












Monthly Management Report

December 2016

Contents

Key

-  On track to achieve our outcomes
-  Slightly behind and requires improvement
-  Not on track but taking corrective action
-  Improving
-  No change
-  Declining
-  Missing actual data
-  Missing target
-  Missing target and actual data

Foreword	03
Overall Summary: Performance	04
Areas for Management Attention	05
Areas of Good Performance	06
Overall Summary: Projects & Programmes	07
Overall Summary: Risk	08
Overall Summary: Finance	11
Hot Topics	12
2. Young People's Achievement and Involvement	xx
3. Clean, Green and Liveable	xx
4. Safety, Security and Visible Presence	xx
5. Strengthening the Local Economy	xx
6. Decent Homes for All	xx
7. Protection of Children	xx
8. Caring for Adults and Older People	xx
9. Active, Healthy Citizens	xx
10. Inspiring Efficiency, Effectiveness and Equity	xx
Appendix A: Methodology - performance	xx
Appendix B: Methodology - projects, risk, finance	xx

Foreword

The purpose of the Management Report is to place on record each month, in a consistent format, our performance against priorities. Each month we attempt to give a full account of what is being done, what has been achieved and which areas require additional management attention to secure future achievements. The report gives some coverage to the effectiveness of our partnership working. Reporting on performance is always double-edged. We have high ambitions and targets which are set to stretch management and staff effort. So, there are areas where the need for greater management attention is highlighted.

The report focuses on the Council's performance in line with our corporate priorities, drawing data from performance indicators (PIs), project monitoring information, risk register assessments and financial reports.

Performance:

Performance is being reported for November 2016. There are 13 performance indicators (68 per cent) reported as green or amber against target, and 9 (47 per cent) are showing an upward direction of travel. There are 6 performance indicators (32 per cent) reported as red against target and 10 performance indicators (53 per cent) which have a Red direction of travel. There are 4 indicators that have missing performance data.

Projects:

Projects are being reported for December 2016. There are no red projects this month.

Risks:

Risks are being reported for September 2016. There are nine red corporate risks - ICT infrastructure is not fit for purpose and/or does not meet business needs; noncompliance with Health & Safety legislation; financial failure and inability to maintain service delivery within a balanced budget; loss of income to the Council; failure of child safeguarding arrangement; serious adult safeguarding concern; information governance failure; failure to maintain sufficient management capacity and capability to deliver business as usual and implement transformational change; and strategic programme to develop and implement transformational change does not deliver. There are 12 amber risks and 1 risk is rated green.

Finance:

The financial outturn for 2016/17 as at 30 November 2016 is as follows: There is a forecast overspend of £11.6m (an increase of £0.6m compared to the position in October 2016) against the directorates' net general fund revenue budget which is £236.218m. This compares with a final outturn of £3.1m for 15/16 which resulted after applying £3.2m of funding for 'risks and other budget pressures' against directorates' year end overspend of £6.3m for the year. The Housing Revenue Account (HRA) is currently projecting a balanced budget position. The Dedicated Schools Grant (DSG) is expected to balance at the year end. It is expected that there will be nine schools that require a licensed deficit. It is also expected that following the academy conversion order for Sedgehill School the school's deficit will be written off against the schools contingency.

Barry Quirk, Chief Executive
17 January 2017

Overall Summary: Performance

Summary of performance indicators in this report.

Priority 2 - Young People's Achievement and Involvement					Priority 2 - Young People's Achievement and Involvement				
Overall Performance					Direction of Travel				
				Total					Total
2	0	0		2	2	0	0		2
Priority 3 - Clean, Green and Liveable					Priority 3 - Clean, Green and Liveable				
Overall Performance					Direction of Travel				
				Total					Total
1	0	2	2	5	1	0	2	2	5
Priority 6 - Decent Homes for All					Priority 6 - Decent Homes for All				
Overall Performance					Direction of Travel				
				Total					Total
0	1	0	1	2	1	0	0	1	2
Priority 7 - Protection of Children					Priority 7 - Protection of Children				
Overall Performance					Direction of Travel				
				Total					Total
0	1	2		3	0	0	3		3
Priority 8 - Caring for Adults and Older People					Priority 8 - Caring for Adults and Older People				
Overall Performance					Direction of Travel				
				Total					Total
2	0	1		3	2	0	1		3
Priority 9 - Active, Healthy Citizens					Priority 9 - Active, Healthy Citizens				
Overall Performance					Direction of Travel				
				Total					Total
0	0	1		1	0	0	1		1
Priority 10 - Inspiring Efficiency, Effectiveness and Equity					Priority 10 - Inspiring Efficiency, Effectiveness and Equity				
Overall Performance					Direction of Travel				
				Total					Total
1	2	3	1	7	4	0	2	1	7

Across all performance indicators in this report						Across all performance indicators in this report				
Overall Performance						Direction of Travel				
					Total					Total
6	4	9	2	2	23	10	0	9	4	23

Performance

This report contains November 2016 performance data, and finds that 13 indicators are reported as Green or Amber against target which is an increase of 1 from last month. In November 2016, 6 indicators are reported as Red against target, which is a decrease of 1 from last month. There are 4 indicators with missing data in November 2016, which is the same as last month.

Direction of Travel

A total of 9 indicators are showing an upward trend in November 2016, which is up by 1 from the previous report. There are 10 indicators with a red direction travel, a decrease of 1 from last month. In November 2016, 4 indicators had missing data, which is the same as last month.

N.B. direction of travel is the change in performance and is measured against the previous year. Therefore changes to targets from one year to the next will affect this.

Areas for Management Attention

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Areas requiring management attention this month						
Performance Indicators - Monthly Indicators						
	Against Target Nov 16	DoT Nov 16 v Mar 16	DoT Nov 16 v Oct 16	Consecutive periods Red (last 12 periods)	Priority No.	Page No.
LPZ940 % EHCPs issued under 20 weeks excluding exceptions to the rule	▲	🚩	🟢	5	2	p14
LPZ941 % EHCPs issued under 20 weeks including exceptions to the rule	▲	🚩	🟢	5	2	p15
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	▲	🚩	🚩	-	10	p39
Performance Indicators - Monthly Indicators (reported 1 month behind)						
	Against Target Oct 16	DoT Oct 16 v Mar 16	DoT Oct 16 v Sep 16	Consecutive periods Red (last 12 periods)	Priority No.	Page No.
LPI264 2C (1) Delayed transfers of care from hospital per 100,000 population (NHS only)	▲	🚩	🚩	3	8	p27
LPI265 2C (2) Delayed transfers of care from hospital which are attributable to ASC per 100,000 pop	▲	🚩	🚩	2	8	p28

Areas of Good Performance










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Areas of Good Performance				
Performance Indicators - Monthly indicators				
	Against Target Nov 16	DoT Nov 16 v Mar 16	DoT Nov 16 v Oct 16	Priority No.
NI062 Stability of placements of looked after children: number of moves	★	🟢	🟢	7
NI063 Stability of placements of looked after children: length of placement	★	🟢	🔴	7
LPI254 1C (2) % people using social care who receive direct payments	★	🟢	🟢	8
LPI202 Library visits per 1000 pop	★	🟢	🟢	9
LPI548a %age of notifiable incidents occurring on non-school sites reported to the HSE	★	🟢	🔴	10
Performance Indicators - Monthly Indicators (reported 1 month behind)				
	Against Target Oct 16	DoT Oct 16 v Mar 15	DoT Oct 16 v Sep 16	Priority No.
NI191 Residual household waste per household (KG)	★	🟢	🟢	3

Programmes and Projects

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Project Performance - December 2016

This month				One month ago				Two months ago			
Status			Total	Status			Total	Status			Total
			15				15				15
0	9	6		2	7	6		2	7	6	

Project	Estimated completion dates
Project	Date
PMSRGN Deptford Rise Public Realm (In Devel) Deptf TC	October 2016
PMSCYP Building Schools for the Future	December 2016
PMSRGN Beckenham Place Park (Fundraising Project)	Round 2 funding announcement in December 2016
PMSCUS Lewisham Homes Capital Programme 2016/17	March 2017
PMSCUS New Homes, Better Places	Phase 2 completion - July 2017
PMSCYP Primary Places Programme 2016/17	September 2017
PMSRGN Sydenham Park Footbridge	September 2017
PMSCUS Excalibur Regeneration	January 2018
PMSCUS Bampton and Shifford Estate Development	Spring 2018
PMSRGN Southern Site Housing - Deptf TC Prog	November 2018
PMSRGN Milford Towers Decant	2019
PMSCUS Besson Street Development	2021
PMSRGN New Bermondsey Regeneration Scheme	2026
PMSRGN Catford Centre Redevelopment	2026
PMSCYP Developing 2 Year Old Childcare Provision	TBC

Movements in project status since October 2016

Upgrades:

None

Downgrades:

Red to Amber

- Milford Towers Decant
- Southern Site Housing - Deptford Town Centre Programme

Removals:

None

Additions:

None

Overall Performance: Risk

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Likelihood	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
	Impact				

Risk can be defined as uncertainty of outcome due to an event or an action in the future that could adversely affect an organisation's ability to achieve its business objectives and meet its strategies.

Good risk management allows an organisation to have increased confidence in achieving its desired outcomes; effectively constrain threats to acceptable levels; and take informed decisions about exploiting opportunities. Good risk management also allows stakeholders to have increased confidence in the organisation's corporate governance and ability to deliver.

In accordance with the Council's current Risk Management Strategy, risk is monitored by way of risk registers. Risks are scored in terms of likelihood and impact, with a range from 1 to 5 (with 5 being the highest) and the result is plotted on a matrix (as shown) to produce the RAG rating. A target is also set and the risk registers contain action plans to manage the risks to target and these are subject to regular review by Directorate Management Teams. The risk registers are reported to the Executive Management Team/Heads of Service (instead of the Risk Management Working Party that has now been disbanded) and the Internal Control Board on a quarterly basis and quarterly updates are provided in this report. The previous quarter's data will be routinely carried forward until the next quarterly update is made, unless there are matters of significance that need to specifically be brought to management's attention.

The Corporate Risk register has been refreshed to ensure that all risks are more clearly defined and accurately reflect the underlying risks. All of the action plans within the registers now have clear deadlines for completion. There are 22 risks in total on the Corporate Risk register (9 Red, 12 Amber, and 1 Green).

Alignment of directorate to corporate risks is regularly analysed and reported to the Internal Control Board. Analysis of the alignment of risks identified in business plans to the directorate registers will be strengthened following completion of the 2017/18 business planning process.

A Risk Maturity Assessment, undertaken by Internal Audit, reported in July 2016. It assesses the Council as 'Risk Managed'. This is the fourth highest of a five point scale. The definition of 'Risk Managed' is 'Enterprise-wide approach to risk management developed and communicated'.

There are six recommendations arising from the Assessment and an action plan is in place to implement these by the due dates. A follow up review will take place within nine months. An implementation check of the recommendations arising from the Risk Management Internal Audit completed in 2015/16 is currently underway.

Overall Performance: Risk

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Red (Corporate Register)		
Corporate priority	Risk name	Current status
10	2. ICT infrastructure is not fit for purpose and/or does not meet business needs An ICT strategy is in development with support from SOCITM and Public Accounts Committee approval for implementation. New desktop environment is being deployed in phases, with ongoing work to improve the infrastructure under the LBL/Brent shared service.	▲
10	4. Non-compliance with Health & Safety Legislation Cross directorate monitoring meetings are taking place. Lessons learnt from CYP audits to be reported to CYP Directorate Management Team.	▲
10	6. Financial Failure and inability to maintain service delivery within a balanced budget The 2016/17 forecast overspend is £7.7M against the directorates' net general fund budget with £3.8M of corporate provisions held for risk and pressures. Savings proposals of £35M to 17/18 are being progressed. The 2015/16 forecast overspend is £6M against the directorates' net general fund revenue budget with £3.2M of corporate provisions held for risk and pressures. Savings proposals of £35M to 17/18 are being progressed.	▲
10	9. Loss of income to the Council Issues continue with Oracle 12 and the system is hampering debt collection and fund allocation. All issues with Oracle 12 are subject to Scrutiny overseen by the Executive Director, Resources and Regeneration.	▲
8	17. Serious Adult Safeguarding Concerns Continue engagement with staff and partners as direction of travel becomes clearer. Expand Financial Implications in decision reports to include consideration of implications.	▲
7	18. Failure of child safeguarding arrangement Regular and ongoing management action and review continues in respect of safeguarding. However, the risk of avoidable death or serious injury to client or employee will continually be rated red due to the potential severity should an event occur.	▲
10	21. Information governance failure. All Information Management policies to be refreshed in line with new Data Protection legislation coming from the EU that will replace the current Data Protection Act and to ensure alignment with Brent. Refresh of Information Governance policies to follow.	▲
10	24. Failure to maintain sufficient management capacity & capability to deliver business as usual and implement transformational changes. This risk recognises the risk of strain on management capacity and capability with continuing headcount reductions and significant changes to ways of working. Declining budgets, changing demand and pressures, new technologies and a different community role under the Localism Act drive risk of a decline in flexibility and duality of service due to insufficient time or resource. Consideration of capacity and capability and succession planning are all indicated in the 'STAR' service planning model. Organisational shape, direction and delivery strategy being continually reviewed.	▲
10	30. Strategic programme to develop and implement transformational change does not deliver Reviews across key services to implement transformational changes in current climate of austerity. Exploring further potential for shared services, digitisation commercialisation and income generation as a means of delivering savings.	▲

Overall Performance: Risk




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Corporate Risk					
	Current Status	Current status against target	Source Date	Direction of Travel	Priority
1. Failure to effectively manage the impacts of an emergency affecting the public, business, environment and/or organisation.	●	★	Sep 16	➔	10
2. ICT infrastructure is not fit for purpose and/or does not meet business needs	▲	▲	Sep 16	➔	10
4. Non-compliance with Health & Safety Legislation	▲	▲	Sep 16	➔	10
5. Failure to anticipate and respond appropriately to legislative change.	●	▲	Sep 16	➔	10
6. Financial Failure and inability to maintain service delivery within a balanced budget	▲	▲	Sep 16	➔	10
7. Adequacy of Internal Control.	●	●	Sep 16	➔	10
8. Lack of provision for unforeseen expenditure or loss of income in respect of Council's liabilities or funding streams.	●	●	Sep 16	➔	10
9. Loss of income to the Council	▲	▲	Sep 16	➔	10
10. Failure to manage performance leads to service failure.	●	▲	Sep 16	➔	10
12. Multi-agency governance failure leads to ineffective partnership working	●	▲	Sep 16	➔	10
13. Failure to manage strategic suppliers and related procurement programmes.	●	▲	Sep 16	➔	10
15. Loss of a strategic asset or premises through failure to maintain it in a safe and effective condition	●	▲	Sep 16	➔	10
17. Serious Adult Safeguarding Concerns	▲	▲	Sep 16	➔	8
18. Failure of child safeguarding arrangement	▲	●	Sep 16	➔	7
19. Loss of constructive employee relations	●	●	Sep 16	➔	10
21. Information governance failure.	▲	▲	Sep 16	➔	10
24. Failure to maintain sufficient management capacity & capability to deliver business as usual and implement transformational changes.	▲	▲	Sep 16	➔	10
27 Governance failings in the implementation of service changes	●	▲	Sep 16	➔	10
28. Failure to agree with partners integrated delivery models for local health and care services.	★	★	Sep 16	➔	9
29 Move to IER impacts work of boundary commission	●	▲	Sep 16	➔	10
30. Strategic programme to develop and implement transformational change does not deliver	▲	●	Sep 16	➔	10
32. Election/Referendum not conducted efficiently.	●	▲	Sep 16	➔	10

Overall Performance: Finance

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Performance

	October 2016	%	November 2016	%
	3	30	3	30
	0	10	0	0
	7	60	7	70
Total	10	100	10	100

The financial outturn for 2016/17 as at 30 November 2016 is as follows: There is a forecast overspend of £11.6m (an increase of £0.6m compared to the position in October 2016) against the directorates' net general fund revenue budget which is £236.218m. This compares with a final outturn of £3.1m for 15/16 which resulted after applying £3.2m of funding for 'risks and other budget pressures' against directorates' year end overspend of £6.3m for the year.

The Housing Revenue Account (HRA) is currently projecting a balanced budget position.

The Dedicated Schools Grant (DSG) is expected to balance at the year end. It is expected that there will be nine schools that require a licensed deficit. It is also expected that following the academy conversion order for Sedgehill School the school's deficit will be written off against the schools contingency.

Finance by Priorities (£000s)			
	2016/17 Budget	Latest projected year end variance as at Nov 16	% variance
01. NI Community Leadership and Empowerment	6,260	-380.00	-6.07
02. NI Young People's Achievement and Involvement	5,700	1,500.00	26.32
03. NI Clean, Green and Liveable	18,900	1,900.00	10.05
04. NI Safety, Security and Visible Presence	9,900	-800.00	-8.08
05. NI Strengthening the Local Economy	2,700	-300.00	-11.11
06. NI Decent Homes for All	5,500	700.00	12.73
07. NI Protection of Children	41,900	3,800.00	9.07
08. NI Caring for Adults and Older People	72,100	3,400.00	4.72
09. NI Active, Healthy Citizens	4,840	1,180.00	24.38
10. NI Inspiring Efficiency, Effectiveness, and Equity	68,418	600.00	0.88
Corporate priorities	236,218	11,600.00	4.91

Hot Topics

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The following 'Hot Topics' is currently being reported:

Beckenham Place Park gets £4.9m funding

Beckenham Place Park, south east London's biggest park, got a multi-million pound boost with the news that our stage 2 proposals have been approved and a further £4.7m has been released by the Heritage Lottery Fund and Big Lottery Fund to implement a major restoration programme. We will now press ahead with ambitious plans to conserve and enhance Beckenham Place Park, attracting more people of all ages to visit the park and celebrate its cultural heritage and ecological importance. The £4.7m funding (which follows an initial £200,000 development grant) will be used for park-wide redevelopment so that the borough's largest open space offers different activities and attracts many more visitors to enjoy the outdoors and the natural setting. Restored features and new attractions funded through the grant include: restoration of the Georgian lake; habitat enhancements including wet woodland area; a new café in the restored listed stables; restoration of elements of the historic landscape – pleasure gardens, courtyard and carriage drive to the Mansion House; extensive education opportunities – ecological education for children and adults, horticulture and curriculum studies in geography, history and science; community food growing; reinstated orchards; restoration of the Gardener's Cottage to serve as a volunteering hub; kayaking, open water swimming, mountain biking, adventure play; small-scale community events to commercial film, music and arts events; new cycling tracks, accessible walking routes, 5km running route, trim trail and skate park; and two new children's play areas. Sir Steve Bullock, Mayor of Lewisham, said: 'I am absolutely thrilled that we have been awarded this funding to significantly improve Beckenham Place Park. For many years we have sought to find ways to unlock the potential of this wonderful park and now, thanks to the Heritage Lottery Fund's Parks for People initiative, we will be able to do that. 'I'd like to thank everyone involved – from council staff, to community leaders to local residents – for their hard work and commitment to this long-held vision for the park that we are now closer to achieving.'. Councillor Rachel Onikosi, Lewisham Cabinet Member for the Public Realm, said: 'We are delighted that the Heritage Lottery Fund believes in our vision for this fantastic park and has endorsed our improvement plans by awarding us this funding. As Lewisham's biggest open space, we want Beckenham Place Park to offer so much more to current and future generations. We also want to ensure that the park's heritage assets and ecological importance are protected. With this huge investment over the coming years the park will receive some much needed attention and we will see new attractions and features that will give hours of enjoyment to local residents and visitors.'

2. Young People's Achievement and Involvement

Raising educational attainment and improving facilities for young people through partnership working

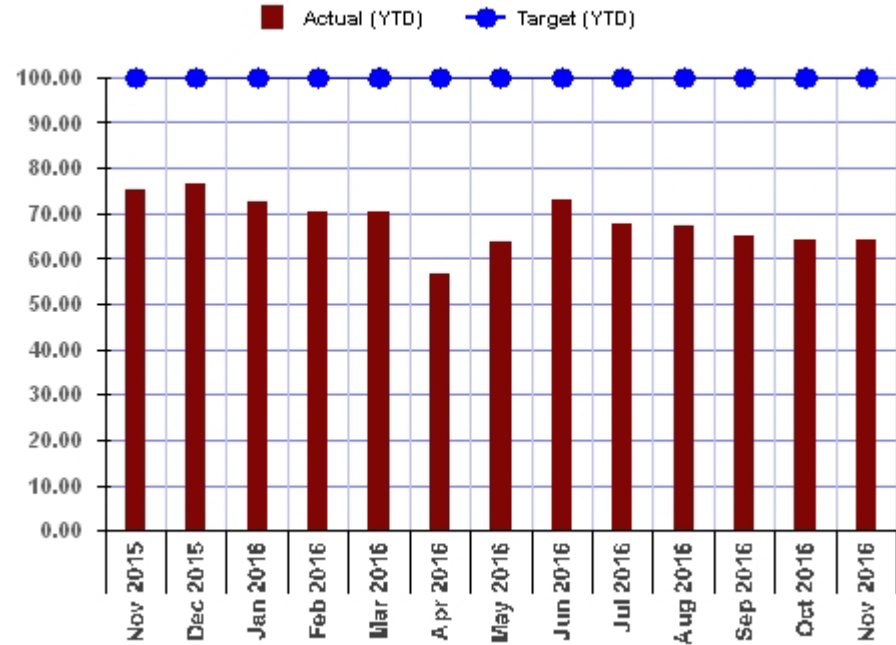
Priority 2 - Monthly Performance								
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	15/16
LPZ940 % EHCPs issued under 20 weeks excluding exceptions to the rule	Percentage	64.20	100.00	▲	🔴	▲	▲	▲
LPZ941 % EHCPs issued under 20 weeks including exceptions to the rule	Percentage	62.70	95.00	▲	🔴	▲	▲	▲

Priority 2 - Projects				
	Directorate	Budget	Est. completion date	Current Status
PMSCYP Building Schools for the Future	CYP	£230m	December 2016	★
PMSCYP Developing 2 Year Old Childcare Provision	CYP	£2.562m	TBC	●
PMSCYP Primary Places Programme 2016/17	CYP	TBC	September 2017	●

Net Expenditure Priority 02 (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Variance	% Variance	Comments
02. NI Young People's Achievement and Involvement	5,700	1,500	▲	26.32	Finance Overspend Schools' transport within partnership and targeted services area is predicting an overspend of £0.7m. The saving proposals from Attendance and Welfare, Occupational therapy, Education Psychologists and Multi agency planning are not being delivered in full this year this has led to shortfall of £0.4m. In addition, the short break budget is expected to overspend by £0.3m. The remaining overspend £0.1m is from Education Standards and Inclusion.

LPZ940 - % EHCPs issued under 20 weeks excluding exceptions to the rule

LPZ940 % EHCPs issued under 20 weeks excluding exceptions to the rule			
Percentage			
	Actual (YTD)	Target (YTD)	Performance (YTD)
Nov 2015	75.00	100.00	▲
Dec 2015	76.70	100.00	▲
Jan 2016	72.50	100.00	▲
Feb 2016	70.50	100.00	▲
Mar 2016	70.20	100.00	▲
Apr 2016	56.50	100.00	▲
May 2016	63.80	100.00	▲
Jun 2016	73.00	100.00	▲
Jul 2016	67.50	100.00	▲
Aug 2016	67.20	100.00	▲
Sep 2016	64.90	100.00	▲
Oct 2016	63.90	100.00	▲
Nov 2016	64.20	100.00	▲



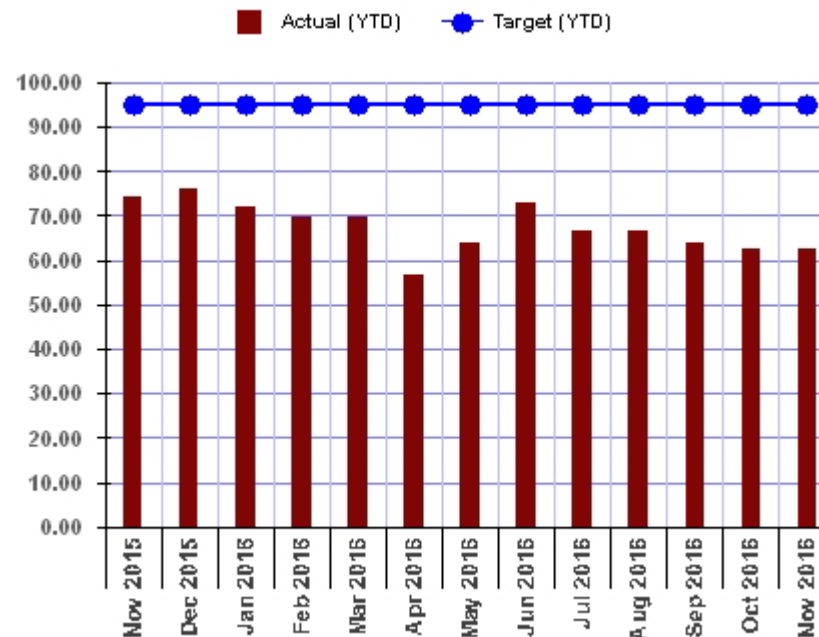
LPZ940 - comment

Responsible Officer	Performance Comments	Action Plan Comments
Head of Targeted Services and Joint Commissioning	<p>Performance Cumulative performance is now improving as a result of increase in monthly performance in October and November. The team is still having to manage a backlog created by the previous IT difficulties and a historic lack of staffing capacity. The IT issues have been resolved and the SEN team has been at full capacity since September, which is now starting to make a difference in performance. The backlog in the related Educational Psychology service has been addressed by the successful recruitment of additional staff, who are due to start by September 2017. In the meantime, additional locum Educational Psychologists are being recruited to address the current backlog of 78 assessments.</p>	<p>Performance Action Plan The performance of the SEN team is being monitored on a monthly basis. Additional alerts have been put in place (since October 2016) to support case officers to meet their PI's throughout the assessment process. These additional alerts help monitor the 20 week process and will support officers to keep on target. The backlog in the related services is being monitored. Some of the Educational Psychologists that have been recruited will not start until September as they are still training, so additional locum staff are being recruited to address the current backlog. However, we are expecting the delay to impact on the performance against the 20 week target for the next three months at least.</p>

LPZ941: % EHCPs issued under 20 weeks including exceptions to rule

LPZ941 % EHCPs issued under 20 weeks including exceptions to the rule

	Percentage		
	Actual (YTD)	Target (YTD)	Performance (YTD)
	Nov 2015	74.10	95.00
Dec 2015	76.00	95.00	▲
Jan 2016	71.90	95.00	▲
Feb 2016	69.90	95.00	▲
Mar 2016	69.80	95.00	▲
Apr 2016	56.50	95.00	▲
May 2016	63.80	95.00	▲
Jun 2016	73.00	95.00	▲
Jul 2016	66.80	95.00	▲
Aug 2016	66.70	95.00	▲
Sep 2016	64.00	95.00	▲
Oct 2016	62.60	95.00	▲
Nov 2016	62.70	95.00	▲



LPZ941 - comment

Responsible Officer	Performance Comments	Action Plan Comments
Head of Targeted Services and Joint Commissioning	<p>Performance</p> <p>Cumulative performance is now improving as a result of increase in monthly performance in October and November. The team is still having to manage a backlog created by the previous IT difficulties and a historic lack of staffing capacity. The IT issues have been resolved and the SEN team has been at full capacity since September, which is now starting to make a difference in performance. The backlog in the related Educational Psychology service has been addressed by the successful recruitment of additional staff, who are due to start by September 2017. In the meantime, additional locum Educational Psychologists are being recruited to address the current backlog of 78 assessments.</p>	<p>Performance Action Plan</p> <p>The performance of the SEN team is being monitored on a monthly basis. Additional alerts have been put in place (since October 2016) to support case officers to meet their PI's throughout the assessment process. These additional alerts help monitor the 20 week process and will support officers to keep on target. The backlog in the related services is being monitored. Some of the Educational Psychologists that have been recruited will not start until September as they are still training, so additional locum staff are being recruited to address the current backlog. However, we are expecting the delay to impact on the performance against the 20 week target for the next three months at least</p>

3. Clean, Green & Liveable

Improving environmental management, the cleanliness and care of roads and pavements, and promoting a sustainable environment

Priority 3 - Monthly Performance								
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	15/16
LPZ751 Percentage of land and highways inspected that are of acceptable cleanliness (graffiti)	Percentage	?	?	?!	?	?!	?!	?
LPZ749 Percentage of land and highways inspected that are of acceptable cleanliness (litter)	Percentage	?	?	?!	?	?!	?!	?
Priority 3 - Monthly Performance (reported one month in arrears)								
	Unit	YTD Oct 16	Target Oct 16	Against Target Oct 16	DoT Last year	Against Target Sep 16	Against Target Aug 16	15/16
NI191 Residual household waste per household (KG)	Kg/Household	56.57	58.75	★	🟢	★	★	★
NI192 Percentage of household waste sent for reuse, recycling and composting	Percentage	18.08	20.00	▲	🟡	▲	▲	▲
NI193 Percentage of municipal waste land filled	Percentage	0.77	2.00	★	🔴	★	★	★

3. Clean, Green & Liveable

Improving environmental management, the cleanliness and care of roads and pavements, and promoting a sustainable environment

Priority 3 Projects				
	Directorate	Budget	Est. completion date	Current Status
PMSRGN Deptford Rise Public Realm (The Deptford Project Ltd)	Resources & Regeneration	£152k	October 2016	★
PMSRGN Beckenham Place Park (Fundraising Project)	Resources & Regeneration	£4.7m (stage 2 Heritage Lottery and Big Lottery fund)	Round 2 funding announcement in December 2016	★
PMSRGN Sydenham Park Footbridge	Resources & Regeneration	£775k	September 2017	●

Priority 3 - Finance Net Expenditure (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Varia...	% varia...	Comments
03. NI Clean, Green and Liveable	18,900	1,900	▲	10.05	<p>Finance Overspend</p> <p>The Environment Division is forecasting an overspend of £1.9m no change since the last report. £0.5m relates to planned savings in respect of transport provision across the council. Before the savings can be achieved an overspend on the provision of transport needs to be addressed. Another significant proportion of the overspend, £0.5m, relates to additional vehicle hire costs as a result of vehicles coming to the end of their operational life. Domestic refuse tonnage is expected to overspend by £0.3m. This is due to an increase in collection of 41.9k tonnes in the first 5 months of 2016/17, compared to 40.6k tonnes in the same period last year. Bereavement services is projecting an overspend of £0.3m largely arising from increased crematorium maintenance costs. Green scene budgets are projecting an overspend of £0.1m as a result of income from the former Foxgrove Club. A shortfall in commercial waste income of £0.1m is expected, partly as a result of the reduction in the number of properties in the corporate estate. The £0.1m overspend in the Street Management budget is the result of public conveniences which are no longer funded as part of the JC Decaux Highways contract.</p>

4. Safety, Security and Visible Presence

Improving Partnership working with the police and others and using the Council's powers to combat anti-social behaviour

4.1 Performance

✔ Improving - where smaller is better

✘ Declining - where smaller is better

Violence with injury (ABH)						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	1,162.00	?	1,217.00	?
Outer London	Number	?	795.00	?	951.00	?
Inner London	Number	?	1,033.00	?	1,147.00	?
Robbery						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	540.00	?	566.00	?
Outer London	Number	?	299.00	?	364.00	?
Inner London	Number	?	551.00	?	599.00	?
Burglary						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	1,198.00	?	1,409.00	?
Outer London	Number	?	970.00	?	1,303.00	?
Inner London	Number	?	1,369.00	?	1,566.00	?
Criminal Damage						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	1,432.00	?	1,699.00	?
Outer London	Number	?	1,073.00	?	1,278.00	?
Inner London	Number	?	1,269.00	?	1,417.00	?

4. Safety, Security and Visible Presence

Improving Partnership working with the police and others and using the Council's powers to combat anti-social behaviour

4.1 Performance

✔ Improving - where smaller is better

✘ Declining - where smaller is better



Theft of vehicle						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	589.00	?	642.00	?
Outer London	Number	?	420.00	?	404.00	?
Inner London	Number	?	613.00	?	555.00	?
Theft from vehicle						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	855.00	?	1,047.00	?
Outer London	Number	?	809.00	?	1,015.00	?
Inner London	Number	?	1,056.00	?	1,096.00	?
Theft from person						
Unit	YTD Nov 16	YTD Oct 16	Change since last month	YTD Nov 15	Change since same period last year	
Lewisham	Number	?	347.00	?	326.00	?
Outer London	Number	?	296.00	?	326.00	?
Inner London	Number	?	1,151.00	?	1,336.00	?

5. Strengthening the Local Economy

Gaining resources to regenerate key localities, strengthen employment skills and promote public transport

Priority 5 - Monthly Contextual Performance							
	Unit	YTD Nov 16	YTD Oct 16	YTD Sep 16	YTD Aug 16	YTD Jul 16	15/16
LPI472 Job Seekers Allowance claimant rate	Percentage	2.40	2.50	2.50	2.50	2.50	2.60
LPI474 The no.of JSA claimants aged 18-24yrs	Number	815	850	870	845	835	875
LPI475 Average house price(Lewisham)	£	? 421,067.00	418,213.00	417,295.00	418,194.00	399,893.00	

Priority 5 - Quarterly Contextual Performance							
	Unit	YTD Sep 16	YTD Jun 16	YTD Mar 16	YTD Dec 15	YTD Sep 15	15/16
LPI423 Local employment rate	Percentage	?	73.50	74.90	75.90	76.20	74.90

Priority 5 Projects				
	Directorate	Budget	Est. completion date	Current Status
PMSRGN Catford Centre Redevelopment	Resources & Regeneration	£350m	2026	
PMSRGN New Bermondsey Regeneration Scheme	Resources & Regeneration	£500m	2026	

6. Decent Homes for All

Investment in social and affordable housing to achieve the Decent Homes standard, tackle homelessness and supply key worker housing

Priority 6 - Monthly Indicators									
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	Against Target	15/16
NI156 Number of households living in Temporary Accommodation	Number	1,828.00	1,750.00						
Priority 6 - Quarterly Indicator									
	Unit	YTD Sep 16	Target Sep 16	Against target Sep 16	DoT Last year	Against Target Jun 16	Against Target Mar 16	Against Target	15/16
LPZ705 Number of homes made decent	Number	?	125.00	?	?				643.00
Priority 6 - Contextual Performance									
	Unit	Nov 16	Oct 16	Sep 16	Aug 16	15/16			
LPI794 Number of families in non self contained nightly paid accommodation for more than 6 weeks	Number	41.00	40.00	0.00	36.00	0.00			

6. Decent Homes for All

Investment in social and affordable housing to achieve the Decent Homes standard, tackle homelessness and supply key worker housing

Priority 6 Projects				
	Directorate	Budget	Est. completion date	Current Status
PMSCUS New Homes, Better Places	Customer Services	£1.5m	Phase 2 completion - July 2017	★
PMSCUS Lewisham Homes Capital Programme 2016/17	Customer Services	£49m	March 2017	★
PMSCUS Besson Street Development	Customer Services	£1.02M	2021	★
PMSCUS Bampton and Shifford Estate Development	Customer Services	£300k	Spring 2018	●
PMSCUS Excalibur Regeneration	Customer Services	£2.011m	January 2018	●
PMSRGN Southern Site Housing - Deptf TC Prog	Resources & Regeneration	£1m	November 2018	●
PMSRGN Milford Towers Decant	Resources & Regeneration	£6m	2019	●

Priority 6 - Finance Net Expenditure (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Variance	% variance	Comments
06. NI Decent Homes for All	5,500	700	▲	12.73	Finance Overspend The Strategic Housing service is projecting an overspend of £0.7m. This relate to the number of people in nightly paid accommodation and action taken to manage that number.

7. Protection of Children

Better safe-guarding and joined-up services for children at risk

Priority 7 - Monthly Performance								
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	15/16
NI062 Stability of placements of looked after children: number of moves	Percentage	9.30	10.00	★	🟡	🟡	▲	▲
NI063 Stability of placements of looked after children: length of placement	Percentage	77.60	72.00	★	🟢	★	★	🟡
NI064 Child protection plans lasting 2 years or more	Percentage	7.20	7.00	🟡	🟢	▲	▲	▲

Priority 7 - Contextual Performance									
	Unit	England 14/15	Statistical Neighbours 14/15	Nov 16	Oct 16	Sep 16	Aug 16	Jul 16	15/16
LPI302 No. of LAC 'as at'	Number	386.00	445.00	472.00	440.00	444.00	438.00	448.00	463.00
LPI309a Number of Referrals per month	Number	294.00	252.00	237.00	216.00	210.00	194.00	187.00	213.00

Priority 7 - Finance Net Expenditure (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Variance	% variance	Comments
07. NI Protection of Children	41,900	3,800	▲	9.07	Finance Overspend There are cost pressures amounting to £3.8m in Children's Social Care (this includes an underspend of £0.2m on the no recourse to public funds) which are in the following areas: the placement budget for looked after children is currently forecast to overspend by £2.3m; children leaving care is currently forecast to overspend by £0.4m; and additional pressure on the Section 17 unrelated to No Recourse of £0.6m and on salaries and wages which show a forecast overspend of £0.7m.

7. Protection of Children

Better safe-guarding and joined-up services for children at risk

Risk							
		Current Status	Current Status against target		Direction of Travel	What are we planning to do?	When is it going to be completed
18. Failure of child safeguarding arrangement	Corporate	▲	●	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> 1. Implement improvement plans for Children's Social Care and Lewisham Safeguarding Children Board, in particular improvements to front door/MASH and QA strategy. 2. Data information and performance management regularly reviewed at Children's Social Care Service Management Team in light of Ofsted Action Plan. 3. Implement Early Help Strategy 4. Care Study Approach at DMT 	Risk - When is it going to be completed? <ol style="list-style-type: none"> 1. 31st Dec 2016 2. 31st Dec 2016 3. 31st Dec 2016 4. Ongoing

8. Caring for Adults and Older People

Working with Health Services to support older people and adults in need of care

Priority 8 - Monthly Indicators								
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	15/16
LPI254 1C (2) % people using social care who receive direct payments	Percentage	31.83	29.46	★	🟡	★	★	▲
Priority 8 - Monthly indicators (reported 1 month in arrears)								
	Unit	YTD Oct 16	Target Oct 16	Against Target Oct 16	DoT Last year	Against Target Sep 16	Against Target Aug 16	15/16
LPI264 2C (1) Delayed transfers of care from hospital per 100,000 population (NHS only)	Number per 100,000	6.53	4.40	▲	🔴	▲	▲	★
LPI265 2C (2) Delayed transfers of care from hospital which are attributable to ASC per 100,000 pop	Number per 100,000	3.92	0.80	▲	🔴	▲	▲	▲

Priority 8 - Monthly Contextual Performance							
	Unit	Nov 16	Oct 16	Sep 16	Aug 16	Jul 16	15/16
LPI250 ASC total service users	Number	3,122.00	3,124.00	3,087.00	3,079.00	3,060.00	1,920

Priority 8 - Finance Net Expenditure (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Variance	% variance	Comments
08. NI Caring for Adults and Older People	72,100	3,400	▲	4.72	Finance Overspend The Adult Services Division is forecast to overspend by £3.4m. Placement budgets in particular remain volatile - costs are monitored closely and any changes will be reported in the course of the year. The greatest pressures remain on learning disability where the cost of transition clients has been identified as financial risk but has not been funded. The underspend arising from staff vacancies in Strategy and performance has reduced the overall overspend by (£0.1m).

8. Caring for Adults and Older People

Developing opportunities for the active participation and engagement of people in the life of the community

Risk						
	Current Status	Current Status against target		Direction of Travel	What are we planning to do?	When is it going to be completed
17. Serious Adult Safeguarding Concerns	Corporate	▲	▲	Sep 16	➡	<p>Risk - What are we planning to do?</p> <ol style="list-style-type: none"> Continued scrutiny of trend analysis by LSAB. Organisational Alert Tool to be rolled out across ASC and joint commissioning following migration of data. <p>Risk - When is it going to be completed?</p> <ol style="list-style-type: none"> Sept 2016 Sept 2016

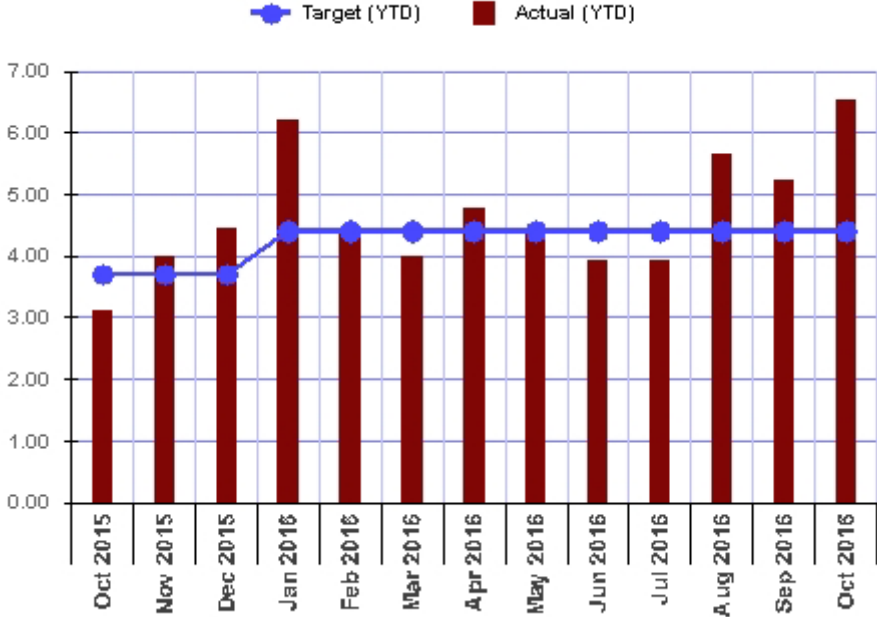
LPI264 2C (1) - Delayed transfers of care from hospital per 100,000 population (NHS only)

LPI264 2C (1) Delayed transfers of care from hospital per 100,000 population (NHS only)

Number per 100,000

Actual (YTD) Target (YTD) Performance (YTD)

	Actual (YTD)	Target (YTD)	Performance (YTD)
Oct 2015	3.11	3.70	★
Nov 2015	4.00	3.70	▲
Dec 2015	4.44	3.70	▲
Jan 2016	6.22	4.40	▲
Feb 2016	4.44	4.40	▲
Mar 2016	4.00	4.40	★
Apr 2016	4.79	4.40	▲
May 2016	4.35	4.40	●
Jun 2016	3.92	4.40	★
Jul 2016	3.92	4.40	★
Aug 2016	5.66	4.40	▲
Sep 2016	5.22	4.40	▲
Oct 2016	6.53	4.40	▲

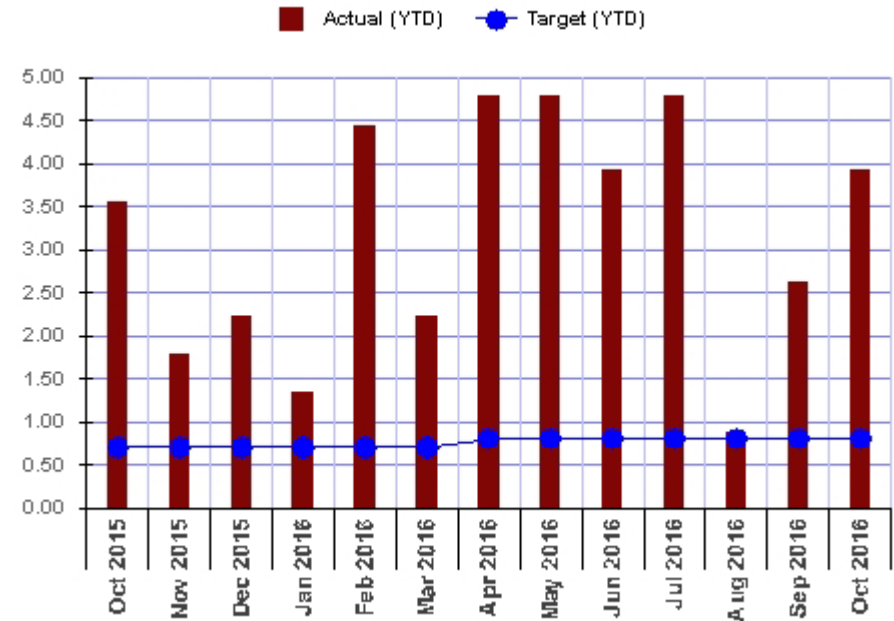


LPI264 2C (1) - comment

Responsible Officer	Performance Comments	Action Plan Comments
Head of Adult Social Care	<p>Performance</p> <p>This indicator is a snapshot around the month end. It represents 15 people delayed at time of reporting. Local hospitals are seeing an increase in acute patients (a trend mirrored cross London) which is having a knock on effect on this figure. The majority of those patients delayed were those with complex health care needs. Additionally there are now more cases where patients and their relatives need to decide on their preferred choice of care which can lead to longer than normal transfer times. The Ready for Discharge list has been reduced by over 60% in the last year, therefore the system has seen a higher proportion of people whose stay in an acute bed has been successfully reduced, but there remains high demand on NHS consortium beds which are sparse across London and account for the majority of NHS delays.</p>	<p>Performance Action Plan</p> <p>As previously mentioned a 'flow nurse' has been introduced at Lewisham Hospital from 28th Nov. to improve flow through the system and improve discharge processes and speed. The new local NHS choice policy was launched on 1st December, which should help improve patients' movement through the system. These issue continue to be covered at monthly meetings with senior executives of the hospital trusts, the CCG, SLAM Mental Health Care Trust and there is an action plan in place to address the underlying problems. These figures are reported in arrears but it is anticipated that December figures will improve as a result of the changes made.</p>

LPI265 2C (2) - Delayed transfers of care from hospital which are attributable to ASC per 100,000 pop

LPI265 2C (2) Delayed transfers of care from hospital which are attributable to ASC per 100,000 pop			
Number per 100,000			
	Actual (YTD)	Target (YTD)	Performance (YTD)
Oct 2015	3.55	0.70	▲
Nov 2015	1.78	0.70	▲
Dec 2015	2.22	0.70	▲
Jan 2016	1.33	0.70	▲
Feb 2016	4.44	0.70	▲
Mar 2016	2.22	0.70	▲
Apr 2016	4.79	0.80	▲
May 2016	4.79	0.80	▲
Jun 2016	3.92	0.80	▲
Jul 2016	4.79	0.80	▲
Aug 2016	0.87	0.80	▲
Sep 2016	2.61	0.80	▲
Oct 2016	3.92	0.80	▲



LPI265 2C (2) - comment

Responsible Officer	Performance Comments	Action Plan Comments
Director of Adult's Social Care	<p>Performance</p> <p>This indicator is a snapshot around the month end. It represents nine people delayed at time of reporting: all directly due to social care. Similarly the mental health cases related to the need for specialist housing and care provision. The Ready for Discharge list has been reduced by over 60% in the last year, therefore the system has seen a higher proportion of people whose stay in an acute bed has been successfully reduced. Those with delayed transfer are generally those with complex care needs, often including mental health needs, or cases where patients and their relatives need to decide on their preferred choice of care which can lead to longer than normal transfer times.</p>	<p>Performance Action Plan</p> <p>As previously mentioned, a 'flow nurse' has been introduced at Lewisham Hospital from 28th Nov. to improve flow through the system and improve discharge processes and speed. The new local NHS choice policy was launched on 1st Dec, which should help improve patients' movement through the system. We continue to work with local care providers to reduce waiting times for moving into care provision. These issue continue to be covered at monthly meetings with senior executives of the hospital trusts, the CCG, SLAM Mental Health Care Trust and there is an action plan in place address the underlying problems. These figures are reported in arrears but it is anticipated that December figures will improve as a result of the changes made.</p>

9. Active, Healthy Citizens

Leisure, sporting, learning and creative activities for everyone

Priority 9 - Monthly Performance									
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	Against Target 15/16	
LPI202 Library visits per 1000 pop	Number per 1000	635.77	593.00	★	↕	▲	●	▲	

Priority 9 - Finance Net Expenditure (£000s)					
	2016/17 Budget	Projected year-end variance as at Nov 16	Variance	% variance	Comments
09. NI Active, Healthy Citizens : Net Expenditure	4,840	1,180	▲	24.38	Finance Overspend Public Health have to identify savings in excess of £4m over 16/17 & 17/18, resulting from a combination of saving targets and grant funding reductions. However, it will not be possible to reduce the spend in the current financial year by the full amount of the funding reduction and an overspend of £1.4m is projected. This has been slightly offset by an underspend in Cultural and Community services.

9. Active, Healthy Citizens

Developing opportunities for the active participation and engagement of people in the life of the community

				Risk			
		Current Status	Current Status against target		Direction of Travel	What are we planning to do?	When is it going to be completed
28. Failure to agree with partners integrated delivery models for local health and care services.	Corporate	★	★	Sep 16	➡	Risk - What are we planning to do? 1. Enhance the capacity to manage and deliver the Adult Integrated Care Programme. 2. Develop an overall benefit realisation plan for each of the five schemes. 3. Continue to review and assess the impact of proposals to reconfigure health and care services. 4. New delivery models will be piloted to allow for the further gathering of evidence to inform important decisions.	Risk - When is it going to be completed? 2018

10. Inspiring Efficiency, Effectiveness and Equity







Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

Priority 10 - Monthly Performance								
	Unit	YTD Nov 16	Target Nov 16	Against Target Nov 16	DoT Last year	Against Target Oct 16	Against Target Sep 16	Target 15/16
BV008 Invoices paid within 30 days	Percentage	?	100.00	?	?	?	?	?
BV012b Days/shifts lost to sickness (excluding Schools)	Number	7.53	7.50	🟡	🟢	🟡	🟡	🟡
LPI031 NNDR collected	Percentage	100.08	99.00	🟢	🔴	🟢	🟢	🟢
LPI032 Council Tax collected	Percentage	94.66	96.00	🟡	🔴	🟡	🟡	🟡
LPI548a %age of notifiable incidents occurring on non-school sites reported to the HSE	Percentage	3.73	4.00	🟢	🟢	🟢	🟢	🔴
LPI755 % of customers with appointments arriving on time seen within 10min of their appointed time	Percentage	94.12	91.00	🟢	🔴	🟢	🟢	🟢
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Days	8.05	7.50	🔴	🔴	🟡	🟢	🟢

Priority 10 - Finance Net Expenditure (£000s)					
	2014/15 Budget	Projected year-end variance as at Nov 16	Variance	% variance	Comments
10. NI Inspiring Efficiency, Effectiveness, and Equity	68,418	600	🔴	0.88	Finance Overspend The Regeneration & Asset Management division is forecasting an overspend of £0.7m as a result of underachievement of income. The public services division is forecasting an overspend of £0.4m arising mainly as a shortfall in income across the service. The corporate resources division is forecasting a £0.1m overspend due to increased motor insurance premiums. The IMT division is forecasting an overspend of £0.3m. This is mainly as a result in delays to the reduction of server usage in the data centre. The underspends arising principally from staff vacancies in Corporate Policy & Governance, the financial services division, and Strategy Division has reduced the overall overspend.

10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Risk					
		Current Status	Current Status against target	Direction of Travel	What are we planning to do?	When is it going to be completed	
1. Failure to effectively manage the impacts of an emergency affecting the public, business, environment and/or organisation.	Corporate			Sep 16 	Risk - What are we planning to do? <ol style="list-style-type: none"> Rest Centre Plan under review following a major international exercise which Lewisham participated in. Large scale exercise planned for early 2017 covering both emergency and business continuity response. Lessons learnt database under development to capture and monitor the implementation of learning arising from incidents and exercises. 	Risk - When is it going to be completed? Progress is monitored by cross-Council forum	
2. ICT infrastructure is not fit for purpose and/or does not meet business needs	Corporate			Sep 16 	Risk - What are we planning to do? <ol style="list-style-type: none"> Consistent and regular monitoring of storage capacity. New desktop environment is being deployed in phases and adds to the Council's resilience. Thin Client being rolled out. There will be ongoing work to improve the infrastructure from switch over from Capita to LBL & Brent shared service. Recruitment & restructure underway. 	Risk - When is it going to be completed? Progress against all activities is being monitored monthly by the Customer Services Project Review Group.	

10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Current Status		Risk		When is it going to be completed	
	Current Status	Current Status against target		Direction of Travel	What are we planning to do?		
4. Non-compliance with Health & Safety Legislation	Corporate	▲	▲	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> 1. Review of H & S risks and audit plan for 2016/17 2. Lessons Learnt from CYP audits to be reported to CYP's DMT 	Risk - When is it going to be completed? <ol style="list-style-type: none"> 1. Sept 2016 2. Dec 2016
5. Failure to anticipate and respond appropriately to legislative change.	Corporate	●	▲	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> 1. Further reports to Council on constitutional changes as necessary to reflect legislation and anticipated regulations. 2. Significant work ongoing to assess the impact of Dilnott, Care Act and Better Care Fund for further integration of social care work with health. 3. Responding to Govt consultations & lobbying in various areas of political change (e.g. business rates, schools funding, improved better care fund, London devolution). 	Risk - When is it going to be completed? <ol style="list-style-type: none"> 1. Quarterly for CWP 2. Quarterly for H&WB 3. As dictated by government

10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

				Risk			
		Current Status	Current Status against target		Direction of Travel	What are we planning to do?	When is it going to be completed
6. Financial Failure and inability to maintain service delivery within a balanced budget	Corporate	▲	▲	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> Lewisham Future Programme to focus on transformation options. M&C line by line review of budgets with heads of service. Lewisham Future Programme to bring forward further savings proposals with the budget (if possible). 	Risk - When is it going to be completed? <ol style="list-style-type: none"> Dec 2016 Mar 2017 Jan 2017
7. Adequacy of Internal Control.	Corporate	●	●	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> Address results of core financial internal audits & any recs from ext audit. Progress solution for procurement support 	Risk - When is it going to be completed? <ol style="list-style-type: none"> Sept 16 Sept 16
8. Lack of provision for unforeseen expenditure or loss of income in respect of Council's liabilities or funding streams.	Corporate	●	●	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> Receive and finalise pension fund, tri-annual valuation and set future contribution rates Receive business rates 2015 valuation and re-assess appeals risk. 	Risk - When is it going to be completed? <ol style="list-style-type: none"> Nov 2016 Mar 2017

10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Risk					
		Current Status	Current Status against target	Direction of Travel	What are we planning to do?	When is it going to be completed	
9. Loss of income to the Council	Corporate	▲	▲	Sep 16 ➔	Risk - What are we planning to do? 1. Oracle 12 issues continue and the system is hampering debt collection and fund allocation. System issues also stretching income targets via Lewisham Futures Programme. All issues with Oracle 12 are subject to scrutiny overseen by the Executive Director, Resources and Regeneration.	Risk - When is it going to be completed? 1. Monthly review	
10. Failure to manage performance leads to service failure.	Corporate	●	▲	Sep 16 ➔	Risk - What are we planning to do? Following creation of a single corporate policy and performance team, revisit service data & performance priorities and update performance reports & quality assurance practices.	Risk - When is it going to be completed? March 17	
12. Multi-agency governance failure leads to ineffective partnership working	Corporate	●	▲	Sep 16 ➔	Risk - What are we planning to do? 1. Adult Integrated Care Programme to improve services and provide better value for money.	Risk - When is it going to be completed? Four year programme to 2017/18	

10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Risk					
		Current Status	Current Status against target	Risk	Direction of Travel	What are we planning to do?	When is it going to be completed
13. Failure to manage strategic suppliers and related procurement programmes.	Corporate			Sep 16		Risk - What are we planning to do? 1. Actions ongoing and being monitored by the commissioning and procurement group.	Risk - When is it going to be completed? Sep 2017
15. Loss of a strategic asset or premises through failure to maintain it in a safe and effective condition	Corporate			Sep 16		Risk - What are we planning to do? 1. Tendering of facilities management and statutory contracts. 2. Monitoring of recovery against back log of statutory maintenance checks at H&S Board. 3. Reviewing risk profiles and end of life arrangements for PFI contracts.	Risk - When is it going to be completed? 1. Dec 2016 2. Oct 2016 3. Mar 2017
19. Loss of constructive employee relations	Corporate			Sep 16		Risk - What are we planning to do? The following are built into the HR Divisions work plan:- - Trade Union engagement - Union meetings with the Mayor - Briefing to all managers - Staff survey and Staff Forum engagement - PES - L&D offering - Works Council - LGPS changes - Monitor staff and union feedback	Risk - When is it going to be completed? Quarterly Reviews










10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Current Status		Risk		When is it going to be completed	
		Current Status	Current Status against target	Direction of Travel	What are we planning to do?		
21. Information governance failure.	Corporate	▲	▲	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> 1. Refresh all of the Information Management policies, taking into account the new Data Protection legislation coming from the EU that will replace the current Data Protection Act. 2. Review our information sharing guidance and processes again taking into account legislative changes. 3. Align IT policies with Brent with Information Governance policies to follow. 	Risk - When is it going to be completed? Throughout 2016
24. Failure to maintain sufficient management capacity & capability to deliver business as usual and implement transformational changes.	Corporate	▲	▲	Sep 16	➡	Risk - What are we planning to do? <ol style="list-style-type: none"> 1. Review level of agency staff/recruitment success. 2. Roll out corporate managers training. <p>See also risk re financial savings & gap for management & corporate overheads.</p>	Risk - When is it going to be completed? <ol style="list-style-type: none"> 1. March 17 2. Dec 16
27 Governance failings in the implementation of service changes	Corporate	●	▲	Sep 16	➡	Risk - What are we planning to do? Regular review of savings implementation at Lewisham Futures Board	Risk - When is it going to be completed? Oct 16

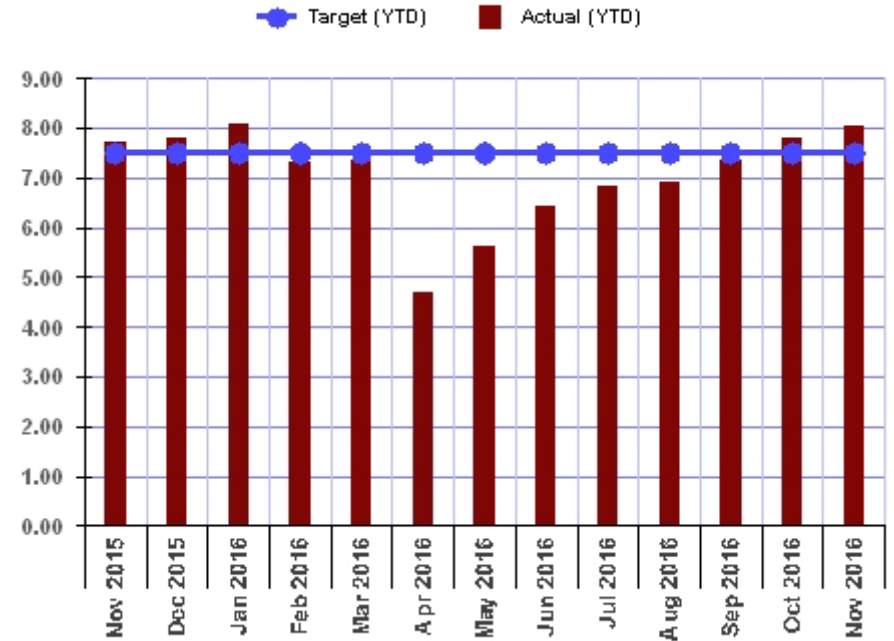
10. Inspiring Efficiency, Effectiveness and Equity

Ensuring efficiency, effectiveness and equity in the delivery of excellent services to meet the needs of the community

		Current Status	Current Status against target	Risk		What are we planning to do?	When is it going to be completed
				Direction of Travel			
29 Move to IER impacts work of boundary commission	Corporate			Sep 16		Risk - What are we planning to do? Continue lobbying work at electoral commission and via LGA and respond to consultation.	Risk - When is it going to be completed? Dec 2016
30. Strategic programme to develop and implement transformational change does not deliver	Corporate			Sep 16		Risk - What are we planning to do? 1. Lewisham Futures programme continues to work to identify new proposals to close savings gap for 19/20 estimated at £45m, on top of £17m for 17/18. 2. £23m of savings agreed for 17/18 with £9m gap. Looking to bring forward more proposals if possible. 3. Working on £14m of outline proposals for 18/19 and 19/20, leaving a gap of £25m.	Risk - When is it going to be completed? 1. Ongoing 2. Jan 2017 3. Dec 2017
32. Election/Referendum not conducted efficiently.	Corporate			Sep 16		Risk - What are we planning to do? Monitor resourcing for elections.	Risk - When is it going to be completed? Dec 2016

NI181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

	NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		
	Days		
	Actual (YTD)	Target (YTD)	Performance (YTD)
Nov 2015	7.71	7.50	●
Dec 2015	7.80	7.50	●
Jan 2016	8.08	7.50	▲
Feb 2016	7.32	7.50	★
Mar 2016	7.34	7.50	★
Apr 2016	4.69	7.50	★
May 2016	5.62	7.50	★
Jun 2016	6.45	7.50	★
Jul 2016	6.83	7.50	★
Aug 2016	6.92	7.50	★
Sep 2016	7.37	7.50	★
Oct 2016	7.80	7.50	●
Nov 2016	8.05	7.50	▲



NI181 - comment

Responsible Officer

Performance Comments

Action Plan Comments

Head of Public Services

Performance

Year to date performance is currently over target, this is largely due to significant and sustained IT disruption at a time when we were recovering from high leave throughout the summer period.

Performance Action Plan

The service is continually monitoring performance and implementing changes to improve the service. From January 2017 we will be moving to a process-based working environment with dedicated teams working on specific areas of work. We are looking at a self-serve portal for claimants to minimise incoming enquiries which will leave more resource to deal with our key work-types, new claims and changes in circumstances. This should bring performance back on target by the end of March 2017.

Appendix A - Performance Scoring Methodology

Together we will make Lewisham the best place in London to live, work and learn

Performance

Performance can be measured using two methods. Firstly, current performance is appraised against past performance to assess “direction of travel” – is it improving or worsening? Secondly, performance can be measured against a norm, standard or target.

Areas for management attention are determined by considering performance against the following 2 elements - Against target and Direction of Travel (DoT) against the previous years outturn (in this case March 2015). If both of these elements are red we consider that the indicator should be flagged as an area for management attention.

The Council has aims and objectives as an organisation responsible for securing local public services. But it also has wider aims to work in partnership with other organisations (in the public, private and community sectors) to improve Lewisham as a place to live. It is therefore essential that our PIs not only measure our organisational and service performance against the Council’s corporate priorities but also evaluate our efforts to achieve improvements through partnership working. These wider aims are described in Lewisham’s Sustainable Community Strategy. A summary on performance can be found in the ‘Overall Summary: Performance’ at front of the Executive Summary report.

Data Quality Policy

The Council has a Data Quality Policy which is adhered to and sets out the corporate data quality objectives. Directorates also have a statement of data quality and a data quality action plan.

Appendix B - Projects, Risk & Finance Scoring Methodology

Together we will make Lewisham the best place in London to live, work and learn

Projects

Project status is recorded using a red / amber / green traffic light reporting system.

Red: Projects considered to be at significant risk of late delivery, of overspending or of not achieving their primary objectives. Project likely to be facing issues or uncertainties e.g. funding concerns, lack of clarity over scope / costs, other significant risks not yet under effective control. Sheer scale of a project, its complexity and overall risk level can also attract a red rating.

Amber: Projects considered to be at moderate risk of late delivery, of overspending or of not achieving some objectives. Issues may have been escalated outside the project team, but likely that these can be resolved e.g. resources will be identified to deal with moderate changes to costs or scope.

Green: Project considered to be on time, on budget, with current risks being managed effectively within the project structure.

Risk

Risks are scored in terms of likelihood and impact, with a range from 1 to 5 (with 5 being the highest) and the result is plotted on a matrix (as shown on the Overall Performance: Risk page) to produce the RAG rating. A target is also set and the risk registers contain action plans to manage the risks to target and these are subject to regular review by Directorate Management Teams. The risk registers are reported to the Risk Management Working Party and Internal Control Board on a quarterly basis and quarterly updates are provided in this report.

Finance

Financial monitoring is recorded using a red/amber/green traffic light reporting system.

Net expenditure on the priority is forecast to vary from budget by either:-

Red - more than £0.5m or 2.5% overspent or more than £10m or 50% underspent

Amber - more than £0.1m and less than £0.5m or by more than 1% and less than 2.5% overspent or more than £5m and less than £10m or by more than 25% and less than 50% underspent

Green - up to £0.1m or up to 1% overspent or up to £5m or up to 25% underspent

The Executive Management Team will take into account:-

(i)The performance of the housing part of the Capital Programme in assessing the traffic light for Decent Homes;

(ii)The overall financial position on revenue and capital in assessing the traffic light for 'Inspiring Efficiency, Effectiveness & Equity'.

The methodologies for Projects, Risk and Finance outlined above will be reviewed annually at the end of the financial year as part of the review of this report and the target setting process for performance indicators. The text above will be subject to change at this point.