

## **Quarter 2 2024-25 (July to September 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	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
BPI 46	C&S	Cllr Katherine Dunne	Borough-wide emissions per person (Per capita emissions) (annual)	N/A	-	3.5t	N/A	N/A	July 2024, DESNZ published the updated UK local authority and regional carbon dioxide emissions national statistics for 2022 (note the two-year time lag). In 2022, carbon emissions for the London Borough of Hounslow totalled 1,003.2 kilo tonnes per year. Compared to 2021, emissions across the borough have decreased by 3 percent in 2022. DESNZ reports that the main driver of the decrease in emissions in 2022 was largely due to decarbonisation of the electricity grid and roll out of renewable energy generation projects. Per capita emissions have also decreased from 3.6t to 3.5t.
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 and will be reported in Q3.
BPI 65	C&S	Cllr Katherine Dunne	Percentage of Council energy usage that is self-generated (annual)	25% by 2026 (Annual target TBC)	-	16%	TBC	N/A	The Council has currently installed solar PV across 61 sites and is now generating 16% of its own renewable energy. This is a reduction of 1% from 2022/23 which is due to unfavourable weather conditions and a loss of efficiency in installed panels (particularly at Western International Market). The Council is currently investigating opportunities to expand the installation of Solar PV across its corporate assets (including schools and leisure centres). Investigations indicate that there is scope to install 1.5 - 3 MW of solar PV across multiple Council assets by 2026, which will generate more than 25% of the Council's energy needs from renewable sources.
BPI 48	RH&ES	Cllr Katherine Dunne	Number of new electric vehicle charging points rolled out	2000 by 2026 (Annual target TBC)	0	0	TBC (see commentary)	■	0 charge points have been introduced in the borough. Lots 2 (fast) and 3 (rapid) were awarded in spring 2024, subject to contract. However, this was subsequently abandoned prior to signature of these contracts, following legal advice. All tender documents have since been redrafted and we are currently in the process of retendering the Lot 2 and Lot 3 procurement along with resolving issues relating to the installation and maintenance of the Lot 1 procurement which will need OZEV approval before the tender process begins for the slow lamp column charge point contract.
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	4		■	Final scheme begins construction on 14th October, all 9 schemes are then in construction or completed and currently on course to complete prior to the deadline of March 2025.
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 - refer to commentary in Q1


	BPI 7c	RH&ES	Cllr Salman Shaheen	Percentage of the Borough classified as green infrastructure	45%	43.28%	42.45%		↓	
	BPI 7a	RH&ES	Cllr Salman Shaheen	Amount invested in green infrastructure	£5.4m by 2026 (Annual/ Q target TBC)	£307,633	£828,244	TBC	↑	
	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	We continue to hold regular tree planting strategy meetings to help plan and identify sites and locations, with an expectation to plant around 800 trees in total. Corporate target has already been exceeded.

A Healthier Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
	BPI 51	H&SC	Cllr Lily Bath	Number of residents accessing drug and alcohol services	1127 (Annual)	1169 (rolling 12 month figure)	TBC	TBC	TBC	The data for Quarter 2 has not yet been published on the National Drug Treatment Monitoring System.
	BPI 67	H&SC	Cllr Lily Bath	Rates of breastfeeding at 6-8 weeks	65%	59.45%	61.18%	<div><div>A</div></div>	↑	Increase in percentage from 60% in August to 64% in September. Percentage trending upwards over time and projected to be 'green' in October. This increase in percentage reflects provider and commissioner work over the summer to improve service and agree new ways of documenting progress and success for the new contract. This work will continue through a series of working groups to come in late 2024. The cross-partnership infant feeding steering group has also been working towards delivering on the outcomes of the forthcoming Baby Feeding Strategic Plan.
	BPI 52a	H&SC	Cllr Lily Bath	Children who are overweight (including obesity) at age Reception (annual)	N/A	-	-	N/A	N/A	In Q2 due to school holidays there were no child weight management programmes taking place, these will commence in September as per the school year. Our efforts during this period have been to run awareness raising sessions in various venues across the borough from Bell Square, Lampton Park, Feltham Assembly Hall, Hanworth Air Park Leisure centres. Parent education sessions on healthy snacks, reading food labels and healthy eating on a budget were provided in these outreach sessions. During the school holiday period, there is also the provision of Holiday Activity Programmes where children receiving free schools meals have the opportunity to attend various clubs and be provided hot meals.
	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 for BPI52a 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	This is an annual measure published in March each year (next due March 2025) using approved Sport England research methodology.





	BPI 68	H&SC	Cllr Lily Bath	Number of falls in people aged 65+	N/A	909	929	N/A	↓	<p>Q2 2024/25 - Data sourced 15th October 24 WMUH. Number of falls in people aged 65+ calculated through falls related ED attendance. Over the past three years the number of fallers has fluctuated. Q2 in 2024 saw a slight decrease from Q2 2023 (975). But there was a noticeable increase from Q2 2022 (857). Highlighting the importance of preventative services.</p> <p>Falls prevention and bone health service annual review completed. Highlighting more community preventative services needed.</p> <p>Mapping exercise carried out throughout the borough. Gathering info on what activities are already operational for the over 60s, Including which organisations can be referred into, waiting lists etc.</p> <p>HOT team now trained to carryout basic visual balance checks, and will refer into the appropriate falls prevention service.</p> <p>'Stay Steady Stay Active' new falls prevention campaign launch day 22nd October 24. Event being held at Hanworth Leisure park, to engage with residents offering support with healthy lifestyles, exercise classes, gym memberships, Egym, sign posting to community and health service.</p> <p>Home Safety team offering falls prevention advice including a self assessment tool kit, which can also be found on the LBH website.</p> <p>The Fall Prevention and Bone Heath service commissioned by Public Health, continues to provide a clinical preventative falls services for all patients 50+ bone health and 65+ falls prevention.</p>
	BPI 69	H&SC	Cllr Lily Bath	Number of health checks completed	N/A	2862	3243	N/A	↑	<p>The number of health checks completed by GPs in Q2 of 24/25 was 3,243. This is an increase from Q1.</p>
	BPI 27c	H&SC	Cllr Lily Bath	Number of people quitting smoking in 4-weeks	900 per annum (225 per quarter)	56	108		↑	<p>The number of quitting smoking in 4-weeks in Q2 of 24/25 was 108. This is in line with the Q4 figure for 23/24. It is an improvement on Q1 but is still an underperformance. An improvement has been seen in the conversion rate from those setting a quit date to those who go on to quit at 4-weeks: from 31% in Q1 to 43% in Q2.</p> <p>Action plan:</p> <p>Stoptober campaign ran end of Sept-Oct; initial data suggests an increase in people signing up to the programme, with 114 setting a quit date in October. As of November, there are now 7 Stop Smoking advisors in post. This increased capacity will be able to provide more flexibility in regards to f2f clinics, out-of-hours appointments, and so on.</p> <p>The continued focus on quality of delivery is reflected in the improved conversion rate for Q2.</p> <p>Plans are underway to increase referrals to the smoking cessation service in Q3, with payments to GPs for a capped number of referrals. The additional capacity will be able to support these referrals, and there is an option to bring in bank staff if required.</p> <p>A marketing plan has been drawn up to further promote the service and generate referrals. This will include CAN promotion of a video promoting the service (to be run in January).</p> <p>More Very Brief Advice (VBA) training has taken place and is planned for Q3 - this supports referrals from the VCSE sector, commissioned services, primary care, etc.</p> <p>The provider continues to be under an improvement plan, with weekly reporting and meetings.</p>








BPI 12b	C&S	Cllr Katherine Dunne	Percentage of diffusion tube sites exceeding NO2 limits	0%	0.77%	0.77%		■	<p>In July and September just one diffusion tube site recorded a monthly NO2 concentration of greater than the target of 40ug. In August, no tubes recorded an exceedance.</p> <p>An average of 11 tubes were missing each month, preventing analysis. In all months the average concentration across all sites was lower than 24ug. The sites with the highest concentrations were those close to the A4 in the east of the borough, but three years of monitoring at Hogarth Roundabout shows declining concentrations.</p>
BPI 12c	C&S	Cllr Katherine Dunne	Average trend of NO2	<40 micrograms per cubic air	24.00	23.50		↑	<p>NO2 levels at Hounslow's automatic monitoring stations remained largely consistent between Q1 and Q2 2024/25. This is representative of usual expectations of spring and summer levels, which are lower than concentrations in the cooler winter months. Longer term trends in NO2 pollution, illustrated in the air quality annual status report, show pollution levels declining year-on-year at five of six sites. All sites continue to record monthly and annual means below the UK legal annual limit value of 40ug.</p>
BPI 12d	C&S	Cllr Katherine Dunne	Average trend of fine particulate matter (PM2.5)	<20 micrograms per cubic air	8.6	9.10		↓	<p>PM2.5 levels increased by 0.3 micrograms from Q1 to Q2. This data is monitored at two sites, Brentford and Chiswick, but installations of new equipment in October 2024 are increasing this to all six automatic sites. PM2.5 levels around 9ug are consistent with annual mean levels from the past four years.</p>
BPI 12e	C&S	Cllr Katherine Dunne	Average trend of coarse particulate matter (PM10)	<40 micrograms per cubic air	19.70	19.50		↑	<p>PM10 concentration measured in Hounslow remained consistent between Q1 and Q2. A borough-wide average of 19.5 reflects the differing locations of our automatic monitoring stations, some roadside and some in suburban or background locations. As with PM2.5, PM10 concentrations across the borough have seen only minor changes for the past three years, which is mirrored across much of London.</p>
BPI 14b	CAS	Cllr Lily Bath	Average time taken to complete adult carer first assessment (days)	50	62	50		↑	<p>Additional support provided by the first contact team where by a dedicated worker has been focusing on completing carers assessments has enabled the average time taken to complete a carers first assessment to decrease over the year. The average number of days taken to complete a first assessments has decreased from 62 days to 50 days in Q2 2024-2025. 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"> <li>• We will offer a carer's assessment to all carers to promote their wellbeing.</li> <li>• We will ensure eligible carers receive support to meet their identified outcomes.</li> <li>• We will carry out annual reviews to ensure that outcomes continue to be met.</li> <li>• New Carers Short Break provider to start in Q4, changing from Hestia to Harlington Hospice Assoc.</li> </ul>









	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%	1001 87.81%		↓	<p>The department has 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. In Q2 out of 1001 carers 88% receive self-directed support or Council commissioned support. In addition to Council commissioned support, ASC are using a strength-based approach when assessing carers needs and encouraging people to use community led support groups such as cycling and walking groups.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• The Public Health department have started to work on a carers strategy for the borough.</li> <li>• In 2023/24 ASC are placing emphasis on ensuring more carers receive service provisions such as Carers Emergency Cards, Carer Breaks and practical support.</li> </ul>
	BPI 14d	CAS	Cllr Lily Bath	Proportion of carers who receive direct payment	20%	11.00%	12.00%		↑	<p>In Q2 12% of carers are being supported through a direct payment. This is 120 out of 1001 carers who had a carers direct payment. ASC aim to increase the number of carers with a direct payment over time in stages, with the first aim to get into the 2nd quartile 20%, then 30% and finally 50%. The aim of ASC is to increase the amount of carers direct payments by the end of the financial year 2024-2025.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• This measure will be monitored within the Public Health department Carers Strategy.</li> <li>• Social work teams will be encouraged and reminded to offer carers a carers direct payment when completing assessments and reviews.</li> </ul>
	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%	65.60%		↑	<p>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 Q2 ASC continue to perform consistently well. In Q2 there are 66% of open cases with an assessment or review in the past 12 months. This result has remained similar when compared to the previous year.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• Team Managers and Service Managers are kept aware of their performance on a monthly basis through the Core Standards dashboard.</li> <li>• The number of people waiting for assessment following hospital discharge has been reduced and stabilised following the ending of the Discharge to Assess process.</li> <li>• We will respond to all referrals within 48 hrs. We will involve residents in their assessment and support planning.</li> <li>• Recruitment strategy currently in progress and ongoing to employ more permanent social workers.</li> </ul>
	BPI 34d	CAS	Cllr Lily Bath	Average time taken to complete first care act assessment for new people (locality teams) (days)	28	19	24		↓	<p>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 Q2 there were 66% of open cases with an assessment or review in the past 12 months. This result has remained similar when compared to the previous year.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• ASC will monitor the performance on a monthly basis at the Core Standard Reporting meeting</li> </ul>



	BPI 84	RH&ES	Cllr Salman Shaheen	Fitness membership levels (Lampton 360)	N/A	20,417	21,188	N/A	↑	Total Live memberships are up 9% year on year at the end of Q2 in September 24 (4% growth on Q1). Gold memberships account for 29% and concession members 15% of the base with Bronze (Gym/Swim only) now at 25%. 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	2		↓	This the the Net Promoter Score at the end of Q2 for the month of September 2024 as reported monthly by Lampton Leisure. Overall score at the end of Q2 was 21/100, down on the Q1 score of 31/100 against a national industry benchmark of 45. Hanworth achieved the top score of 67/100. Heston were the lowest performing site, with a score of - 47/100 with key highlights being vacancies affecting the running of classes and swim school.



## A Cleaner Hounslow




Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
BPI 42	RH&ES	Cllr Shivraj Grewal	Total number of fly tips on the public highway (25% reduction by 2026)	4642	5594	5966		↓	An increase in fly tipping incidents compared to Q1. Fly tipping continues to be the no. 1 priority. The partnership campaign with Keep Britain Tidy has been rolled out in 5 locations in Cranford and 7 locations in Hounslow West and we expect results in 2025 Q1. The SWS Team are now at full capacity with 4 officers, resulting in an increase of penalties issued. FMS facilitates easy reporting and continues to be widely used by residents to report fly tipping, which contributes to the high number of reported incidents.
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	£0	TBC (see commentary)	■	Governance being completed in Q3 to release funds. Works aiming to start in Q4. Majority of works will be programmed for Q1-Q3 in 2025-26 with a Pledge Closing scheme occurring in March 2026.
BPI 4g	RH&ES	Cllr Shivraj Grewal	Total annual household waste per head (kgs/head)	295 (annual)	TBC	TBC	TBC	TBC	Awaiting final figures from West London Waste & Waste Data Flow.
BPI 4h	RH&ES	Cllr Shivraj Grewal	Total household residual waste collected per household (kgs/household)	127.5 (510 annual target)	TBC	TBC	TBC	TBC	Awaiting final figures from West London Waste & Waste Data Flow.
BPI 4b	RH&ES	Cllr Shivraj Grewal	Percentage of waste sent for reuse, recycling, or composting (recycling rate)	37%	TBC	TBC	TBC	TBC	Awaiting final figures from West London Waste & Waste Data Flow
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%	98.30%		↑	One of the highest scores for litter for Q2, apart from last year which exceeded this score. Attributed once again to a combination of efforts by the Deep Cleanse and Weed Removal Teams combined with the fortnightly ward-based cleansing. The town centres and main routes have their own additional resource on a daily basis. The combination of this has resulted in the increase in percentage of streets clear of litter.
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%	95.46%		↑	The percentage of streets clear of detritus has been consistently above the target of 91% over the last year. This can be attributed to the regular planned seasonal cleansing, deep cleanse and ward-based cleansing activities, including a dedicated team to carry out cleansing of traffic islands. The combination of this has resulted in the increase in percentage of streets clear of detritus.
BPI 83	RH&ES	Cllr Shivraj Grewal	Missed collections – number of reports of missed bin (Lampton 360)	1500	1271	1497		↓	Although positive (as below target) missed bins were slightly up from Q1 as Q2 encompasses July & August where we rely on additional agency to cover the increased AL over summer holidays. Down from previous Q2 for 23-24 and being monitored on a monthly basis across all service areas.



A Thriving Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
	BPI 23b	CAS	Cllr Samia Chaudhary	Percentage of school attendance sessions	95%	94.00%	93.80%		↓	Attendance is a focus across all schools in Hounslow. The overall rate, across all schools, is on track to exceed the outturn for last year at the close of the Autumn Term. Since the start of the term, focus has sharpened on pupils with severe absence. Severe absence is defined by the DfE as an absence rate of 50% or less. Whilst overall attendance continues to improve in Hounslow schools, severe absence, often involving families facing complex circumstances and challenges, remains an important area of work. This is in line with the national and regional picture. A data informed and targetted approach is being taken by the School Attendance Support Service (SASS) with schools. We continue to ensure a multi-agency approach is taken, as required, working together with Early Help, CAMHS, and Children's Social Care to extend a supportive response for families.
	BPI 24	CAS	Cllr Samia Chaudhary	Percentage of possible school days LAC have attended	92%	83.44%	86.46%		↑	Q2 attendance figure has increased by 3.02%, with noting there are 49 LAC with 100% attendance, 45 LAC with 90% and above. Only 27 LAC have less than 90% attendance and will have interventions put in place to increase their attendance and attainment.
	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%)	2085 (19.8%)		↓	September and October are very much transition months as at the start of the academic year, the cohort are treated as in transition on the client database which is a "not known" destination but will be moved into their new destination (participation) once the information has been confirmed and received. Hence the low numbers in EET reflected in this quarter's return.
	BPI 25	CAS	Cllr Samia Chaudhary	Number and percentage of post-16 LAC who are in Education, Employment or Training	65%	61.00%	61.00%		■	We continue to see a stability and rise in EET, with over 60%. The cohort size has remained the same since Q1 and there is a total addition of 4 in EET.
	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%	82.10%		↑	
	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%	94.90%		↑	Adolescent Support Team: Negative outcomes were due to consent being withdrawn (3) and family ceasing engagement (1). A dip-sample by the Early Help Practitiners Team will be scheduled to analyse the reasons for these negative outcomes.  Family Support Team: This is a good indicator which shows that the Family Support process for trying to ensure engagement with families from the outset of case allocation is working. Assistant Team Managers have review supervisions at the 6 weeks mark to close cases with no consent / non-engagement.
	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)	100% (84)		↑	These indicators continue to evidence the benefit of an early intervention offer, in helping to reduce the demand for statutory services.

	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%)	116 (83.5%)			
	BPI 78	CAS	Cllr Samia Chaudhary	Take up of funded 15 hour places by disadvantaged 2 year olds	65.10%	79.00%	71.00%			<p>We continue to monitor the take up of 2-year-old places by families receiving additional support (previously referred to as "disadvantaged 2-year-olds"). The uptake figure for early Autumn term 2024 is 71%. Although this indicates a decrease of 8% on the quoted figure for Summer term 2024, the comparison of figures is impacted by a new approach to collating these uptake reports. Previous figures were taken at a point in the term before the funding claims data had been cleansed; the system is now able to produce data more accurately for the quarterly reports. We anticipate take-up will increase by the end of the term after adjustments to claims have been finalised, noting that a child who turned 2 years old by 31 August can receive their additional-support code and take up a place at any time during this term; this differs from the working families code, which has a cut-off date to apply for a place by 31 August.</p> <p>With the introduction of working families' entitlement, this could impact on take up of 2YO places by families receiving additional support, as some families fall into both categories. Government advice is that these families should apply for the 2YO childcare support code (for families receiving additional support), so in the event of a family falling out of employment, they would not lose their entitlement. We will be communicating this to families through our termly letters and raise awareness with colleagues and stakeholders.</p>
	BPI 79	CAS	Cllr Samia Chaudhary	Percentage of pupils who are persistently absent	20.00%	17.70%	17.70%			<p>Attendance is a focus across all schools in Hounslow. The overall rate, across all schools, is on track to exceed the outturn for last year at the close of the Autumn Term.</p> <p>Since the start of the term, focus has sharpened on pupils with severe absence. Severe absence is defined by the DfE as an absence rate of 50% or less. Whilst overall attendance continues to improve in Hounslow schools, severe absence, often involving families facing complex circumstances and challenges, remains an important area of work. This is in line with the national and regional picture.</p> <p>A data informed and targetted approach is being taken by the School Attendance Support Service (SASS) with schools. We continue to ensure a multi-agency approach is taken, as required, working together with Early Help, CAMHS, and Children's Social Care to extend a supportive response for families.</p>
	BPI 82	CAS	Cllr Samia Chaudhary	September Guarantee (offers) (annual)	N/A	-	-	N/A	N/A	Data is due in Quarter 3
	BPI 87	CAS	Cllr Samia Chaudhary	Percentage of Children's Social Care referrals that become repeat referrals within 12 months	15%	19.5%	18.8%			For the rolling year to date Hounslow has received 3494 referrals with 656 of those, 18.8%, 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	CAS	Cllr Samia Chaudhary	Long-term placement stability (2.5 years)	75%	73.3%	79.70%		↑	CLA aged between 0-15 on 30th September 2024, who had been looked after continuously for at least 2.5 years, 79.7% had lived in the placement for at least 2 years. This is a priority area and this figure continues to improve from the last quarter (Q1 24/25 73.3%) and has now reached above the target of 75% and remains 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	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%	61.30%		↑	198 Former Relevant Carers were in EET. 12 YP were NEET due to illness/disability, 14 YP due to pregnancy or parenting and 116 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.








A Safer Hounslow	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
	BPI 70	C&S	Cllr Raghwinder Siddhu	Number of Violence Against the Person with Injury offences (excluding domestic abuse)	N/A	581	583	N/A	↓	In Quarter 2, there was a total of 583 recorded Violence Against the Person offences (July to September 2024), 9 more recorded offences in comparison to quarter 1 and a 1.57% increase. The Community Safety team continues to work in partnership with the Metropolitan Police service and other statutory partners to address and reduce violent offences in the borough.
	BPI 71	C&S	Cllr Raghwinder Siddhu	Number of robbery offences	N/A	158	181	N/A	↓	In Quarter 2 (July - September 2024), there were a total of 181 recorded Robbery offences that took place in the borough. When compared to the previous quarter, there were 13 more offences recorded in Quarter 2, which equals to a 7.74% increase. The Community Safety team continues to work in partnership with the Police and community stakeholders to increase visibility in areas 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%	99%		↓	Feedback forms and the response provided by people accessing the service plays a crucial part in the successful delivery of the service. This information helps to shape the support provided and review the information we are providing. During this period a form returned from the One Stop Shop stated that the woman did not feel as safe as she wanted to feel. The woman was contacted again by her Independent Domestic Violence Advisor (IDVA) and her circumstances and concerns discussed further. The woman was given further advice and support and said she felt safer after the conversation and further options.
	BPI 86	CAS	Cllr Lily Bath	Number first time entrants to criminal justice system (Rate per 100,000)	Less than 87	66.2	33.14		↑	There were 10 First Time Entrants (6 male and 4 female) during Jul to Sep 2024, committing 22 offences. The highest committed offences type was violence against the person (14 Offences) followed by Vehicle Theft / Unauthorised Taking (4 Offences). Reduction of 10 children (50%) compared with the previous quarter. (20 FTE in Apr-Jun 2024.) FTE 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%	88.18%		↑	<p>ASC have responded well to safeguarding referrals over the past year, with Q2 achieving 88% of safeguarding referrals where risks were identified that ended with risks having been removed or reduced. 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. The panel supports agencies in their work to lower and manage risk to residents, specifically where partners feel they have exhausted all internal mechanisms for managing the risk. They will consider work to reduce and manage risks such as hoarding, significant fire risks and risks associated with Self-Neglect. Additionally, ASC follow the 'Making Safeguarding Personal' procedure to ensure people's voices are heard. People are encouraged to feedback on how they feel the safeguarding went which is reflected in the safeguarding risk management plan.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• ASC managers are supporting workers - providing open door sessions with Safeguarding team members to support resolve issues / challenging safeguarding cases.</li> <li>• Safeguarding audits continue to be in place with a service manager completing one audit a month – learning fed through to the Safeguarding Adults Manager (SAMs) meetings.</li> </ul>
	BPI 19e	CAS	Cllr Lily Bath	Percentage of adults safeguarding concerns with outcomes achieved or partially achieved	85%	92.1%	90.6%		↓	<p>Where safeguarding concerns are indicated people are asked if they felt the safeguarding outcomes are achieved or partially achieved. In Q2 2024-2025 91% of people reported safeguarding outcomes achieved or partially achieved. The higher the percentage the better the performance.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• This measure will continue to be monitored on a monthly basis under the Safeguarding Board Report.</li> </ul>
	BPI 19f	CAS	Cllr Lily Bath	Percentage of adult safeguarding referrals responded to within 48 hours	90%	87.66%	88.05%		↑	<p>Previously in 2023/2024 ASC had a departmental target to respond to 80% of of safeguarding referrals within 24 hours. In 2024/2025 the metric response time has been adjusted to safeguarding responded to within 48 hours to align with the pan-London process. In Q2 ASC improved performance slightly from 87% to 88%, just outside of the 90% target. ASC are monitoring this measure monthly via the Core Standards Report.</p> <p>Actions</p> <ul style="list-style-type: none"> <li>• Performance on this target is reported back to the Team Manager and Service Managers on a monthly basis via the ASC Core Standards report.</li> <li>• To address the needs of people who have care and support needs and are subject to Human Trafficking we have provided training for all ASC staff and tasked a member of staff to raise awareness.</li> <li>• Case studies presented by Safeguarding Adults Managers at monthly meeting to enable shared learning.</li> <li>• We continue to support people experiencing human trafficking through the Community Safety team member employed to focus on human trafficking. We complete referrals to The National Referral Mechanism (NRM) run by the home office.</li> </ul>
	BPI 22c-d	RH&ES	Cllr Raghwinder Siddhu	Number and percentage of local businesses broadly compliant with food (safety) law	N/A	1929 (88%)	1982 (79%)	N/A	↓	<p>Compliance figures have decreased from 88% to 79% in the period. This excludes food businesses awaiting inspections, which includes 124 new food registrations received in Q2.</p>





	BPI 74	CAS	Cllr Samia Chaudhary	Open Child Protection Plans under 12 months duration	80.00%	86.7%	80.5%		↓	As of 30th September 2024, there were 215 children subject to a child protection plan. 173 (80.5%) 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 child protection plans at month end has dropped slightly since the start of the reporting year from 240 (36.5/10,000) to 215 (32.7/10,000). Our performance is similar to the latest published information at a national level which shows that 82.8% of child protection plans open on 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) (cumulative)	23 (annual target)	7 (cumulative)	9 (cumulative)		↑	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 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 9 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; Q2 = 9/23.









## A Liveable Hounslow

Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
BPI 57	C&S	Cllr Ajmer Grewal	Percentage of TCF funded projects that have met their agreed outcomes	100%	100%	100%		■	19 projects submitted monitoring returns during the period (10 Small grant, 7 revenue, 2 capital) and all were delivering successfully. We made a decision to withdraw funding from one organisation at the early stages of their project planning due to concerns about their approach and this funding will be invested within other services in the next funding round.
BPI 58	C&S	Cllr Ajmer Grewal	Number of resident beneficiaries of the TCF funding over the quarter	N/A	18,380	14,977	N/A	↓	Almost 15,000 residents are expected to benefit through the 58 projects supported in Q1 providing opportunities to improve health and wellbeing, address food insecurity, increase social connections and address social isolation, develop skills through creative opportunities, and reduce the risk of exploitation and ASB amongst young people.
BPI 15e	C&S	Cllr Ajmer Grewal	Number of active/ open volunteering opportunities in the period	N/A	237	243	N/A	↑	Opportunities increased in Q2 also with a mix of one off and regular opportunities within VCSE and statutory organisations. The Volunteer Centre promotes available roles at drop ins, on its database and through regular newsletters to registered volunteers.
BPI 73	RH&ES	Cllr Sue Sampson	HRA tenant satisfaction with responsive repairs	85.00%	90.94%	90.82%		↓	This is a marginal improvement when compared with the performance in April 2024 which was 89.36%* 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	4092	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	1026	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. The increase in approaches when compared to Q1 is partly due to a higher than usual approaches by End of NASS - National Asylum Support Scheme clients.
BPI 2b	RH&ES	Cllr Sue Sampson	Number of households in temporary accommodation	650	709	633		↑	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. Achieved target – root cause output of TA greater than input – new build social housing lets one of the key factors.
BPI 32a	RH&ES	Cllr Sue Sampson	Total arrears across Council housing estates	TBC	£7,289,439	£7,575,260	TBC	↓	In Q2 more cases migrated to UC as part of the UC mitigation plan. The overall income performance remains static. The main reason for an increase from Q1 to Q2 was UC cases being in 8 weeks arrears from migration. The team is currently undergoing restructure and additional resources will be recruited in due course to support income recovery. Once the new team is up and running, we expect to see a drop in total rent arrears. The new Income Manager starts on the 7th of November.
BPI 32b	RH&ES	Cllr Sue Sampson	Number of households in arrears	TBC	6296	8975	TBC	↓	The number of reported households in arrears has increased significantly due to UC migration. 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)	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)	214 (cumulative)	TBC	↑	The Council have nominated 214 Housing Register clients into properties purchased by Lampton Investment 360 since 2022/23, to discharge the Council's re-housing duties. The total figure now also includes Lampton properties that are not let to council household, but let to Hounslow tenants at the affordable rate.
	BPI 32g	RH&ES	Cllr Tom Bruce	Amount invested on Council Estates improvements	£590m by 2026	£303m (cumulative)	£317m (cumulative)		↑	Cabinet (Jan'23) approved £596m of capital budgets (2023 HRA Business Plan) across: 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). 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). Note – Cabinet (Jan'24) approved revised programmes for both areas to fit within a sustainable HRA Business Plan. Revised EIP budgets 23/24 = £30m; 24/25 = £30m; 25/26 = £30m - £26.6m lower than budgets approved in Jan'23. Revised CHD budgets 23/24 = £107.4m; 24/25 = £103.6m; 25/26 = £79.2m - £43.4m lower than budgets approved in Jan'23 24/25 Q2 Commentary: £2.23m projected underspend on HRA Estate Investment programme this year. £20.02m projected underspend on the Council House Building programme this year.
	BPI 90a	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required gas safety checks have been carried out.	100%	99.82%	99.84%		↑	
	BPI 90b	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	100%		■	
	BPI 90c	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%	100%		↑	
	BPI 90d	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required legionella risk assessments have been carried out.	100%	100%	100%		■	
	BPI 90e	RH&ES	Cllr Sue Sampson	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	95.80%	95.10%		↓	7 sites are currently non-compliant for LOLER. However, appointments have been scheduled for these inspections. Additionally, these lifts have received their monthly inspections from a competent lift engineer (Apex Lift Contractor), ensuring that all lifts are safe to use. The Electrical Officer is working closely with HSB to complete all insurance inspections.
	BPI90f NEW	RH&ES	Cllr Sue Sampson	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	96%	78.07%	74.11%		↓	The performance within these categories continues to be below the target of 96% non-emergency repairs to be completed within the timescale. The performance in September 2024 shows a decline in performance for all categories of non-emergency repairs, when compared with that for August 2024 which was 78.70%. One of the most likely causes of this is the decline in performance of repairs required to be carried out within five working days. In September, this figure was 64.42%, in August, 70.53% and in July, 84.31%. Performance within these categories continues to be reviewed and monitored at the Responsive Repairs Monthly Performance Report (MPR) and Contract Monitoring Group meetings, in conjunction with the other key performance indicators within this category. Proposed and ongoing actions to improve performance in this and the non-emergency categories include the ongoing review of the repairs policy and working with the NEC project team upgrade to repairs finder, to assist with the initial diagnosis of repairs. In addition, the reconvened LBH/ Coalo monthly service improvement and Contact Centre meetings will be recommencing on 23 October 2024. These will further focus on improvements in delivery and performance of the responsive repairs service.

	BPI90g NEW	RH&ES	Cllr Sue Sampson	Proportion of emergency responsive repairs completed within the landlord's target timescale	100%	99.81%	99.66%			<p>The performance in September did not meet the target of 100% emergency repairs to be completed within the timescale, with two orders being out of target. This is a marginal decline in performance from August 2024, when 100% of emergency repairs were completed within the 24-hour target. Performance within this category continues to be reviewed and monitored at the Responsive Repairs Monthly Performance Report (MPR) and Contract Monitoring Group meetings, in conjunction with the other key performance indicators within this category. Proposed and ongoing actions to improve performance in this and the non-emergency categories include the ongoing review of the repairs policy and working with the NEC project team upgrade to repairs finder, to assist with the initial diagnosis of repairs.</p> <p>In addition, the reconvened LBH/ Coalo monthly service improvement and Contact Centre meetings will be recommencing on 23 October 2024. These will further focus on improvements in delivery and performance of the responsive repairs service.</p>
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Corporate Health	Ref	Directorate	Lead member	Measure	2024-25 Target	Q1 Outturn	Q2 Outturn	Q2 RAG-rating (R) = Red, (A) = Amber, (G) = Green	Q2 Direction of travel	Commentary on Q2 performance
	BPI 31a	C&S	Cllr Shivraj Grewal	Percentage of Contact Centre calls answered	82%	75% (38809)	84% (42025)		↑	Customer Services answered 42,025 calls during Q2. In total, we received 50,031 calls and achieved an answer rate of 84%. This represents an increase of 9% in calls answered compared to volume of calls answered during Q1. Although we have had continuous long-term sickness in Customer Services throughout Q2, we have seen an increase in the number of calls answered as we have trained our new 6 members of staff on multiple phone lines to increase the answer rate and improve our residents' experience. Following the ongoing TCE work, we will be going live with our new Resident Experience team in October 2024. We will be recruiting new members of staff with the aim of increasing the overall answer rate in Q3 and Q4.
	BPI 31b	C&S	Cllr Shivraj Grewal	Speed to answer Contact Centre calls (seconds)	N/A	369	218	N/A	↑	The average answer time during Q2 was 218 seconds – 3 minutes 38 seconds. This is a decrease of 151 seconds – 2 minutes 31 seconds compared to Q1. Customer Service aim to answer calls as quickly as possible, and following the ongoing TCE work, we will be going live with our new Resident Experience team in October 2024. We will be recruiting new members of staff and with the TCE changes, 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	-	-	TBC	TBC	There is currently no target for number of customers surveyed or number of customers satisfied. GovMetric has fallen into the TCE project where customer 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 Q2.
	BPI 59	C&S	Cllr Shantanu Rajawat	Days lost to sickness per FTE	0.75	0.59	0.66		↓	Sickness has slightly increased from last quarter at 0.66 days lost per FTE. However, this remains below our target of 0.75 days lost per FTE. Muscular-Skeletal, Stress & Anxiety and Investigational Procedures 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%	0.93%		↓	Turnover has slightly increased, but 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%	74.25%		↑	Retention rates have increased to 74%, we remain slightly below our target rate and the London Councils' median of 80%. As part of our EDI priorities for the year ahead, we are focusing 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	£18.12m		↓	Forecast £18.1m overspend - as detailed in the Financial Monitoring Update Quarter 2 2024/25 report on the agenda for Cabinet on 12 November 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; rapidly increasing demand across all adult social care client groups of £4.7m; loss on disinvestment from Multi-Asset Income Fund £3.9m; pressures on the net cost of waste collection and waste disposal totalling £3.2m; and a £2.9m 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	£-22.6m		↓	As included in the Financial Monitoring Update Quarter 2 report to Cabinet on 12 November 2024, there is a forecast in-year variance of £0.1m on the General Fund capital programme, where there is forward phasing on the delivery timetable for new vehicles, and increased utilisation of Disabled Facilities Grants, offset by slippage in the schools' condition programme. There is also a forecast in-year variance of £22.5m on the HRA capital programme, consisting of a variance of £2.5m on the Estate Investment Programme and a variance of £20.0m on the Council House Building Programme.
	BPI 36f	F&R	Cllr Shantanu Rajawat	Projected DSG Outturn within planned DSG deficit (target £, projected £, variance £)	£5.1m	£5.1m	£5.1m		■	The 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 2 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	£3,312,000	£543,000		↓	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 2 forecast included in the Financial Monitoring Update Quarter 2 2024/25 report to Cabinet on 12 November 2024 is for a reduced contribution of £0.5m, due to the level of void dwellings and consequent repairs and maintenance costs, as well as higher interest costs.
	BPI 10a	C&S	Cllr Shantanu Rajawat	Number of local firms providing services to LBH	N/A	88	78	N/A	↓	This is for reporting only; procurement has no influence over this.
	BPI 10b	C&S	Cllr Shantanu Rajawat	Percentage of contracts open to local firms	80%	62%	65%		↑	Most of our contracts were open this quarter.
	BPI 10c	C&S	Cllr Shantanu Rajawat	Percentage of in-scope Procurement exercises including Social Value	100%	100%	71%		↓	Most eligible contracts went out with SV this quarter.
	BPI 80	F&R	Cllr Shantanu Rajawat	Speed of processing new benefit claims (days)	15	6.35	11.54		↓	This has increased due to a some complications with the way data has been processed in the new NEC housing system, this resulted in rent accounts being set up with an incorrect tenancy type. This has had an impact on processing times. It was also identified that there has been a backlog in bed and breakfast and temporary accommodation housing benefit claims being submitted when the residents first moved into the accommodation.
	BPI 81	F&R	Cllr Shantanu Rajawat	Speed of processing change of circumstance (days)	5	2.26	2.44		↓	This is due to increased workload from the Housing team as explained above and the new NEC housing system.

	BPI90h NEW	RH&ES	Cllr Sue Sampson	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code	100%	79.00%	29.00%		↓	In Q2 our average response rate is 29% July - 24% August - 34% September - 29% The performance dropped significantly. 90% of missed complaints are related to repairs. This is reviewed and discussed at monthly performance meetings.
	BPI90i NEW	RH&ES	Cllr Sue Sampson	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code	100%	80.00%	65.00%		↓	In Q2 our average response rate is 65% July - 71% August - 88% September - 35% * *please note that September performance is still not complete as 10x (59%) of all complaints are still open. Stage 2 performance is regularly reviewed and discussed at monthly performance meetings.