



Annual Performance Review 2020–2021



Lambeth

Overview

Welcome to the first Annual Performance Report. This report outlines the key points of interest and progress Lambeth has made towards the delivery of the Borough Plan for 2020/21.

In terms of performance, the report will take a look at the key highlights in each of the 4 Borough Plan Pillars:

1. Sustainable growth: a growing economy that everyone benefits from

2. Resilient communities: Communities that are thriving, connected and resilient

3. Independence: Services are improved and people have support to live as well and independently as they can

4. Place: Lambeth is a place people want to live, work and invest.

2020/21 has seen notable success across the organisation, despite the Covid pandemic response dominating much of our efforts.

Services have worked hard to overcome Covid restrictions and associated staffing and capacity issues. As a result, Lambeth and our performance has remained resilient as a whole and the Council has continued to balance its responsibilities to deliver core services whilst managing the demands of the pandemic.

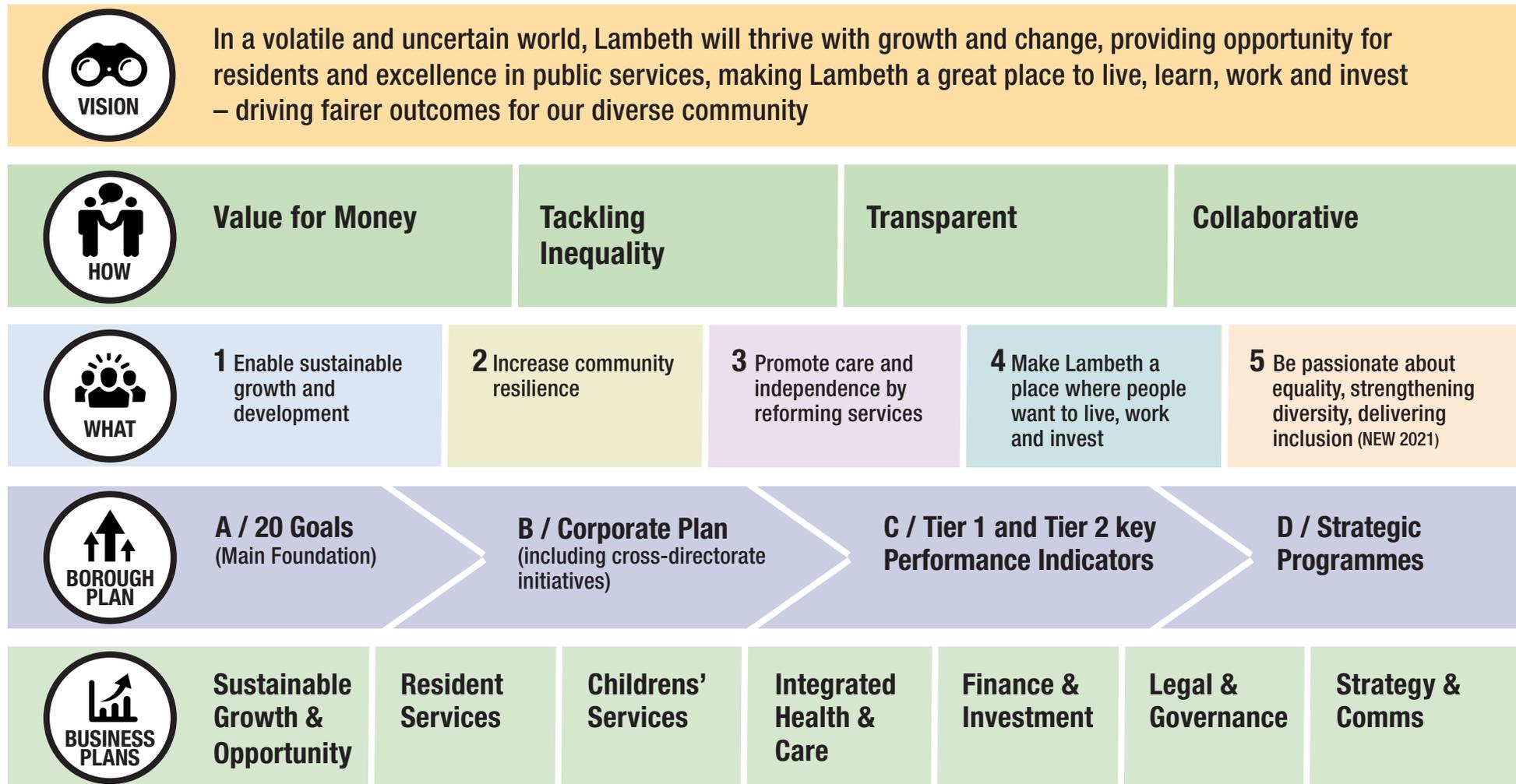
While work continued across all areas of performance, in response to the



pandemic the organisation has placed necessary additional focus on assisting those who are vulnerable and in need, therefore a predicted dip in performance was seen in certain areas.

It is worth noting that the 2020-21 performance targets were developed prior to the pandemic and are based on pre-Covid baselines. When taken in this context the performance of the organisation throughout 2020/21 is all the more impressive and provides us with a fantastic platform to build on in 2021/22.

Strategic Overview



1: Sustainable Growth

2020/21 saw some significant gains in our efforts to enable sustainable growth and development in Lambeth.

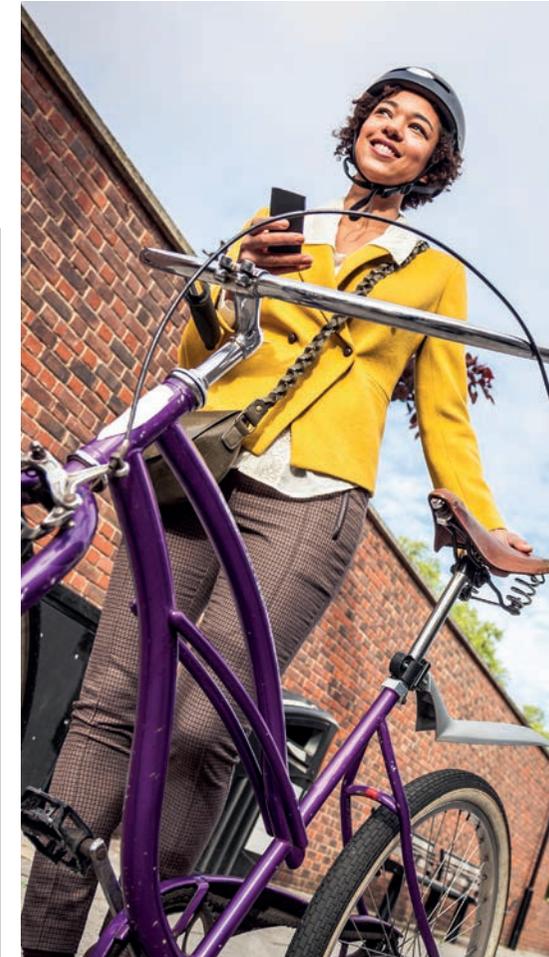
		
<p>5,491sq.m of affordable workspace was added across the borough</p>	<p>11% the number of premises with full fibre availability has seen an increase</p>	<p>1,085 homes consented</p>
		
<p>100% major planning applications determined on time</p>	<p>41.8% walking and cycling has seen its 4th consecutive increase since 2016/17</p>	<p>£699.20 an increase in the median gross weekly pay for full time workers</p>

A total of 5,491sq.m of **affordable workspace** was added across the borough. This has been in part due to the success of the GLOWS development in Tulse Hill which has been supported through the Stride program.

The GLOWS program has provided a new affordable and supportive home for nine local entrepreneurs and businesses working across visual arts, costume design, marketing, media, writing and fashion.

Effective use of Planning Performance Agreements has also allowed us to determine **100% of major planning applications** within the timeframes set by central government. This maintains the strong performance seen in 2019/20.

That said, the impact of the Covid pandemic continues to be felt. Our largest town centres (Brixton, Streatham, West Norwood, Clapham, Vauxhall, Stockwell and Waterloo) have seen a **50% increase in the proportion of vacant units** when compared with 2019/20. Officers are working closely with teams across the council and its



partners to aid Covid-19 recovery in each of the aforementioned town centres. The number of homes consented during 2020/21 has also suffered as a result of Covid, with numbers at a 10-year low.

Despite this, the strong pipeline of potential **large residential schemes for 2021/22** gives officers confidence that coming quarters will see a significant increase in homes consented.

2: Resilient communities

We have worked hard to maintain resilience in our communities during this challenging year.



		
<p>66% 3-4 year olds accessing funded early education</p>	<p>61% 2 year olds accessing funded early education</p>	<p>84.1% in residents with NVQ 2 or higher</p>
		
<p>0.06% Exclusion figures are better than national figures and have seen an improvement from the previous year</p>	<p>2.33 per 1,000 pop. Rates of serious youth violence saw record lows during the pandemic, unfortunately it is expected that they will begin to climb back up once restrictions are removed</p>	

Following government guidance, childcare settings started to reopen after lockdown in July 2020. As expected, the numbers of children attending settings across the borough has been slightly lower than the previous year as many parents/carers have been cautious about their children returning to childcare, preferring instead to keep their children at home.

Encouragingly however, data currently shows **87% of Lambeth residents participating in education and or work-based learning in Years 12–13**, which shows a three year upward trend making Lambeth the most improved borough out of our eight comparable neighbours.

In addition, a positive increase can be seen in the proportion of working aged residents with qualifications at NVQ level 2 or higher.

In spite of the economic impact of Covid and the number of job vacancies remaining low, a total of **440 residents secured employment, training or apprenticeship opportunities** thanks to council initiatives, exceeding the target for the year.

Nevertheless, the number of people seeking employment support through council-supported programmes continues to rise, reflecting the increasing number of residents who are now out of work.

This correlates with a continued high demand for benefits advice, with 5,412 residents benefitting from advice across 2020/21.

The number of households in temporary accommodation has seen an increase compared to the previous year, with a 5% increase for families with children and 39% increase for single and all-adult households. These occupation levels would in fact be much higher if they were not being held down by the **robust homeless prevention and relief activity** which is supporting and sustaining existing tenancies through welfare, debt, and other financial advice. In addition, the services are deploying all avenues of negotiation and mediation with families and landlords to sustain tenancies and prevent eviction.

3: Independence

It has been more important than ever in 2020/21 that we provide support to residents to allow them to live as independently as possible.



<p>12% increase in safeguarding concerns</p>	<p>16% increase in referrals to ASC</p>	<p>95% looked after children with an up to date PEP</p>
<p>93% pathway plan completion has seen an improvement from 79% in 2019/20</p>	<p>96.48% annual health assessments completed for looked after children</p>	

With the effects of covid seeing increases in adult social care (ASC) referrals, performance has been further impacted by covid restrictions and being unable to carry out reviews or assessments face to face. However there has been a **significant improvement in data quality**, in particular with regards to linked carers which have seen a big shift and increase in the number of carers known to the Council. This improved data allows us to ensure that we can continue to meet our statutory responsibilities.

Unfortunately waiting times for CAMHs services have also been impacted with performance fluctuating across the year. The service has faced significant challenges in staff recruitment and retention whilst simultaneously handling a considerable increase in referrals of children and young people. Encouraging work is ongoing with partners to tackle this, and we are developing a **community emotional health and wellbeing offer** for children and young people before they reach CAMHs threshold. Personal Education Plan (PEP) meetings have a timescale of 6 months as a rule,

however the service has been able to almost half this by being able to hold PEP meetings every 3-4 months for the majority of cases. This reduction in timescales allows for timely and appropriate support and interventions to be put in place to **enable our pupils to achieve positive outcomes**. Furthermore, pathway plan completions have further improved, providing a service to our young people to influence positive change to their lived experiences.

What's more, improved partnership working between colleagues in children social care and health has resulted in a significant improvement in the number of annual health assessments provided to looked after children. Performance in quarter 4 was over 14% better than in 2019/20.

In spite of the annual performance for the proportion of children's social care core group meetings held in time remaining below target, performance is at its highest point when compared to previous years and shows the continued efforts of the service to improve the lives of the children who need it most in the borough.

4: Place

Despite the difficulties of the various lockdowns, Lambeth has performed well against its objective to make it a place people want to live, work and invest.

		
<p>2,263 homes brought up to housing standards</p>	<p>382 private dwellings/HMOs improved</p>	<p>40% parks received Green Flag status</p>
		
<p>440Kg residual waste per household increased to 440kg</p>	<p>5% recycling exceeded target by 5%</p>	<p>594Kg total waste per household increase to 594kg</p>

Regardless of the challenges brought about with covid restriction challenges throughout the year, the target for **the number of Lambeth Council homes brought up to LHS standards in the year has been exceeded** with over 30 capital schemes completed. As well as 382 private dwellings/HMOs improved to comply with the statutory housing standard, this being achieved through remote working, prioritising visits and use of pictures, video and tenant statements to evidence conditions.

Positively, litter levels overall have remained within target with staff cover prioritised across core services such as street cleaning. However, unfortunately, graffiti has seen a rise since the first national lockdown. With an increase in the numbers of shops closed with shutters down, existing graffiti has become more noticeable, and graffiti tags becoming more frequent and in more prominent locations. The team continue to proactively remove any graffiti observed during inspections and respond to reported incidents that are within their remit.



Excitingly, in total 17 Lambeth Parks received the green flag award this year in line with the target of 40%. Results taken from an annual survey carried out show, **74% of park users rated their visit as good or excellent** with 24% rating excellent.

In mixed news, the **percentage household waste sent for recycling, refuse and composting in 2020/21 improved substantially** from the previous year having seen a surge following the national lockdown, unfortunately however it has also resulted in significant increases in the residual waste and total waste per household. This performance was inevitable given the shift in people working from home; with shops and restaurants closed, waste has been diverted to the domestic waste stream.

