

Lewisham Corporate Performance Report

Q2 2023/24

Welcome to Lewisham Corporate Performance Report

The Council's Performance Report demonstrates how we are performing against our priorities.

This report helps us to monitor the Council's performance against key indicators, making sure that decisions about performance and improvements are taken in line with the Council's priorities. It is periodically updated to provide trends over time.

Our new [Corporate Strategy](#) sets out how Lewisham Council plans to deliver for our residents over the next four years.

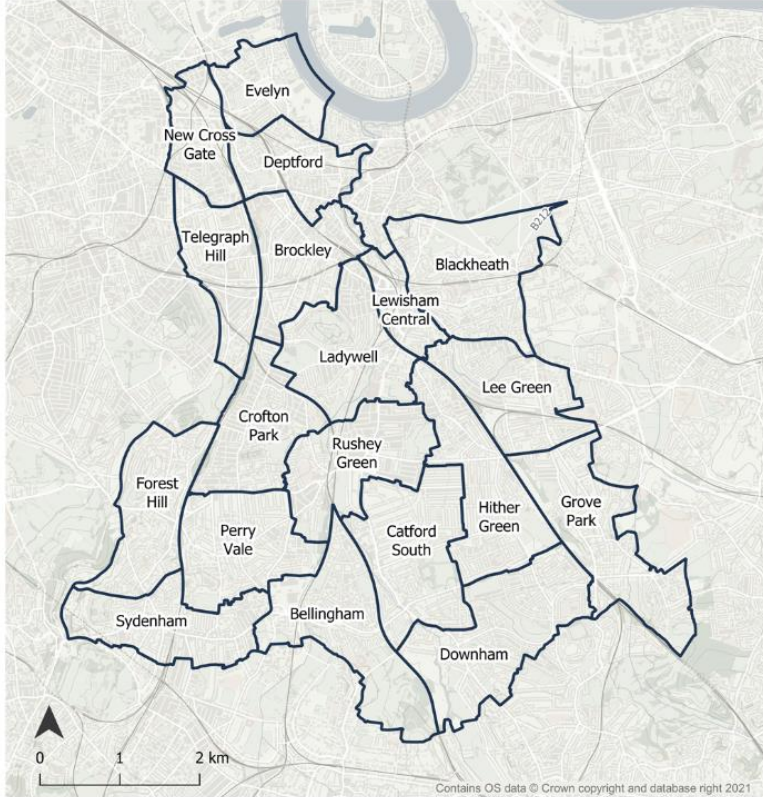
Our Priorities

- Cleaner and greener
- Strong local economy
- Quality housing
- Children and Young People
- Safer Communities
- Open Lewisham
- Health and Wellbeing

[Performance Report >](#)



Lewisham Borough Profile



300,600
Population



9.0% 26.8% 8.1%
Asian Black Mixed
4.7% 51.5%
Other White



19.3% 71.1% 9.5%
0-15yr 16-64yr 65yr+



52.5%
Female



81.7%
Good/Very good health



67%
Economically active residents



47.5%
Male



6.14%
LGBT+ Population



£37K
Average income



129,132
Households



17.7%
Residents with disability under the Equality Act



49.8%
Level 4 Qualifications

Data sources: ONS Census 2021; Average Income (median): ONS 2022

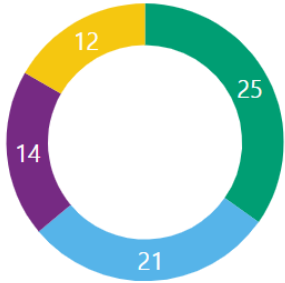
Lewisham priorities

Lewisham Priorities

All Performance KPIs

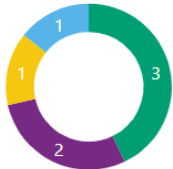
Period
2023/24 Q2

Click on each banner to see KPIs performance



- Key
- On or above target
 - No target
 - Working to improve
 - Almost at target

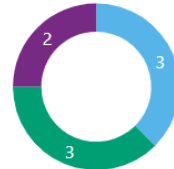
Cleaner and Greener



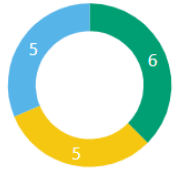
Strong Local Economy



Quality Housing



Children and Young People



Safer Communities



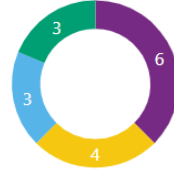
Health and Wellbeing



Open Lewisham



Corporate Health



Lewisham priorities

Cleaner and Greener

Residual Household Waste

Number of kilograms of residual household waste collected per household.

Lower is better

44.34 ▼
Target: 40 (+4.34)
August 2023



Working to improve: The kg per household waste reduced slightly from 45.49kg per household to 44.34kg.

EV Charging Points

Number of new electric vehicle charging points approved or delivered by the council.

Higher is better

250 ◆
Target: 193 (+57)
September 2023



Performing well: The programme to roll out electric vehicle charging points across the borough is continuing as planned with a full

Household Waste

Percentage of household waste sent for reuse, recycling and composting.

Higher is better

26.4% ▲
Target: 35% (-8.6%)
August 2023



Working to improve: The kg per household waste reduced slightly from 45.49kg per household to 44.34kg.

NO2 & PM above threshold

Total number of days the levels of nitrogen dioxide (NO2) and particulate matter (PMs) in the borough are above moderate.

Lower is better

4 ▲
September 2023



Performing well: No instances of elevated nitrogen dioxide levels were recorded at any of the continuous monitoring sites. Laurence House

Cycle Storage

Number of new secure cycle storage facilities approved or delivered by the council.

Higher is better

181 ◆
Target: 171 (+10)
September 2023



Performing well: The cycle hangar programme is driven by demand with new hangars placed in locations where there is a known requirement and

Trees

Number of trees planted on streets and in parks.

Higher is better

622 ▲
Target: 250 (+372)
22/23



Performing well: We are witnessing a notable increase in the number of trees planted on streets and in parks, a testament to our unwavering

Contamination rate of recycling

Number of tonnes of waste sent for recycling divided by number of tonnes classed as contaminated (waste collection) reported 1 month in arrears.

Lower is better

19.4% ▲
Target: 18% (+1.4%)
August 2023

Almost at target: The kg per household waste reduced slightly from 45.49kg per household to 44.34kg.

Lewisham priorities

Strong Local Economy

Strong Local Economy

2023/24 Q2

% of 16-17yr NEET

Proportion of young people (16-17) not in employment, education or training.

Eng. 3.5% **Lon. 3.1%** SN. 2.0%

Lower is better

1.8% ◆

Target: 4% (-2.2%)
September 2023



Performing well: Performance still strong coming toward the end of the academic year when all destinations will expire. However remains the

Vacant properties in Asset Register

% of vacant properties in Asset Register categorised as commercial.

Lower is better

3.9% ▲

Target: 6% (-2.1%)
September 2023



Performing well: A letting has now completed of one of the two commercial units in the new development at 1 Creekside

Apprentices in Mayor's Apprenticeship

Number of apprentices supported into the Mayor's Apprenticeship Programme.

Higher is better

14 ▲

Target: 32 (-18)
September 2023



Working to improve: The Council has created 14 new apprenticeship in the Council since April 2023. We also have a high level of apprenticeships

Living wage employers

Number of London Living Wage employers in Lewisham.

Higher is better

109 ▲

September 2023



Performing well: 4 additional employment sites in the borough have become Living Wage accredited in the last three months. 109 employment sites in

Adults with LD in paid employment

Proportion of adults with a primary support reason of learning disability support in paid employment.

Eng. 5.9% **Lon. 8.0%** SN. 5.0%

Higher is better

7.9% ▼

Target: 7.5% (+0.4%)
September 2023



Performing well: The Learning Disabilities strategy places a major focus on increasing the numbers of people who are able to access paid employment

Proportion of 16-17yr ET

Proportion of 16-17 year olds recorded in education and training (ET).

Eng. 92.6% **Lon. 96.1%** SN. 95.4%

Higher is better

94.1% ▼

Target: 95% (-0.9%)
September 2023



Almost at target: Coming toward the end of the academic year when all destinations will expire. However remains the same but with some end to

Key ■ On or above target ■ Almost at target ■ Working to improve ■ No target | Direction of Travel ▲ Improving ▼ Declining ◆ No change

Lewisham priorities

Quality Housing

% Minor planning applications

Percentage of minor planning applications determined within timescales.

Eng. 81% **Lon. 84%** SN. 80%

Higher is better

94.0% ▲

Target: 80% (+14.0%)
September 2023



Performing well: Performance for all types of Planning Applications has exceeded corporate targets and shows that the vast majority are being

% Other planning applications

Percentage of other planning applications.

Higher is better

92.0% ▼

Target: 85% (+7.0%)
September 2023



Performing well: Performance for all types of Planning Applications has exceeded corporate targets and shows that the vast majority are being

Households on housing register

Number of households on the housing register.

Lower is better

10,735 ▲

September 2023



Working to improve: There are currently 10,735 households on our Housing Register, an increase of 71 from the same point last year. In the last

% Major planning applications

Percentage of major planning applications determined within timescales.

Eng. 85% **Lon. 93%** SN. 91%

Higher is better

100% ◆

Target: 80% (+20%)
September 2023



Performing well: Performance for all types of Planning Applications has exceeded corporate targets and shows that the vast majority are being

HMOs currently licenced

Number of Houses in Multiple Occupation (HMOs) that are currently licenced.

Eng. 421 **Lon. 973** SN. 754

Higher is better

1194 ▲

September 2023



Performing well: Since the introduction of borough-wide HMO licensing in April 2022 the licensing and housing enforcement team have

Households in temp. accommodation

Number of households living in temporary accommodation.

Eng. 293 **Lon. 1669** SN. 2147

Lower is better

2747 ▲

September 2023



Working to improve: The number of new households going into Temporary Accommodation has fallen over the last 18

% Planning appeals dismissed

Percentage of planning appeals dismissed.

Higher is better

64% ▼

Target: 73% (-9%)
September 2023



Working to improve: Appeals performance is below the corporate target for the month of September. Appeals allowed are for residential

Net additional homes

Net additional homes provided.

Higher is better

599 ▲

Target: 1385 (-786)
2021/22



Working to improve: A total of 599 net homes were delivered during 2021-22. Housing delivery has yet to return to normal. 599 net homes is a

Lewisham priorities

Children and Young People

Rate of referrals (per 10K under 18)

Referral rate per 10K population children under 18 in Lewisham.

Eng. 537.7 **Lon. 566.2** SN. 577.8

Lower is better

634.0 ▼



September 2023

Performing well: The rate and no. of referral in this quarter typically falls on account of the school holiday period. 1058 referrals were received in

Lewisham learners with Education, Health and Care Plan educated in Lewisham settings

Of residents in Lewisham with EHCP, the perc. attending provisions/schools within the borough of Lewisham.

% schools judged good/better by Ofsted

Proportion of schools with a good or outstanding OFSTED judgement.

Eng. 88% **Lon. 95%** SN. 96%

Higher is better

65.2% ▼



September 2023

Performing well: Additional spaces have been created in Lewisham Special Schools and resource bases have been created to meet need and

Rate of Care Leavers per 10K under 25yr

Rate of Care Leavers eligible for a service as at the end of period.

Lower is better

70.3 ▼



September 2023

Working to improve: There are 619 care leavers aged 18-25 years old eligible for a service, 109 are UASCL. 392 are currently allocated a personal

Rate of CiN per 10K population

Rate of CiN per 10K population (incl. Child Protection Plan & Children Looked After as per DfE definition).

Lon. 289 SN. 316

Lower is better

330.7 ▼



September 2023

Performing Well: Through strengthened oversight and practice the rate and number of CIN is lowered (to 2130), we are no longer outliers in the

Rate of children under CPP

Rate of children currently subject to a Child Protection Plan (per 10K under 18 year olds).

Eng. 42.1% **Lon. 36.9%** SN. 37.7%

Lower is better

43.9 ▼



Target: 40 (+3.9)
September 2023

Almost at target: The number of CYP subject to an open CP plan has reduced to 283 in Q2. Now comparable with other London Boroughs' visiting

Key ■ On or above target ■ Almost at target ■ Working to improve ■ No target | Direction of Travel ▲ Improving ▼ Declining ◆ No change

% Pupils at KS2 reaching the exp. standard in reading, writing and maths combined

Eng. 59% **Lon. 66%** SN. 65%

Higher is better

60.0% ▲
Target: 59% (+1.0%)
22/23



Performing well: KS2 outcomes for combined reading, writing and maths in 2023 remain above national. There are currently no comparisons

% Pupils permanently excluded from school (primary)

Eng. 0.00% **Lon. 0.00%** SN. 0.02%

Lower is better

0.00% ◆
Target: 0.00%
2020/21



Performing well: We await benchmarked 2021/22 DfE data (which is always published in July of the following year) and our primary school permanent

% Pupils achieving good passes in English and Maths GCSEs (9-4)

Eng. 69% **Lon. 74%** SN. 71%

Higher is better

67.0% ▼
Target: 69% (-2.0%)
2021/22



Almost at target: Outcomes in 2023 remain provisional and are most like exams undertaken in 2019 and therefore comparisons to 2022

Rate of children looked after

Rate of Children Looked After (per 10,000 under -18 year olds).

Eng. 67.0 **Lon. 54.0** SN. 58.9

Lower is better

68.2 ▲
Target: 65.00 (+3.2)
September 2023



Almost at target: As at the end of Sept. Lewisham was looking after a total 439 CYP, 49 are UASC. Lewisham still has a high overall rate of CYP in

% Pupils permanently excluded from school (secondary)

Eng. 0.20% **Lon. 0.08%** SN. 0.08%

Lower is better

0.07% ▼
Target: 0.08% (-0.01%)
2020/21



Performing well: We await benchmarked 2021/22 DfE data (which is always published in the July of the following year). Secondary permanent

% Children who carry excess weight - Reception

% of children in reception who are obese or severely obese.

Eng. 23.0% **Lon. 21.6%** SN. 23.5%

Lower is better

20.2% ▼
Target: 21.5% (-1.3%)
22/23



Performing well: In Lewisham the percentage of children with excess weight has decreased for both those in Reception and Year 6 in this

Attendance Rates in Lewisham schools (Primary)

Eng. 93.81% **Lon. 94.33%** SN.

Higher is better

94.7% ▼
Target: 94.4% (+0.3%)
2021/22



Performing well: Attendance rates for children in primary schools remain high and better than average rates in London.

Attendance Rates in Lewisham schools (Secondary)

Eng. 91.36% **Lon. 93.21%** SN.

Higher is better

93.4% ▼
Target: 93.3% (+0.1%)
2021/22



Performing well: Attendance rates for children in secondary schools remains high.

% Children who carry excess weight - Year 6

% of children in year 6 who are obese or severely obese.

Lower is better

40.3% ▼
Target: 37.5% (+2.8%)
22/23



Almost at target: In Lewisham the percentage of children with excess weight has decreased for both those in Reception and Year 6 in this

Average Progress 8 Score

Progress that pupils in a school make from the end of primary school to the end of key stage 4 (KS4)

Higher is better

0.003 ▼
Target: 0.110 (-0.11)
22/23



Almost at target: Lewisham continues to demonstrate a positive Progress 8 score. This is provisionally at +0.003. This is an improvement in

Lewisham priorities

Safer Communities

First-time entrants to youth justice system

Total number of people aged 10-17 who have entered the Youth Justice System for the first time. Lower is better

Eng. 166.3 Inner London. 178.4



Performing well: The decrease in First Time Entrants (FTEs) remains strong reflecting the partnerships commitment to prevent

Re-offending rates

Re-offending rate - violent offences, further violent offences. Lower is better



Performing well: There were 0 further offences of violence committed by CYP open to YJS in the quarter 1 or 2 23/24 period. The commitment and

Test purchasing operations

Number of successful test purchases for knives, alcohol and tobacco. Higher is better



Almost at target: A total of 5 test purchase operations were conducted for alcohol items. Out of 5, 4 of these were successful.

Lewisham priorities

Health and Wellbeing

Admissions to res. & nurs. homes (65+)

Perm. admissions to residential and nursing care home: Lower is better
 Adults aged 65+ per 100,000 pop (cumulative).
 Eng. **Lon. 401.2** SN.

190.7 ▲
 Target: 349.0 (-158.3)
 September 2023



Performing well: This indicator measures the number of people 65+ who move into Residential or Nursing homes during the year, per 100,000 of

% 65+ still at home after discharge

% of adults aged 65+ still at home 91 days after discharge from hospital into reablement/rehabilitation services (eff. of the service). Higher is better
 Eng. 77.6% **Lon. 73.1%** SN.

84.2% ▼
 Target: 80% (+4.2%)
 June 2023



Performing well: Following our Empowering Lewisham program, investment and resources have been provided to grow this service and

Number of visits to LBL's leisure centres

Number of visits to leisure centres per 1,000 population. Higher is better

431 ▼
 September 2023



Performing well: Leisure centre usage continues to show positive growth month on month with an anticipated fluctuation in swimming numbers due

Bowel cancer screening coverage

The number of persons registered to a GP Practice who have been screened. Higher is better
 Eng. 70.3 **Lon. SN. 62.1**

59.6% ▲
 Target: 60% (-0.4%)
 22/23



Almost at target: Bowel cancer screening uptake has improved since the last reporting period and is now close to the target. Efforts to further

Disabled Facilities Grant (DFG)

Number of Disabled Facilities Grant (DFG) adaptations completed. Higher is better

10 ▼
 September 2023



Working to improve: In July 2023 we began an end-to-end service review of the council's Home Improvement service, for which we commissioned

HIV at a late stage of infection

Proportion of residents where HIV has been detected at a late stage of the infection. Lower is better
 Eng. 42.4% **Lon. 38.4%** SN. 42.1%

46.7% ▲
 Target: 33.5% (+13.2%)
 2020/22



Working to improve: HIV testing in A&E is now fully embedded. Lewisham has a GP HIV champion who is championing HIV prevention, diagnosis and

Uptake of NHS checks

The proportion of residents who have had NHS health checks in the period.

Eng. 42.4% **Lon. 49.0%** SN. 83.9%

Higher is better

28.0% ▼

Target: 40% (-12.0%)
June 2023



Working to improve: One Health Lewisham (OHL), our NHS Health Check service provider remains highly engaged with GP practices, despite a recent

Low birth weight

Children born weighing less than 2,500g.

Lower is better

6.9% ▼

Target: 7.4% (-0.5%)
2021/22



Performing well: The most recent data for Lewisham's low birth-weight rate (2021) of 6.9% shows an improvement. The rate is now

Uptake of flu vaccine in persons 65+

The proportion of residents who are aged 65year and above who have taken a flu vaccine.

Eng. 72.4 **Lon.** SN. 66.2

Higher is better

57.9% ▼

Target: 71% (-13.1%)
22/23



Working to Improve: Flu vaccination uptake in persons over 65 years of age in 2022-23 is lower than previous years. The Immunisation

Discretionary DFG Spend (year to date)

The amount spent year to date on discretionary Disabled Facilities Grant adaptations.

Higher is better

66.5K ▲

September 2023



Working to improve: The Discretionary Disabled Facility Grant (DFG) spend for the last quarter (July 2023 to September 2023) was just under £34,000

Mandatory DFG spend (year to date)

The amount spent year to date on mandatory Disabled Facilities Grant adaptations.

Higher is better

355.36K ▲

September 2023



Working to improve: The Mandatory Disabled Facilities Grant (DFG) spend for the quarter (July 2023 to September 2023) was over £200,000

Lewisham priorities

Open Lewisham

Visits to Libraries

Number of visits to libraries (per 1,000 population).

Higher is better

333.0 ▼

Target: 240 (+93.0)
September 2023



Performing well: The preparatory work to enable the Lewisham Library refurbishment is continuing. The Summer Reading Challenge is complete and

Adult Learning Lewisham enrolments

Number of Adult Learning Lewisham enrolments.

Higher is better

3678 ▼

Target: 3200 (+478)
September 2023



Performing well: Performance is ahead of target for all but one indicator, and that only 0.6% below target for Learner satisfaction at 93.4%

Homes for Ukraine - guests hosted

Number of families hosted under the Homes for Ukraine scheme.

Higher is better

53 ▲

September 2023



The number of new guests arriving are fewer and we are not seeing as many families arriving but instead have mainly single female refugees.

Homes for Ukraine - number of hosts

Number of hosts under the Homes for Ukraine scheme.

Higher is better

51 ▲

September 2023



Whilst there was an increase in the number of new hosts for the HFU programme over the last quarter, overall there are fewer guests arriving and

Refugee families resettled

Number of families resettled under Lewisham's Refugee Resettlement Scheme.

Higher is better

110 ▲

September 2023



Performing well: 110 families have been resettled under this scheme.

Corporate Health

Percentage of Council Tax collected

Proportion of council tax collected.

Eng. 96.1% **Lon. 93.8%** SN. 93.5%

Higher is better

92.0% ◆
Target: 96% (-4.0%)
September 2023



Almost at target: We have improved the Council Tax telephone service by calls answered on time (from 55% in March to 83%) in Q2. we have also

Percentage of Business Rates collected

Proportion of business rates collected.

Eng. 96.3% **Lon. 93.2%** SN. 94.9%

Higher is better

95.0% ▲
Target: 99% (-4.0%)
September 2023



Almost at target: The cost of living crisis is being felt by all and the massive rise in energy costs has shown businesses are struggling to meet their

Percentage of complaints & casework

Percentage of complaints and casework responded to within time scales.

Higher is better

77.0% ▲
Target: 90% (-13.0%)
September 2023



Working to improve: Complaints performance across the Council for Qtr 2 is 77% of complaints responded to within time across all stages of

Percentage of complaints upheld

Percentage of complaints upheld.

Lower is better

11.0% ▼
September 2023



Working to improve: 11% of corporate wide complaints fully upheld - This is a decrease in performance of 2% when compared to 13% in Qtr

Percentage of complaints partially upheld

Percentage of complaints partially upheld.

Lower is better

9.0% ▲
September 2023



Performing well: 9% of corporate wide complaints partially upheld – This is an increase in performance of 1% when compared to 8% in Qtr 1 23/24

FOI requests within timescale

% of Freedom of Information (FOI) requests responded to within timescales.

Higher is better

88.0% ▲
Target: 90% (-2.0%)
September 2023



Almost at target: The action plan in relation to historical cases has been completed. Our current FOI performance remains steady in Q2

SARs within timescale

Percentage of Subject Access Requests (SARs) responded to within timescales.

Higher is better

64.0% ▲
Target: 90% (-26.0%)
September 2023



Working to improve: We are making improvements in responding to complaints and enquiries. We will continue to drive improvements

Agency

Number of active agency workers assignments registered with third party provider.

Lower is better

621 ▲
September 2023



Working to improve: The Council's aim is to reduce/limit its use of agency workers. Processes are in place to actively monitor and challenge all

Agency rate

Agency headcount as a percentage of the entire workforce.

Lower is better

20.85% ▼
Target: 15% (+5.85%)
September 2023



Working to improve: The agency rate represents the number of agency workers compared to the size of the workforce. The Council has an active

Average sickness days per employee

Average of days lost to sickness absence, per employee.

Lower is better

11.67 ▲
Target: 9.5 (+2.22)
September 2023



Working to Improve: Average sickness days per employee has increased compared to last quarter and it remains higher than our target. Our target

Turnover

Monitor turnover to reduce its possible negative effects.

Aim for stability

12.5% ▼
Target: 13% (-0.5%)
September 2023



Performing well: Turnover has decreased compared to last quarter. It is just over our target of 13%. Our target is based on Pan-London

Top 5% earners who are disabled

The percentage of disabled staff amongst the top 5% earners reflects the Council's workforce profile. Aim for parity



Performing well: Disabled staff are well represented in the top 5% earners, as representation for this group exceeds the

Top 5% earners who are female

The percentage of female diverse staff amongst the top 5% earners reflects the Council's workforce profile. Aim for parity



Almost at target: The percentage of female staff within the top 5% earners has reduced and while it remains high it has fallen below our target.

Top 5% earners who are ethnically diverse

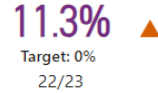
The percentage of ethnically diverse staff amongst the top 5% earners reflects the Council's workforce profile. Aim for parity



Working to improve: The percentage of staff from an ethnic background within the top 5% earners has increased by 0.5 percentage points when

Ethnicity pay gap

Difference in the avg. pay between staff from ethnic minority backgrounds, compared to 'White' staff. Aim for parity



Working to improve: The Ethnicity Pay Gap 2022/23 shows an increase of 0.1 percentage points

Gender pay gap

Difference between the average (mean or median) earnings of men and women across a workforce. Aim for parity
Eng. 4.8% **Lon. 2.4%** SN. 0.6%



Performing Well: The Gender Pay Gap 2022/23 shows a reduction of 3 percentage points compared to the previous year, which shows a

User guide

User Guide

Power BI is an online tool that allows users to connect to various data sources and visualise data in a dashboard. Power BI has been used to display the Corporate Performance indicators to monitor progress and measure impact. The dashboard is divided into the themes and uses data from various sources.

Symbols Key

KPIs performance relative to target

On or above target	■
Almost at target (-/+ 10%)	■
Working to improve	■
No target	■

Direction of Travel

KPIs performance in comparison to a previous quarter.

Improving	▲▼
Declining	▲▼
No change	◆

Good performance is classified as follows:


Higher is better: The aim is to increase or maximise and maintain at agreed or expected levels

Lower is better: The aim is to decrease or reduce and maintain at agreed or expected levels

Aim for parity: The aim is for proportionality across all protected characteristics, in relation to the workforce representation to ensure equity

Aim for stability: The aim for a stable workforce, avoiding sharp changes or fluctuations

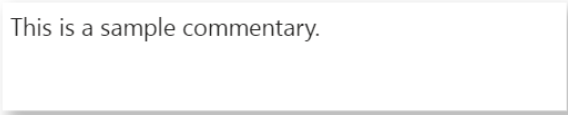
KPI snapshot guide

Bar: Status →  **Household Waste** ← **KPI**
Percentage of household waste sent for reuse, recycling and composting ← **KPI Description**

Polarity → Higher is better
Lower is better

Performance Last Quarter →  ← **Direction of Travel**
Target: 80.0% (+9.2%) ← **Target (Distance from Target)**
September 2022 ← **Month/Year**

Trend line →  Performance for previous quarters can be seen by hovering over trend line.

Commentary →  This is a sample commentary.