



Report of: Executive Member for Finance and Performance

Meeting of	Date	Agenda Item	Ward(s)
Policy & Performance Scrutiny Committee	4 July 2016		All

Delete as appropriate	Exempt	Non-exempt
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1. Council Performance 2015/16: end of year report

- 1.1 Each year the council agrees a set of performance indicators and targets which, collectively, help us to monitor progress in delivering our corporate priorities and working towards our goal of making Islington a fairer place to live and work.
- 1.2 This report looks at the council's performance over 2015/16 (i.e. 1 April 2015 to 31 March 2016). All figures are cumulative to end March 2016, unless otherwise stated.

2. Recommendations

- 2.1 To note the progress against key performance indicators in 2015/16 and in delivering our Corporate Plan
- 2.2 To note that corporate performance indicators and targets for 2016-17 are currently being finalised and will be reported to the Committee in September 2016.

3. Background

- 3.1 This report sets out the end of year position against the suite of key performance indicators used to monitor delivery of key services and priorities. The report is set out under each of the service areas, with a short summary at Appendix A
- 3.2 Also attached, at Appendix B, is the Annual Report, setting out progress in the first year of delivering our Corporate Plan (2015-19) – *The Islington Commitment*.

4. Performance targets for 2016-17

- 4.1 We are in the process of reviewing the corporate performance indicators to ensure that they continue to capture key priorities, and setting targets for 2016-17. The new set of measures and targets will feature in the Quarter 1 Performance Report 2016/17. Consideration is also currently being given to distributing responsibility for performance monitoring throughout the scrutiny committees, rather than retaining it all at Policy & Performance Committee.

5. Adult Social Services

Objective	PI No.	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15?
<i>Support older and disabled adults to live independently</i>	1	Percentage of people who have been discharged from hospital into enablement services that are at home or in a community setting 91 days after their discharge to these services	Q	89.2%	95%	No	Yes
	2	Percentage of service users receiving services in the community through Direct Payments	M	30.9%	40%	No	Similar
<i>Support those who are no longer able to live independently</i>	3	Number of new permanent admissions to residential and nursing care	M	106	105	Similar	Yes
<i>Support carers</i>	4	Carers who say that they have some or all of their needs met (Score out of 12)	A	7.3	7.6	No	Yes
<i>Tackle social isolation faced by adult social care users (E)</i>	5	The percentage of working age adults known to Adult Social Care feeling that they have adequate or better social contact (E)	A	64.2	70%	No	N/A

Frequency (of data reporting): M = monthly; Q = quarterly; T = Termly; A = Annual

(E) = Equalities target

Supporting Independent Living

- 5.1 Islington continues to **support older adults and disabled adults to live independently**. The first measure which demonstrates this achievement is the Adult Social Care Outcomes Framework indicator relating to the percentage of people **discharged from hospital into enablement services** that are at home or in a community setting 91 days after their discharge to these services. The direction of travel should be an increased percentage – we want more adults to be able to return to the community within 3 months. Although we did not meet the target, the 2015/16 outturn of 89.2% was higher than the 2014/15 outturn of 83.9%. The target of 95% was set for the Better Care Fund. However, as Islington started from a higher base than the England average of 82.1% (when the Better Care Fund plans were submitted), the target was a much more challenging one. An achievement of 95% would place the Borough within the top 10 local authorities in England.
- 5.2 Islington has risen to the challenge of the ambitious target by improving performance by more than 5 percentage points between 2014/15 and 2015/16. We work with clients with increasingly complex needs. This means that there is more likelihood that if these people go into hospital they will have more need for social care services following discharge from hospital. Ongoing joint work with our health partners continues to place emphasis on supporting independent living.

- 5.3 The second measure around supporting vulnerable people to live independently is the percentage of people **receiving services in the community through Direct Payments**. Again, we are looking for an increased percentage demonstrating that more people are taking up Direct Payments. Performance is within 0.5% of the previous year at 30.9% as opposed to 31.4% last year. However, this is still well above the England average of 26.3% (2014/15) and well above the London average of 26.7%. Work continues to further improve access to direct payments - for example, streamlining the process so that this becomes the preferred choice of service users, in addition to work to support service users to identify and employ Personal Assistants.

Admissions into residential or nursing care

- 5.4 This indicator relates to **permanent admissions to nursing or residential care for older adults**. For this measure we are looking for a reduction in the number of admissions. The target we set for 2015/16 was 105 admissions and the actual was 106. Whilst we narrowly missed achieving the target, we achieved a significant reduction in admissions compared to 2014/15. This demonstrates the success of the ongoing work within Islington to promote independent living.
- 5.5 We have in place processes to support staff in providing the appropriate care for individuals. Through a multidisciplinary panel process a lot of work has gone into changing the culture, to ensure placements are the last result and that those users who prefer to remain in their own homes are given as much opportunity as possible to do so.
- 5.6 The Council and health partners respond to the needs of people who are discharged from hospital by providing intermediate care and re-ablement. This allows the client to regain their independence at home thus avoiding the need for residential care.
- 5.7 Other services that help prevent admission to residential and nursing care include sheltered housing, extra care sheltered housing, home care, day care, professional support, direct payments and preventative care. These delay the need for residential care and nursing care.
- 5.8 Therefore individuals placed into residential care are now predominantly those in their 80s and 90s who are dependent on 24-hour care to ensure their well-being and safety. A number of factors contribute to the difficult decision to admit a client into permanent residential or nursing care. These include the inability of a carer to cope with their relative's deteriorating condition or the carer him/herself may develop a health condition that results in an inability to continue to care for a relative. Another potential issue in Islington is the cost of housing, which means younger members of the family are unable to live near their vulnerable older relative. Another factor is means-reduction for self-funding residents, who turn to the local authority for financial assistance once their own funds run out.

Supporting Carers

- 5.9 This is measured through an annual survey so the figure for 2016 will not be confirmed until winter 2016/17. However, carers continue to be supported by the Islington Carers Hub, a one stop shop for carers' advice, information and support. Since the Care Act 2014, the carers' offer has been expanded to include statutory assessments and preventative support services. An online initial carers' assessment toolkit is now available for carers who have web access to complete a self-assessment to initiate contact with Adult Social Services.
- 5.10 **Reducing social isolation** underpins much of the work commissioned by Adult Social Care. We continue to fund voluntary sector day care provision across the

borough and are currently procuring a community enablement service. This service will complement our mainstream re-ablement provision by providing short-term support to people to help reduce social isolation.

- 5.11 Our learning disability social inclusion service, seeks to reduce social isolation amongst people with learning disabilities by organising a range of leisure and social activities.
- 5.12 Our new multi-disciplinary floating support service will commence in July 2016. This service will work with a range of clients to assist them in developing their independent living skills, to maintain their tenancies and to maximise their opportunities to become more socially included.
- 5.13 A number of our commissioned mental health services also help to reduce social isolation, for example through day service provision which encourages social inclusion through various creative group activities such as arts and crafts, cooking, creative writing, music and gardening.
- 5.14 This indicator will be updated when the Adult Social Care Survey is completed towards the end of May.

6. Children's Services

Objective	PI No.	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15?
<i>Improve access to and uptake of good quality Early Years provision</i>	6	Number of 2 year old places taken up by low income families, children with Special Educational Needs or Disabilities (SEND) or who are looked after	T Nov & Mar	704	760	No	Yes
	7	Percentage of families with under-5s registered at a Children's Centre	T Jul, Nov & March	91%	97%	No	Yes
	8	Number of active childminders	Q	187	195	No	No
	9	Percentage of childminders with good or better inspection outcomes in their most recent Ofsted inspection	Q	80.0%	90%	No	No
<i>Support families facing multiple challenges and disadvantage</i>	10	Percentage of families in Stronger Families programme with successful outcomes as measured by payment by results	2x a year	4%	No target set as too early in phase 2	N/A – new phase	n/a
<i>Safeguard vulnerable children</i>	11	Number of new mainstream foster carers recruited in Islington	M	9	15	No	No
	12	Number of children missing from care	M	15	10 or fewer	No	N/A – new indicator
<i>Ensure all pupils receive a good education in our schools</i>	13	Percentage of primary school children who are persistently absent (below 90% attendance) in prior term	T	9.5%	11%	Yes	Yes
	14	Number of children in Alternative Provision	Q	127	130 or fewer	Yes	Yes
	15	Percentage of pupils achieving five or more A*-C grade GCSEs (including Maths and English)	A	57.9%	At or above the Inner London average	No	N/A revised methodology
<i>Ensure suitable pathways for all school leavers</i>	16	Percentage of Islington school leavers in Year 11 who move into sustained education or training	A	96.7%	98%	No	Yes

Early Years – quality of and access to provision

- 6.1 Islington's take-up of **funded early education for two year olds** for the spring term 2016 was 64% of the eligible cohort, up by 9 percentage points from summer 2015. Take-up figures by local authority for the spring have not yet been published, but estimates based on voluntary returns in the autumn term from all 152 LAs show that the London average was 62.7%, an increase of 11.9 percentage points since the summer. The national average was 72.1%, an increase of 9.5 percentage points since the summer. 95% of the two year olds currently accessing a place in Islington are attending settings rated good or outstanding by Ofsted.
- 6.2 The Department for Work and Pensions (DWP) provides the borough with a termly list of potentially eligible children, the total number of which fluctuates from term to term. Termly take-up is measured as a percentage of the previous term's list.
- 6.3 While there is a shortage of around 250 places against the current term's Department for Education (DfE) target of 1,094, several extensive capital projects are currently proposed which would create 130 new places. Additional places are also likely to be created through the early childhood transformation programme.
- 6.4 Although take-up of available places is generally good, there are still some vacancies in group settings (including schools) and with childminders. A bus-stop campaign to promote the offer was launched in summer 2015 and the Family Information Service and children's centres are also responsible for encouraging take-up amongst eligible families.
- 6.5 **Children's Centre reach** is a key indicator in the children's centre Ofsted inspection with 65-79% needed to achieve a "good" judgement and 97%+ to achieve 'outstanding'. The Islington target is challenging to ensure that nearly all families in the borough are aware of and receive information about the integrated services at children's centres. Reach for the summer and autumn terms is already at 91%, up on the full year figure for 2014/15 of 88%. Reach to target groups is generally above average as follows: workless households – 93%; families in statutory overcrowding – 98%; lone parent families – 90%; and families living in social housing – 91%.
- 6.6 Ofsted have currently suspended children's centre inspections, pending a DfE consultation on children's centres, which is now overdue.
- 6.7 The **number of childminders** at the end of 2015/16 was 187. However, since the start of April several childminders whose registrations were cancelled have been reinstated. Since May 2015, 58 people have attained a CACHE Level 3 Award in Preparing to Work in Home Based Childcare. There is still a lengthy period between training and registration owing to a number of factors, in particular the length of time to obtain a Disclosure and Barring Service (DBS) check and other costs associated with becoming fully registered. The national childcare business grant scheme which helped childminders with some of these costs closed in March 2016. This is now being reviewed and a revised scheme is expected to be launched shortly. Delays to receiving completed DBS checks is an ongoing issue affecting recruitment timelines across the early years' sector.
- 6.8 **Percentage of childminders with 'good' or 'better' inspection outcomes** in their most recent Ofsted inspection is now at 80.0%. This is a reduction on the previous year, although the overall percentage was relatively stable for the first three quarters of the year. 24 childminders whose previous inspection outcome was Good were inspected in quarter 4 of 2015/16 and the other six inspections were the first for the childminders involved. Four childminders had a 'Requires Improvement' inspection in quarter 4, compared to 14 judged Good and five that were judged

Outstanding. The remainder were 'No Children On Roll' inspections, which have different outcomes and are not counted in the overall figures. However, five childminders whose last inspection was Good or Outstanding resigned or had their registration cancelled in quarter 4, which also contributed to the overall fall in this measure (although two of these are expected to have their registrations reactivated).

Support families facing multiple challenges and disadvantage

- 6.9 Having achieved our target of 'turning around' 100% of 815 families known to the **Stronger Families** programme in Phase 1 2012-2015, we are now in phase two of the programme.
- 6.10 The government has expanded the criteria for inclusion and tripled the number of families we must engage with and 'turn around' on all identified problem areas including crime/ASB, education, employment, child welfare, domestic violence and health.
- 6.11 As well as adding three further payment by results (PbR) criteria, the government had tightened the eligibility requirements for a claim to require that any families claimed must have demonstrable evidence of whole family assessments and plans.
- 6.12 100 cases have been manually checked and 30 claims were made - in comparison 80-100 claims were made each quarter during Phase 1. This lower figure relates to:
- a need to automate systems to meet Phase 2 requirements
 - a time lag on indicators, e.g. attendance at school could not be claimed as it required three terms to have passed
 - claims now require a whole family plan and a lead professional, a tighter requirement than under Phase 1
- 6.13 The next claim is in the autumn. Claims will be twice a year in Phase 2, rather than quarterly as they were in Phase 1.

Safeguarding vulnerable children

- 6.14 We have now had nine new approved **mainstream foster care** households. An autumn campaign to attract carers for unaccompanied asylum seeking teenagers has taken place, followed by a Consortium campaign to attract specialist carers for challenging teenagers. Eleven adverts have gone out recently, and there have been two editorials about fostering in *IslingtonLife*. A meeting at Muslim Welfare House attracted 40 people to hear about the Islington fostering service. More outdoor banners have been placed in the community, and advertising initiatives have taken place in Haringey, Hertfordshire and Essex. We are also successfully retaining existing foster carers and helping to develop their confidence to foster older children.
- 6.15 We have also improved our social networking including a new Facebook page at www.facebook.com/islington.fostering to attract a wider audience. We encourage all staff and councillors to 'Like' this and send us positive stories. We are currently considering further council-wide initiatives such as widening the 'find a foster carer' reward scheme and more housing initiatives.
- 6.16 There are ongoing difficulties in attracting people to foster because of the shortage of spare bedrooms in London, fears about teenage behaviour and a shortage of applicants with fluent English.

- 6.17 The figures for **children missing from care** in January, February and March 2016 were 16, 24 and 18. This increase compared to earlier in the financial year is largely due to improved reporting of children missing from care as a result of the increased awareness of the risks faced by children that go missing. We are aware of the need for rigorous recording of missing episodes in order that we can make sure that we are responding to each child that goes missing from care and are working with them to reduce the risk of them going missing again. Accurate recording of missing episodes also allows us to identify and analyse any significant patterns of missing episodes.
- 6.18 Missing episodes are very often linked to risks of child sexual exploitation and gang/criminal activity and we have a number of initiatives in place to reduce risks of Child Sexual Exploitation (CSE) and gang activity for our young people. We have recently reviewed our quality assurance system to ensure that every missing episode is entered promptly onto our database with social workers being quickly challenged about any non-compliance.

Supporting vulnerable pupils

- 6.19 The DfE has set out a new challenge for school attendance by further raising the level at which a child is deemed persistently absent. From September 2015 **persistent absence** (PA) data will include all pupils whose attendance is 90% or less. The DfE have also changed the definition of this measure during the year. Previously, the persistent absence calculation was based on a minimum number of days of absence. This was to prevent a pupil who is only enrolled at a particular school for a short period of time before transferring being classified as a persistent absentee, if they are absent for a few days. For 2015/16 onwards, the DfE have changed the PA definition to be any pupil who misses 10% or more of their own individual total number of possible days of school. Because different terms have different lengths, there will also be a varying impact in each term. Pupils taking unauthorised leave of absence early in the year could be categorised as persistently absent well into half term five but have perfect attendance from their return date onwards.
- 6.20 We are supporting schools to prepare by making sure that consistent messages are sent to parents on the detrimental effect that absence has on their child's educational progress and attainment. Over a five year period, a child whose attendance is at 90% will miss a half of a school year. We are also sharing the message that to improve and maintain good attendance successfully, a whole school approach is vital. Where attendance data is scrutinised, patterns identified and a clear structure is in place to plan ahead and support families, schools will be well prepared to address the challenge ahead.
- 6.21 We are aware that the best place for the majority of students is to remain in mainstream school, and aim to do everything possible to minimise the number of referrals for **Alternative Provision**. A detailed plan is also in place to improve outcomes for all young people who do attend Alternative Provision. Actions include:
- A Service Specification between Islington schools and Islington Council - to identify clearly the roles and responsibilities of each
 - Revised arrangements for referral by school to alternative provision
 - Non-attendance at Alternative Provision challenged more rigorously through legal action
 - Regular half termly meetings with providers that focus on ensuring individual students are challenged and stretched

- New students who are referred to AP will be assessed to make sure that both they and their families have the right level of support from Early Help / Targeted services. Key Stage 3 students at risk of AP are being identified in school, needs are being assessed and students and families are being referred to appropriate outside agencies to support them to remain in mainstream education.

6.22 One of the intended outcomes of the improvement plan is to reduce the number of students referred to alternative provision from mainstream schools by 30% by January 2017.

Attainment at Key Stage 4

6.23 Revised figures show 57.9% of pupils achieved the benchmark of **5 or more A*-C grades including English and Maths** in 2014/15. The DfE have now published comparator data based on the revised results, which shows that Islington is below the Inner London median average of 59.4%. However, Islington is ranked 6th in the country in terms of the proportion of disadvantaged pupils achieving the GCSE benchmark, and 32nd in the country for non-disadvantaged pupils, with Islington being at or above the Inner London median for both groups.

6.24 There have been further changes to the types of qualifications that count in this measure between 2013/14 and 2014/15, which will affect comparisons made between the results in each year.

6.25 There was another strong performance in terms of the proportion of pupils achieving the English Baccalaureate qualification, which increased to 27.3%. No Islington schools are below the national floor standard, compared to 4% of schools in London and 11% across England.

Ensure suitable provision and take up of opportunities for at-risk groups post-16

6.26 At risk groups, in particular those learners who completed year 11 in Alternative Provision, are disproportionately represented in the group of young people who subsequently became **NEET** within the first two terms of post-16 learning. Additional resource is being identified to enhance capacity to support these learners more effectively in order to retain them in learning. Further analysis will also be completed to better understand where these young people progressed to post-16 in order to identify and address any patterns.

7. Crime & community safety

Objective	PI No.	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15?
<i>Reduce youth crime and reoffending</i>	17	Number of Islington residents under 25 who receive a substantive outcome (i.e. charge, caution etc) after committing a violent offence	Q	458	346	No	No
	18	Number of first time entrants into Youth Justice System	Q	102	85	No	No
	19	Number of repeat young offenders (under 18s)	Q	30	26	No	No
<i>Ensure an effective response for victims of crime and anti-social behaviour</i>	20	Percentage of housing ASB cases that result in appropriate enforcement action	Q	65%	32%	Yes	Yes
	21	Percentage of ASB reports which are responded to, verified and then repeat over the following three months	Q	40%	33%	No	No
	22	Percentage of vulnerable people supported to Community Risk MARAC panel whose cases were successfully resolved	Q	87%	80%	Yes	Yes
<i>Tackle hate crime through increased reporting and detection (E)</i>	23	<i>Homophobic Offences</i> a) Number reported to police	Q	87	91	No	Yes
		b) Number detected by police (sanction detections)	Q	27	37	No	Yes
	24	<i>Racist Offences</i> a) Number reported to police	Q	580	534	Yes	Yes
		b) Number detected by police	Q	191	242	No	Yes
	25	<i>Disability Hate Offences</i> a) Number reported to police	Q	17	15	Yes	Yes
		b) Number detected by police	Q	3	5	No	Yes
	26	<i>Faith Hate Offences</i> a) Number reported to police	Q	70	65	Yes	Yes
		b) Number detected by police	Q	17	20	No	Yes

Reduce youth crime and reoffending

7.1 Crime continued to rise in Islington (up 9.2%) during 2015. This was at a faster rate than the London average (up 4.4%), and is now at the highest level seen for five years. Violent crime has increased nationally, across London and in Islington with all forms of violence having seen a rise including serious youth violence and domestic abuse. Theft snatch offences have increased too and understanding the stolen phone market should now become a significant priority for the Safer Islington Partnership (SIP). In response, a number of policing operations have been launched, having some success in reducing the increases across the summer and

autumn months. **Youth offending and re-offending** remain a challenge, particularly for those aged 15-20yrs who represent the most arrests occurring in the borough. There has been a complete re-structure of the Youth Offending Team and a new Youth Crime Strategy to combat this.

- 7.2 Gang violence remains a key area of focus locally alongside the level of knife carrying among young people. Agreement was reached to launch the new Integrated Gangs team in January 2016 and it is hoped that this will make a significant difference in disrupting gang activity on the borough.
- 7.3 With increasing violent crime levels, the number of young people being arrested for violence has also increased meaning the target here was not met.

Effective response to anti-social behaviour (ASB)

- 7.4 The Multi-Agency Geographical Panel (MAGPI) has been focusing on the four key youth ASB hotspots within the borough which overlap with areas affected by gang activity, namely: Caledonian Road, Mildmay, Margery Street and Cluse Court. The focus of the work has been to **reduce ASB** and strengthen community cohesion and engagement in each area. This has been particularly effective in the Margery Street and Cluse Court hotspots, which have seen significant reductions in crime and ASB. Mildmay and Caledonian Road remain a challenge given the gang and organised criminality here. These will remain a priority for the foreseeable future.
- 7.5 In 2015-16 there was an increase in the **number of repeat callers** (those who call the Police or Council line 10 times or more in six months). This was as a result of a 42% increase in calls to the Islington Council hotline in 2015 compared to 2014. The rise in call volume meant more calls that required the ASB team to attend, and an increase in the percentage they were unable to attend. Thus more residents needed to phone back to report the same issue again, placing more pressure on resources.
- 7.6 The Community Risk Multi-agency Risk Assessment Committee (MARAC) will accept more repeat caller referrals this year which could more effectively tackle the issues they present. The MARAC has already effectively dealt with 83% of the cases currently heard there.
- 7.7 An audit of ASB has taken place in March 2016. The findings will be published shortly and will inform the creation of an ASB strategy for Islington.

Tackle Hate Crime

- 7.8 Islington Council teamed up with Islington Police to set joint targets to improve hate crime reporting and detections. The focus is upon a communication strategy to encourage residents to come forward. The figures indicate some success in this approach with increases in all forms of **hate crime** reporting 2015/16. Increases were also seen in hate crime detection, though more needs to be done. The police have established a Hate Crime Scrutiny Panel where community members can challenge and learn more about how cases are handled. The Council is supporting this work to provide reassurance and to encourage reporting against a backdrop of increases in hate crime locally, particularly religious hate crime.
- 7.9 Work is being done to better understand the nature of the threat of radicalisation and involvement in terrorism in the borough. The threat is largely unknown and difficult to identify, especially due to the use of internet grooming. There has been improvement in Council services responding to the Prevent duty but more information is required from police and security services earlier than is being shared at the moment.

8. Employment

Objective	PI No.	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15
<i>Support Islington residents into employment</i>	27	a) Total number of people supported into paid work through council activity <i>with sub-targets for:</i>	Q	1,153	1,100	Yes	Yes
		b) Numbers placed into <i>sustained</i> employment (i.e. at least 26 weeks)	Q	149	550	No	New Indicator
		c) Islington <i>parents</i> of children aged 0-15	Q	385	375	Yes	Similar
		d) <i>Young people</i> aged 18-25	Q	342	250	Yes	Yes
		e) <i>Disabled people</i> / those with <i>long term health conditions (E)</i>	Q	192	80	Yes	Yes
<i>Increase proportion of disabled people in employment (E)</i>	28	Percentage gap between employment rate for residents with long term health conditions and overall Islington employment rate (E)	A	tbc	15.2%	N/A	N/A
	29	Number of Islington working age residents claiming Employment Support Allowance or Incapacity Benefit (E)	Q	12,850	12,550	No	No
<i>Lead by example in promoting apprenticeships</i>	30	a) Number of people placed into council apprenticeships	Q	44	55	No	Yes
		b) Number of people placed into external apprenticeships	Q	104	100	Yes	Yes

Support Islington residents into employment

- 8.1 The number of **people supported into paid work** by council services has exceeded the year-end target set. Numbers have increased compared to 2014-15. Sub-targets for supporting specific groups, parents, young people and disabled / long term health condition into work are all on track.
- 8.2 This has been due to improved data capture as more services improved their reporting systems to capture employment outcomes. Partnership working has also been essential to influence and improve employment support, which has resulted in improved employment outcomes for Islington residents. Our employment support offer is now more coordinated building on the recommendations of the Employment Commission.

- 8.3 The Council's Learning Skills and Employment (LSE) Service has played a pivotal role over the last year in employment outcomes for residents. iWork, one of the teams within the service, offers a personalised coaching and mentoring approach building on the recommendations of the Islington Employment Commission. Over the course of the year, the service has supported 691 residents into paid employment. An additional 462 people were helped into jobs by other council services and partner organisations. 342 young people aged 25 or under, were supported into paid work.
- 8.4 The focus is very much on sustained employment. Clients who have been placed into employment are tracked at 13, 26 and 52 weeks to see if they are still in work. We are only able to track those whose details have been entered onto the case management database. At present, iWork and other teams within LSE are using the database and work is ongoing to encourage other services to do the same.
- 8.5 The definition of sustained work is 26 weeks or more. Of the 588 client's supported into work whose details are on the database:
- 364 have passed the 26 week point and can therefore be counted for the purposes of this measure
 - Of these 146 (40%) were still in work
 - 18 (5%) were no longer in work
 - We were unable to contact the remaining 55% (this is an ongoing issue – once people find work they don't necessarily want to stay in touch)
- 8.6 In addition to formal monitoring of sustainability, coaches keep in contact with clients once they move into work to ensure the job meets their expectations, and this interaction will continue for however long the coach and client deem necessary. This level of interaction is most common with our more vulnerable clients.

Increasing the proportion of disabled people in employment

- 8.7 Our aim of reducing the **number of those on Employment and Support Allowance (ESA) or Incapacity Benefit** is challenging. Recent data indicated an increase in ESA claimants. Our target, shared with partners, is to increase the number of ESA claimants supported into work so that the claimant level falls by March 2019.
- 8.8 Over the course of the year three new employment services to support disabled or those with a long term health condition have begun operating in Islington. Working Capital provides support to individuals on ESA who finish the Work Programme without employment, Future Ambition is a programme to support young disabled adults into employment and Working Better offers employment support in seven primary care settings in Islington, via referral from GPs.
- 8.9 The increase in the number of **disabled people into work** is largely due to client level data now being available from a commissioned council project 'Mental Health Working'. The project provides specialist employment support to people with mental health conditions living in Islington.

Promoting apprenticeships

- 8.10 Numbers taking up **council apprenticeships** were below target, with 44 placements in the year, against a target of 55. The recruitment of 10 apprenticeship posts was held back this year to align with the school academic year.
- 8.11 All departments across the Council are committed to offering apprenticeships. Of the 44 placements in 2015-16: 10 were in Chief Executive's Department, 1 was in Children Services, 13 were in Environment & Regeneration, 13 in Finance &

Resources and 7 in Housing & Adult Social Services. Further opportunities in all areas are in development or at recruitment stage.

- 8.12 There are three levels of apprenticeships: Level 2 (Apprenticeship), Level 3 (Advanced Apprenticeship – equivalent to A Levels) and Level 4 (Higher Apprenticeship – equivalent to Degree level study). The Council's Youth Employment Team has been working to create a more varied apprenticeship offer and this work has started to pay off. The 44 apprenticeships in 2015-16 included not only basic Level 2 Apprenticeships but also Levels 3 and 4 across a wide range of apprenticeship frameworks:
- 1x Electrical Maintenance L3: Waste Recycling Centre depot
 - 4x Facilities Services L2: Housing Estate Services (caretaking)
 - 2 x Plumbing and Heating: Gas team
 - 7 x AAT L2: Finance Services (5) & Payroll (2)
 - 2 x Finance: Finance Core Team
 - 1 x IT Support & Networking L3: Digital Services
 - 11 x Business Administration: Pensions Team (2); HR Support (1); Financial Ops (2); LSE (1); HASS L&D (1); Safeguarding Team (1); Legal (2)
 - 12 Customer Service: Financial Operations (2); Waste Prevention (10)
 - 1 x L4 Legal Services: Legal
 - 1 x Horticulture: Environment & Regeneration
 - 1 x Play work: Children's Services
- 8.13 In addition, the Youth Employment Team has just launched the first traineeship programme for 11 young people and have continued to use strong relationships with schools to deliver employability and employer-led activities involving high numbers of students.
- 8.14 National Apprenticeship Week saw a focus on apprenticeships across the borough, including a high profile public sector apprenticeship fair evening, a school based apprenticeship fair and Aspire Open Doors events that allowed young residents not in education, employment or training (NEET) to gain insights into a variety of employers and sectors. The overall target for apprenticeships for the year was met.

9. Environment & Regeneration

Objective	PI No	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15
<i>Effective disposal of waste and recycling</i>	31	Percentage of household waste recycled and composted	M	Available in July	34.5%	N/A	N/A
	32	Number of missed waste collections - domestic and commercial (per calendar month)	M	407 average	475 monthly	Yes	No
<i>Deal promptly with planning applications</i>	33	a) Percentage of planning applications determined within 13 weeks or agreed time (majors)	M	82.5%	75%	Yes	No
		b) Percentage of planning applications determined within the target (minors)	M	83.7%	75%	Yes	Yes
		c) Percentage of planning applications determined within the target (others)	M	86.0%	85%	Yes	same
<i>Promote and increase use of libraries and leisure centres</i>	34	Number of leisure visits	Q	2.382m	2.103m	Yes	Yes
	35	Number of library visits	Q	1.021m	1.073m	No	No
<i>Tackle fuel poverty</i>	36	Residents' energy cost savings (annualised)	Q	£320,870	£228,000	Yes	Yes

Ensure a clean and safe environment

- 9.1 The final 'Waste Data Flow' confirmed 15/16 **recycling** rate will not be available until early July, though the final 14/15 rate was confirmed as 32.8%, virtually the same as the 32.7% achieved in 13/14.
- 9.2 Annual residual (non-recycled) waste per household figures remained very strong for 14/15 at a historically low 388.4kg, the lowest of any London borough.
- 9.3 Achieving the 15/16 recycling target of 34.5%, and subsequent annually increasing targets agreed with North London Waste Authority (NLWA), will be very challenging for the Council.
- 9.4 Reported **missed waste collections** remain relatively low and ahead of target, with the 15/16 monthly average at 407 compared to the 14/15 rate of 380. The slight increase is due to the greater vehicle unreliability issues of an ageing fleet. The average total number of collections each month is 2.08 million, so the current level of reported misses is 0.02%, or around one in every five thousand.

Deal promptly and effectively with planning applications

- 9.5 15/16 **planning applications performance** remains stable, strong and ahead of target across all three categories. Latest London borough benchmarking data (the 12 months to December 2015) indicates that for Majors we are second quartile (top 50% of local authorities), and for Minors and Others top quartile (top 25% of local

authorities). The use of Planning Performance Agreements has helped sustain Majors' performance and covering 84% of all cases determined in 15/16, whilst the use of a fast track process and pre-applications process contributes to maintaining performance with Minors and Others.

Promote and increase use of public facilities

- 9.6 As across London, overall 15/16 physical **library visits** continued to see a decline trend, down 4.9% on 14/15. As a result, loans are also down and 'active borrowers' (those that have taken at least one item out in the last 12 months) now stands at 13.7% of the local population (30,326), down 8.2% on 14/15. Last year, visits to Islington Museum and enquiries to the Local History Centre remained strong and marginally up on 14/15 (itself up 26% on the previous year) now standing at just under 30,000
- 9.7 Since GLL took over the leisure contract on 1 April 2014, total **leisure visits** have gone from strength to strength, now standing at almost 2.4 million for 15/16, 13% ahead of target and 15% ahead of the figure for 14/15. This is mainly due to increases in sports usage and with particularly strong performance at Market Road, Archway and Finsbury. Relative usage by women, under 16s and over 60s all strengthened as the year has progressed.

Resident's energy cost savings

- 9.8 The annualised 15/16 **energy cost savings** for residents was up on the previous year and 40% over target at almost £321,000. This is an aggregated and estimated measure of savings achieved by residents through Warm Home Discount, Debt Relief and Energy Doctor visits, with both the former well ahead of target.

10. Finance, Customer Services and HR

Objective	PI No	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15
<i>Optimise income collection</i>	37	Percentage of council tax collected in year	M	96.5%	96.5%	Yes	Yes
	38	Number of council tax payments collected by direct debit	M	57,354	58,000	Similar	Yes
	39	Percentage of business rates collected in year	M	99.1%	99.0%	Yes	Yes
<i>Improve customer access and experience through appropriate channels</i>	40	Number of visits in person at Customer Contact Centre	M	189,096	190,000	Similar	Yes
	41	Number of telephone calls through Contact Islington call centre	M	497,530	490,000	No	Yes
	42	Number of My e-Account transactions	M	147,159	150,000	No	Yes
	43	Proportion of all parking visitors vouchers sold as paperless (virtual) e-vouchers*	M	N/A	25%	N/A	N/A
	44	Percentage of calls into Contact Islington handled appropriately	M	98.0%	97.0%	Yes	Yes
<i>Fair and effective management of council workforce</i>	45	Average number of days lost per year through sickness absence per employee	Q	7.10	6.00	No	Yes
	46	Percentage of workforce who are agency staff	Q	13.2%	10.0%	No	Yes
<i>Increased representation of BME / disabled staff at senior level (E)</i>	47	a) Percentage of BME staff within the top 5% of earners (E)	Q	19.6%	20.6%	Similar	Similar
		b) Percentage of disabled staff within the top 5% of earners (E)	Q	3.5%	4.8%	No	No

*data not available due to a challenge on the Pay by Phone contract award.

Income collection

10.1 **Council tax and business rates in year collection rates** are either on or above target and show a slight increase over last year's outturn. Our confidence in our collection rate allowed us to contribute £1.9m towards the council's 2015/16 savings, and the fact that we now retain 30% of our business rates – with more to

follow – make this increasingly important to maintaining the council’s financial position.

- 10.2 Collection rates are above the Inner London averages for 2014/15 of 95.7% and 98.7% respectively. As always the uncollected debt is followed up and more of this debt will be collected in the 2016/17 financial year. The Income Recovery Team have also carried out some focussed work on collecting older debt which, from an initial review, appears to have been successful.

Improve customer access through appropriate channels

- 10.3 As the Council develops its **digital offer** the expectation is that **calls and visits reduce**, and more residents choose to contact the council using a digital channel. 2015/16 had 833,000 contacts going through Contact Islington – 10,000 less than the previous year. However, calls and visits have reduced by 6% and 5% respectively, while online channels have increased by 23%. This is being driven by our move to the more transaction-friendly council website, as well as the increasing number of transactions that can be carried out online.
- 10.4 The Council’s Digital Strategy has a target of 80% of transactions being carried out online by 2020 and, though we are some way short of that, we are moving in the right direction. Further services will be available online in the coming 12 months which will help to push online transactions further, and the digital inclusion programme will help to increase the number of residents who are able to use electronic methods to interact with the Council.

Fair and effective management of council workforce

- 10.5 In the 12 months up to the end of March 2016 the average amount of days that were lost to **sick absence** was 7.1. This is virtually the same as last year and is better than the latest London Councils’ average.
- 10.6 Across the Council there is a wide variance in the number of average days off sick, the Directorate with the best average is Public Health which has an average of 1.3 days. This is followed by Chief Executives at 5.2 days and then Finance & Resources with 5.6. These are followed by Children’s Services, Housing & Adult Social Services and Environment & Regeneration with 6.00, 7.6 and 8.7 days respectively.
- 10.7 The introduction of more rigorous renewal processes for the extension of **agency staff** has seen a reduction in the last quarter - from 13.9% to 13.2%. This reduction could also in part be associated with the recruitment backlog being eased following the bedding in of the new recruitment system.
- 10.8 As indicated in the last report on agency staff considered by the committee, there is a medium term target of 11.7% working towards the 10% target.

Progression of BME and disabled staff

- 10.9 Evidence shows that **disabled staff** and those from **some Black and Minority Ethnic (BME) groups** are less likely to progress within the organisation and are **under-represented at senior level**. Staff who describe their background as Black Caribbean make up 12.2% of all staff, but only 5.8% of senior staff. Likewise Black African staff make up 9.7% of all staff but only 3.3% of senior staff. Disabled staff make up 7.6% of the workforce but only 3.5% of senior staff.
- 10.10 Action plans for both groups have been developed and are now being implemented. These include actions to improve communication about internal vacancies, train more coaches and mentors, actively encouraging involvement from BME and disabled staff, and promote the workforce development offer for both groups.

11. Housing

Objective	PI No	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15
<i>Increase supply of and access to suitable affordable homes</i>	48	Number of affordable new council and housing association homes built	Q	241	346	No	Similar
	49	Percentage of severely overcrowded households that have been assisted to relieve their overcrowding	Q	19.9%	33.0%	No	No
	50	Number of under-occupied households that have downsized	Q	179	200	No	Yes
<i>Ensure effective management of council housing stock</i>	51	Percentage of LBI repairs fixed first time	M	84.5%	80%	Yes	No
	52	Major works open over three months as a percentage of Partners' total completed major works repairs	M	1.6%	0%	No	N/A
	53	a) Rent arrears as a proportion of the rent roll - LBI	M	1.7%	2.0%	Yes	Yes
b) Rent arrears as a proportion of the rent roll - Partners		M	2.2%	2.0%	No	Yes	
<i>Reduce homelessness</i>	54	Number of households accepted as homeless	M	375	450	Yes	Yes
	55	Number of households in nightly-booked temporary accommodation	M	500	357	No	No

New affordable homes

- 11.1 In 2015/16 we built 241 **new council and housing association homes**, below the target of 346 for the year. The Council's own new build programme completed several schemes in 2015/16 including Lyon House (providing housing for over 55s), Canonbury School House and Parkhurst Road. We are scheduled to complete five more schemes in 2016/17, which will deliver another 38 homes for social rent.
- 11.2 In terms of housing association home building, this continues to experience turbulence due to spikes in demand, lack of labour, significant increase in build costs and near capacity for many London contractors. This has resulted in slippage on some projects forecast to complete in 2015/16. Some of these projects therefore missed the end of year cut off date but will be delivered in 2016/17 and will be recorded in next year's completions.
- 11.3 Some of the major housing association projects completed in 2015/16 included Harrington Court on Hornsey Rise (developed by London and Quadrant) which delivered 100% affordable housing (14 homes for social rent homes and 14 shared ownership), and the Lexicon building on City Road Basin (developed by Affinity Sutton) which delivered 37 homes for social rent and 70 for shared ownership.

- 11.4 We are forecast to develop and deliver 460 new affordable homes in 2016/17, some of which are already on site and/or have planning permission.

Homelessness

- 11.5 This year we have accepted 375 households as **homeless**. This is slightly lower than last year, where 396 households were accepted as homeless over the same period. Last year, the Council permanently housed more than 1,000 households and prevented more than 520 households from becoming homeless. This included more than 200 who were able to remain in their homes, for example, as a result of us negotiating with their landlord on their behalf and preventing an unlawful eviction.
- 11.6 In terms of those who presented as homeless, 13.7% of all approaches were accepted as homeless this year, slightly higher than in 2014/15 where 11.2% of approaches were accepted as homeless. Compared to other London Authorities, we currently have the third lowest figure in London, and the lowest of the Inner London authorities.

Temporary Accommodation

- 11.7 The number of households in **temporary accommodation** has risen to 941, a slight increase from the 920 year end outturn for 2014/15. We have intensified our monitoring and control around placements into temporary accommodation. The focus this year was to reduce the volume of households in nightly booked accommodation which has the highest cost to the Council. Although the number of households in nightly booked accommodation has increased - from 457 at the end of 2015 to 500 at the end of this financial year - costs have been significantly reduced due to a fall in the number of clients placed in the most expensive nightly booked accommodation. As a result, the average cost per household for nightly booked accommodation has fallen by 5.9% since January 2015.
- 11.8 We monitor the number of new households booked into nightly booked private sector accommodation and council reception centres, and how many move on to long term cost-neutral temporary accommodation or to a permanent housing solution. This intelligence enables us to identify priority households to work with to resolve their housing issues. We're now seeing a consistent trend of fewer bookings into nightly booked accommodation which is reducing our costs.
- 11.9 In addition we are maximising the use of our reception centres with higher turnover to minimise use of private sector nightly booked accommodation. We have removed the utility charge from the fixed price we pay landlords, which is making a saving. We are leading the way in north London in agreeing and implementing maximum rates above which we will not pay for nightly booked accommodation. We are rehousing more homeless households quickly by making faster decisions and streamlining the move process.
- 11.10 In Islington we are experiencing a significant drop in void properties, with 874 properties becoming void in 2015/16, a 7% drop year on year. This has had an impact on the ability to re-home homeless households in permanent accommodation.
- 11.11 Despite the drop in voids, we've increased the proportion of lets that go to homeless households. In 2015/16, 33% of lettings were to homeless clients, up from 30% in 2014/15.
- 11.12 We have the third lowest number of households in temporary accommodation in Inner London, and the twelfth lowest figure in London.

Overcrowded and Downsizing Households

- 11.13 Over the year 78 households were assisted to relieve their overcrowding, which represents 19.9% of overcrowded households; this was below the target of 33%. There are a number of factors that are affecting our ability to reduce overcrowding. Overcrowded households typically require larger sized properties, four or more bedrooms, and there has been a drop of approximately 10% in the availability of these larger Council properties.
- 11.14 As of the end of this year, 179 under-occupied households have **downsized**. This is better than the previous year, where 170 under-occupied households downsized, but was below our target of 200 for 2015/16.

Rent Arrears

- 11.15 Directly managed services continue to make improvements in rent collection despite the current economic environment, and have remained above target despite the impact of welfare reforms. This financial year, 100% of rents due have been collected. The most effective measure of **rent arrears** level is the current amount of debt as a proportion of the rent roll. All local authorities use this measure and, as such, it provides a standard benchmarking measure. Our current performance on this measure is very high, 1.7% against a target of 2%; this places Islington in the top quartile of local authorities.
- 11.16 **Partners for Improvement** in Islington (PFI) managed properties are contractually required to collect 97% of rent due on their first contract and 96% on their second contract. If they do not achieve these targets they are subject to financial penalties. To date both contracts have collected 100.1% of rent due so are performing well within the terms of their contracts. Performance on current debt as a proportion of the rent roll is 2.2%; this measure is not a contractual performance measure.

Voids and Relets

- 11.17 **Void services** for directly managed properties have performed well over the year with an average relet time of 19.9 days, better than the target of 20.3 days.
- 11.18 Partners' performed even better than directly managed services in 2015/16 in terms of the speed with which they relet voids, with an average relet time of 18.5 days over the year. An audit last year by Islington Council resulted in a review of Partners' voids processes, which has led to a significant improvement compared to the 2014/15 outturn of 32.3 days.

Repairs Services

- 11.19 The **Repairs Service** has performed well this year. The focus over the past year has been addressing issues around productivity, cost and workforce culture across the services (repairs, gas and voids). A critical aspect of this is the new IT system, which has now been procured and is in the process of being developed. We are currently working towards the new system going live in November 2016. This should enable improved resource allocation and provide more detailed management information, which in turn will enable further improvements in repairs productivity.
- 11.20 We have also recently completed a reorganisation of repairs operatives which will mean more multiskilling to further drive up First Time Fix rates, and working hours that align with repairs appointment times to further drive up productivity.
- 11.21 The percentage of **First Time Fix repairs** in 2015/16 was 84.5%, better than the target of 80%, and broken down as follows: emergency (2 hrs) 98%, urgent (24 hrs) 98% and routine (20 days) 77%. Over the year there were more than 50,000 repairs raised (not including gas servicing), with 42,250 of these fixed first time.

- 11.22 Overall satisfaction with the service in 2015/16 was 86%. Satisfaction is measured by means of a monthly telephone survey of a significant sample of tenants who had a repair done to their home in the preceding month, and undertaken by an independent organisation.
- 11.23 We are facing severe challenges in terms of gas safety compliance in the north of the borough. These stem from a number of workforce issues amongst our gas operatives. Our approach to dealing with these gas safety compliance challenges has been endorsed by the Homes & Estates Safety Board, which met to scrutinise gas safety on 21 April. In the south of the borough, Mitie have performed well over the year, with 99.85% of all properties compliant.

12. Public Health

Objective	PI No	Indicator	Frequency	2015-16 outturn	2015-16 target	Was target achieved?	Better than 2014/15
<i>Effective protection against Measles, Mumps and Rubella (MMR)</i>	56	a) Proportion of children who have received the first dose of MMR vaccine by 2 years old	Q	89% (Q3)	95%	Year end figures TBC in July	No
		b) Proportion of children who have received two doses of MMR vaccine by 5 years old	Q	88% (Q3)	95%	Year end figures TBC in July	No
<i>Reduce prevalence of smoking</i>	57	a) Number of smokers accessing stop smoking services	Q	1,682 (Q1-Q3)	2,960	Year end figures TBC in July	No
		b) Percentage of smokers using stop smoking services who stop smoking (measured at four weeks after quit date)	Q	49% (Q1-Q3)	54%	Year end figures TBC in July	Yes
<i>Early detection of health risks</i>	58	a) Percentage of eligible population (40-74) who have been offered an NHS Health Check	Q	29%	20%	Yes	Yes
		b) Percentage of those invited who take up the offer of an NHS Health Check	Q	52%	66%	No	No
<i>Tackle mental health issues</i>	59	a) Number of people entering treatment with the IAPT service (Improving Access to Psychological Therapies) for depression or anxiety	Q	5,357	4,655	Yes	Yes
		b) Percentage of those entering IAPT treatment who recover	Q	48%	50%	No	N/A – new indicator
<i>Effective treatment for substance misuse</i>	60	Percentage of drug users in drug treatment during the year, who successfully complete treatment and do not re-present within 6 months of treatment exit	Q	18.1%	15%	Yes	Yes
	61	Percentage of alcohol users who successfully complete their treatment plan	Q	40.1%	40%	Yes	Yes

Effective protection against measles, mumps and rubella (MMR)

12.1 **Childhood immunisations** are an important measure for protecting children against a range of serious diseases such as measles and mumps. There have been continued improvements in the uptake of all childhood immunisations in Islington during the last few years with Islington now having one of the best childhood immunisation rates in London. Annual data for 2015/16 will be available in

September. Latest data available is Quarter 3 (Oct-Dec) 2015/16, and shows that the proportion of children who have received their first dose of **MMR** by their second birthday at Quarter 3 lower is than the national target (95%) and shows a slight decline in performance compared to Quarter 3 of 2014/15 (90%).

12.2 The proportion of five year olds who have had two doses of MMR at Quarter 3 is below the 95% target. Quarter 3 figures for 2015/16 show coverage has declined compared to Quarter 3 last year and is now below the England average (89%).

12.3 The drop in immunisation coverage in 2015/16 is considered to be due to data quality issues. Steps are being taken to ensure there is sustained administrative capacity to ensure there is robust data recording and cleaning.

Reduce prevalence of smoking

12.4 Smoking is the leading risk factor for premature death in Islington and a significant contributor to deaths from cardiovascular disease, cancer and respiratory diseases. We have set ambitious local targets for the smoking cessation service.

12.5 Overall, numbers **accessing stop smoking services** nationally have declined in the last three years; in Islington we see a similar picture. Much of this decline is attributable to many smokers who were ready to quit having done so in previous years, message fatigue in the general population about stopping smoking, and the impact of people using e-cigarettes who do not seek quit smoking support. Despite these challenges Islington has the 14th highest quit rate per 100,000 smoking population amongst London boroughs. This rate is significantly better than the national quit rate and similar to London.

12.6 A full review of all stop smoking service provision in Islington is currently underway. The outputs from this review, which has a strong focus on resident engagement and insight, will inform the development of our future service model. We also continue to work with partners from across the NHS and council to agree and implement specific actions to increase the number of people accessing smoking services and quitting, including awareness raising messages/campaigns to both health professionals and to smokers regarding e-cigarettes, emphasising the increased chance of a successful quit outcome when accompanied by structured cessation support for e-cigarette users.

Effective detection of health risks

12.7 The **NHS Health Check** programme aims to prevent heart disease, stroke, diabetes and kidney disease. In Islington, everyone between the ages of 35 and 74 who has not already been diagnosed with one of these conditions will be invited (every five years) to have a free NHS Health Check.

12.8 Thanks to the continued strong performance and engagement of local GPs, Islington has yet again exceeded the national target for NHS Health Check offers. Almost 8,700 Health Checks were delivered to residents aged 35 to 74 in 2015/16: 6,600 by GPs and 2,100 in community settings. The decline in performance in the take up of Health Check offers was due to a change in the community Health Check provider in Quarter 4 of this year. In 2016/17 we will continue to work with key providers, e.g. pharmacies, GPs and community outreach services, to ensure delivery of Health Checks is targeted and reaches those who are at highest risk of cardiovascular conditions.

Tackle mental health issues

12.9 **Mental health** problems are very common, affecting approximately one in four adults every year and one in ten children or young people at any time; with an estimated prevalence rate of around 15% in the adult population. Approximately

31,000 adults in Islington are experiencing depression or anxiety disorders in any one week. There can also be mental health problems amongst people with physical long term health conditions or with substance misuse problems.

12.10 The number of people entering treatment with the **Improving Access to Psychological Therapies** (IAPT) services has continued to increase, and substantially exceeded targets. This means that over 17% of those estimated to have a common mental health problem within the borough have started treatment with the local IAPT service during the year, with nearly 50% of those who did so recovering after their treatment.

Effective treatment programmes to tackle substance abuse

12.11 **Substance misuse services** are performance monitored through the data provided to the National Drug Treatment Monitoring System (NDTMS) which is now overseen by Public Health England (PHE). There has been significant focus on improving performance throughout 2015/16 with a significant redesign of the substance misuse treatment service pathway in Islington to ensure evidence-based services that better meet changing local needs, whilst maximising value for money. Work will continue during 2016/17 to ensure that service users are discharged from treatment promptly but appropriately in order to maintain their recovery.

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Final Report Clearance

Signed by Date

Received by Date

Summary of corporate performance Appendix A

2015 -16 (April – March)

Successes

Priority	Achievements
Adult social care	Continued strong performance in supporting older/disabled adults to live independently after leaving hospital.
Children's services	Improved Children's Centre Reach compared to 2014/15. A higher proportion of school leavers are moving into sustained education or training.
Community safety	Significant reduction in ASB in two hotspots in the borough./Increase in the percentage of vulnerable people supported through risk assessment committees (MARACs)
Employment	Number of people supported into work is above target and better than the year before.
Environment and regeneration	Decisions made within time on all types of planning applications are strong, above target and above many other London boroughs.
Finance, customer services and HR	Percentage of council tax and business rate collection is very high. Use of digital channels to contact the council has greatly increased.
Housing	Helped prevent more than 500 households from becoming homeless by negotiating with landlords on their behalf.
Public Health	Islington MMR coverage in two-year-olds is above the national and London averages; the number of NHS Health Checks offers has yet again exceeded the national target; there was a substantial improvement on the previous year's IAPT recovery rates

Risks and challenges

Priority	Risks and challenges
Adult social care	Balancing the cost of care to retain people in the community and maintain their independence against reducing residential admissions. This is due to increasing demographic pressures. For the same reason, increasing the volume of service users who receive Direct Payments is challenging given the high proportion of older adults (over 65s) who do not wish to receive them.
Children's services	Difficulties in attracting people to become foster carers, new persistent absence definition increases the overall proportion of pupils that are classified as persistently absent.
Community safety	The crime rate in Islington is rising faster than in London as a whole. Youth offending/re-offending is a particular issue in the borough.
Employment	The number of people on Employment and Support Allowance or Incapacity Benefit is increasing rather than decreasing
Environment and regeneration	Usage of our libraries continues its longterm decline.
Finance, customer services and HR	More progress needs to be made in increasing the number of disabled staff at higher levels within the council, one of our staff equalities objectives.
Housing	Number of new council/Housing Association homes is below target. However there are a number in the pipeline.
Public Health	Decline in the numbers accessing stop smoking services, above the national trends; challenges around continuing to increase the IAPT recovery rate to meet national targets of 50%.