
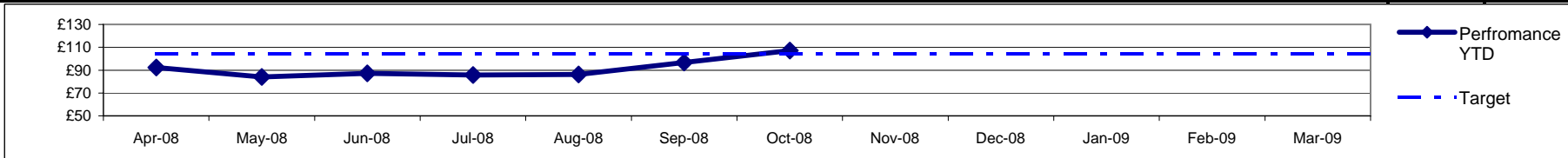



Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Make Haringey one of London's greenest boroughs																
Urban Environment																
Make Haringey one of London's greenest boroughs	LAA, NI 192	% of household waste recycled or composted													 London top quartile 2006/07 26.05%	
	The performance information for the second quarter is still provisional and is subject to change. An Action Plan for improving the performance against this indicator is being developed following last month's Exception Report and new services to estates and improvements to bring banks are being rolled out in Oct/Nov 08. An improvement in performance is expected to follow in the next period.															
	Green	Red	Red	Red	Red	Red	Red	Red	Red							
	26.0%	25.2%	23.6%	24.1%	25.4%	25%	25.1%	26.0%							25%	
Make Haringey one of London's greenest boroughs		Cost of household waste collection per tonne														
	Based on the information currently available performance for October was above target but performance for the year to date remains below target. The figure reported is subject to change as full tipping information is not yet available. Performance for the year to date has been affected by two factors. Firstly, recycling tonnages have fallen, this fall is linked to reduced recycling apportionment from NLWA. Secondly, the method of apportioning household and non-household waste has changed and as a result of this change more waste is counted as household waste than was previously the case. These issues have been more fully explained in a performance exception report relating to the recycling rate that also affects residual waste.															
	£87	£92	£84	£87	£86	£86	£97	£107								£91
																
Make Haringey one of London's greenest boroughs	NI 191	Residual household waste per household (kg)_ annual Equivalent - actual in brackets														
	New indicator, if applied to 07/08 waste disposal figures would give a figure of 629kg															
		Red	Red	Amber	Amber	Red	Amber	Red								
	629	804 (67)	744 (62)	624 (52.1)	612 (51)	660 (55)	636 (53)	686 (60)							685 (400)	604

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Create a better Haringey: cleaner, greener and safer																	
Policy, Performance, Partnerships & Communication																	
Create a better Haringey: cleaner, greener and safer	NI 15 LAA	Serious violent crime rate per 1000 population <i>Base line year - no target set</i> Crime where people are killed, seriously injured or psychologically harmed - includes homicides, grievous bodily harm and deaths through dangerous driving. This is a new indicator for which baseline figures will be developed during the financial year. Data not available at this time															
					N/A	N/A	N/A	N/A	N/A							N/A	
Create a better Haringey: cleaner, greener and safer	NI 16 LAA	Serious acquisitive crime rate per 1000 population 4,833 crimes in the year to October. Returns for month of October not available at time of reporting.															
					Green	Amber	Green									Amber	37.6
		39.8			36.4	38	35	N/A	N/A							36	
Create a better Haringey: cleaner, greener and safer	NI 20 LAA	Assault with injury crime <i>Base line year - no target set</i> This a new indicator for which baseline figures will be developed during this financial year Returns for month of October not available at time of reporting.															
																1,333	
Create a better Haringey: cleaner, greener and safer	NI 28 LAA	Serious knife crime rate per 1000 population 307 crimes in the year to October - 369 offences in same period last year. Returns for month of October not available at time of reporting.															
																Green	
		2														1.4	1.8YTD target to Oct. 349
Create a better Haringey:	(NI 33)	Arson incidents (number of deliberate fires)															
																Green	
		512														168	478

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Create a better Haringey: cleaner, greener and safer		Domestic burglaries (Total)														
		1480 incidents in year to October 07. Returns for month of October not available at time of reporting.														
																Amber
		2877													1,502	2638 Oct Target 1357
		YTD to Oct 07														
		1480														
Create a better Haringey: cleaner, greener and safer		Robberies (Total)														
		667 in year to October. Returns for month of October not available at time of reporting.														
																Green
		1503													667	
		YTD to Oct 07														
		888														
Create a better Haringey: cleaner, greener and safer		Theft of Motor Vehicle (Total)														
		682 in year to October. Returns for month of October not available at time of reporting.														
																Green
		1234													682	
		YTD to Oct 07														
		759														
Create a better Haringey: cleaner, greener and safer		Theft from Motor Vehicle (Total)														
		1,982 in the year to October This crime type will become the subject of a problem profiling exercise and shall be tackled using the established police 'problem solving process'. Already underway is a programme designed to encourage Haringey school pupils to help tackle this particular crime type. Already underway is a poster campaign designed to encourage Haringey primary school pupils to help tackle this particular crime type to refresh awareness of the risks of leaving valuables on display in vehicles. There are further tactics lined up for the beginning of the new year. Returns for month of October not available at time of reporting.														
																Red
		3358													1,982	
		YTD to Oct 07														
		1752														

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Create a better Haringey: cleaner, greener and safer	Serious Youth Violence (Total)																
	444 in year to October - Monthly breakdown not currently available														Green		
	868 YTD to Oct 07 1752														444	825 Oct Target 475	
Urban Environment																	
Create a better Haringey: cleaner, greener and safer	NI 47	Number of casualties - People killed or seriously injured (KSI) <i>Performance reported 3 months in arrears</i> <i>TFL yet to provide October data. Performance to September is on track, 9 incident recorded. All the accidents were classified as serious and none were killed.</i>															
		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08				
	Green	Green	Green	Green	Green	Green	Green								Green		
	78 (2007)	3	6	7	9	1	9	N/A							35	102 (2008)	
Create a better Haringey: cleaner, greener and safer	NI 48	Number of casualties - Children killed or seriously injured (KSI) <i>Performance reported 3 months in arrears.</i> <i>TFL yet to provide October data. Performance to September is on track, 1 incident recorded this month. All the accidents were classified as serious and none were killed.</i>															
		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08				
	Green	Green	Green	Green	Green	Green	Green								Green		
	8 (2007)	1	1	0	3	0	1	N/A							6	11 (2008)	
Create a better Haringey:	(LAA, NI 195a)	Local street and environment cleanliness - Litter <i>low score is good - % of unacceptable sites</i> <i>In house monitoring</i> These figures are the provisional tranche 1 and 2 Encams score which show an improved performance.															
		Green	Green	Green	Green	Green	Green	Green	Green	Green						Green	
	12%	9%	9%	9.0%	9.0%	10.0%	10.0%	10.0%	10.0%						10.0%	12%	
Create a better Haringey: cleaner, greener	(LAA, NI 195b)	Local street and environment cleanliness - detritus <i>low score is good - % of unacceptable sites</i> <i>In house monitoring</i> These figures are the provisional tranche 1 and 2 Encams score which show an improved performance.															
		Green	Green	Green	Green	Green	Green	Green	Green	Green						Green	
	23%	21%	21%	21.0%	21.0%	17.0%	17.0%	17.0%	17.0%						19.0%	24%	
Create a better Haringey: cleaner, greener	(LAA, NI 195c)	Local street and environment cleanliness - graffiti <i>low score is good - % of unacceptable sites</i> <i>In house monitoring</i> These figures are the provisional tranche 1 and 2 Encams score which show an improved performance.															
		Amber	Green	Green	Green	Green	Green	Green	Green	Green						Green	
	6%	2%	2%	2.0%	2.0%	3.0%	3.0%	3.0%	3.0%						2.0%	3%	

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Create a better Haringey: cleaner, greener and safer	(LAA, NI 195d) In house monitoring	Local street and environment cleanliness - fly posting <i>low score is good - % of unacceptable sites</i> These figures are the provisional tranche 1 and 2 Encams score which show an improved performance.													↑																																								
		Red 3%	Green 0%	Green 0%	Green 0%	Green 0%	Green 1%	Green 1%	Green 1%	Green 1%					Green 1%	2%																																							
Create a better Haringey: cleaner, greener and safer	NI 196	Local street and environment cleanliness - fly tipping <i>low score is good - graded 1 - 4 on a combination of decreasing incidents and increasing actions</i> The incidences of dumping have reduced significantly from that reported in period 2 last year. Enforcement activity is within profile for exceeding last years weighted total. Although we are currently reporting 2 (Effective) this performance would project an end of year figure of 1 – very effective.													→																																								
		2			Amber 2			Amber 2							Amber 2	1																																							
Corporate Resources																																																							
Create a better Haringey: cleaner,	NI 195a	Local street and environment cleanliness - (Litter) - Industrial land - property services																																																					
		n/a	Green 8%	Green 8%	Green 8.0%	Green 4.0%	Green 5.0%	Green 2.0%	Green 4.0%						Green 7%	22%																																							
Create a better Haringey: cleaner, greener and safer	NI 195b	Local street and environment cleanliness - (detritus) Industrial land - Property services <i>Low score is good - % unacceptable</i>																																																					
		n/a	Green 27%	Green 22%	Green 21.0%	Green 11.0%	Green 12.0%	Green 6.0%	Green 7.0%						Green 17%	35%																																							
<p>Performance YTD vs Target</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Performance YTD (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr-08</td><td>28</td><td>35</td></tr> <tr><td>May-08</td><td>22</td><td>35</td></tr> <tr><td>Jun-08</td><td>21</td><td>35</td></tr> <tr><td>Jul-08</td><td>11</td><td>35</td></tr> <tr><td>Aug-08</td><td>12</td><td>35</td></tr> <tr><td>Sep-08</td><td>6</td><td>35</td></tr> <tr><td>Oct-08</td><td>8</td><td>35</td></tr> <tr><td>Nov-08</td><td></td><td>35</td></tr> <tr><td>Dec-08</td><td></td><td>35</td></tr> <tr><td>Jan-09</td><td></td><td>35</td></tr> <tr><td>Feb-09</td><td></td><td>35</td></tr> <tr><td>Mar-09</td><td></td><td>35</td></tr> </tbody> </table>																	Month	Performance YTD (%)	Target (%)	Apr-08	28	35	May-08	22	35	Jun-08	21	35	Jul-08	11	35	Aug-08	12	35	Sep-08	6	35	Oct-08	8	35	Nov-08		35	Dec-08		35	Jan-09		35	Feb-09		35	Mar-09		35
Month	Performance YTD (%)	Target (%)																																																					
Apr-08	28	35																																																					
May-08	22	35																																																					
Jun-08	21	35																																																					
Jul-08	11	35																																																					
Aug-08	12	35																																																					
Sep-08	6	35																																																					
Oct-08	8	35																																																					
Nov-08		35																																																					
Dec-08		35																																																					
Jan-09		35																																																					
Feb-09		35																																																					
Mar-09		35																																																					
Encourage lifetime well-being																																																							
Children's and Young Peoples Service																																																							
Encourage lifetime well being	Children subject to a child protection plan																																																						
	Data subject to validation																																																						

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Encourage lifetime well being	NI 67	Child protection cases which were reviewed within required timescales														2006/07 Statistical neighbours top Quartile 99.8%	
		Performance data subject to validation															
																	100%
Encourage lifetime well being	NI 66	Looked after children cases which were reviewed within required timescales														2006/07 Statistical neighbours top quartile 91%	
		Performance data subject to validation															
																	97%
Encourage lifetime well being	NI 62	Stability of placements of looked after children: % with 3 or more placements														2006/07 Statistical neighbours top quartile 12%	
		Performance data subject to validation															
																	12%
Encourage lifetime well being	NI 117	Percentage of 16-18 year olds not in education, employment or training (NEETS)														National Target 11%	
		End of year return based on Average of November to January September's Performance. 10.4% is the 2009 stretch target. In September there were 1793 not knowns (32.4%) - target is 9.9%														Green	10.4% stretch 11%
		10.4%	9.2%	8.4%	8.8%	9.0%	9.5%	8.0%	N/A								8.0%
Encourage lifetime well being	LAA Local	Number of schools achieving Healthy School Status															
		Cumulative indicator. Target for December 2008 Current positions equates to 55 schools including the PRU. Next round of schools undertaking self validation is mid first term.														Amber	75%
		Green	Amber	Amber	Amber	Amber	Amber	Amber	Amber						66%	69%	
		66%	68%	68%	68%	69%	69%	69%	69%						69%	75%	

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Encourage lifetime well being	NI 113 LAA	Prevalence of Chlamydia in under 25 year olds <i>Cumulative indicator.</i> This figure is cumulative. The LAA target is to screen 17% of the population aged 15 to 24 in 20010/11. Q1 there were 260 and Q2 354 suggesting that 2.1% of that population has been screened. We do not currently have data on prevalence. An action plan is in place to address performance in this area.															
		3.3%						Red	Red						Red	2.1%	15%
Adults Culture & Community																	
Encourage lifetime well being	(NI 9 CPPI)	Use of public libraries <i>Total number of visits per 1,000 population - annual equivalent, actual in brackets</i>													↑		
		Green	Green	Green	Green	Green	Amber	Green	Green						Green	9,612	9,000
		9,138	10,099 (842)	10,255 (854)	9,053 (754)	9,367	8,556	9,648	10,272								
Encourage lifetime well being	xBV 170a CPPI (NI 10)	Visits to museums and galleries <i>Total number of visits per 1000 population. Shown as annual equivalent</i>													↑		
		Green	Amber	Green	Green	Green	Green	Green	Green						Green	227	194
		193	184	194	322	201	212	218	259								
Encourage lifetime well being	Local	Sport and leisure usage													↑		
		Monthly target							103,979	101,332						Green	October YTD Target
		1,230,569			Green	Green	Green	Green	Green						Green	799,441	
Encourage lifetime well being	Local	Active card membership													↑		
					Green	Green	Amber	Green	Green						Green	11,961	11,549
		9,376			10,381	10,821	10,505	11,412	11,961								

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Promote independent living	NI 132	Timeliness of social assessments (all adults)															London top quartile 73.2% 2005/06
			Green	Green	Green	Green	Green	Green	Green	Green						Green	
			86.7%	82.8%	90%	92%	92%	94%	97%							93%	80%
Promote independent living	NI 133	Timeliness of social care packages 65+.														➔	London top quartile 91.66% 2005/06
			Green	Green	Green	Green	Green	Green	Green	Green						Green	
			93%	95%	96%	93%	93%	93%	93%	93%						93%	93%
Promote independent living	NI 135 LAA CPPI	Carers receiving needs assessment or review and a specific carer's service, or advice and information.														⬆	London top quartile 18.9% 2005/06
			Green	Green	Green	Green	Green	Green	Green							Green	
		n/a	26%	28%	21%	23%	22%	23%	22%							22%	14.2%
Deliver excellent services																	
People and OD																	
Deliver excellent services	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee - Year to date annual equivalent.															London prov top quartile 8.29% 2007/08
		<i>Only counting days lost since April - scaled to show annual equivalent. The monthly figures are often lower than the YTD as inevitability they exclude late reporting included in the year to date figures.</i>															
		2007/08	3rd Best Quartile	Red	Green	Green	Green		Green	Green	Green						Green
		9.67	5.59	6.06	6.75		4.57	6.15	7.2						7.78	8.8	

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Deliver excellent services		The no. of working days/shifts lost due to sickness absence per FTE employee in the rolling year. <i>Rolling Year Counting days lost in last 12 months</i>														↑	
		Red	Red	Red	Red	Amber	Amber	Amber	Amber						Amber		
		9.67	9.5	9.4	9.18	9	8.95	9.07	9.05						9.05	8.8	
Policy, Performance, Partnerships & Communication																	
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale <i>07/08 Target was 80%</i>														→	
		Green	Amber	Amber	Amber	Red	Green	Green	Green						Amber		
		88%	86%	85%	88%	82%	94%	93%	93%						89%	90%	
Deliver excellent services	Local	Stage 2 public complaints dealt within target (20 day) timescale <i>07/08 Target was 80%</i>														↑	
		Green	Green	Red	Red	Green	Green	Amber	Green						Green		
		84%	90%	78%	73%	91%	90%	83%	91%						86%	85%	
Deliver excellent services	Local	Members' Enquiries. Percentage of replies sent in 10 days														↑	
		Amber	Red	Red	Red	Green	Green	Green	Green						Green		
		88%	83%	82%	85%	93%	96%	94%	95%						90%	90%	
Children and Young People's Service																	
Deliver excellent services	NI 59	Initial assessments for children's social care carried out within 7 working days of referral Performance data subject to validation															2006/07 SN Top 59%
																88%	

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Deliver excellent services	NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement															2006/07 SN Top 79%
		Performance data subject to validation															
Deliver excellent services	Local	Adoptions/special guardianship orders (cumulative - actual numbers shown)															
		Performance data subject to validation															
Deliver excellent services	NI 103 a	Special Educational Needs – statements issued within 26 weeks - excluding exemptions															
				Red	Green	Green	Green	Green	Green							Green	
				75%	90%	86%	100%	92%	100%							83%	82%
Deliver excellent services	NI 103 b	Special Educational Needs – statements issued within 26 weeks - including exemptions															
				Amber	Green	Green	Green	Green	Green							Green	
				67%	82%	79%	95%	92%	85%							79%	70%
Deliver excellent services		Unit cost Independent Schools SEN Placements - Residential															➔
					Amber	Amber	Amber	Amber	Amber							Amber	
		£67,766			£71,401	£71,366	£71,366	£72,718	£72,454						£72,454	£69,325	
Deliver excellent services		Unit cost Independent Schools SEN Placements - Day															➔
					Amber	Amber	Amber	Amber	Amber							Amber	
		£38,236			£38,486	£38,942	£38,942	£38,981	£39,642						£39,642	£38,454	
Deliver excellent services		Cost of service per looked after child															
		<i>Shown as annual equivalent</i>															
		Performance data subject to validation															
																£777	

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Corporate Resources																	
Deliver excellent services	NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year <i>Data is now being extracted from DWP HOBOD site but this reports over one month behind.</i>														2008/09	33,333
					Amber	Green	Red	Amber								Amber	Year to Sep
		new			3,085	3,372	2,564	3,168	N/A							12,189	13,333
Deliver excellent services	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events <i>Performance in August was not as expected due to a temporary build up of work. This build up has been cleared and September performance has improved. Year to date performance is good and we remain confident that the end of year target will be achieved.</i>															
			Green	Amber	Green	Green	Red	Amber	Green							Green	
		new	17	19	17	16	19.88	18.6	16.3							16.47	18
Deliver excellent services	BV 8	%age of Invoices for commercial goods and services that were paid by the authority within 30 days paid on time														↑	London prov top quartile 94.74% 2007/08
		Amber	Amber	Green	Green	Green	Green	Green	Green						Green		
		87%	89.35%	91.88%	91.18%	92.17%	91.72%	91.79%	93.39%						91.45%	91.00%	
Deliver excellent services																	
Deliver excellent services	BV78a	Speed of processing: a) Average time for processing new benefit claims (calendar days) <i>Monthly until NI180/181 ready than delete backlogs built up during periods of IT system downtime or slowness have now been cleared, which has been reflected by improved performance.</i>														↑	London prov top quartile 24 days 2007/08
		2007/08															
		Worst Quartile	Red	Red	Red	Amber	Amber	Red	Amber	Green						Amber	32
	36	34.18	35.22	33	34	36	32	29						33	32		

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Deliver excellent services	BV78b	TEMP MEASURE a) Average time taken to processing benefit changes in circumstances (calendar days) <i>Monthly until NI180/181 ready than delete</i> performance for this indicator continues to be well above target														↑	London prov top quartile 10.1days 2007/08	
		Green	Green	Green	Green	Green	Amber	Amber	Green									Green
		13	9.65	9.80	12.0	9.4	14.0	13.3	10.9									10.9
Deliver excellent services	xBV 9	% of council taxes due for the financial year which were received in year by the authority Council Tax collection remains on course to achieve target at this point in time but the impact of the current economic climate will need to be closely monitored, particularly after the Christmas period.														→	London prov top quartile 96.4% 2007/08	
		2007/08	Green	Amber	Amber	Amber	Amber	Green	Amber	Amber								Amber
		Worst Quartile	93.9%	93.01%	93.44%	93.8%	93.4%	93.9%	93.4%	93.2%								93.2%
Deliver excellent services	BV 10	% of non-domestic rates due for the financial year which were received in year by the authority. We remain on course to achieve the collection target at the end of the year.														→	London prov top quartile 99.2% 2007/08	
		Green	Red	Amber	Amber	Amber	Green	Amber	Amber									Amber
		99%	94.1%	98.4%	98.4%	98.3%	99.5%	98.2%	98.4%									98.4%
Deliver excellent services	Local	Customer Service Centres - Waiting times - personal callers seen in 15 mins														↑		
		Green	Green	Green	Green	Green	Green	Green	Green									Green
		71%	75%	78%	83%	83%	83%	82%	79%									81%
Deliver excellent services	Local	Contact Centre - Telephone answering in 30 seconds - of all calls presented														↑		
		Red	Green	Green	Green	Amber	Green	Amber	Green									Green
		57%	82%	87%	84%	68%	77%	67%	82%									78%

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Deliver excellent services	Local	Contact Centre - Telephone answering Calls answered as percentage of all calls presented														
		Red	Green	Green	Green	Green	Green	Green	Green						Green	
		87%	95%	96%	96%	90%	94%	91%	96%						94%	90%
Deliver excellent services		Council-Wide Debt recovery - Overall Sundry debt.														
		<i>Reduction of Over 211 day debt</i>														
		Overall sundry debt increased by £8.2m to £21.26m compared to £13.07m at the end of Period 6, £5.5m of this increase is due to new invoices issued to Haringey PCT. Compared to period 6, aged debt has reduced by £268k to £5.53m, however this is £707k higher than the start of the year and £1.28m short of the monthly profiled target. Major shortfalls against target are, Adults £366k, Urban Environment, £762k and Children and Young People £399k. Debt Management reviews have taken place with Adults and Children's Services and actions to address the shortfalls have been agreed. In Urban Environment, the majority of the shortfall relates to Homes for Haringey Leasehold debt, however it is predicted that the majority of this debt will be collected before the end of 2008/09, a review of their monthly collection targets has been put in place for period 8.														
<i>Profiled Target</i>		£4.67m	£4.59m	£4.51m	£4.43m	£4.35m	£4.26m	£4.18m	£4.10m	£4.02m	£3.94m	£3.86m				
Green		Green	Green	Green	Green	Amber	Red							Red		
£4.16m		£4.33m	£4.17m	£4.30m	£4.21m	£5.80m	£5.54m							£5.54m	£4.26m	
Urban Environment																
Deliver excellent services	Local	Cost of recycling per tonne														
		Based on the information currently available performance for October was above target but performance for the year to date remains below target. The figure reported is subject to change as full tipping information is not yet available. Performance for the year to date has been affected by two factors. Firstly, recycling tonnages have fallen, this fall is linked to reduced recycling apportionment from NLWA. Secondly, the method of apportioning household and non-household waste has changed and as a result of this change more waste is counted as household waste than was previously the case. These issues have been more fully explained in a performance exception report relating to the recycling rate that also affects residual waste.														
		<i>Profiled Target</i>	£169	£149	£159	£167	£176	£178	£171	£163	£198	£165	£190	£177		
	Red	Amber	Green	Green	Red	Red	Red							Red		
£146	£196.48	£176.12	£170.89	£166.24	£184	£187	£216							£185	£172	
Deliver excellent services	NI 157a	Processing of planning applications as measured against targets for 'major' application types														England Top quartile 2006/07 80.65%
		Amber	Green		Amber	Green	Green	Green	Green						Green	
		79%	100%	None	75%	100%	100%	100%	100%						94%	82%

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09	
Deliver excellent services	NI 157b	Processing of planning applications as measured against targets for 'minor' application types													↑	England Top quartile 2006/07 83%	
		Red	Green	Red	Green	Red	Amber	Amber	Amber								Amber
		78%	83%	78%	85%	77%	83%	81%	81%								81%
Deliver excellent services	NI 157c	Processing of planning applications as measured against targets for 'other' application types													↑	England Top quartile 2006/07 92%	
		Amber	Green	Green	Green	Green	Green	Green	Green								Green
		88%	91%	95%	90%	91%	90%	92%	93%								92%
Deliver excellent services	Local xBV66a	Rent collection - including arrears													↑	London prov top quartile 2007/08 98.13%	
		Green	Red	Red	Green	Amber	Amber		Amber								Green
		98.2%	94.6%	94.6%	97.8%	96.9%	96.9%		97.4%								96.8%
Deliver excellent services	Local IC 01	Rent collection -% of rent due excluding arrears															
		Performance dropped over July and August in line with trends in previous years. In anticipation of this postcards were sent to 3,000 tenants at the beginning of July reminding them to pay their rent. The impact has been that the fall was half that of last year and recovery has been more marked over September.															
					Red	Red	Red		Red								
			98.7%	97.5%	97.3%		98.1%							97.6%	100%		

Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09		
Deliver excellent services	Local (xBV 212)	Average relet time													↑			
		<i>Days</i> Performance has improved significantly since Sept (41 days) and Aug (44 days). Senior managers from HfH and the council continue to meet weekly to monitor performance across void repairs and lettings department and improve turnaround time.																
		Red	Red	Red	Red	Red	Red		Red								Red	
		50.3 days	60.9	63.91	55.72	40.84	44.23		36.15						49.03	31 days		
Deliver excellent services	LAA, NI 156	Number of households living in Temporary Accommodation													↑			
		<i>Target</i>	5336	5271	5207	5113	5030	4940	4783									
			Green	Green	Green	Green	Green	Amber	Amber									Amber
		5389	5275	5224	5182	5094	5005	4952	4815						4952	4000		
Adults Culture & Community																		
Deliver excellent services	Local	Cost per visit to a leisure centre													↑			
		<i>Period 4 monthly target £3.76. Period 5, £0.95 Period 6, £0.56, P7, £1.74, P8, £0.92, P9, £2.04, P10, £1.04, P11, £0.90, P12, £6.17. YTD, £1.77. Late received income has led to better than expected performance for October.</i>																
		<i>Monthly target</i>				£3.76	£0.95	£0.56	£1.74	£0.92	£2.04	£1.04	£0.90	£6.17				
		£2.03			£2.27	£3.30	£1.07	£1.45	£0.57						£1.39	£1.77		
Deliver excellent services	Local	Cost per visit to a library													↓			
					Green	Green	Green	Green	Green								Green	
				£2.53			£2.59	£2.56	£2.58	£2.60	£2.61							£2.61
Deliver excellent services	Local	Unit cost of Homecare													↑			
					Green	Green	Green	Green	Green								Green	
				£17.52			£16.23	£16.23	£16.23	£16.23	£14.76							£16.23