

Tower Hamlets Productivity Plan – Visual Metrics



How you have transformed the way you design and deliver services to make better use of resources.

Peer review progress

Local Government Association recommendations for improvement:
 – 5 completed – 13 in progress



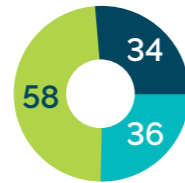
Budget sustainability

Key budget highlights
 – £0.3m revenue underspend for the general fund in 2023/24
 – £81.7m of general fund capital investment in 2023/24
 – £20m general fund reserve



Mayor's transformational priorities

Progress of projects focused on the Mayor's manifesto:
 – 36 completed
 – 58 on schedule
 – 34 reprogrammed



DLUHC Data Performance – Oflog financial indicators

At 85.7%, Tower Hamlets ranks 6th among its CIPFA neighbours
 Ranked 6/16

At 64.4%, Tower Hamlets ranks 7th among its 16 CIPFA neighbours
 Top 25%

Non-ringfenced reserves as percentage of net revenue expenditure

Non-ringfenced reserves as a percentage of service spend

Transforming organisation's structure

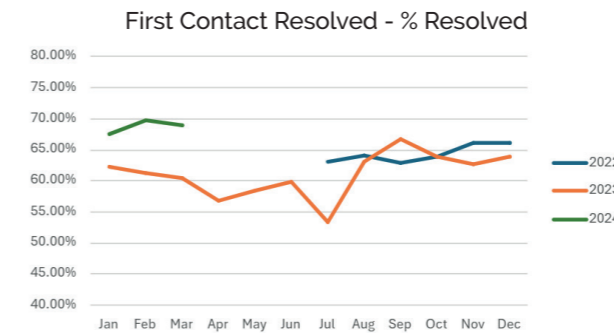
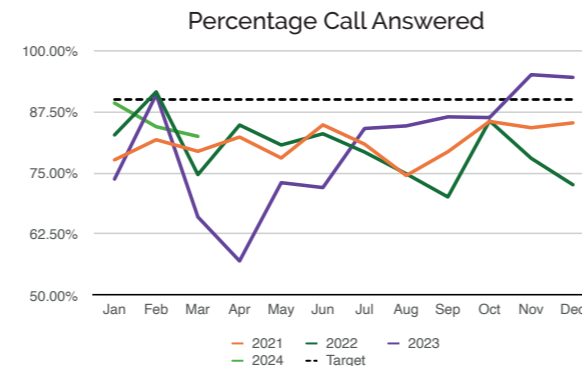
Identified £43.4m savings and created 5 transformation boards to strengthen the governance and improve performance.

£5m restructure savings (£3.4m services and £1.6m corporate restructure savings).



Customer metrics

These metrics highlight the productivity of residents' issue resolution at the corporate contact centre



The percentage of calls answered in April 2024 was 89%. This is an increase of 32 percentage points from April 2023.



The percentage of calls resolved at first contact in April 2024 was 68%. This is an increase of 11 percentage points from last year.

People First Transformation

These are the tools put in place to deliver one of the most ambitious agendas in local government:



Finance metrics

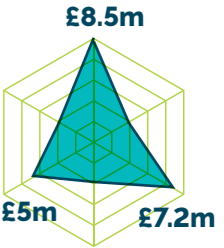
Key financial indicators:

- We have identified £43.4m of savings - £5.6m more than our target
- Our capital expenditure is fully funded - £755m to be invested over the next 3 years
- We have minimised additional borrowing requirements with just 4% (£2.7m) of new General Fund capital investment funded from borrowing.
- Oflog indicators show that Tower Hamlets has a comparably high level of Non-ringfence reserves in comparison to other authorities (a value of 85.7% of net revenue expenditure).



Your plans to reduce wasteful spend within your organisation and systems.

In the MTFS, the Council has £8.5m of transformation savings, £7.2m of efficiency savings and £5m of restructure savings.



In 23/24, agency spend accounted for 14% of total employee costs – a reduction of 0.9 percentage points from the previous year.



Currently there are 199 agency staff who have been in place for over a year – a reduction of 53 from the previous year.



The Council is investing in tech enabled care with investment of £4.9m over the next 5 years and savings of £10.3m expected over the same period.



We have 5 EDI staff networks in the Council, each of which receives an annual budget of £3,000.