


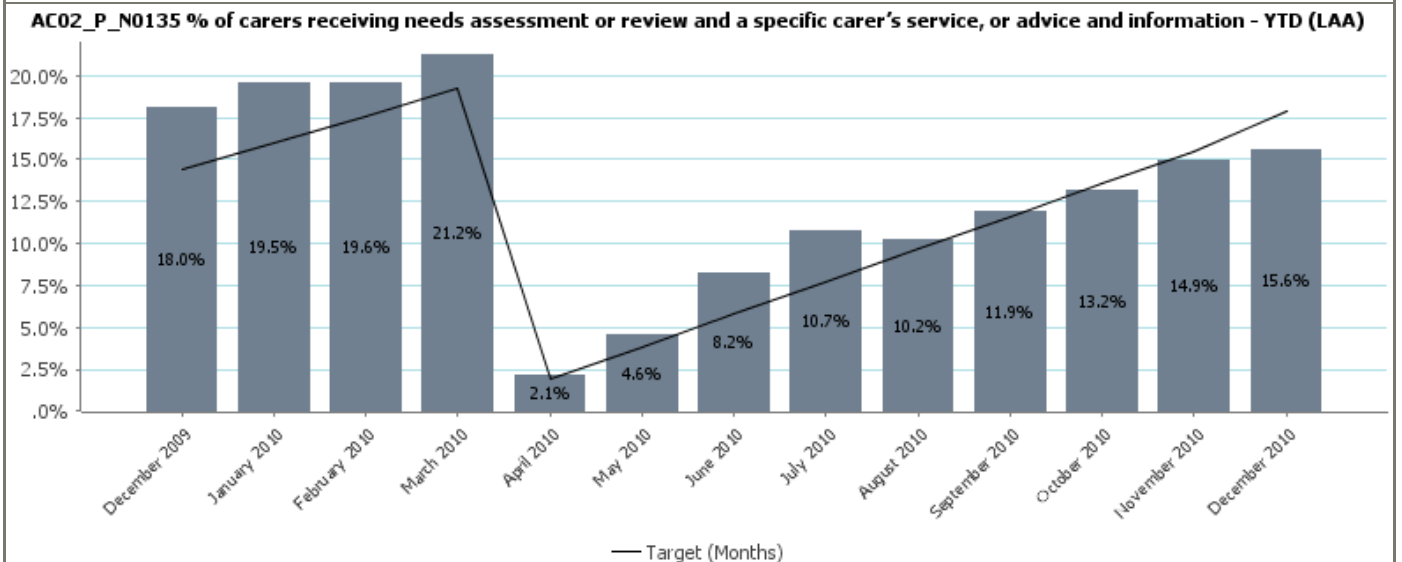
NI 135	% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)			
Status:	YTD against last year	December 2010	Current Target:	Polarity:
Red		15.6%	17.9%	Aim to Maximise

Rationale

This indicator measures the number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Related PIs

The number of adults receiving a community-based service during the year	2010/11	4460
Number of carers receiving a specific carers service, advice or information, following a carer's assessment or review	2010/11	697


Monthly Performance**Comment**

The number of carer's receiving information and advice or a service as a result of an assessment or review, has increased from 665 in November, to 697 in December. Although we are off target for the month of December, training on the new Framework Carer's system has been set up, and should increase the number of Carer's recorded as receiving advice and information over the next month.

Past Performance and Benchmarking

	Value	London Average
2008/09	22.1%	21.0%
2009/10	21.2%	24.6%
		Value
April 2010		2.1%
May 2010		4.6%
June 2010		8.2%
July 2010		10.7%
August 2010		10.2%
September 2010		11.9%
October 2010		13.2%
November 2010		14.9%
December 2010		15.6%
January 2011		
February 2011		
March 2011		

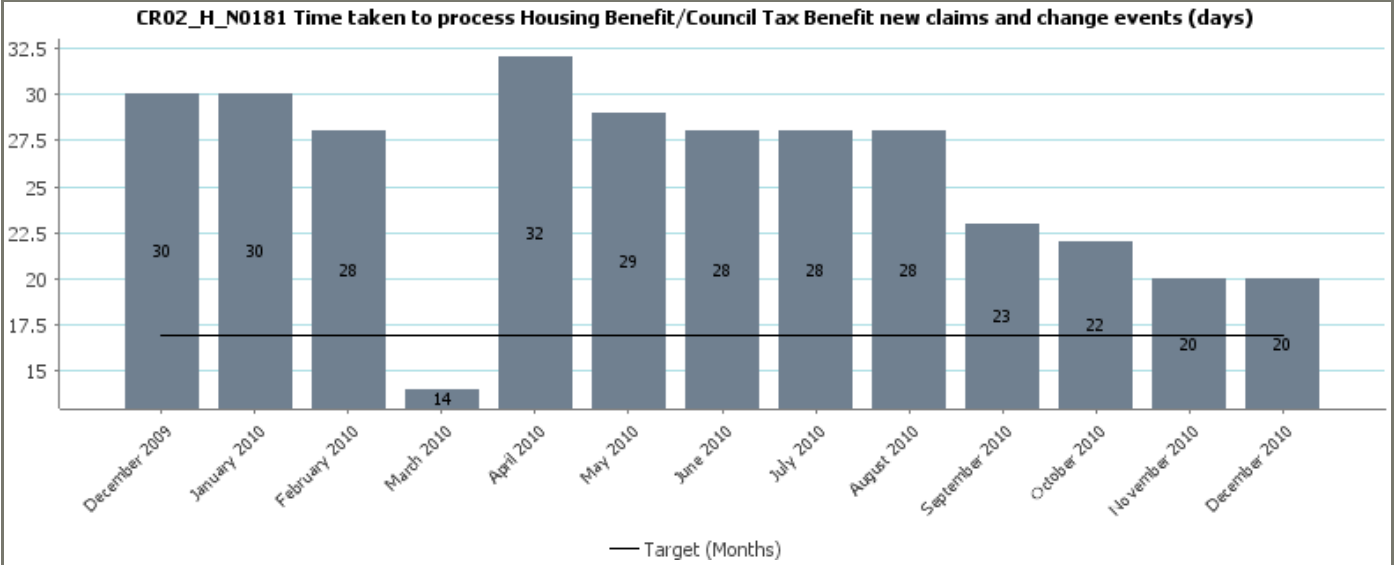
CR

NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)			
Status:	YTD against last year	2011/12	Current Target:	Polarity:
Red		25	17	Aim to Minimise

Rationale
 This indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and change of circumstances reported by customers receiving those benefits.

Related PIs

Monthly Performance



Comment **Past Performance and Benchmarking**

Despite the still increasing caseload, the Service has managed to ensure that performance against this indicator has not slipped. However the rate of improvement has slowed down considerably and so the Service is considering some options for dealing with new claims that will free up resources elsewhere. The continuing promotion of e-benefits, which has already contributed to performance improvements, and closer working with Customer Services are key in this. e-benefit new claims are being done in 18 days and changes of circumstances in 14 days. The Christmas period does also add 2 days to every claim assessed after the bank holiday.

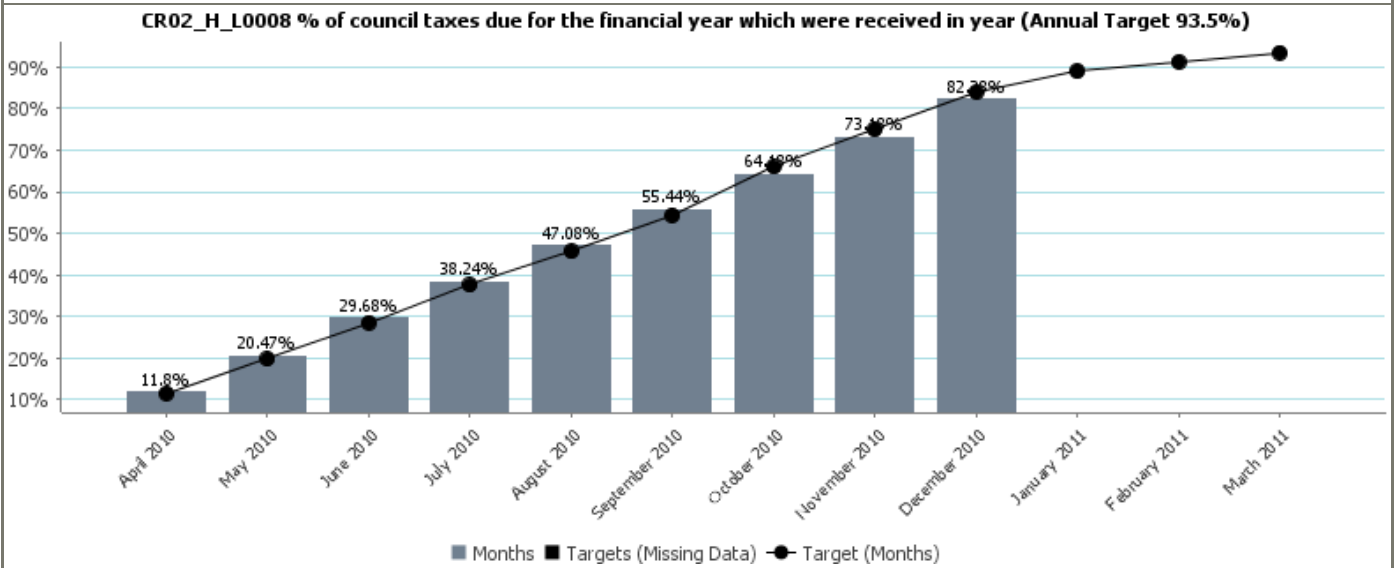
	Value	London Average
2008/09	18.3	
2009/10	24	11.9
		Value
April 2010		32
May 2010		29
June 2010		28
July 2010		28
August 2010		28
September 2010		23
October 2010		22
November 2010		20
December 2010		20
January 2011		
February 2011		
March 2011		

BV 9	% of council taxes due for the financial year which were received in year (Annual Target 93.5%)			
Status:	YTD against last year	December 2010	Current Target:	Polarity:
Red	?	82.28%	84%	Aim to Maximise

Rationale

Related PIs

Monthly Performance




Comment

Performance has improved slightly since last month and has improved by 2.08% compared to the same period last year. Efforts continue to ensure help is available where customers are having difficulties paying, and recovery action is administered quickly where payment is refused or delayed. Payment arrangement training is currently being provided by BLT to CS staff to ensure that debt is paid by the end of the financial year.

Past Performance and Benchmarking

	Value
2008/09	
2009/10	
	Value
April 2010	11.8%
May 2010	20.47%
June 2010	29.68%
July 2010	38.24%
August 2010	47.08%
September 2010	55.44%
October 2010	64.18%
November 2010	73.18%
December 2010	82.28%
January 2011	
February 2011	
March 2011	

CYPS

NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days (LAA)			
Status:	YTD against last year	2010/11	Current Target:	Polarity:
Red		59.5%	70%	Aim to Maximise

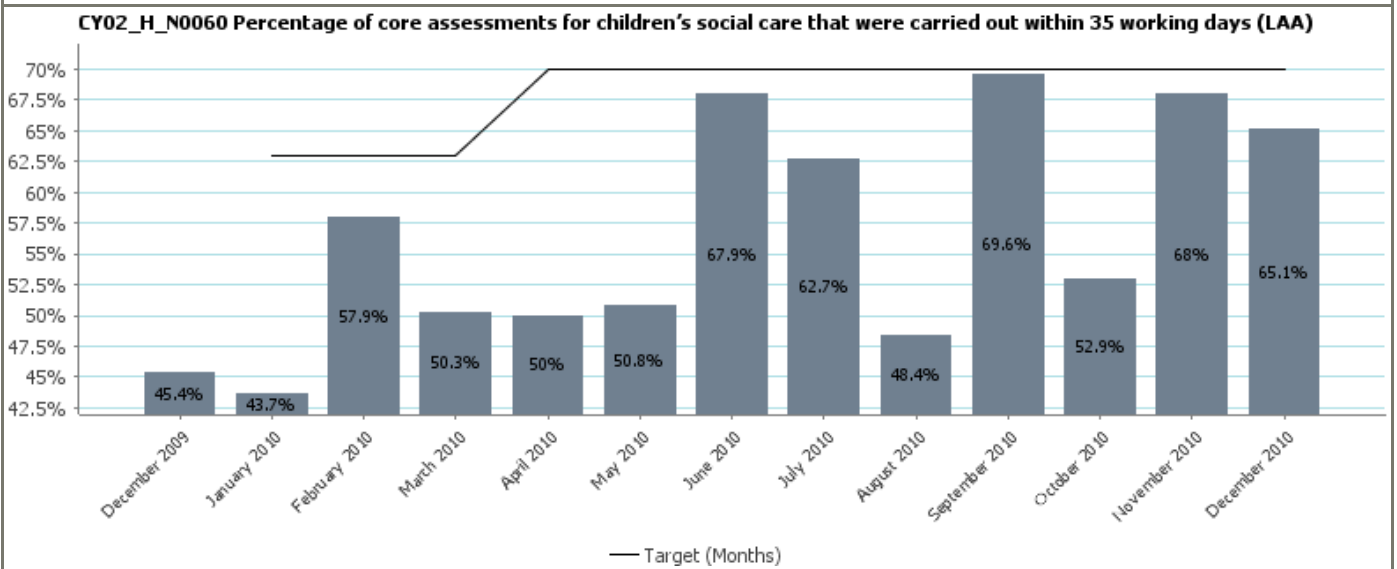
Rationale

This indicator measures the percentage of core assessments which were completed within 35 working days.

Related PIs

The total number of core assessments completed	2010/11	926
The number of core assessments that had been completed within 35 working days	2010/11	551

Monthly Performance



Comment

Despite the challenges of two short working weeks in December as a result of the Xmas break we continue to complete a significant number of core assessments within 35 working days. The assessment process continues to form part of a regular programme of audits of quality of practice, these are reviewed regularly by management to ensure that a high standard of work is being maintained.


The overall trend in core assessment performance is one of steady and sustainable improvement and we anticipate being up to around 60% at year end. Financial constraints across the council means that we have reduced some of the additional capacity in First Response and are moving back down to established and within budget staffing levels. In the short term this will risk a downward pressure on timeliness of performance however we remain focussed on ensuring that the quality is good.

The numbers of Core Assessments out of date is also gradually decreasing and we will continue to make progress in this area.

Past Performance and Benchmarking

	Value	London Average
2008/09		80.4%
2009/10	47.3%	73%
		Value
April 2010		50%
May 2010		50.8%
June 2010		67.9%
July 2010		62.7%
August 2010		48.4%
September 2010		69.6%
October 2010		52.9%
November 2010		68%
December 2010		65.1%
January 2011		
February 2011		
March 2011		

UE

NI 156	Number of households living in temporary accommodation (LAA)			
Status:	YTD against last year	2010/11	Current Target:	Polarity:
Red		3,296	2,915	Aim to Minimise

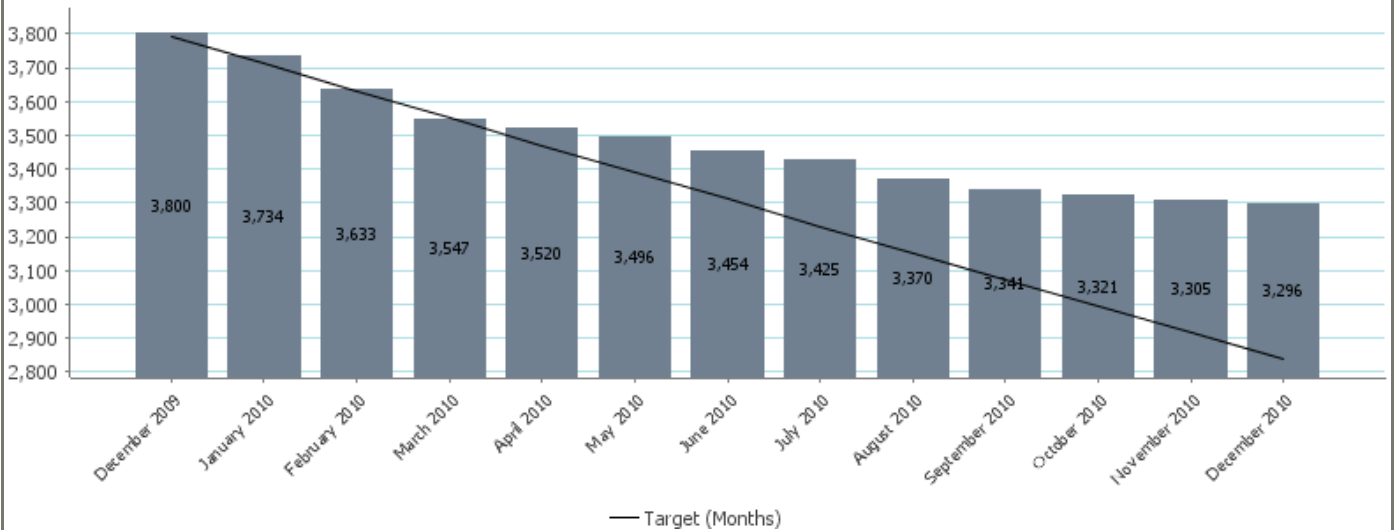
Rationale

This indicator measures the numbers of households living in temporary accommodation provided under the homelessness legislation.

Related PIs

Monthly Performance

UE06_H_N0156 Number of households living in temporary accommodation (LAA)




Comment

Work to reduce numbers in TA continues. There have been particular problems in the last quarter in securing alternative supply in the private sector. This has meant that more households have had to remain in temporary accommodation. Efforts are continuing to secure alternative supply which will assist the continued drive to reduce numbers, although this is becoming increasingly difficult as suppliers continue to explore the market for a range of options.

Past Performance and Benchmarking

	Value	London Average
2008/09	4,548	1,448
2009/10	3,547	1,183
		Value
April 2010		3,520
May 2010		3,496
June 2010		3,454
July 2010		3,425
August 2010		3,370
September 2010		3,341
October 2010		3,321
November 2010		3,305
December 2010		3,296
January 2011		
February 2011		
March 2011		

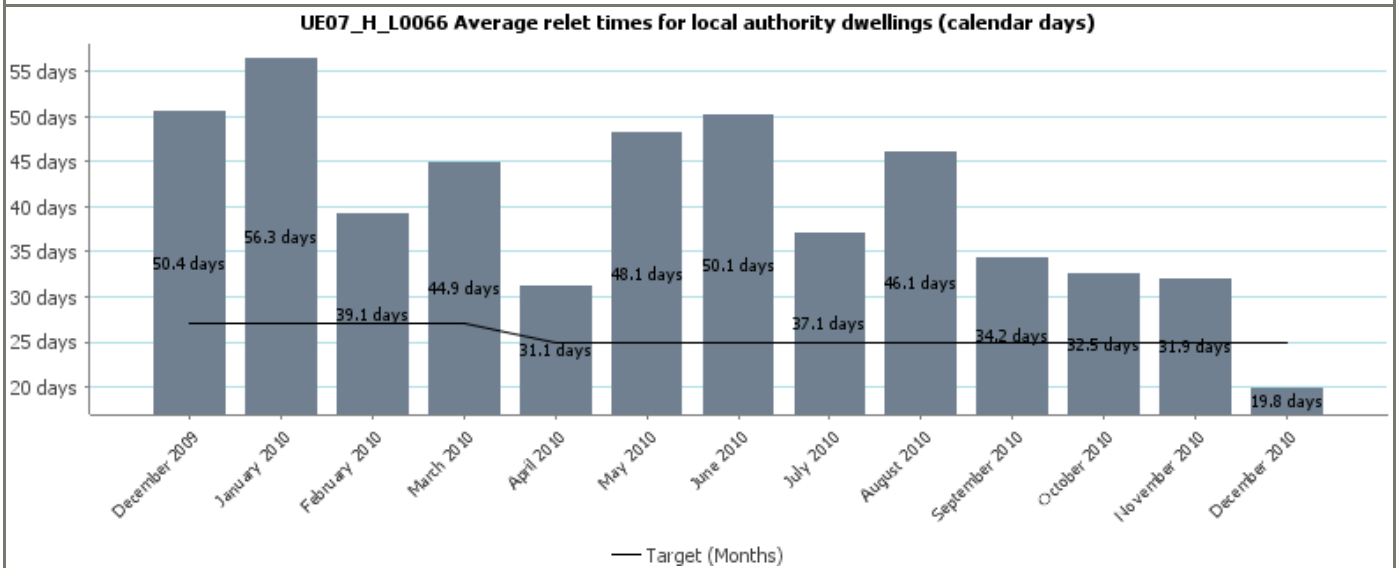
L0066 BV 212	Average relet times for local authority dwellings (calendar days)			
Status:	YTD against last year	2010/11	Current Target:	Polarity:
Red		37.3 days	25 days	Aim to Minimise

Rationale

Related PIs

Average general needs relet times for local authority dwellings(calendar days)	2010/11	33.4 days
Average supported housing relet times for local authority dwellings (calendar days)	2010/11	51.7 days

Monthly Performance



Comment

The figure provided for December 2010 is only provisional until approved by HfH's EMT Board. HfH will provide a commentary following the EMT Board meeting and therefore the commentary provided relates to last month's performance.

The commentary below relates to the previous months performance for November 2010:

Void turn-around performance, reflected in indicator BV 212, remains outside of target and tolerance. This is despite a positive movement in this indicator over the course of the month. HfH is primarily responsible for the repairs part of the process, and this has seen a significant improvement in performance over the last twelve months.

Void turnaround performance, ex BV212, improved to 31.9 days in November. The year to date position on this measure is currently 39.2 days. Both these figures are significantly outside of target; however the November turn-around represents the second best monthly figure over the course of the last twelve months. HouseMark benchmarked top quartile performance on this item was 22.0 days.

Past Performance and Benchmarking

	Value
2008/09	44.3 days
2009/10	44.6 days
	Value
April 2010	31.1 days
May 2010	48.1 days
June 2010	50.1 days
July 2010	37.1 days
August 2010	46.1 days
September 2010	34.2 days
October 2010	32.5 days
November 2010	31.9 days
December 2010	19.8 days
January 2011	
February 2011	
March 2011	