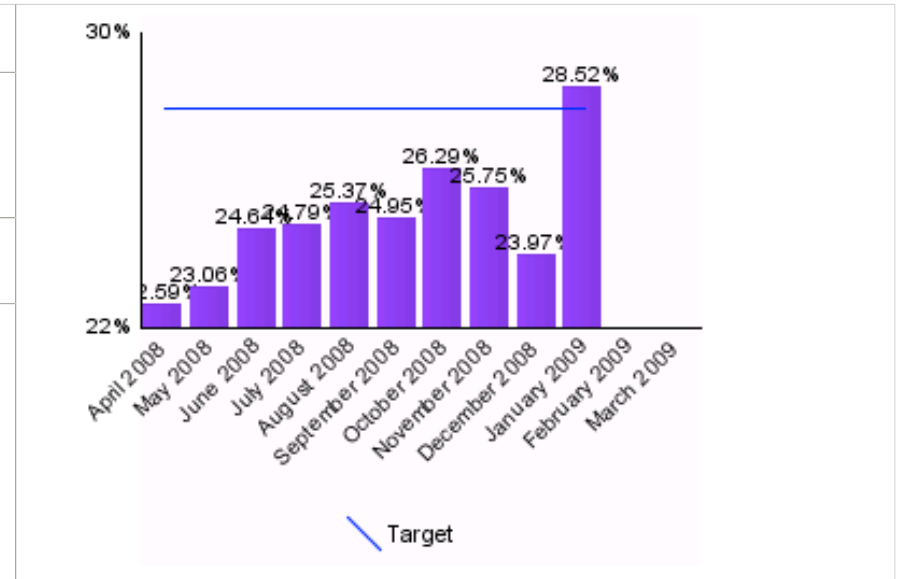


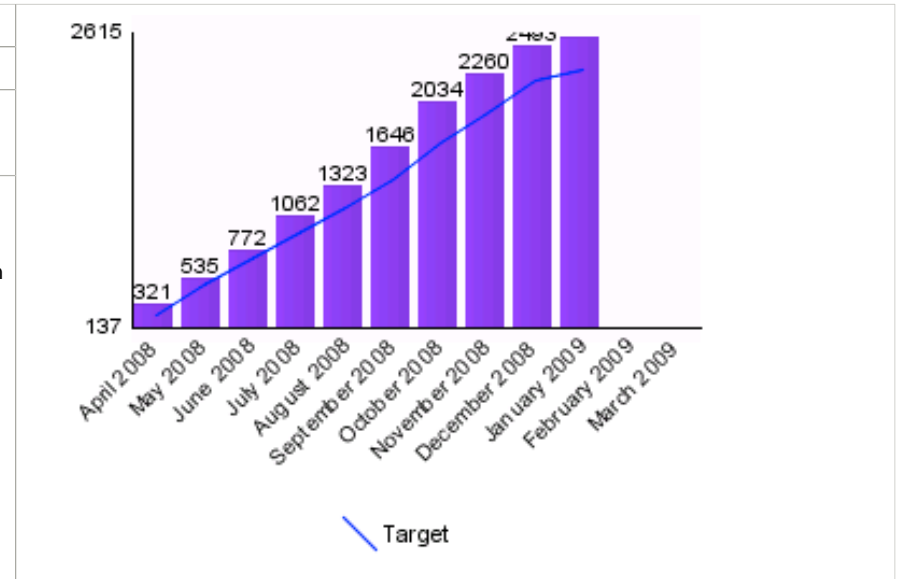
Exception Report: Make Haringey one of London's greenest boroughs

NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)			
The indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.				
YTD Value	Target	↓	●	Red
25%	28%			
January's performance has shown a distinct improvement which can be partly attributed to the Christmas clear up arrangements where an extra two days of recycling collections took place compared to refuse (due to the differing Christmas catch-up arrangements between refuse and recycling services). As such, January's household waste is lower, and recycling higher, than on an average month which positively impacts upon performance. Additional recycling tonnage from NLWA has been supplied this period for Q3 which has improved performance for Oct - Dec 08. The performance information for January is still provisional and subject to change.				



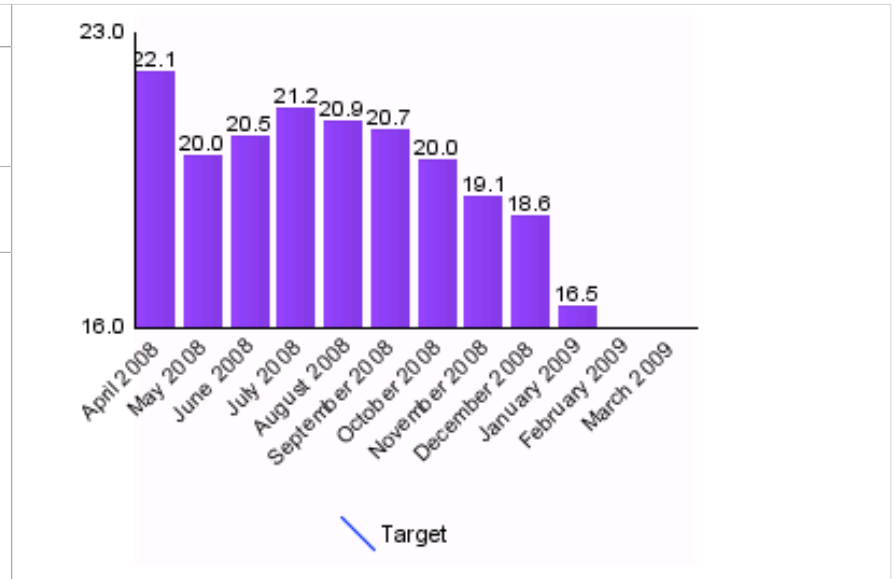
Exception Report: Create a better Haringey: cleaner, greener and safer

L0096	Theft from motor vehicle			
YTD Value	Target	↑	⬮	Red
2563	2308			
<p>This crime type is being tackled using the established police 'problem solving process'. Sophisticated analysis (including geographic and demographic mapping and victim and property profiling) will be used to target crime prevention communications.</p> <p>Primary school children in Haringey are designing posters to refresh the awareness of the risks of leaving valuables on display in vehicles. The winning anti car crime poster will be placed on all parking meters in the borough. This poster will also be shown in the local press and on-street advertising boards.</p> <p>The MPS Motor Vehicle Crime team carry out regular intelligence-led decoy operations. Other borough-wide interventions include the provision of crime prevention advice to residents living in hotspot areas</p>				



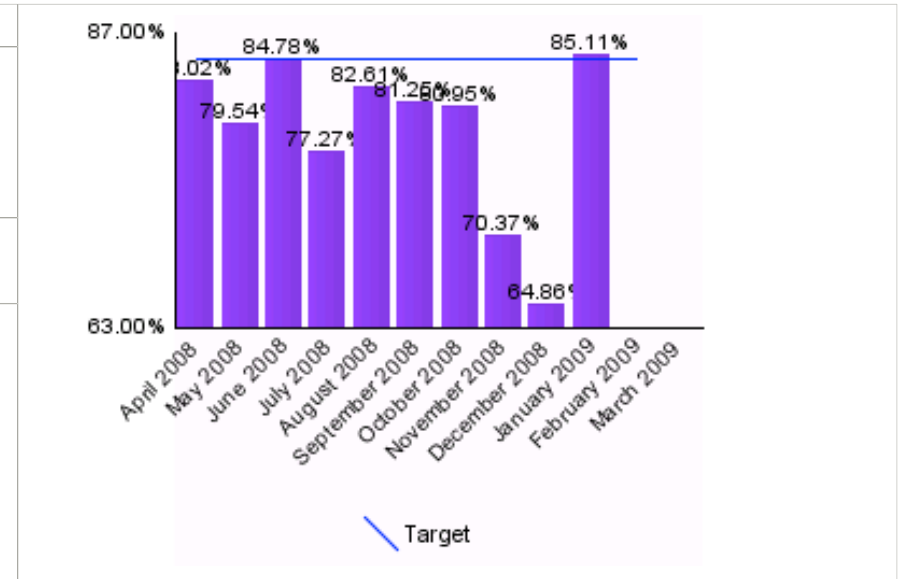
Exception Report: Promote Independent Living

NI 131	Delayed transfers of care			
This indicator measures the impact of hospital services (acute and non-acute) and community-based care in facilitating timely and appropriate discharge from all hospitals for all adults. This measures the ability of the whole system to ensure appropriate discharge from hospital for the entire adult population, and is an indicator of the effectiveness of the interface between health and social care services.				
YTD Value	Target	↑	?	Unknown
16.5				
Delayed transfers of care from hospital have improved to 16.5 % but this is still a comparatively high figure. There are discussions at partnership level to drive improvements.				

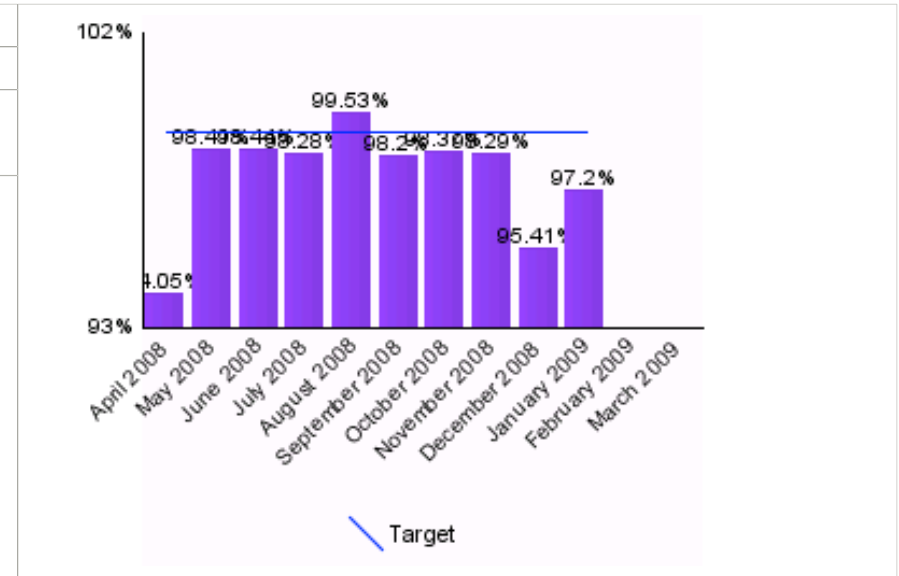


Exception Report: Deliver Quality Services

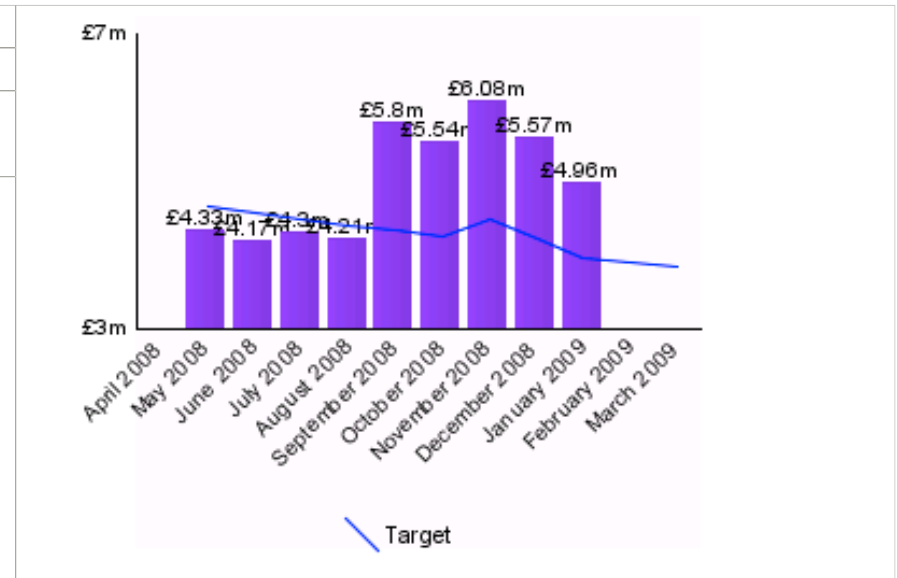
BV109b NI 157b	Processing of planning applications: Minor applications			
To ensure local planning authorities determine planning applications in a timely manner. This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.				
YTD Value	Target	↑	●	Red
78.98%	85.00%			
Performance was on target in January which was a marked improvement from December. Whilst the YTD figure is below target the service is confident that the improved performance will be maintained.				



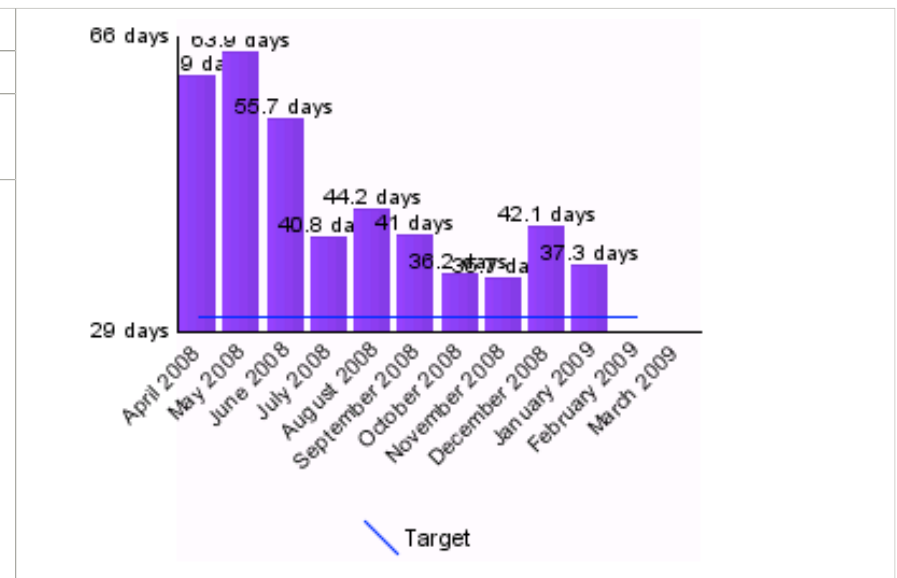
BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.			
YTD Value	Target	↓	●	Red
97.62%	99%			
NNDR collection has shown improvement from December but still remains under target due to the predicted issues related to the current economic climate and collection of the Empty Property Rates. This is also consistent across other London Authorities				



Fin 5b		Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt		
YTD Value	Target	↓	⬛	Red
£4.96m	£3.97m			
<p>In Period 10, aged debt has continued to reduce and now stands at £4.96m, a £0.62m reduction compared to Period 9. In terms of the Aged Debt reduction target, there is currently a £0.97m shortfall, which includes Children and Young People (CYP) £595k, Adults £293k and Urban Environment £64k short of target. Actions are in place to maximise recovery, and certain debts are scheduled, appropriately, for write-off. However the main area of concern continues to be CYP where schools with cash flow problems and Haringey Schools Service Ltd, account for the majority of the shortfall.</p>				



BV 212 CPA H8		Average relet times for local authority dwellings let in the financial year (calendar days)		
YTD Value	Target	↑	⬛	Red
37.3 days	31 days			
<p>Please note that this is only a provisional figure for January, as it has not been approved by HfH's EMT Board.</p>				



L0073	Cost of recycling per tonne			
YTD Value	Target	↑	⬮	Red
£193.72	£172			
<p>Based on the information currently available performance for January showed an improvement due to additional recycling tonnage. Performance remains below target, as does year to date performance. Both this indicator and Cost of Waste Collection indicator were impacted by the Christmas and New Year clear up arrangements. The figure reported is subject to change as full tipping information is not yet available. Levels of recycling have reduced due to a reduction in the NLWA contribution to tonnage and a change in the method of apportioning household and non-household waste.</p>				



Create a better Haringey: cleaner, greener and safer

Generated on: 06 March 2009

PI Sort Code	Short Name	2007/08	London Boroughs	April 2008	May 2008	June 2008	July 2008	August 2008	September 2008	October 2008	November 2008	December 2008	January 2009	2008/09	Current Target											
		Value	TQ 2007	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value		Status										
NI 195a_f	Property Services - Improved street and environmental cleanliness : Litter			8%		8%		8%		4%		5%		2%		4%		2%		3%		1%		4.5%		22%
NI 195b_f	Property Services - Improved street and environmental cleanliness: Detritus			27%		22%		21%		11%		12%		6%		7%		4%		9%		7%		12.6%		35%
NI 59	Percentage of initial assessments for children's social care carried out within 7 working days of referral	88%																								
NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement																									
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption																									75.0%
BV49 NI 62	Stability of placements of looked after children: number of moves																									
BV162 NI 67	Percentage of child protection cases which were reviewed within required timescales		100%																							100%
L0035	Domestic burglaries	2877		248		487		698		898		1112		1310		1553		1839		2067		2351		2351		2193
L0036	Robberies	1503		98		195		287		388		480		584		678		785		851		881		881		1170
L0037	Theft of motor vehicle	1234	No data for this ra	90		199		299		425		521		607		696		794		873		897		897		955

PI Sort Code	Short Name	2007/08	London Boroughs	April 2008	May 2008	June 2008	July 2008	August 2008	September 2008	October 2008	November 2008	December 2008	January 2009	2008/09	Current Target												
		Value	Q 07	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value		Status											
L0129	Serious Youth Violence - Rolling Year	868	No data for this rate											828													
L0096	Theft from motor vehicle	3358	No data for this rate	321		535		772		1062		1323		1646		2034		2260		2493		2563		2563		2308	
NI 15	Serious violent crime rate																										
NI 16	Serious acquisitive crime rate	39.8																						6540		37.6	
NI 20	Assault with injury crime rate	10.9	No data for this rate																								
NI 28	Serious knife crime rate	441	No data for this rate	35		82		122		169		229		280		322		362		390		406		406		470	
NI 33	Arson incidents	512	No data for this rate																					168		476	
NI 47	People killed or seriously injured in road traffic accidents	43%	No data for this rate	10.1%		11.5%		6.3%		9.3%		9.7%		9.6%											9.4%		5%
NI 48	Children killed or seriously injured in road traffic accidents			7.0%		16.3%		10.3%		10.5%		10.8%		20.0%											12.5%		6.0%

Make Haringey one of London's greenest boroughs

Generated on: 06 March 2009

PI Sort Code	Short Name	2007/08	April 2008		May 2008		June 2008		July 2008		August 2008		September 2008		October 2008		November 2008		December 2008		January 2009		2008/09		Current Target	
		Value	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status		
L0051	Waste collection costs per tonne	£86	£92		£84		£87		£85		£100		£89		£104		£104		£101		£120		£120		£104	
NI 191	Residual household waste per household	0	52		57		55		57		48		54		46		46		51		44		510		500	
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)	25.37%	22.59%		23.06%		24.64%		24.79%		25.37%		24.95%		26.29%		25.75%		23.97%		28.52%		25%		28%	

Encourage lifetime well-being

Generated on: 06 March 2009

PI Sort Code	Short Name	2007/08	April 2008		May 2008		June 2008		July 2008		August 2008		September 2008		October 2008		November 2008		December 2008		January 2009		2008/09		Current Target
		Value	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
L0084	Active Card Membership	9376	9575	?	9953	?	10381	▲	10821	✓	10505	▲	11412	✓	11961	✓	12263	✓	12011	✓	12737	✓	12737	✓	12171
L0085	Number of library users per 1000 of the population	9136	10099	✓	10255	✓	9053	✓	9367	✓	8556	▲	9648	✓	10272	✓	9528	✓	8016	●	9684	✓	9444	✓	9000
L0200	Sport and Leisure Usage	87658	10713	✓	11676	✓	11327	●	12551	✓	11297	▲	10592	✓	11160	✓	97776	▲	82559	▲	10321	●	10767	✓	108940
BV 170a	The no. of visits to/usages of museums per 1,000 population	193	184	●	194	✓	322	✓	202	✓	212	✓	218	✓	259	✓	269	✓	161	●	164	●	218	✓	194
L0004 LA	Number of schools achieving Healthy School Status (2007 - 2010 stretch target)	66%	68%	▲	68%	▲	68%	▲	69%	▲	69%	▲	69%	▲	69%	▲	76%	✓	76%	✓	76%	✓	76%	✓	75%
NI 117 b	Not Knowns -16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 stretch target)	9.6%	10.6%	●	11.7%	●	10.2%	▲	9.4%	✓	8.3%	✓	32.4%	●	18.5%	●	12.8%	●	12.6%	●	8.0%	✓	8.0%	✓	9.9%
NI 117	16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 stretch target)	10.4%	9.2%	✓	8.4%	✓	8.8%	✓	9.0%	✓	9.5%	✓	8.0%	✓	6.8%	✓	6.7%	✓	7.0%	✓	6.7%	✓	6.7%	✓	10.9%

Promote Independent Living

Generated on: 06 March 2009

PI Sort Code	Short Name	2007/08	London Boroughs	April 2008		May 2008		June 2008		July 2008		August 2008		September 2008		October 2008		November 2008		December 2008		January 2009		2008/09		Current Target
		Value	2007-07	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
L0114 LAA	Number of older people permanently admitted into residential and nursing care (2007 -2010 stretch target)	139		6	✓	16	✓	29	✓	36	✓	54	✓	69	⚠	70	✓	84	✓	98	✓	112	✓	134	✓	112
L0115 LAA	Number of adults permanently admitted into residential and nursing care (2007 -2010 stretch target)	18		0	✓	0	✓	0	✓	1	✓	3	✓	4	✓	6	✓	6	✓	5	✓	8	✓	8	✓	28
NI 132	Timeliness of social care assessment (all adults)	78.0%	86.9%	92.3%	✓	92.4%	✓	91.7%	✓	92.5%	✓	92.7%	✓	92.8%	✓	93.5%	✓	92.8%	✓	92.9%	✓	93.3%	✓	93.3%	✓	80.0%
NI 133	Timeliness of social care packages following assessment	93.0%	91.7%	95.0%	✓	96.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%	✓	93.0%
NI 130	Social care clients receiving Self Directed Support per 100,000 population	152.0	No data for this rate	163.3	✓	186.0	✓	194.2	✓	200.1	✓	210.8	✓	217.9	✓	225.8	✓	232.2	✓	235.3	✓	239.8	✓	239.8	✓	205.0
NI 131	Delayed transfers of care	38.6		22.1	?	20.0	?	20.5	?	21.2	?	20.9	?	20.7	?	20.0	?	19.1	?	18.6	?	16.5	?	16.5	?	
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	14.2%		26.0%	✓	28.0%	✓	21.0%	✓	23.0%	✓	22.0%	✓	23.0%	✓	22.0%	✓	22.0%	✓	21.0%	✓	21.0%	✓	21.0%	✓	14.2%
NI 111	First time entrants to the Youth Justice System aged 10-17	373		Not measured for Months																						

PI Sort Code	Short Name	2007/08	London Boroughs	April 2008		May 2008		June 2008		July 2008		August 2008		September 2008		October 2008		November 2008		December 2008		January 2009		2008/09		Current Target
		Value	2007	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
Fin 5b	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt	£4.16				£4.33	✔	£4.17	✔	£4.3m	✔	£4.21	✔	£5.8m	✘	£5.54	✘	£6.08	✘	£5.57	✘	£4.96	✘	£4.96	✘	£3.97m
BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days. COUNCIL	90.5%		89.35	⚠	91.88	✔	91.18	✔	92.17	✔	91.72	✔	91.79	✔	93.39	✔	93.08	✔	94.02	✔	86.07	✘	91.38	✔	91%
CS3	Call Centre calls answered as a % of calls presented	87%		95%	✔	96%	✔	96%	✔	90%	✔	94%	✔	91%	✔	96%	✔	91%	✔	96%	✔	89%	⚠	93.46	✔	90%
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	57%		82%	✔	87%	✔	84%	✔	68%	⚠	77%	✔	67%	⚠	82%	✔	67%	⚠	84%	✔	59%	✘	76%	✔	70%
CS1	Customer Services Centres- Waiting times – personal callers seen in 15 mins	71%		75%	✔	78%	✔	83%	✔	83%	✔	83%	✔	82%	✔	79%	✔	78%	✔	81%	✔	80%	✔	80%	✔	70%
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide	No data for this rate	No data for this rate																							
NI 103	Special Educational Needs – statements issued within 26 weeks - excluding exemptions	No data for this rate	No data for this rate	33.3%	?	75.0%	✘	90.0%	✔	86.4%	✔	95.8%	✔	91.7%	✔	100.0%	✔	100.0%	✔	100.0%	✔	88.9%	✔	88.0%	✔	82.0%
NI 103b	Special Educational Needs – statements issued within 26 weeks - including exemptions	No data for this rate	No data for this rate	25.0%	?	66.7%	⚠	81.8%	✔	79.2%	✔	95.8%	✔	91.7%	✔	100.0%	✔	100.0%	✔	100.0%	✔	88.9%	✔	83.3%	✔	70.0%
L0131	Unit cost Independent Schools SEN Placements - Residential	£6776	No data for this rate					£7140	⚠	£7136	⚠	£7136	⚠	£7271	⚠	£7245	⚠	£7266	⚠	£7259		£7276	⚠	£7276	⚠	£69325
L0132	Unit cost Independent Schools SEN Placements - Day	£3823	No data for this rate					£3846	⚠	£3894	⚠	£3894	⚠	£3898	⚠	£3964	⚠	£3906	⚠	£3906		£3900	⚠	£3900	⚠	£38454
BV 12 - ytd	The no. of working days/shifts lost due to sickness	9.67		5.59	✔	6.06	✔	6.75	✔	6.42	✔	4.57	✔	6.15	✔	7.22	✔	6.35	✔	6.24	✔	6.08	✔	8.31	✔	8.8

PI Sort Code	Short Name	2007/08	London Boroughs	April 2008		May 2008		June 2008		July 2008		August 2008		September 2008		October 2008		November 2008		December 2008		January 2009		2008/09		Current Target
		Value	TQ 2007	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	
	absence per FTE employee YTD.COUNCIL																									
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year.COUNCIL	9.67	No data for this ra	9.53		9.4		9.18		9		8.95		9.07		9.05		8.74		8.65		8.55		8.55		8.8
L0038	Stage 1 public complaints dealt within target (10 day) timescale. COUNCIL	88%		86%		85%		88%		82%		94%		93%		93%		92%		94%		90%		90%		90%
L0039	Stage 2 public complaints dealt within target (25 day) timescale. COUNCIL	84%		90%		78%		73%		91%		90%		83%		91%		94%		100%		100%		89%		85%
L0041	Members Enquiries dealt with in target time. COUNCIL	88%		83%		82%		85%		93%		96%		94%		95%		94%		95%		95%		91%		90%
BV109a NI 157a	Processing of planning applications: Major applications	78.57	82.56	100.0			75.00		100.0		100.0		100.0		100.0				50.00		33.33		82.29		82.00%	
BV109b NI 157b	Processing of planning applications: Minor applications	77.50	85.15	83.02		79.54		84.78		77.27		82.61		81.25		80.95		70.37		64.86		85.11		78.98		85.00%
BV109c NI 157c	Processing of planning applications: Other applications	88.32	92.86	90.65		94.96		90.40		91.30		90.07		91.52		92.47		86.32		86.54		83.17		89.74		90.00%
BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected - inc arrears	98.2%	No data for this ra	94.6%		94.6%		97.8%		96.9%		96.9%		97.36		97.4%		97.3%		97.2%		97.65		97.65		97.6%
NI 156	Number of households living in temporary accommodation	5389		5275		5224		5182		5094		5005		4952		4815		4746		4695		4628		4628		4626
BV 212 CPA H8	Average relet times for local authority dwellings let in the financial year (calendar days)	50 days		60.9 days		63.9 days		55.7 days		40.8 days		44.2 days		41 days		36.2 days		35.7 days		42.1 days		37.3 days		45.8 days		31 days
IC01	% of rent collected (of rent due excluding arrears)	99.3%	No data for this ra	95.36		97.83		98.57		97.48		97.34		98.48		98.54		98.73		98.6%		98.71		98.71		100.5%
L0073	Cost of recycling per tonne	£146	No data	£177.		£177.		£179.		£167.		£203.		£177.		£205.		£189		£204.		£193.		£187.		£172