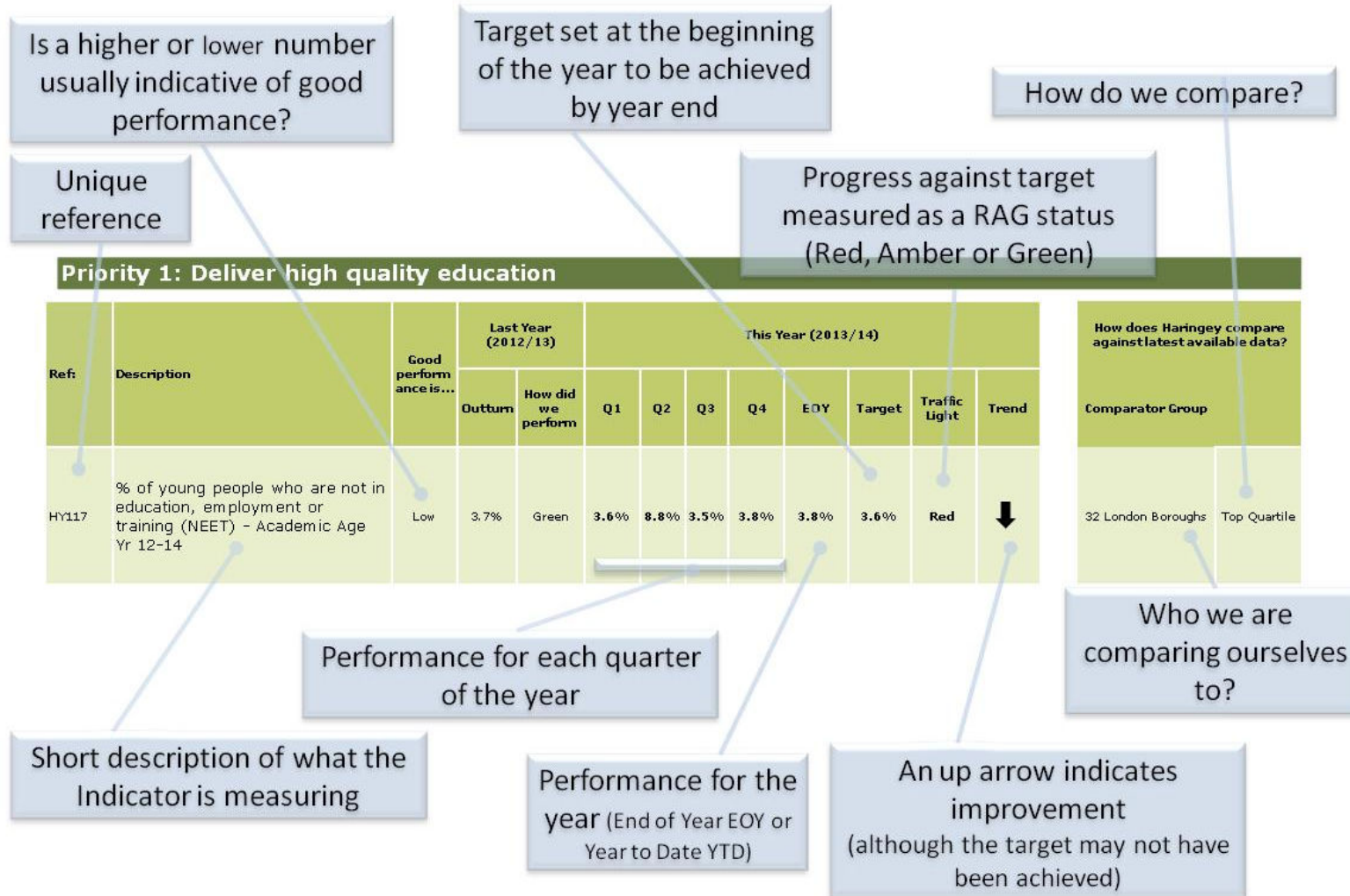


Appendix 1: Corporate Plan Performance Scorecard

Explanation of performance data



Outstanding for all: enabling all Haringey children to thrive

Priority 1: Deliver high quality education

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | | |
|----------------|--|------------------------|---------------------|--------------------|---------------------|-------|-------|-------|-------|--------|---------------|-------|--|--------------|-------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | | |
| HY 31 (NI 92) | Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest | Low | 32.5% | Amber | | | | | | 36.6% | - | - | - | England | 36.6% |
| HY 74a | Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2 | High | 74.0% | No Target | | | | | | 75.0% | 78.0% | Amber | ↑ | England | 75% |
| HY75 | Achievement of 5 or more A*- C grades at GCSE including English and Maths | High | 58.6% | Green | | | | | | 63.5% | 63.0% | Green | ↑ | England | 59.2% |
| HY117 | % of young people who are not in education, employment or training (NEET) - Academic Age Yr 12-14 | Low | 3.7% | Green | 3.6% | 8.8% | 3.5% | 3.8% | 3.8% | 3.6% | Red | ↓ | 32 London Boroughs | Top Quartile | |
| HY117a | % of young people whose education, employment or training (NEET) status is Not Known - Academic Age Yr 12-14 | Low | 25.6% | Red | 11.7% | 77.3% | 18.1% | 14.0% | 14.0% | 9.5% | Red | ↑ | | | |
| Op 182 (NI 79) | Achievement of a Level 2 qualification by the age of 19 | High | 83.7% | Green | | | | | | 85.4% | 86.0% | Amber | ↑ | England | 84.4% |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|---------|--|------------------------|---------------------|--------------------|---------------------|------|------|------|-------|--------|---------------|-------|--|--------------------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| Op 182b | Achievement of a Level 3 qualification by the age of 19 | High | 60.8% | No target | - | | | | 61.6% | 61.0% | Green | ↑ | England | 57.3% |
| HY493a | Proportion of Primary schools rated outstanding or good by OFSTED | High | 71% | Green | 79% | 84% | 83% | 82% | 82% | 100% | On track | ↑ | National | 2 nd Quartile |
| HY493b | Proportion of Secondary schools rated outstanding or good by OFSTED | High | 77% | Green | 92% | 100% | 100% | 100% | 100% | 100% | Green | ↑ | National | Top Quartile |
| HY493c | Proportion of Children's Centres rated outstanding or good by OFSTED | High | No indicator | | 62% | 62% | 62% | 64% | 64% | 100% | Amber | → | National | 3 rd Quartile |

Priority 2: Enable every child and young person to thrive

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|--------|---|------------------------|---------------------|--------------------|---------------------|-----|-----|-----|-----|-----------|---------------|-------|--|--|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| Op388 | The number of children subject to a child protection plan | Within range | 268 | Green | 207 | 164 | 168 | 201 | 201 | No target | - | ↑ | | |
| OP388a | The rate of Children Subject to a CP plan per 10,000 pop | Within range | 47 | Amber | 36 | 28 | 29 | 35 | 35 | 43 | Amber | ↑ | | |
| Op 418 | Number of adoptions/special guardianship orders | High | 45 | No target | 12 | 28 | 12 | 12 | 64 | 45 | Green | ↑ | | |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|---------------|--|------------------------|---------------------|--------------------|---------------------|-----|-----|-----------------|-----------------|-----------|---------------|---------|--|--|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY483 | Average days from becoming looked after to being placed for adoption for children adopted in period | Low | 661 | Amber | 909 | 757 | 681 | 537 | 778.18 | 639 | Red | ↓ | | |
| HY483a | Average days from becoming looked after to being placed for adoption for children adopted in period adjusted for adoptions by foster parents (A10) | Low | New Indicator | | 423 | 605 | 403 | 421 | 516.18 | No target | - | - | | |
| HY654a | Percentage of vulnerable 2 year olds taking up their free early years place | High | New Indicator | | Annual | | | Data awaited | 80.0% | - | - | | | |
| HY654b | Percentage of vulnerable 3 & 4 year olds taking up their free early years place | High | 90.0% | No target | Annual | | | Due June | 90.0% | - | - | | | |
| HY30 (NI 72) | Readiness for school at five years: Achievement of at least 78 points across the Early Years Foundation Stage | High | 56.0% | Green | - | | | 50.0% | No target | Unknown | ↓ | England | 52% | |
| Op731 | Number of families supported through the Families First Programme | High | New Indicator | | 288 | 390 | 576 | 686 | 686 | 713 | Amber | ↑ | | |
| HY93 (NI 126) | Early Access for Women to Maternity Services (Antenatal booking at 12 weeks) | High | 68.4% (2011/12) | Baseline | - | | | 67.2% (2012/13) | 75.0% (2012/13) | Red | ↓ | | | |

Safety and wellbeing for all: a place where everyone feels safe and has a good quality of life

Priority 3: Make Haringey the safest borough in London

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|--------|---|------------------------|---------------------|--------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------|---------------|-------|--|-----|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY26 | Percentage of people thinking that the Council and partners are doing a good job dealing with crime and anti-social behaviour (NI21). Residents' Survey | High | 56% (2010/11) | No target | - | | | | 58.0% | 59.0% | Amber | ↑ | Local Indicator | |
| HY688 | Gangs: Gang Unit Project caseload | High | New Indicator | | 49 | 54 | 59 | 74 | 74 | 70 | Green | - | Local Indicator | |
| HY695 | Gangs: Proportion of Gang Unit caseload who are engaged and retained at the end of the year | High | New Indicator | | - | | | | 89% | 80% | Green | - | Local Indicator | |
| HY690 | Number of cases dealt with through Integrated Offender Management | High | 70 | No target | 75 | 81 | 209 | 255 | 255 | 95 | Green | ↑ | Local Indicator | |
| AH632 | % of domestic violence referrals to the MARAC which are repeat referrals | Low | 8% | Amber | 17% | 13.6% | 9.2% | 10.1% | 11.7% | 5% | Red | ↓ | National | 24% |
| OP495a | Percentage of young people re-offending within 12 months (Rolling Year) | Low | - | - | 48.2% (Jul 10 - Jun 11) | 49.5% (Oct 10 - Sep 11) | 48.6% (Jan 11 - Dec 11) | 47.2% (Apr 11 - Mar 12) | 47.2% (Apr 11 - Mar 12) | 40% | Red | ↑ | | |

Priority 4: Safeguard children and adults

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|--------|---|------------------------|---------------------|--------------------|---------------------|--------|--------|--------|-------------------|--------|---------------|---------------|--|------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY64 | Child Protection Plans lasting 2 years or more | Within range | 7% | Green | 7.3% | 7.4% | 14.5% | 10.1% | 9.1% | 7% | Red | ↓ | England | 5.2% |
| HY62 | Stability of placements of looked after children: number of moves | Within range | 7.6% | Green | 8.2% | 8.8% | 8.4% | 9% | 9% | 10% | Green | ↓ | Statistical Neighbours | 9.0% |
| Op49 | The proportion of people who use Adult Social Care services who say that those services have made them feel safe and secure | High | 83.4% | Green | - | | | | 85% (provisional) | 85.0% | Green | ↑ | Statistical Neighbours | 74.1 |
| HY649 | Proportion children seen in 10 days as part of single assessment | High | From July 2013 | | 80.06% | 82.53% | 85.13% | 82.9% | 95% | Red | ↓ | Not available | | |
| HY650 | Children and Families Assessments completed within 45 working days | High | From July 2013 | | 80.93% | 75.27% | 71.77% | 75.55% | 85% | Red | ↓ | Not available | | |
| HY_653 | Percentage of looked after children placed 20 miles outside Haringey | Low | 20% | No target | 20.04% | 18.44% | 17.23% | 19.18% | 19.18% | 16% | Red | ↑ | Local Indicator | |

Priority 5: Provider a cleaner, greener and safer environment

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|--------|---|------------------------|---------------------|--------------------|---------------------|-------|-------|---------------|---------------|--------|---------------|-------|--|--------------------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY195a | Improved street and environmental cleanliness, levels of: Litter | Low | 8% | Green | 2% | 7% | - | 2% | 3% | 8% | Green | ↑ | 26 London Boroughs | 3 rd Quartile |
| Op195b | Improved street and environmental cleanliness, levels of: Detritus | Low | 8% | Green | 3% | 7% | - | 1% | 3% | 13% | Green | ↑ | 26 London Boroughs | 2 nd Quartile |
| HY162 | Reduction in the number of reported fly-tips | Low | New Indicator | | 928 | 1,641 | 1,566 | 1,343 | 5,478 | 5,832 | Green | ↑ | Local Indicator | |
| HY110 | Number of people killed and seriously injured in road accidents | Low | 76 | Green | 25 | 19 | 25 | Awaiting data | Awaiting data | 85 | - | - | | |
| OP329 | Increase in number of green flag award parks | High | 15 | Green | - | | | | 16 | 16 | Green | ↑ | 4 th highest nationally | |
| HY764 | Of all parks inspected % graded with A or B scores for overall standard | High | 66% | Green | 64% | 67% | 67% | 66% | 66% | 65% | Green | ↑ | | |

Priority 6: Support health and wellbeing for all

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|----------------|--|------------------------|---------------------|--------------------|---------------------|-------|-------|-------|-----------------|-------------------|---------------|-------|--|--------------------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY130 | Social care clients receiving Self Directed Support (Personal Budgets only) | High | 68.6% | Green | 81.9% | 77.5% | 74.4% | 72.3% | 72.3% | 70% | Green | ↑ | 25 London Boroughs | 3 rd Quartile |
| HY17 | Mortality rate from all cardiovascular disease (including heart disease and stroke) in persons less than 75 years of age | Low | 89.8 (2009-11) | No target | - | | | | 85.8 (2010-12) | 75.8 (by 2014/15) | Green | ↑ | | |
| HY19a | % of 4-5 year olds who are obese | Low | 11.1% (2011-12) | Green | - | | | | 11.1% (2012-13) | 11.8% (2012-13) | Green | → | All London Boroughs | 3 rd Quartile |
| HY19b | % of 10-11 year olds who are obese | Low | 23.4% (2011-12) | Green | - | | | | 23.4% (2012-13) | 23.8% (2012-13) | Green | → | All London Boroughs | 3 rd Quartile |
| HY39 | Rate of Hospital Admissions per 100,000 for Alcohol Related Harm | Low | 2253 (2011-12) | Baseline | - | | | | 2350 (2012-13) | 2391 (2012-13) | Green | ↓ | | |
| HY112a | Under 18 conception rate per 1000 pop. | Low | 36.2 (2011) | Baseline | - | | | | 33.1 (2012) | 32.7 (2012) | Amber | ▬ | All London Boroughs | 3 rd Quartile |
| HY145 (NI 145) | Adults with learning disabilities in settled accommodation | High | 68.7% | Green | 6.5% | 64.7% | 63.6% | 69.5% | 69.5% | 80.0% | Red | ↑ | 19 London Boroughs | 3 rd Quartile |
| HY645 | Percentage of People with Learning disabilities that have received an annual Health Check. | High | New Indicator | | | | | | Data awaited | 86.0% | | | | |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | | |
|------|---|------------------------|---------------------|--------------------|---------------------|-------|-------|-------|-------|---------------------|---------------|-------|--|------------------|-------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | | |
| HY43 | Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services | High | 88.4% | Amber | | | | | | 87.6% (provisional) | 90.0% | Amber | ↑ | London | 85.9% |
| HY41 | Proportion of adults in contact with secondary mental health services living independently, with or without support | High | 76.3% | Green | 77.0% | 77.9% | 75.5% | 72.5% | 72.5% | 80.0% | Red | ↓ | London | 80.4% | |
| HY35 | Proportion of people who use services who have control over their daily life | High | 65.9% | No target | | | | | | 71% (provisional) | 75.0% | Red | ↑ | Comparator Group | 70.7% |

Opportunities for all: a successful place for everyone

Priority 7: Drive economic growth in which all can participate

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|-------|---|------------------------|---------------------|--------------------|---------------------|-----|-----|-----|-----|--------|---------------|-------|--|--------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY496 | Percentage of working population claiming Jobseeker's Allowance (JSA) | Low | 5.4 | No target | 4.9 | 4.6 | 4.2 | 4.3 | 4.3 | 4.8 | Green | ↑ | London England | 2.9% 2.8% |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|-------|--|------------------------|---------------------|--------------------|---------------------|----|-----|----|--------------|--------|---------------|-------|--|--|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY646 | Young Haringey residents supported into work | High | | No target | 17 | 11 | 28 | 23 | 79 | 65 | Green | - | Local Indicator | |
| HY647 | Apprenticeships created for Haringey Residents under 25 | High | | No target | 127 | | | | Data awaited | 100 | | | Local Indicator | |
| HY654 | People supported into work through Haringey HUB/work with DWP | High | 0 | No target | 0 | 10 | 14 | 34 | 58 | 80 | Red | - | Local Indicator | |
| HY696 | Haringey residents supported into employment through the Jobs for Haringey Programme | High | 40 | No target | 75 | 72 | 110 | 91 | 348 | 300 | Green | ↑ | Local Indicator | |

Priority 9: Ensure that everyone has a decent place to live

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|-------|---|------------------------|---------------------|--------------------|---------------------|------|------|------|------|--------|---------------|-------|--|-----------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY154 | Net additional homes provided | High | 424 | Red | - | | | | 2 | 600 | | | | |
| HY155 | Number of affordable homes delivered (gross) | High | 376 | Red | - | | | | 151 | 410 | Red | ↓ | | |
| HY4a | Number of homelessness acceptances | Low | 605 | Green | 165 | 236 | 197 | 164 | 762 | 545 | Red | ↓ | 32 London Boroughs | Bottom Quartile |
| HY4c | Homelessness acceptances per 1,000 population | Low | 2.35 | No target | 0.64 | 0.92 | 0.76 | 0.64 | 2.32 | 2.1 | Red | ↑ | | |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | |
|--------|--|------------------------|---------------------|--------------------|---------------------|-------|-------|-------|-------|--------|---------------|-------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend |
| HY156 | Number of households living in temporary accommodation | Low | 2,832 | Green | 2,852 | 2,884 | 2,882 | 2,869 | 2,869 | 2,800 | Amber | ↓ |
| HY651a | Number of additional HMOs licensed within the Additional HMO Licensing Scheme in Haringey ward | High | New Indicator | | 36 | 111 | 144 | 164 | 164 | 75 | Green | - |
| HY651b | Proportion of expired mandatory HMOs re-licensed | High | New Indicator | | 0% | 93.3% | 80% | 100% | 100% | 90% | Green | - |

| How does Haringey compare against latest available data? | |
|--|-----------------|
| Comparator Group | |
| 32 London Boroughs | Bottom Quartile |
| Local Indicator | |
| Local Indicator | |

A better Council: delivering responsive, high quality services; encouraging residents who are able to help themselves

Priorities 10-12: Customer focus, Getting the basics right, VfM

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|--------|---|------------------------|---------------------|--------------------|---------------------|--------|--------|--------|---------------------|--------|---------------|-------|--|--------------------------|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY157a | Percentage of planning applications processed in 13 weeks or in agreed PPA / extension time agreement (Major) | High | 63.16% | Green | 50% | 50% | 100% | 92.31% | 81.82% | 65% | Green | ↑ | | |
| HY157b | Percentage of planning applications processed in 8 weeks or extension of time agreement (Minor) | High | 56.63% | Red | 77.78% | 72.63% | 76.54% | 81.82% | 77.25% | 65.00% | Green | ↑ | 25 London Boroughs | 2 nd Quartile |
| HY157c | Percentage of planning applications processed in 8 weeks or in extension of time agreement (Other) | High | 67.58% | Red | 86.67% | 77.23% | 86.72% | 82.63% | 83.05% | 80.00% | Green | ↑ | 25 London Boroughs | 2 nd Quartile |
| HY192 | Recycling rate | High | 32.11% | Green | 36.15% | 37.13% | 36.92% | 34.43% | 36.2% (provisional) | 35.4% | Green | ↑ | 19 London Boroughs | 2 nd Quartile |
| HY9 | % of council taxes due for the financial year which were received in year | High | 95.02% | Green | 30.14% | 55.63% | 82.1% | 95.02% | 95.02% | 92.5% | Amber | → | 24 London Boroughs | 2 nd Quartile |
| HY131 | Delayed transfers of care | Low | 8.9 | Red | 12.3 | 10.2 | 10.9 | 11.3 | 11.3 | 8.0 | Red | ↓ | | |
| HY168 | Principal roads where maintenance should be considered | Low | 17% | Red | - | | | | Due in May | 15% | ? | | | |

| Ref: | Description | Good performance is... | Last Year (2012/13) | | This Year (2013/14) | | | | | | | | How does Haringey compare against latest available data? | |
|-------|---|------------------------|---------------------|--------------------|---------------------|-------|-------|-------|-------|--------|---------------|-------|--|--|
| | | | Outturn | How did we perform | Q1 | Q2 | Q3 | Q4 | EOY | Target | Traffic Light | Trend | Comparator Group | |
| HY89 | Customer Services Centres- Waiting times – personal callers seen in 20 mins | High | 69% | Amber | 73% | 72% | 77% | 80% | 75% | 75% | Green | ↑ | | |
| HY199 | Call Centre calls answered as a % of calls presented | High | 63% | Red | 84% | 89% | 89% | 95% | 90% | 90% | Green | ↑ | | |
| Op91 | Call Centre End to End resolution | High | New Indicator | | | 88 | 90 | 93 | 89 | 82 | Green | - | | |
| HY406 | Proportion of cases where no fault was found following investigation by the Ombudsman | High | 48.1% | No target | 85.3% | 76.9% | 73.1% | 52.6% | 71% | 70% | Green | ↑ | | |
| HY85 | Number of library visits per 1000 of the population | High | 7,823 | Red | 8,081 | 7,081 | 7,438 | 7,467 | 7,517 | 8,214 | Red | ↓ | | |
| HY656 | Haringey Council appraisal completion rate | High | New Indicator | | | - | | | 97.9% | 95% | Green | - | | |
| HY657 | Residents returning completed electoral registration forms | High | New Indicator | | | - | | | 92% | 90% | Green | - | | |