Performance indicators and outcome measures are in the process of being developed as part of the design phase of the new service. In the future, we expect these to be strongly aligned with KPIs and outcomes agreed with partners in the emerging Alliance Partnership; as this develops in the coming months.
Continuing to be a well run Council									
FT13	% of residents satisfied with outcome of their calls & visits	↑	92%	93%	96%	98%	98%	Cumulative measure	Performance in this area is based on quality checks undertaken by Team Managers on a selection of resident calls. We are currently looking into ways to enable residents themselves to evaluate the quality of service and interaction with the Council. This will be made possible by the new telephony system at the end of the year, together with the introduction of quality surveys for front of house services
FT14	Number of telephone calls offered (received) through Access Islington Call Centre	↓	421,550	387,257	388,738	409,918	99,084	Cumulative measure	The figures show we received less calls compared to 21/22 Q1 of 113,171. There remains a number of issues that prevented even better performance including ongoing issues with IT systems affecting the web and online payments. To address these issues we have been working closely with IDS to address and reduce the impact. Up to the end of June we continued to resource the We Are Islington service. Additional Demand has also been created by the additional work the team have had to deal with including sustained increases in Council Tax demand as a result of the energy rebate.
FT15	Number of telephone calls answered through Access Islington Call Centre	↑	396,211	344,707	312,571	295,334	74,336	Cumulative measure	Despite the challenges caused by the ongoing IT issues and those created by Covid, performance in Q1 is equitable to the same period last year of 77,231. The number of calls answered in Q1 show 75% of calls were answered against the target of 85%. Managers are continuing to target individual and service performance to reduce call waiting times, AHT and after call work (ACW) back to pre-Covid levels.
Harnessing technology for the benefit of residents and staff / help residents to live independently									

FT16	Number of online transactions – measuring increase in online transactions/self-serve	↑	179,938	169,272	189,967	210,380	51,448	Cumulative measure	We continue to be impacted by IT issues, that have impacted the ability of residents to use online services. This is currently being addressed with IDS colleagues.
Directorate Indicators									
Keeping children safe and secure									
FT9	% of pupils achieving a Good Level of Development in the Early Years Foundation Stage Profile	↑	N/A	N/A	N/A	N/A	N/A	Annual, no data was available for 2020 or 2021. Aim to be at or above the Inner London average. Due to be published November 2022.	Published data available from 2022 . some local data available in year. Not for public domain/Placeholder only
FT10	Number of children being supported through our Bright Start & Bright Futures family support offer – rate of assessments per 10,000	N/A	Not reported	1035	985	993	490 (provisional)	Following comparisons with other local authorities, we are revising the methodology for this measure, hence the data will not be comparable with previous years. The Islington rates should be closer to other LAs rates, but provisional analysis suggest Islington will still have one of the highest rates in London.	The figures here represent annualised rates of early help assessments per 10,000 children aged 0-17. This allows us to compare to other LAs. Overall, there were 530 Early Help assessments completed in Q1 2022/23, which equates to a rate of 490 per 10,000 under 18s. This cannot be compared with previous quarters due to the change in the calculation. Using the old method of calculation, Islington's rate of Early Help assessments was 960 per 10,000 children in Q4 2021/22, the highest in London by a considerable margin.
FT11	Resident satisfaction with Bright Islington services	↑	N/A	N/A	N/A	96%	96%	N/A	Annual measure resident satisfaction survey, on resident satisfaction survey. Residents were surveyed whilst attending Bright Start and Bright Futures outreach and engagement activities as well as activities and events (e.g. pottery, gardening) in council-run community centres during quarter 4. The 10-question survey was accessed via a QR code which was displayed at activities and/or sent to participants after the event. Paper versions were available on request but online responses were strongly encouraged with support to complete the survey provided when needed. Of 123 respondents, 96% strongly agreed (77%) or agreed (19%) that they are satisfied with the service they used. Common positives were opportunities for socialising, support for mental wellbeing, and receiving helpful advice and support. A typical comment was 'Help them socialising, help me to meet other parents and good for your mental help especially after covid'. A very small number of people were not satisfied (5 respondents disagreed (1%) or strongly disagreed (3%)). When asked 'what could be better about the service?' they said more activities and classes, better communication, different times and days. A practitioner survey was also carried out to gain insight into the effectiveness of the process and questions for the resident survey. Based on evaluation we are refining the survey for a wider rollout across early intervention and prevention services on a termly basis, with directorate-level reporting termly, and corporate reporting annually in Q4.
FT12	NEW FOR 22/23 Gap between the % of pupils who were eligible for Free School Meals who achieved a Good Level of Development in the Early Years Foundation Stage Profile and the borough average	↓	N/A	N/A	N/A	N/A	N/A	Annual, no data was available for 2020 or 2021. Due to be published November 2022. Target traditionally is to narrow the gap, but as no results for 2020 or 2021, use 2022 to set the new baseline.	
Continuing to be a well run council									

FT17	Number of calls to Access Islington (and triaged to Bright Lives community offer)	↓	N/A	N/A	N/A	N/A	N/A	N/A		work being undertaken to develop measures	
FT18	Number of casual visits for Council services to Library Plus site	↑	N/A	N/A	N/A	N/A	N/A	N/A		work being undertaken to develop measures	
FT19	Number of (complex casework) face to face appts arranged at Finsbury Pilot site	↑	N/A	N/A	N/A	N/A	N/A	N/A		work being undertaken to develop measures	

RESOURCES Corporate Indicators											
PI No.	Indicator	2018/19	2019/20	2020/21	2021/22	Yearly trend-line	Better to be	2022/23 Q1	Notes on measure (cumulative / quarterly / rolling), targets (annual / quarterly / longer-term & rationale) and benchmarking	Performance Commentary	If underperforming: Reasons for underperformance and mitigating actions
Manage our budget effectively and efficiently											
R1	Percentage of council tax collected in year	96.1%	95.3%	93.7%	94.1%		↑	24.9%	Measure: Cumulative Annual target: 95.3% by 31st March 2023 Profiled Q1 target: 25.3% 2021/22 Q1: 25.1% Target rationale: Annual and profiled targets are the collection rates achieved in 2019/20 (the last FY before COVID).	We are 0.4% below our profiled target for this quarter but this is within tolerance and still broadly on track to meet our year end target.	N/A
R2	Percentage of business rates collected in year	96.6%	96.7%	93.0%	93.6%		↑	28.1%	Measure: Cumulative Annual target: 96.7% by 31st March Profiled Q1 target: 26.2% 2021/22 Q1: 24.9% Target rationale: Annual and profiled targets are the collection rates achieved in 2019/20 (the last FY before COVID).	We are 1.9% above our profiled target for this quarter and this is on track to meet our year end target.	N/A
R3	Successful management of approved General Fund budget (General Fund Forecast Outturn Variance from Balanced Budget £m)	-5.5	-8.4	-1.1	-2.1		↓	£8.1m	Measure: Each quarter is an estimated year-end position - updated as the financial year progresses. Target: Above (-£5m) ('-' = underspend; '+' = overspend) Target rationale: There is an ongoing £5m contingency budget to apply against the gross overspend, unless otherwise committed.	Q1 forecast net overspend of £8.1m. Please note - this forecast excludes the latest LG pay offer which could add a further £6.5m to the gross overspend and will need to be covered from the £5m corporate contingency budget and other corporate balances or reserves to be identified in advance of year-end.	Majority of overspend is split between Children's, Adults, Environment and CWB. Rising cost of energy is the principal pressure (Environment, CWB and council-wide). Other key pressures are children's social care placements, covid-related hospital discharge costs (Adults) and commercial property income shortfall (CWB). Mitigating actions detailed in M3 financial monitoring report. Management actions are in place by contributing directorates to reduce estimated overspend over the remainder of the financial year.
Harness digital technology for the benefit of residents and staff											
R4	Average number of priority 1 incidents per quarter which typically effect more than 100 staff or residents or significantly impairs applications or access.	N/A	N/A	14	15		↓	8	Measure: Number of outages per quarter. Annual figure is the average over all quarters. Quarterly target: 12	Outages this quarter were better than target and better than the average quarterly number of outages last year.	Most outages this period were caused by hosted platforms. We are working with our suppliers to review and understand their SLA's for dealing with outages and have put in steps to work closer with suppliers to ensure that our and their SLA's are aligned.
Make sure our workforce is diverse, skilled and highly motivated											
R5	Average number of days lost per year through sickness absence per employee (in previous 12 month rolling period)	10.8	10.7	8.4	8.0		↓	8.5	Measure: Rolling 12 month period. Target: 7.5 days (not adjusted to account for Covid absence) Benchmark: London Councils 2020/21 average 8.53 days (Councils' ranges are 3.93-12.8 days)	This target has not been adjusted to account for Covid sickness. Whilst there has been an increase since Q4, sickness absence remains lower than in previous years. The main causes of sickness absence in the rolling year to Q1 are mental health related absences, followed by Covid19 and musculo-skeletal absences. This is unchanged from Q4. Islington's average number of days lost per employee of 8.4 falls in the fourth quartile of all the London boroughs, and for inner London. It has fallen by 21.5% since the last survey in 2019/20, when it was 10.7.	Covid related absence, one of the Council's main sickness absence reasons was at a low in Q1 of the last reporting year. As sickness absence figures are reported on a rolling 12-month basis, the months of low Covid absence in 2021/22 have now dropped off and this has significantly contributed to the increase to 8.5 days due to the Omicron spike around Christmas. HR are supporting managers through drop in surgeries and individual case support. Sickness data is shared with managers monthly in order for any trends and improvements to be identified at the earliest opportunity.
R6	Percentage of workforce who are agency staff (by FTE)	10.93%	10.63%	12.60%	11.84%		↓	11.60%	Measure: FTE of agency workers working on a representative day in the final month of the period as a % of the total FTE (LBI FTE + Agency FTE). Target: 10% Benchmark: London average = 13%	General agency usage decreased in Q1 from Q4, helped by the end of the Council's Covid testing programme. Q1 level is lower than average levels over the past two years and remains lower than the London average of 13%.	Difficulties in the permanent recruitment market have resulted in longer tenures for some roles and need for agency capacity. Organisational change is, in cases, preventing services from advertising permanent roles or committing to temp to perm conversions. The council's Lateral Flow Testing programme has now ended and Public Health have no agency workers. People plans are incorporating plans for temp to perm along with dedicated work between services and Strategic Resourcing Lead and a targeted agency approach. There is also effort to bring agency workers outside of the Matrix contract within contract, increasing spend visibility of which good progress has been made. Data analysis of booking justifications currently being undertaken across the council.
R7(a)	a) Percentage of BME staff within the top 5% of earners	20.2%	19.3%	21.50%	26.36%		↑	27.3%	Measure: Top 5 % of earners when employees are ranked in order of basic gross pay (fte). Measure is made at period end date. Target: 21.7% Benchmark: London Councils 2020/21 average 20.22%. (Councils' ranges are 9.3%-33.9%)	This is LBI's highest performance since the measure began in 2018/19. Islington's Q1 performance falls in the third quartile of all the London boroughs, and for inner London.	N/A

R7(b)	b) Percentage of disabled staff within the top 5% of earners	5.8%	19.3%	13.4%	7.95%		↑	8.4%	Measure: Top 5 % of earners when employees are ranked in order of basic gross pay (fte). Measure is made at period end date. Target: 6.3% Benchmark: London Councils 2020/21 average 13.65% (Councils' ranges are 3.5%-26.35%)	Performance is up on last quarter and is at a level higher than the previous year.	N/A
Be open and accountable											
R8	Percentage of new voter registrations processed	N/I	N/I	100%	100%		↑	100%	Target: 100%	Our service continues to meet the previous performance of processing 100% of new voter registrations. The aim is to maintain this level of achievement regardless of the expected increase in applications received during the annual canvass due to commence.	N/A
R9	Number of Freedom of Information (FOI) requests received	2055	2041	1639	1876		N/A	490	No target	N/A	N/A
R10	Percentage of FOIs completed within target (20 working days)	80%	86%	79%	82%		↑	89%	Target: 90% (set by the Information Commissioner's Office)	Performance is up on Q4 and was higher in Q1 than it has been in the previous four years. Compliance in April was low in a number of areas but most areas managed to reach at least 90% for May and June. Three directorates did not meet 90%: Children's Services; Environment and Fairer Together.	The IG Team have taken responsibility for Fairer Together, which has seen an improvement in compliance for the start of Q2. The IG Team continue to issue weekly reports and work with IGOs to support them in responding within 20 working days. Weekly reports continue to be sent highlighting overdue requests. Corporate Directors are asked to chase outstanding requests. The IG Team are reviewing information that can be published and planning to increase the information that is easily accessed to avoid the need for a FOI.
R11	Number of Subject Access Requests (SARs)	574	340	242	319		N/A	84	No target	N/A	N/A
R12	Percentage of SARs completed within target (one calendar month)	70%	80%	79%	65%		↑	70%	Target: 90% (set by the Information Commissioner's Office)	Performance is up from last quarter (63%), but remains well below the ICO target, although just two directorates did not meet 90% (Children's Services and Environment). Children's Services continue to receive the highest number of requests in the council, representing about 50% of all requests received.	The low compliance for SARs is due to requests for historical social care files, which are complex and voluminous. Environment had a number of requests for CCTV relating to an ongoing management investigation. There were delays in passing these to the IG team so some were late before being logged. The council is unable to redact CCTV footage, requiring a specialist provider which impacts timescale. The Access to Records Team is in the process of recruiting to increase capacity. The IG team reviewed processes with the team and provided recommendations to senior management. The IG team is working with the Access to Records team to agree an action plan. A new approach for managing requests for CCTV has been agreed and guidance for those requesting made clearer.
R13	High risk breaches reported to the Information Commissioners Officer (ICO)	0	1	1	5		↓	0	Target: No target	No incidents reported to the ICO in Q1	