

Quarter 1 2024-25 (April to June 2024)



Corporate Performance Monitoring Report

Targets are applied to some of our indicators. These targets may be statutory or designed to demonstrate continuous improvement. They may also demonstrate the strength of performance relative to benchmarks. It is not always appropriate to set targets. As such, some of our indicators are monitored for trends.

The Direction of Travel arrows (where applicable) show relative change i.e. whether the quarterly performance has improved or declined when compared to the previous quarter.



Some measures and targets are still under development.

Note that the maintenance of data quality is a continuous and an integral part of Hounslow's Performance Reporting process. As a result, it is possible for provisional or existing data to be retrospectively updated after final release or subsequent ratification.


A Greener Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 46	C&S	Cllr Katherine Dunne	Borough-wide emissions per person (Per capita emissions) (annual)	N/A	-	N/A	N/A	This is an annual indicator with the annual results expected to be reported in Q2.
	BPI 12a	C&S	Cllr Katherine Dunne	Tonnes of CO2 [emitted] from Council operations (annual)	50% reduction by 2026 (Annual target TBC)	-	N/A	N/A	This is an annual indicator with the annual results expected to be reported in Q2.
	BPI 65	C&S	Cllr Katherine Dunne	Percentage of Council energy usage that is self-generated (annual)	25% by 2026 (Annual target TBC)	-	N/A	N/A	This is an annual indicator with the annual results expected to be reported in Q2.
	BPI 48	RH&ES	Cllr Katherine Dunne	Number of new electric vehicle charging points rolled out	2000 by 2026 (Annual target TBC)	0	N/A (see commentary)	■	Implementation of EV charging points will commence once new operators have been procured. Tender publication is scheduled for Q2-Q3, with contract award and mobilisation in Q4, alongside public consultation on proposed locations. This metric can be measured monthly once delivery has commenced. The team is currently still seeking to meet the overall EV Strategy target of delivering 100% of the programme by spring 2026, however due to procurement delays this is at risk.
	BPI 49	F&R	Cllr Katherine Dunne	Number of sustainable urban drainage projects completed	Disconnect 3.2 Hectares of land from the Main Sewage system by March 2025 (Q target = 4)	4		■	The four SuDS schemes are now complete at Smallberry Green, Green School for Girls, Renfrew Road and College Road. Building started on the 12th August at the Beaversfield Road and Wellington Road Green Space schemes and is due to be completed Autumn 2024. Thornbury Park, Brabazon Road, Burns Way and Shelly Crescent are due to start construction in September 2024 for completion early 2025 which will complete all the Thames Water funded schemes. We are also in the outline design stage for 4 majority Environment Agency funded schemes some of which (if approved) will be constructed next financial year.
	BPI 50	RH&ES	Cllr Sue Sampson	Percentage of Council Houses that meet EPC Band B or are considered as energy efficient as practically possible (annual)	N/A	-	N/A	N/A	This is an annual indicator with the annual results expected to be reported in Q2.
	BPI 7c	RH&ES	Cllr Salman Shaheen	Percentage of the Borough classified as green infrastructure	45%	43.28%		■	Percentage remains the same as previous quarter. This is because the Ordnance Survey data sets are updated every 6 months.
	BPI 7a	RH&ES	Cllr Salman Shaheen	Amount invested in green infrastructure	£5.4m by 2026 (Annual/ Q target TBC)	£307,633	TBC	↑	The largest items which account for investment in parks and open spaces for this quarter are the ongoing landscaping improvements forming part of the Feltham Park masterplan, playground improvements at Green Dragon Lane Open Space, nature recovery works at Robin Grove Open Space to complement the landing areas for the new pedestrian bridge, Watermans Park landscaping works, Boston Manor Park signage, and boroughwide tree planting.






	BPI 7b	RH&ES	Cllr Salman Shaheen	Number of trees planted	5,000 (Annual target - financial year) (20,000 by 2026)	-	N/A	N/A	Extended Corporate target has already been exceeded. Current plans have identified around 700 whips and 74 standards within parks and open spaces to be planted in various locations during the next planting season.
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A Healthier Hounslow




Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
BPI 51	H&SC	Cllr Lily Bath	Number of residents accessing drug and alcohol services	1127 (annual)	1169 (rolling 12 month figure)		TBC	ARC continue to work towards increasing the number of adults in treatment. The complexity of cases; physical and mental health comorbidities as well as social challenges, has meant the service has to balance the need to increase caseloads, with the need to provide long term high intensity interventions. The outreach team are working with more individuals who would not be considered as being in care planned 'structured treatment' and therefore do not appear within these figures. This is also the case with the Alcohol Care Team. Interventions like these prevent escalation of issues and reduce drug and alcohol related harm. The aim in the next quarter will be to move the 'recovery hub' and group programme into Oxley House, which will provide space to begin an open access drop in for those not in treatment in the core service. This should support more people who are uncertain about whether they would like help, to come into treatment, once trust and rapport has been established.
BPI 67	H&SC	Cllr Lily Bath	Rates of breastfeeding at 6-8 weeks	65%	59.45%		↑	Significant improvement seen due to implementation of service improvement plan and expansion of infant feeding team. Below target, service improvement plan in place with view to address causal issues in reprocurement of 0-19 contract. There is reduced Health Visiting workforce nationally and this is reflected in Hounslow. Active Infant Feeding Steering Group meeting monthly, working on the development of a local infant feeding strategy in line with national requirements, significant investment in infant feeding offer across several projects funded by Family Hubs infant feeding envelope and public health infant feeding envelope.



	BPI 52a	H&SC	Cllr Lily Bath	Children who are overweight (including obesity) at age Reception (annual)	N/A	-	N/A	N/A	<p>The following work has taken place to tackle obesity in Q1:</p> <ul style="list-style-type: none"> •Healthier convenience store project involving convenience stores in Bedfont (higher levels of obesity) - 10 shops in key locations. Subsequently, we will support shops to increase their healthier ranges. 22 Fast Food Takeaways in Feltham have signed up to Healthier Catering Commitment with a further 8 located in other parts of the Borough. •Raising the issue of weight training is being offered to health professionals. •The no. of NCMP follow up calls undertaken with extended brief intervention in Q1 was 296, exceeding the quarterly target of 250. From these calls, 120 families have signed up to a weight management programme. •An NCMP letter review is ongoing to compare with other boroughs to help identify what works and what can trigger disengagement. Also working on insights collection to identify correlation between identified barriers and potential to not attend a programme after agreeing to sign up. Some initial insights include: Over 50% of parents/carers who did not sign up to the programme did not feel their child is overweight. •Several parents mention time and wanting to look at it after the summer (deferring or avoiding the concern) •Families with special needs children found the programme more difficult to attend. •Some language barriers made explaining the programme difficult. •The no. of eligible children, families and young people starting a Tier 2 weight management service in Q1 was 81. •For the 0-19 contract, school nurses have linked up with the Lampton Leisure team to expand their capacity to offer exercise and wellbeing classes and services to young people. This places more focus on our local priorities incl. childhood healthy weight, and new KPIs scrutinise the service to reduce childhood obesity in Hounslow. The use of these KPIs will begin in October. •A significant investment in the local breastfeeding offer between April and June, with the Baby Feeding Peer Support service launched to support mums to breastfeed for longer, thus reduces the likelihood of childhood obesity.
	BPI 52b	H&SC	Cllr Lily Bath	Children who are overweight (including obesity) at Year 6 (annual)	N/A	-	N/A	N/A	See commentary above
	BPI 54	RH&ES	Cllr Salman Shaheen	Percentage of residents who are inactive (<30 minutes of activity a week) (annual)	N/A	-	N/A	N/A	<p>This is an annual measure published in March each year (next due March 2025) using approved Sport England research methodology.</p> <p>In the interim current activity around increasing physical activity is delivered by Lampton Leisure through their contracts with Public Health.</p> <p>We are in the process of refreshing the leisure management contract with Lampton and we will explore how we can move to capturing a quarterly based indicator as part of that process.</p>




	BPI 68	H&SC	Cllr Lily Bath	Number of falls in people aged 65+	N/A	909	N/A	↑	<p>Q1 2024/25 - Data sourced 15th July 24 WMUH</p> <p>Number of falls in people aged 65+ calculated through falls related ED attendance.</p> <p>Over the past three years the number of fallers has increased. Highlighting the importance of preventative services.</p> <p>Outcomes:</p> <p>Further data is being gathered looking at age, PCN, deprivation, underlying medical conditions, frailty scores.</p> <p>Falls prevention and bone health service annual review completed. Highlighting more community preventative services needed.</p> <p>Falls service mapping exercise being carried out. Which will link services and enable smoother and more timely falls prevention referrals.</p> <p>Falls prevention partnership meetings being arranged.</p> <p>The Fall Prevention and Bone Health service continues to provide clinical preventative falls services.</p> <p>The Community Falls team have created a Comms/Engagement plan that will be delivered throughout August/September.</p> <p>Offering Falls prevention advice including a self assessment tool kit, signposting to falls prevention services.</p>
	BPI 69	H&SC	Cllr Lily Bath	Number of health checks completed	N/A	2862	N/A	↓	The GP NHS Health Checks are on target.
	BPI 27c	H&SC	Cllr Lily Bath	Number of people quitting smoking in 4-weeks	900 per annum	TBC	TBC	TBC	<p>Smoking cessation data is provided a quarter in arrears therefore Q1 2024/25 data is not yet available and will be updated at the beginning of October.</p> <p>The stop smoking provider is currently under an improvement plan, with a particular focus on smoking cessation. A sit rep is submitted and reviewed weekly. Capacity of the service is set to increase in Q2, going from 4 advisors (with one long-term sick and one vacancy) to 7.5 advisors, plus a Stop Smoking Manager. 2.5 of the advisors will be funded by the Smokefree grant.</p> <p>Planning for the Stoptober campaign is underway and will take a phased approach: Phase 1 is to offer VBA training to those who refer into the service and Phase 2 is to disseminate campaign materials to all partners to share through their channels. The campaign will run from mid September through October and will focus on generating referrals into the stop smoking service, which will be well-placed to support new clients with its increased capacity. In addition to referral generation, there is a renewed focus on retention.</p> <p>Advisors are undergoing refresher training with a focus on behaviour change. A new BetterPoints campaign has also been launched, which offers rewards for smokers at several points of their quit journey, to incentivise them to quit smoking.</p>
	BPI 12b	C&S	Cllr Katherine Dunne	Percentage of diffusion tube sites exceeding NO2 limits	0%	1.15%		↑	<p>At the end of Q1, the percentage of diffusion tubes recording a monthly mean of greater than 40ug was 1.15% (by end of June 2024), which fell from 1.53% in Q4 (23/24). This was due to 1 tube recorded a monthly mean of greater than 40ug from 65 permanent sites analysed (with 15 tubes missing). This is due to the seasonal change as the weather warms. The same trend is seen at the automatic monitoring stations where the NO2 concentration levels also shown a decline.</p>










BPI 12c	C&S	Cllr Katherine Dunne	Average trend of NO2	<40 micrograms per cubic air	23.90		↑	Average nitrogen dioxide concentrations at our automatic monitoring stations (BPI12c) have continued to decline in Q1, reflecting the expected seasonal change in NO2 pollution as the weather warms. This is consistent with annual data which is showing the rate of pollution reduction slowing slightly from 2018-2023.
BPI 12d	C&S	Cllr Katherine Dunne	Average trend of fine particulate matter (PM2.5)	<20 micrograms per cubic air	8.8		↓	Particulate matter concentrations for PM2.5 (monitored at two sites) increased slightly from 8.6 in Q4 (23/24) to 8.8 in Q1 (24/25). However these are still well below the target which is aligned with the guideline levels set in 2021.
BPI 12e	C&S	Cllr Katherine Dunne	Average trend of coarse particulate matter (PM10)	<40 micrograms per cubic air	19.60		↑	Particulate matter concentrations for PM10 remain stable at levels which are approximately 50% of the existing UK limit values (and our target) but remain above the WHO guideline levels set out in 2021. These pollution levels and month-to-month changes are broadly representative of levels across London for the First quarter of 24/25. PM10 levels decreased slightly from 20.2 in Q4 (23/24) to 19.6 in Q1 (24/25).
BPI 14b	CAS	Cllr Lily Bath	Average time taken to complete adult carer first assessment (days)	50	62		↓	<p>The average number of days taken to complete a carers first assessment has increased from 44 average days in Q4 2023-2024 to 62 average days in Q1 2024-2025. Additional support provided by the First Contact team whereby a dedicated worker has been focusing on completing carers assessments will enable the average time taken to complete a carers first assessment to decrease over the year. The lower the number the better carers are as they receive the right care and support sooner. Social work teams ensure assessments are completed in a timely manner ensuring the wishes and feelings of the carer are incorporated in their assessment.</p> <p>Actions</p> <ul style="list-style-type: none"> • We will offer a carer's assessment to all carers to promote their wellbeing and support their identified outcomes. • We will ensure eligible carers receive support to meet their identified outcomes. • We will carry out annual reviews to ensure that outcomes continue to be met. • ASC to arrange internal meetings to explore using the trusted assessors model of reviewing in house services. This includes completing cared for and carer reviews.
BPI 14c	CAS	Cllr Lily Bath	Number and percentage of adult carers who receive self-directed support or Council commissioned support	85%	985 87.87%		↓	<p>The ASC department have a responsibility to promote the wellbeing of people and carers in the local area. We want to ensure eligible carers receive support to meet their identified outcomes. ASC are performing well in Q1 2024-2025, providing 87% of our carers with provisions with the majority being Carers Emergency Cards. ASC are also following a strength-based approach when carrying out assessments ensuring that carers are directed to community led support groups such as cycling and walking groups. This is resulting in carers reporting a good quality of life and receiving the right support and guidance to fulfil their roles adequately.</p> <p>Actions</p> <ul style="list-style-type: none"> • The Public Health department have started to work on a carers strategy • ASC want to ensure eligible carers receive support to meet their identified outcomes


BPI 14d NEW	CAS	Cllr Lily Bath	Proportion of carers who receive direct payment	20%	11.00%		N/A	This is a new measure for ASC. Carers have the option of receiving support via a payment called direct payments. The payment could be used to go to the gym, or pay for driving lessons or a break away. The aim of ASC is to increase the amount of carers direct payments by the end of the year. The current target for Q1 is 20% and we are currently performing at 11%. This measure will be monitored within the Public Health Carers Strategy. Social work teams will be encouraged and reminded to offer carers a carers direct payment when completing assessments and reviews.
BPI 34b	CAS	Cllr Lily Bath	Percentage of open adult social care cases with an assessment or review in the past 12 months	70%	65.50%		↓	The department has set a target of reviewing at least 70% of cared-for and carer residents within the 12-month period. In 2024-2025 Q1 ASC continue to perform consistently well. In Q1 there are 65% of open cases with an assessment or review in the past 12 months. This result has remained similar when compared to the previous year. Actions We will respond to all referrals within 48 hrs. We will involve residents in their assessment and support planning Recruitment strategy currently in progress and ongoing to employ more permanent social workers. Work on CQC preparedness with a focus on reviewing those that are most overdue
BPI 34d NEW	CAS	Cllr Lily Bath	Average time taken to complete first care act assessment for new people (locality teams) (days)	28	19		N/A	This is a new measure for ASC. The measure focuses specifically on the locality teams. The average time taken for first assessment in 2024/25 Q1 was 19.3 days, with 79% completed within 28 days. The Care Act (2014) recognises that care assessments can and should be paused where appropriate therefore there is an understanding that there could never be an expectation of achieving 100% timescales. It is likely that completion dates for assessments will vary dependant on the complexity. ASC will monitor the performance on a monthly basis at the Core Standard Reporting meeting.
BPI 84	RH&ES	Cllr Salman Shaheen	Fitness membership levels (Lampton 360)	N/A	20,417	N/A	↑	Total Live memberships are up 8% year on year in June 24. Gold memberships account for 38% and concession members 17% of the base with Bronze (Gym/Swim only) now at 27%. Attrition is at 6% against a target of 5%.
BPI 85	RH&ES	Cllr Salman Shaheen	Net Promoter Score (a measure of customer satisfaction) (Lampton 360)	5	3		↓	This the the Net Promoter Score for the month of June 2024 as reported monthly by Lampton Leisure. Overall score at the end of Q1 was 31/100, down on the Q4 score of 42/100 against a national industry benchmark of 47. Hanworth achieved the top score of 68/100 with key highlights being friendly staff, cleanliness and availability of facilities. Brentford was the lowest performing site, with a score of -80/100.




A Cleaner Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 42	RH&ES	Cllr Shivraj Grewal	Total number of fly tips on the public highway (25% reduction by 2026)	4642	5594		↓	Fly Tipping continues to be a borough wide issue, as it is nationwide. Reporting in Hounslow remains the easiest method for residents to use. Enforcement activities expected to resume to expected levels with Special Waste Service at full capacity now (4 officers). Campaign with Keep Britain Tidy in two wards has commenced but results will not be realised until 2025 onwards.
	BPI 43b	RH&ES	Cllr Shivraj Grewal	Pavement Pledge - total spent against £2m pledge	£2m by 2026 (Annual target of £1m in 24/25)	£0	N/A (see commentary)	■	Works are yet to commence, they will be starting later this year (24/25). Final schedule being shared with all 62 Members detailing 1 footway in every ward to be treated. COD to drawdown first phase funding to be submitted in September, first works to occur in October.
	BPI 4g	RH&ES	Cllr Shivraj Grewal	Total annual household waste per head (kgs/head)	295 (annual)	TBC	TBC	TBC	The data for Q1 2024/25 data will be available at the end of September 2024. Waste Data Flow operates a quarter behind. We continue to track the amount of overall waste collected on a monthly basis (residual and recycling) but are unable to provide the provisional quarterly figures until the end of the following quarter. Our target is to decrease the overall waste presented year on year, however an increase in households and population will naturally impact this target. Seasonal fluctuations such as Christmas will also impact waste produced between each quarter. Projects set out in the RRP continue to be developed and delivered.
	BPI 4h	RH&ES	Cllr Shivraj Grewal	Total household residual waste collected per household (kgs/household)	127.5 (510 annual target)	TBC	TBC	TBC	Q1 24/25 Data will be available end of September 2024 when the Statutory Waste Data Flow submission is completed. This is household waste not sent for recycling, reuse, or composting. The target is the total of all 4 quarters in the financial year. Projects set out in the RRP 2023-25 continue to be developed and implemented. Preparations are underway to meet the government's Simpler Recycling Reforms.
	BPI 4b	RH&ES	Cllr Shivraj Grewal	Percentage of waste sent for reuse, recycling, or composting (recycling rate)	37%	37.6% (provisional)		↑	Q1 2024/25 recycling rate will be calculated by the end of September 2024. The provisional recycling rate for 2023/24 has delivered a recycling rate of 37.6%. This is against an overall target of 37% for 2023/24. Whilst it is important to monitor and improve recycling rates, a reduction in the amount of residual waste is ultimately more desirable when considering the waste hierarchy. Therefore residual waste per household and waste collected per person are other metrics to use to monitor performance against the Resources and Waste Strategy. Note that projects set out in the RRP 2023-25 continue to be developed and implemented. Preparations are underway to meet the government's Simpler Recycling Reforms.
	BPI 40	RH&ES	Cllr Shivraj Grewal	Percentage of streets on the adopted public highway clear of litter or at acceptable standard	96%	94.00%		↓	As focus in summer months is solely on weed and detritus clearance, litter grades have reduced slightly but remain strong in the mid-high 90% range.



	BPI 41	RH&ES	Cllr Shivraj Grewal	Percentage of streets on the adopted public highway clear of detritus or at an acceptable standard	91%	94.68%		↑	Strong outcome showing the focus on weed and detritus clearance during the summer months. However resource levels are expected to drop to normal cleansing numbers later on in the summer. Weed clearance from a programme, routine and reactive schedules progressing well. 4th year of non-chemical use in the Borough means that weeds are growing more frequently and stronger than ever. Removal efforts do not kill weeds so some roads will see regrowth later in the period.
	BPI 83	RH&ES	Cllr Shivraj Grewal	Missed collections – number of reports of missed bin (Lampton 360)	1500	1271		↑	Missed collections have decreased again from previous quarter and from the same quarter in the previous year. We are continuing to work with Lampton Services to evaluate and improve on missed bin performance, targeting low performing crews with training sessions etc. This number reflects the number of missed bin reports only, this does not reflect the number of properties potentially served by a bin.




A Thriving Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red (A) = Amber (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 23b	CAS	Cllr Samia Chaudhary	Percentage of school attendance sessions	95%	94.00%		↑	Attendance is a primary focus across all schools in Hounslow. Many barriers to sustained regular attendance are complex and there is an increase in severe absence for children and young people struggling with their mental health. The focus on severe absence will sharpen in September as schools, working together with Early Help, CAMHS, Children's Social Care and the School Attendance Support Service (SASS), develop a coordinated and supportive response for families. The School Attendance Support Service processes and policies have been updated, shared with schools and are in line with the new statutory DfE guidance which comes into effect in September 2024.
	BPI 24	CAS	Cllr Samia Chaudhary	Percentage of possible school days LAC have attended	92%	83.44%		↓	Over half (58%) of the children in the Virtual College OC2 cohort had SEN in 2022/23. Out of 96 children, 38 (40%) had an Education Health and Care Plan (EHCP), compared to only 4% in the general population, effectively an over-representation of nine times (based on Special Educational Needs National Tables in June 2023). There were 18 (19%) LAC in Hounslow, who were on SEN Support in 2022/23 compared to 13% in the general population. These rates of LAC with special educational needs (predominantly social and emotional needs) are significantly higher than the rates in the general population and as a result, will have had an adverse impact on the attendance and educational outcomes of the LAC cohort. A significant percentage of our secondary phase cohort with complex needs, often late into care and coming from a background of poor parental modelling and low school engagement, for whom poor school attendance is a critical concern. The Virtual College daily monitors the attendance of its children and follows up on those with unauthorised non-attendance. Fortnightly student meetings review our children and young people whose continued poor-attendance is a cause for concern. We hold monthly meetings with our Educational Psychologists to deepen our understanding of our most complex cases and develop more specialist strategies to support. Cross divisional groups such as the Top 10 Vulnerable Children's group, have given us further opportunity to explore challenges and to address systemic issues. We work in partnership within professionals groups, to support our children. Our attendance figure remained below our aspirational target of 92% in 2022-23 and shows further decline in Q1 of this year. However, attendance has been identified as a national concern and a key priority for all stakeholders. Mental health concerns have been highlighted in recent DfE reports as a key cause of poor attendance. Referrals and waiting times for specialist mental health support further exacerbate the situation. The Virtual College is introducing a diagnostic mental health and wellbeing tool for its most complex cases to support mental health activities. Improving attendance remains a key focus within our service plan. Of key concern are the 20 LAC whose non-attendance is severe (below 50%), those who are emotionally based school non-attenders (EBSNA), the 49 LAC below 90% (persistent) (includes those with below 50% in this number) and the 29 LAC with attendance above 50% to 90%. These are on our radar within our student review meetings and alternative and individualised learning programmes are put in place to nurture engagement (e.g. bespoke alternative provision in non-school locations and tuition). Yet we must also celebrate the 54 LAC with 100% attendance and the 43 LAC with 90-99% who have done well despite the trauma of adverse childhood experience.
	BPI 23c-d	CAS	Cllr Samia Chaudhary	Number and percentage of young people aged 16-18 who are in Education, Employment or Training	94%	8076 (77.5%)		↓	Focused EET activity this quarter has been on collecting the Year 11 and Year 12 September Guarantee offer of learning for September 2024. This activity supports us to Identify young people in the summer term of Year 11 and Year 12 who do not have an offer (No Offer Made) so that 14-19 Connexions Careers Advisers and Senior Engagement Mentors can provide support over the summer holidays to support young people into an offer of an appropriate destination.



BPI 25	CAS	Cllr Samia Chaudhary	Number and percentage of post-16 LAC who are in Education, Employment or Training	65%	61.00%		↑	Performance remains positive with additional targeted resource being accessed via UKSPF and the September Guarantee process.
BPI 35a	CAS	Cllr Samia Chaudhary	Percentage of Children and Young People (CYP) with a multi-agency Early Help Plan - Families First & Intensive Support Services	90%	61.70%		↑	This figure has been distorted since we transferred responsibility for working with those families who are deemed intentionally homeless to FFISS. We will be amending the data reporting process to strip this cohort from the figures.
BPI 35b	CAS	Cllr Samia Chaudhary	Percentage of multi-agency Early Help Plans completed by Families First & Intensive Support Services with a positive outcome	80%	91.40%		↑	There is continued evidence of strong performance in FFISS despite the increase in responsibilities, capacity and workload.
BPI 35c-d	CAS	Cllr Samia Chaudhary	Number and percentage of Children and Young People with a positive outcome who do not require a further referral to Children's Social Care within 12 months	90%	69.8% (41)		↓	This quarters figure was distorted by the Team stepping up a number of children in response to escalating risk. This is a positive action in the circumstances. In addition, some families were referred to Children's Frontdoor by professionals for issues that were new and unconnected to the focus of the previous FFISS intervention.
BPI 26b-c	CAS	Cllr Samia Chaudhary	Number and percentage of Education, Health and Care (EHC) Plans (including exception cases) completed within 20 weeks	90%	89 (91.8%)		↓	Performance remains strong and significantly above regional and national averages despite an increase in volume this quarter.
BPI 78	CAS	Cllr Samia Chaudhary	Take up of funded 15 hour places by disadvantaged 2 year olds	65.10%	79.00%		↑	The take up of disadvantaged 2 year old places in Summer term 2024 was 79%, an increase of 5% on Spring term 2024, and up 12% from Summer term 2023 (67%). This is good news for Hounslow, as the DfE is asking LAs to closely monitor the impact of the new entitlement for working families with 2 year olds from April 2024, to ensure Early Years providers do not prioritise places for working 2 year old families over disadvantaged 2 year old families. Future take up will continue to be monitored.
BPI 79	CAS	Cllr Samia Chaudhary	Percentage of pupils who are persistently absent	20.00%	17.70%		↑	See response for BPI 23b
BPI 82	CAS	Cllr Samia Chaudhary	September Guarantee (offers) (annual)	N/A	N/A	N/A	N/A	Data is due in Quarter 3
BPI 87 NEW	CAS	Cllr Samia Chaudhary	Percentage of Children's Social Care referrals that become repeat referrals within 12 months	15%	19.5%		↑	For the rolling year to date Hounslow has received 3012 referrals with 587 of those, 19.5%, being re-referrals within a 12-month period. The re-referral rate is below the latest published national figure of 22.4% and on a downward trend.
BPI 89 NEW	CAS	Cllr Samia Chaudhary	Long-term placement stability (2.5 years)	75%	73.3%		N/A	CLA aged between 0-15 on 30th June 2024, who had been looked after continuously for at least 2.5 years, 73.3% had lived in the placement for at least 2 years. This is a priority area and this figure is an improvement from the last quarter (Q4 23/24 67.8%). The current figure is slightly below target of 75% but it is still above the national published figure on 31st March 2023 which shows 69% had lived in the same placement for at least 2 years.




	BPI 91 NEW	CAS	Cllr Samia Chaudhary	Former relevant care leavers in Education, Employment or Training (EET) 17-21 years - 17th, 18th, 19th, 20th & 21st birthdays	65%	58.0%		N/A	As of 30 June 189 Former Relevant Carers were in EET. 11 YP were NEET due to illness/disability, 4 YP due to pregnancy or parenting and 122 YP due to other circumstances. The legacy of exceptionally high numbers of unaccompanied asylum seeking children over the previous three years has created an additional challenge, now they are all becoming Care Leavers.
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A Safer Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 70	C&S	Cllr Raghwinder Siddhu	Number of Violence Against the Person with Injury offences (excluding domestic abuse)	N/A	581	N/A	↑	There was a total of 581 recorded Violence Against Person offences in quarter 1 (April to June 2024), 88 less recorded offences in comparison to quarter 3 and a 13.15% decrease. The Community Safety team regularly engages with key partners such as the Police and community partners to address and further prevent an increase in recorded Violence Against Person offences.
	BPI 71	C&S	Cllr Raghwinder Siddhu	Number of robbery offences	N/A	158	N/A	↑	In Quarter 1 (April-June 2024), there were a total of 158 recorded Robbery offences that took place in the borough when compared to the previous quarter. There were 5 more offences recorded in Quarter 4 which equals to a 3.07% decrease. The Community Safety team collaboratively works with partners such as the Police and local businesses to identify areas of concern and to co-ordinate appropriate responses to robbery incidents across the borough.
	BPI 72	C&S	Cllr Raghwinder Siddhu	Percentage of domestic and sexual abuse survivors who feel safe following the offer of specialist help	100%	100%		■	During Q1 99 feedback forms were received detailing how victims have felt safer after intervention and support from the Domestic and Sexual Abuse Service and the One Stop Shop. Addressing the safety of all survivors will reduce risks and contribute to a healthier lifestyle for both adults and children.
	BPI 86 NEW	CAS	Cllr Lily Bath	Number first time entrants to criminal justice system (Rate per 100,000)	TBC	66.2	TBC	N/A	There were 20 First Time Entrants during Apr-Jun 2024, these committed 30 offences. The highest committed offences type was violence against the person (12 Offences) followed by motoring offences (4 Offences). 14 male and 6 female. 7 children were 11 to 14 years old and 13 children were 15 to 17 years old. First time entrants numbers are falling, which is a national trend.
	BPI 19c	CAS	Cllr Lily Bath	Percentage of adult safeguarding referrals where risks were identified that ended with risks having been removed or reduced	85%	86.40%		↓	In Q1 2024-2025 ASC are performing above the departmental target of 85% achieving 86% of safeguarding referrals where risks were identified that ended with risks having been removed or reduced. The higher the percentage the better off people are. Additional actions to maintain this good standard of practice have been introduced such as reinstating the High-Risk Panel, and appropriate referrals can now be made as needed. People are encouraged to feedback on how they feel the safeguarding went which is reflected in the safeguarding risk management plan. ASC acknowledge and accept that some people can make unwise decisions and choose to live with some level of risk, not all risk can be removed.
	BPI 19e NEW	CAS	Cllr Lily Bath	Percentage of adults safeguarding concerns with outcomes achieved or partially achieved	85%	92.10%		N/A	We are committed to promoting independence and mitigating the risk to adults at risk of abuse with the aim of preventing or delaying the need for care and support. Where safeguarding concerns are indicated people are asked if they felt the safeguarding outcomes are achieved or partially achieved. In Q1 2024-2025 92% of people reported safeguarding outcomes achieved or partially achieved. The higher the percentage the better the performance. This measure will continue to be monitored on a monthly basis under the Safeguarding Board Report.





	BPI 19f	CAS	Cllr Lily Bath	Percentage of adult safeguarding referrals responded to within 48 hours	90%	87.66%		↑	This metric is adjusted to safeguarding responded to within 48 hours instead of 24 hours. ASC have a departmental target to respond to 80% of safeguarding referrals within 48hours. For Q1 2024-2025 ASC have met this target well with Q1 reaching as high as 88%. Historically ASC have consistently performed within the target parameter. ASC understand the importance of maintaining superior performance and are monitoring this measure monthly via the Core Standards Report.
	BPI 22c-d	RH&ES	Cllr Raghwinder Siddhu	Number and percentage of local businesses broadly compliant with food (safety) law	N/A	1929 (88%)	N/A	↑	
	BPI 74	CAS	Cllr Samia Chaudhary	Open Child Protection Plans under 12 months duration	TBC	86.7%	TBC	↑	As of 30th June 2024 there were 233 children subject to a child protection plan. 202 (86.7%) had been subject to a plan for less than 12 months indicating that we are intervening quickly and robustly with children at risk. The number and rate of children protection plans at month end has dropped slightly since the start of the reporting year from 240 (36.5/10,000) to 233 (35.4/10,000). Our performance compares well with the latest published information at a national level which shows that 82.8% of child protection plans open at 31st March 2023 had been open for a period of 12 months or less.
	BPI 56	RH&ES	Cllr Sue Sampson	Number of completed safety cases prepared for in-scope buildings (Council homes)	23 (annual target)	7		■	The Building Safety Act introduces a set of new roles and responsibilities for those who manage occupied, high-rise residential buildings. 23 HRA managed buildings currently fall in-scope of these regulations (3 sites added in the future, and 1 site to be removed in the future due to a decanting). Aligned with the Act requirements, we are in the process of gathering certain types of information about these buildings - on their major fire and structural hazards as well as how we are managing the risks as far as we can. We have completed the safety case reports for 7 of these buildings and are in process of completing the remaining 17. 22/23: Q1 = 0/21; Q2 = 0/21; Q3 = 0/21; Q4 = 0/21 23/24: Q1 = 0/21; Q2 = 0/23; Q3 = 0/23; Q4 = 7/23 24/25: Q1 = 7/23.

A Liveable Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 57	C&S	Cllr Ajmer Grewal	Percentage of TCF funded projects that have met their agreed outcomes	100%	100%		■	11 organisations submitted monitoring reports during Q1 and all were on track to or had delivered their agreed outcomes.
	BPI 58	C&S	Cllr Ajmer Grewal	Number of resident beneficiaries of the TCF funding over the quarter	N/A	18,380	N/A	↓	Over 18,000 residents are expected to benefit from funding allocated in Q1. Projects funded are spread across the borough.
	BPI 15e	C&S	Cllr Ajmer Grewal	Number of active/ open volunteering opportunities in the period	N/A	237	N/A	↑	The Volunteer Centre promotes roles at drop ins, on its database and through regular newsletters to registered volunteers. Opportunities increased slightly from Q4 with a mix of regular and one off volunteering opportunities. One off events included the Boston Manor House Colourscape event and local community clean ups. Regular opportunities including trustee roles, admin support, befriending, arts and heritage roles, food banks, creative roles, and activity volunteers.
	BPI 73	RH&ES	Cllr Sue Sampson	HRA tenant satisfaction with responsive repairs	85.00%	90.94%		↑	This is a marginal decline when compared with the performance in May 2024 which was 91.48%* and is above the target of 85% satisfaction. Performance within this category continues to be reviewed and monitored at the Responsive Repairs MPR and Contract Monitoring Group meetings. This is linked to the performance within the other repairs categories and when applicable, the volume and content of complaints.
	BPI 1a	RH&ES	Cllr Sue Sampson	Number of households on the housing register	N/A	4094	N/A	↑	This indicator cannot be targeted because there is a statutory duty to assess applicants and place those eligible onto the housing register. Work to process a backlog of outstanding applications is now completed.
	BPI 2a	RH&ES	Cllr Sue Sampson	Number of homelessness approaches	N/A	912	N/A	↑	This indicator cannot be targeted because there is a statutory duty to provide assistance to any household that approaches the council and presents and homeless. Data quality issue related to previous statistics has been corrected.
	BPI 2b	RH&ES	Cllr Sue Sampson	Number of households in temporary accommodation	650	709		↑	Trend showing TA numbers incrementally reducing each month – drive to continue to control new placements into TA and monitor homelessness prevention outcomes/as avoidance into TA. On target – to achieve a reduction to 650 in TA by end of March 2025 – input into TA is at a slower rate than output from TA – increased casework activity/decisions and increased number of perm lets.
	BPI 32a	RH&ES	Cllr Sue Sampson	Total arrears across Council housing estates	TBC	£7,289,439	TBC	↓	Q1 saw an additional 184 cases move to UC as part of the UC migration plan. This saw the % of UC cases clear or in credit reduce from 33% to 27%. Subsequently this had an impact on our performance with HRA arrears increasing by 4.7% in Q1. 18 cases were entered into court, with a further 9 warrants being applied for, whilst we strive to maintain sustainable tenancies we do have some complex cases whereby residents are failing to maintain agreements and as such enforcement action is being taken.

BPI 32b	RH&ES	Cllr Sue Sampson	Number of households in arrears	TBC	6296	TBC	↓	The number of reported households in arrears remained the same (very slight increase of 8x). Please see the relevant commentary on BPI 32a.
BPI 32e	RH&ES	Cllr Tom Bruce	Number of Council homes built	1000 by 2026 (Annual target TBC)	533 (cumulative)	TBC	↑	London Borough of Hounslow has secured 533 Council homes towards the Corporate Plan pledge to develop 1,000 new council homes by 2026.
BPI 32f	RH&ES	Cllr Tom Bruce	Number of newly purchased Council owned rental homes	1000 by 2026 (Annual target TBC)	199 (cumulative)	TBC	■	The Council have nominated 199 Housing Register clients into properties purchased by Lampton Investment 360 since 2022/23, to discharge the Council's re-housing duties
BPI 32g	RH&ES	Cllr Tom Bruce	Amount invested on Council Estates improvements	£590m by 2026	£302,910,745.25 (cumulative)		↑	<p>Cabinet (Jan'23) approved £596m of capital budgets (2023 HRA Business Plan) across:</p> <p>Estate Investment Programme (EIP) – to ensure that council housing is maintained at statutory, regulatory decent homes standards, with a high energy efficiency rating. 2022-26 = £139m (22/23 = £30m; 23/24 = £32m; 24/25 = £38m; 25/26 = £39m).</p> <p>Council Housing Delivery Plan (CHD) - to deliver a further 1,000 council homes in 2022-26. 2022-26 = £457m (22/23 = £133m; 23/24 = £120m; 24/25 = £111m; 25/26 = £93m).</p> <p>Note – Cabinet (Jan'24) approved revised programmes for both areas to fit within a sustainable HRA Business Plan. Revised EIP budgets 2022-26 = £112.4m (23/24 = £30m; 24/25 = £30m; 25/26 = £30m) - £26.6m lower than budgets approved in Jan'23. Revised CHD budgets 2022-26 = £112.4m (23/24 = £107.4m; 24/25 = £103.6m; 25/26 = £79.2m) - £43.4m lower than budgets approved in Jan'23</p> <p>UPDATE: Spend up to 24/25 Q1: £303m (EIP = £59.6m, CHD = £243.3m). Total budget (2022-26) = £517.3m. (58.6% of budget invested).</p>
BPI90a NEW	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required gas safety checks have been carried out.	100%	99.82%		N/A	<p>From April to June, we maintained gas compliance rates above 99%. Despite a few setbacks, overall performance remained strong, with access issues being the primary cause of non-compliance.</p> <p>In April, our compliance rate was 99.82%, with 16 properties non-compliant, mainly due to access difficulties, including some properties with longer overdue periods that are currently undergoing legal processes to gain access. In May, the rate slightly dipped to 99.79% with 19 properties non-compliant, largely for the same reasons. By June, the compliance rate returned to 99.82%, with 16 properties non-compliant due to ongoing access challenges.</p> <p>Throughout the quarter, access issues persisted as the main barrier to achieving full compliance. Housing Officers consistently worked to resolve these issues according to established procedures and policies.</p> <p>Going forward, we will focus on proactive measures to improve access and expedite the resolution of overdue properties, aiming to achieve and maintain full compliance for all residents.</p>

	BPI90b NEW	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%		N/A	From April to June, FRA compliance consistently met the 100% target across all sites. April - June: Full compliance was maintained each month, with all assessments completed on schedule and no outstanding issues. Ongoing efforts will focus on maintaining this high standard, ensuring that all fire risk assessments are conducted on time, and any necessary actions are promptly addressed to uphold safety and compliance across all properties.
	BPI90c NEW	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	99.86%		N/A	Over the April to June quarter, we maintained a strong focus on asbestos compliance, achieving near-target levels each month. In April, we reached full compliance with 100% of sites meeting the required standards. However, in May, our compliance rate slightly dropped to 98.79% due to delays in the quality check process and report approvals for eight sites. Despite all surveys and inspections being completed on time, these administrative delays prevented us from reaching full compliance. By June, we had significantly improved our compliance rate to 99.86%, with only one site outstanding for the same reasons. Overall, the primary challenge across May and June was the delay in the administrative process, specifically in quality checks and report approvals. All necessary surveys and inspections were conducted on schedule, indicating that the foundational work for compliance was robust. We are actively addressing these procedural delays and anticipate achieving and maintaining full compliance in the upcoming period. Our efforts remain focused on ensuring timely completion of both the physical inspections and the subsequent administrative processes to meet our 100% compliance target consistently.
	BPI90d NEW	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%		N/A	Throughout the April to June quarter, our Legionella risk assessment compliance consistently met the target of 100%. All sites that required Legionella risk assessments received them on schedule. There were no outstanding assessments during this period, ensuring complete compliance with the target. Overall, the quarter demonstrated excellent performance in managing Legionella risk assessments, with all required assessments completed on time and in full compliance.

	BPI90e NEW	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	95.80%		N/A	<p>During the April-June quarter, lift compliance rates varied: 100% in April, 95.77% in May, and 95.8% in June, against a 100% target.</p> <p>April: All lifts passed LOLER inspections by HSB Insurance. However, 26 sites missed Apex's monthly service due to the contract manager's sudden departure. This has now been rectified, and we are back to 100% compliance.</p> <p>May: Apex completed monthly inspections, but 6 sites missed LOLER inspections by HSB. These are now scheduled, with the Electrical Officer coordinating timely completion.</p> <p>June: Apex conducted monthly safety inspections, but 6 sites remained non-compliant due to access issues or failed inspections needing remedial work. The Electrical Officer is addressing these issues by providing more key fobs and accompanying HSB on-site to ensure access.</p> <p>Ongoing efforts are focused on resolving these issues to achieve full compliance in the coming quarter. The Electrical Officer is actively working with contractors to ensure all lift inspections and services are up-to-date, ensuring safety and compliance.</p>
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Corporate Health	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q1 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q1 Direction of travel	Commentary on Q1 performance
	BPI 31a	C&S	Cllr Shivraj Grewal	Percentage of Contact Centre calls answered	82%	75% (38809)		↓	Customer Services answered 38,809 calls during Q1. In total, we received 51,901 calls and had an answer rate of 75%. This represents a decrease of 7% in calls answered compared to volume of calls answered during Q4. Customer Services lost 2 members of staff and had continuous long-term sickness throughout Q1. Although we have recruited 5 new members of staff that started training in Q1, we will not see an increase in call answer rate until Q2. With the introduction of TCE this autumn, the aim for the Q2 is to increase the call answer rate and continue the ongoing cross training of all staff, to ensure maximum resilience across all phone queues.
	BPI 31b	C&S	Cllr Shivraj Grewal	Speed to answer Contact Centre calls (seconds)	N/A	369	N/A	↓	The average answer time during Q1 was 369 seconds - 6 minutes 9 seconds. This is an increase of 83 seconds - 4 minutes 46 seconds compared to Q4. Customer Service aim to answer the calls as quickly as possible, and with the ongoing training of new staff, it is forecasted that the speed to answer will decrease in Q2. With the TCE changes this autumn, it is expected that we will start to see a decline in call volumes, in turn, reducing wait times.
	BPI 31e	C&S	Cllr Shivraj Grewal	Number and percentage of Contact Centre customers satisfied	TBC	-	N/A	N/A	There is currently no target for number of customers surveyed or number of customers satisfied. GovMetric has fallen into the TCE project where customers surveys will be reviewed. We hope to see an outcome to surveys in the autumn with the implementation of TCE. Zero surveys were taken in Q1.
	BPI 59	C&S	Cllr Shantanu Rajawat	Days lost to sickness per FTE	0.75	0.59		↑	Sickness has reduced from last quarter at 0.59 days lost and is below our target of 0.75 days lost per FTE. Cold/Flu, Muscular-Skeletal and Stress and anxiety are the leading causes of sickness in this quarter. We are continuing to work with managers to get insight into what may be done to reduce these cases and help people return to work.
	BPI 60	C&S	Cllr Shantanu Rajawat	Employee turnover rate	1.08%	0.87%		↑	Turnover has reduced and remains below the target of 1.08% meaning we continue to have a stable workforce with an appropriate turnover rate to ensure we continue to harness the mix in our workforce. Our turnover rate is in line with the median across London Boroughs
	BPI 61	C&S	Cllr Shantanu Rajawat	Employee retention rate (staff in employment for >2 years)	80%	72.97%		↑	Retention rates continue to be stable at around 72%, slightly below our target rate and the London Council's median of 80%. As part of our EDI priorities for the year ahead, we will be focussing on career progression and will be working (with colleagues across the organisation) to consider how we can retain and develop our own people and help them progress into higher roles. We have also launched our Level 3 Management Development apprenticeship with the specific aim of developing our own employees, enabling them to progress and stay working with the council.

	BPI 36i	F&R	Cllr Shantanu Rajawat	Projected General Fund Revenue Outturn within Budget/ Resource Allocation (target £, projected £, variance £)	£0m	£14.9m		↓	Forecast £14.9m overspend - as detailed in the Financial Monitoring Update Quarter 1 2024/25 elsewhere on the agenda for Cabinet on 3 September 2024. Key issues are a shortfall in reserves intended to be used to balance the 2024/25 budget of £6.5m due to a worsened outturn for 2023/24 than assumed at budget setting; pressures on the net cost of waste collection and waste disposal totalling £3.0m; and a £2.8m forecast shortfall in Home Office funding for unaccompanied asylum seeking children compared to our costs.
	BPI 36b	F&R	Cllr Shantanu Rajawat	Projected Capital Programme Outturn within Budget/ Resource Allocation (target £, projected £, variance £)	£0m	£0m		↑	The capital programme has been re-phased for 2024/25 onwards as detailed in the Financial Monitoring Update Quarter 1 2024/25 report to Cabinet on 3 September 2024, which will set the baseline position against which capital delivery will be monitored over the remainder of the year.
	BPI 36f	F&R	Cllr Shantanu Rajawat	Projected DSG Outturn within planned DSG deficit (target £, projected £, variance £)	£5.1m	£5.1m		↑	This net ongoing DSG budget for 2024/25 was set at a deficit of £5.1m, approved from drawing on the High Needs DSG reserve during 2024/25 to meet budgeted High Needs DSG expenditure for the year. These figures are before any 2024/25 General Fund or DfE contributions stated in the DfE Safety Valve Agreement. At Quarter 1 a nil variance is forecast compared to the deficit budget.
	BPI 36h	F&R	Cllr Shantanu Rajawat	Projected HRA Outturn within planned HRA activity (target £, projected £, variance £) – report target contribution to capital programme vs. actual	£3.398m	£3.312m		↑	The HRA budget for 2024/25 has been set with a view to restoring HRA unallocated balances to an acceptable level commensurate with the risk profile of the fund, and included a budgeted contribution to HRA balances of £3.4m. The Quarter 1 forecast included in the Financial Monitoring Update Quarter 1 2024/25 report to Cabinet on 3 September 2024 is for a slightly reduced contribution of £3.3m. However, there are risks within this position around the level of void dwellings and on repairs and maintenance costs that could influence the future direction of the travel of the HRA forecast position..
	BPI 10a	C&S	Cllr Shantanu Rajawat	Number of local firms providing services to LBH	N/A	88	N/A	↑	This measure is a count of suppliers based within the borough that were paid for their services within this period.
	BPI 10b	C&S	Cllr Shantanu Rajawat	Percentage of contracts open to local firms	80%	62%		↓	The majority of our tenders this quarter were open.
	BPI 10c	C&S	Cllr Shantanu Rajawat	Percentage of in-scope Procurement exercises including Social Value	100%	100%		■	All eligible contracts requiring SV went out with SV this quarter.
	BPI 80	F&R	Cllr Shantanu Rajawat	Speed of processing new benefit claims (days)	15	6.35		↑	Performance is good and in the upper quartile when compared to other London authorities.
	BPI 81	F&R	Cllr Shantanu Rajawat	Speed of processing change of circumstance (days)	5	2.26		↓	Performance is good and in the upper quartile when compared to other London authorities.