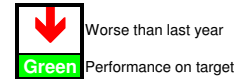
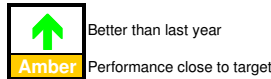
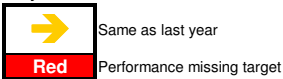


Key:



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
Children's Services Monthly indicators																	
BV 43a	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice. 8 cases in Nov, 76 in April to Nov.												Green	Green		Maintain Performance	
	99%	100%	100%	100%	100%	100%	100%	100%	100%						100%		99%
BV 43b	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks including those affected by "exceptions to the rule" under the SEN Code of Practice. In April to Nov, 76 cases were done on time out of 91. In Nov 8 out of 10.												Green	Green		Maintain Performance	
	74%	64%	86%	100%	83%	100%	83%	82%	80%						84%		80%
BV 49 A1	Stability of placements of children looked after by the authority by reference to the % of children looked after on 31st March in any year with three or more placements during the year. CPA Key Threshold We remain in the top performance banding for this indicator (<13%)												Green	Green		Maintain Performance	
	14.7%	14.7%	14.7%	13.2%	10.6%	10.4%	11.60%	11.8%	10.40%						10.4%		13%
BV 161 A4	Employment, education and training for care leavers: The % of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19 LPSA Indicator Target 65% based on 60-70 clients We have made excellent progress in this area and have exceeded the target set for the year												Amber	Green		Maintain Performance	
	47%	68%	40%	100%	50%	67%	100%	60%	60%						70%		65%
BV 162 C20	Reviews of child protection cases: The % of child protection cases which should have been reviewed during the year that were reviewed CPA Key Threshold We have remained in the top performance banding and have maintained 100% each month this year												Green	Green	Yellow Arrow	Maintain Performance	
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%		100%
BV 163 C23	Adoptions of children looked after: The number of looked after children adopted during the year as a % of the number of children looked after at 31 March who had been looked after for 6 months or more at that date. CPA Key Threshold It is still expected that Haringey will achieve its target of around 20 adoptions for the year.												Amber	Red	Green Arrow	2.5 per month	
	5%	0.0%	1 adoption	0.0%	1 adoption	1 adoption	3 adoptions	2 adoptions	3 adoptions						11 adoptions 3.5%		20 adoptions or 6%
L60	SSI 50: % of all children on the register (excluding those missing and registered in the last week of the month) who were visited within the calendar month Good performance maintained, with visits remaining over 90%. Data not available for July as report unavailable on new client system.												Red	Amber	Green Arrow	Maintain Performance	
	92%	94.2%	92.3%	95.1%		91.5%	95.8%	96%	94%						94%		95%
Local	Children's act complaints - Stage 1 responded to in 14 days												Green	Green	Green Arrow	Maintain Performance	
	39%	80% 4 out of 5	100% 1 out of 1	0% 0 out of 1	50% 1 out of 2	100% 1 out of 1	50% 1 out of 2	75% 3 out of 4	67% 2 out of 3						68% 13 out of 19		50%
Local	Children's act complaints - Stage 2 responded to in 28 days None of the 7 cases since April completed on time, 5 of which were completed within 90 days. Stage 2 complaints involve the appointment of two external specialists, an investigating officer and a dedicated person for the child or young person. The consequence is that progress on these complaints is particularly susceptible to the availability of people outside the Council. Once appointed the investigating officer and the independent person meet the complainant to clarify the exact nature of the complaint and get them to sign it off. Only after the complainant has signed do they proceed with the investigation. Following a survey of practice in other London Boroughs the timescale for stage two complaints is now being counted from the time the complaint is signed off. It is hoped that this will improve the performance on these timescales, though discussions with other Boroughs has revealed a general widespread difficulty in responding to stage two complaints within the timescales.												Red	Red	Red Arrow	60%	
	20%	0%	0%	0%	0%	0%	None	None	None						0% 0 out of 7		20%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
Environment Monthly indicators																	
BV 109a	% of major planning applications determined within 13 weeks (Gov't target 60%)																
	<i>CPA Key Threshold</i> 3 in Nov - 28 out of 30 in Apr-Nov													Green	Green		
	78%	100%	100%	100%	100%	none determined	86%	83%	100%						93%	77%	Maintain Performance
BV 109b	% of minor applications determined in 8 weeks (Gov't target 65%)																
	<i>CPA Key Threshold</i> 44 applications on time in Nov (out of 53). In April to Nov 328 out of 403.													Green	Green		
	79%	86%	77%	82%	81%	86%	76%	84%	83%						81%	78%	Maintain Performance
BV 109c	% of other applications determined in 8 weeks (Gov't target 80%)																
	<i>CPA Key Threshold</i> In Nov, 100 applications done on time out of 107. In April to Nov 813 out of 890													Green	Green		
	86%	92%	91%	89%	93%	89%	93%	93%	93%						91%	86%	Maintain Performance
BV 204	% planning application appeals allowed against the authority's decision to refuse.																
	<i>New for 2004/05</i> Appeals continue to cause the council concern. 5 appeals allowed out of 12 in Nov and 26 out of 84 in Apr-Nov.													Red	Green		
	38%	33%	21%	9%	20%	42%	33%	44%	42%						31%	35%	Maintain Performance
BV 215a	Average days to repair street lighting faults (except faults relating to power supply - see below)																
	<i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> Overall the year to date results are well within the target.													Green	Green		
	tbc	1.86	1.95	1.54	1.09	1.54	1.36	3.02	2.29						1.79	3.50	Maintain Performance
BV 215b	Average days to repair street lighting power supply related faults (these are handled by our District Network Operator - currently EDF)																
	<i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> The EDF repair time continues to be poor despite work with EDF to get faults to them as quickly as possible. This is the first year of monitoring this data. The target will not be met this year and will need to be revised for 2006-07.													Red	Red		
	tbc	10.50	3.00	20.33	38.30	18.31	29.69	17.80	27.33						23.49	10	Unlikely to hit target
BV 218a	% of reports of abandoned vehicles investigated within 24 hrs of notification																
	<i>New starting in 2005/06</i> Excellent performance and the level of achievement continues to be above target.													Green	Green		
	tbc	96.8% (393 out of 406)	99.6% (224 out of 225)	96.2% (379 out of 394)	92.0% (333 out of 362)	96.3% (336 out of 349)	93.0% (334 out of 359)	98.7% (392 out of 397)	94.5% (69 out of 73)						92.9% (802 out of 863)	85%	Maintain Performance
BV 218b	% of abandoned vehicles removed within 24 hrs (from when the LA is legally entitled to remove them)																
	<i>New starting in 2005/06</i> Excellent performance continuously exceeding the target.													Green	Green		
	tbc	81.5% (128 out of 157)	90.0% (45 out of 50)	94.5% (121 out of 128)	96.4% (107 out of 111)	94.1% (111 out of 118)	99.2% (120 out of 121)	96.2% (101 out of 105)	98.6% (218 out of 221)						96.2% (2609 out of 2713)	85%	Maintain Performance
BV 82ai +bi	% of household waste which has been recycled or composted																
	<i>CPA Key Threshold</i> Good performance. The recycling rate for November has remained above 20%. The monthly figure was boosted by 71 tonnes of leaves collected from Haringey streets for composting.													Green	Green		
	14%	18.1%	18.6%	19.95%	19.2%	19.3%	20.5%	21.03%	20.2%						19.61%	18%	Maintain Performance
BV 84a	Kg of household waste collected per head (seasonally adjusted annual equivalent)																
	<i>Amber is awarded if performance is top quartile (London 2004/05). CPA upper threshold is 355</i> The level of performance is moving in the right direction. It is hoped that the home composting waste minimisation scheme starting in January 2006 will have positive impact.													Amber	Amber		
	354	371.3 (actual 30.5)	378.7 (actual 32.1)	357.5 (actual 32.3)	341.2 (actual 30.4)	372.0 (actual 31.2)	371.6 (actual 31.8)	385.6 (actual 31.4)	365.2 (actual 32.0)						367.5 (actual 251.7)	345	301


Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
BV 99a	Number of casualties - All killed or seriously injured (KSI). Seasonally adjusted annual equivalent. <i>Figures here are for calendar year 2005. Performance of less than 139 in 2005 would take us across the lower CPA threshold (because it would reduce the 3 year rolling average as used by the CPA to less than 153.6)</i> Figures for August and later are not yet available from TfL. The June figure has been changed since the previous report.																
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Green	Green	2005	
	131	Jan: 70 (actual: 6)	Feb: 105 (actual: 8)	Mar: 83 (actual: 7)	Apr: 103 (actual: 8)	May: 88 (actual: 8)	Jun: 59 (actual: 5)	Jul: 91 (actual: 9)	not yet available	not yet available	not yet available	not yet available	not yet available		Jan-Jul: 85 (actual: 51)	145	Maintain Performance
Was BV 88	Number waste collections missed per 100,000 household waste collections (from Accord) <i>LPSA Indicator</i> November performance shows that improvements in previous months have been sustained. If this level of improved performance continues, the Council will meet the overall target for the year.														Green		
	190	149	150	149	148	128	116	119.8	120.5						135	130	120.4
L	Incidents of dumped rubbish reported to the Accord Call Centre (seasonally adjusted annual equivalent). <i>LPSA Indicator</i> Excellent performance: continues to be within LPSA target.														Green		
	10,859	6,142 (actual: 474)	5,636 (actual: 429)	4,799 (actual: 484)	4,420 (actual: 423)	4,311 (actual: 426)	5,169 (actual: 504)	4,688 (actual: 405)	4,967 (actual: 410)						4,976 (actual: 3,555)	8,246	Maintain Performance
L 790	Zone 1 Streets of an acceptable standard of cleanliness (Accord) Excellent performance, continually exceeding the target.														Green		
	97.7%	98.3%	98.5%	99.2%	98.8%	99%	98.2%	98.9%	98.2%						98.7%	95%	Maintain Performance
L	Sports & Leisure usage (seasonally adjusted annual equivalent) <i>Figures seasonally adjusted to a profile supplied by Recreation, and revised wef the October report.</i> Performance for November is above the revised target, and in line to meet the revised outturn projection for 2005/6.														Green		
	876,581	878,270 (actual: 71,349)	801,226 (actual: 81,274)	882,069 (actual: 94,960)	848,447 (actual: 87,331)	808,001 (actual: 76,013)	850,795 (actual: 80,781)	964,117 (actual: 69,584)	938,285 (actual: 67,295)						865,608 (actual: 628,587)	883,908	920,508
	Parks cleanliness Index The accumulative Cleanliness Index has risen to 79.74 which is just below our target of 80. Performance for November is 83.59, and the third month in succession where performance has exceeded target.														Green		
	79.20	73.2	76.9	81.11	79.46	79.81	83.52	82.30	83.6						79.74	80	80.5
Housing Monthly indicators																	
Ex. BV 185	The % of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment. Performance is now (since Oct) being based on Optitime reports rather than customer satisfaction data. The report rules need to be rewritten to take into account cases that are reported as failures but are not i.e. where appointments are kept but follow up works are required.														Red		
	99%	96.36%	95.9%	98%	96%	96%	97%	90%	90.50%						tbc	99%	#VALUE!
BV 183a	The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (Amended definition applied wef Apr) <i>CPA Key Threshold</i>														Green		
	19.1 (old definition)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00					0.00	0.00	4	Maintain Performance
BV 183b	The average length of stay (weeks) in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. High Nov figure due to ILR status of one tenant who only became eligible for permanent housing in August 05 after several years.														Red		
	79.34	69.64	25	41.33	74.55	56.33	153.00	57.86	140.33						68.93	40.00	Unlikely to hit target
BV 212 LHO 4	Average relet times for local authority dwellings let in the financial year (calendar days) <i>Reintroduced for 05/06 - Ex. BV 68</i> 7 hard-to-let units which have now been let has had some impact on November's data. Specialist lets have been the main cause of lower performance this month. Work with OPS well underway to address this.														Red		
	29.6	32.78	30.83	34.29	33.73	27.53	31.03	25.89	36.34						32.76	29 LPSA 25	21.5

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
BV 66a	Local authority rent collection and arrears: proportion of rent collected																
	A case by case review of all cases where the arrears have increased in the last 6 months has recently been completed. These results are still being analysed but it is already apparent that insufficient intervention is being taken early enough to prevent arrears from escalating. This is also apparent in the steady increase in arrears levels at 66b. Whilst there will now be concerted action on these cases, the longer term solution is for dedicated rent recovery teams, which are now being established.																
	97.6%	91.84%	96.11%	96.65%	96.95%	97.05%	96.71%	96.73%	97%						97.12%	97.8%	99.2%
BV 66b	Percentage of tenants with more than seven weeks rent arrears																
	<i>New from 2005/06</i>																
	9%	N/A	N/A	11.8%	12.2%	11.89%	13.02%	13%	13.6%					13.6%	12.92%	8%	Unlikely to hit target
was BV 67	Decisions on homelessness applications made in 33 days																
	81.10%	100%	97.04%	97.83%	94.16%	96.67%	98.9%	95.0%	78.53%						95.57%	92%	Maintain Performance
LHO 6 (BV 73)	The average time taken to complete non-urgent responsive repairs (calendar days)																
	Performance continues to be well within target primarily due to introduction of Optitime plus other business improvements																
	11	9.19	10.75	7.89	8.47	8.46	8.12	9.35	9.22						8.98	10	Maintain Performance
LHO 5	The % of urgent repairs completed within Government time limits.																
	Performance continues to be well within target primarily due to introduction of Optitime plus other business improvements																
	97%	100%	99.7%	98%	98.8%	98%	96.4%	97%	98.30%						98.6%	97%	Maintain Performance
Social Services Monthly indicators																	
BV 54 C32	Older people helped to live at home per 1000 population aged 65 or over																
	Novembers information is based on the updated Framework-i reports.																
	121.00	121.71	120.81	116.16	120.35	121.66	131.00	115.05	145						145	127	Maintain Performance
55 D40	Adult and older clients receiving a review as a percentage of those receiving a service																
	<i>This is a joint (older people and adults) indicator.</i>																
	This is a joint (older people and adults) indicator. Due to the use of Framework I report and quality improvement projects, the data is more accurate hence the improved performance																
	61%	53%	61%	62%	62%	58%	64%	66%	72%					72%	72%	75%	84.0%
BV 56 D54	% of items of equipment & adaptations delivered within 7 working days																
	<i>CPA Key Threshold</i>																
	Novembers performance exceeds target																
	70%	72%	87%	70%	73%	91%	93%	90%	86%					86%	83%	80%	Maintain Performance
BV 58 D39	% of people receiving a statement of their needs and how they will be met.																
	<i>Joint Indicator for Adults & Older People - Deleted as BVPI from 05/06</i>																
	89%	87%	88%	95%	95%	95%	95%	95%	95%					95%	95%	95%	Maintain Performance
BV 195 D55	Acceptable waiting time for assessment - average of (i) % where time from first contact to beginning of assessment is less than 48 hours & (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks																
	<i>CPA Key Threshold. This PI is based on acceptable waiting times for assessment for new older clients (65+).</i>																
	62.5%	62%	62%	62%	62%	63%	65%	66%	70%						70%	70%	Maintain Performance
BV 196 D56	Acceptable waiting time for care packages - % where the time from completion of assessment to provision of all services in a care package is less than or equal to 4 weeks																
	<i>CPA Key Threshold. This PI is based on acceptable waiting times for care packages for new older clients (65+).</i>																
	89.9%	89%	88%	88%	88%	89%	84%	88%	88%						88%	91%	97.0%
Paf C26	Supported admissions to residential/nursing care per 10,000 population over age 65 [annual equivalent]																
	<i>CPA Key Threshold (using 2003 mid year estimate population of 21,100)</i>																
	The new SR1 definition now states that temporary to permanent transfers should also be included. This has increased the overall performance of C26. Novembers performance equates to 72 admissions since April scaled up to the end of the financial year																
	56.10	97.10	74.30	64.80	61.40	58.30	54.30	53.10	51.43						51.43	50.5	Maintain Performance
Paf C62	The number of carers for Adults & Older People receiving a carer's break or specific carer's service as a proportion of all Adult clients receiving a community based service																
	This indicator was introduced mid year and figures were previously scaled up to calculate performance. We now have a full year's data from which to calculate PAF C62 and these figures suggest a lower level of performance. As this is a new indicator there is no comparative data to benchmark.																
	24%	25.7% scaled up	24.0% scaled up	22.43% scaled up	22% scaled up	20.4% scaled up	18.2%	18%	15%						15%	25%	45.0%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
Local	Percentage of all identified carers of older people aged 65+ receiving an assessment <i>LPSA</i> Based on 227 Assessments of Older People from 269 known carers.													Amber	Amber		99.8%
	N/A	82%	82%	82%	82%	82%	84%	83%							83%	90%	
PAF D43	Number of new clients (adults and older people) where time from first contact to first service is more than 6 weeks The figure for this indicator is currently being determined by two systems. In future months we should be able to extract data from Framework I which is more accurate.														↑		
	301	280	284	272	289	296	N/A	N/A							296	125	
BV 201 C51	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised) <i>CPA Key Threshold</i> Performance continues to improve month on month and the likelihood is that the target of 120 will be met by the end of the financial year (March 06). The month's target for Nov 05 has been exceeded.													Green	Green		Maintain Performance
	86	84.66	86	95	102	109	107	117	118						118	120 by Mar	
Local	NHS & Community Care Act Complaints - Stage 1 responded to within 14 days Under the act, subject to agreement between the complainant and the I.O, the response time can extend to 90 days. This is the case in the current situation													Red	Green		Maintain Performance
	62%	50%	100%	86%	50%	75%	80%	90%	50%						73%	70%	
Local	NHS & Community Care Act Complaints - Stage 2 responded to within 28 days Both responses sent this year have been late but with 90 days. Under the Act, subject to agreement between the complainant and the investigating officer the response date can extend to 90 days. This is the case in the current situation.													Red	Red		90%
	0%	N/A	N/A	N/A	N/A	0%	N/A	N/A	0%						0%	30%	
Finance Monthly indicators																	
BV 8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority <i>CPA Key Threshold</i> Three way matching is generally working well for those purchasing groups (particularly as experience is gained) that have so far been moved to this process - with more being added every week.													Green	Amber		90.7%
	85%	90.3%	88.4%	89.5%	90.4%	89.1%	88.7%	90.7%	90.0%						89.7%	90.0%	
BV 9	The percentage of council taxes due for the financial year which were received in year by the authority. <i>CPA Key Threshold</i> Performance has remained steady and shows an improvement over the same period last year. The service has worked with Customer Services to improve the enforcement processes. To ensure that the annual target is reached there is a focus on improving the collation of key information from customers after a liability order has been obtained.													Amber	Amber		93.9%
	93%	92.8%	93.9%	93.2%	93.2%	93.4%	93.3%	93.3%	93.3%						93.3%	93.5%	
BV 10	The percentage of non-domestic rates due for the financial year which were received in year by the authority. <i>CPA Key Threshold</i> Performance in November achieved target. The collection rate will continue to be closely monitored to ensure that the annual target is achieved.													Green	Amber		99.2%
	98.6%	98.6%	98.9%	99.1%	98.8%	98.8%	99.3%	99.1%	99.1%						98.9%	99%	
PM1	Performance Indicator for average speed of processing new claims (Standard 36 days) <i>Measured in days</i> The performance has remained above target and is now in line with an excellent score in the benefit performance standards. A revised process for submitting improved proofs with claims to customer services and mobile claim processing being implemented. This will reduce the number of days to process claims and enable continuous improvement.													Green	Green		Maintain Performance
	48	47	44	44	44	40	40	36	36						40	42	
PM5	Performance Indicator for average speed of processing change of circumstances (Standard of 9 days – subject to review) <i>Measured in days</i> The Department of Works and Pensions has introduced a revised calculation for this indicator. Work is being undertaken to estimate a revised annual position and the target will require amending.													Red	Red		Unlikely to hit target
	14	20	18	17.6	17	18	18	18	29						29	18	
Chief Executive's Monthly indicators																	
BV 12 CPA	Working days lost due to sickness per FTE employee <i>FTE = full time equivalent</i> The YTD progress includes late reporting of sickness inevitably missing from monthly figures													Red	Red		8.3
		0.64 Annual Equivalent	0.72 Annual Equivalent	0.75 Annual Equivalent	0.75 Annual Equivalent	0.61 Annual Equivalent	0.68 Annual Equivalent	0.76 Annual Equivalent	0.79 Annual Equivalent							6.04 Annual Equivalent	
	9.53	7.7	8.6	9.0	9.0	7.3	8.2	9.1	9.5						9.1	8.8	
BV 117	The number of physical visits per 1,000 population to public libraries <i>Deleted as BVPI from 05/06</i>													Green	Green		
		871 Annual Equivalent	829 Annual Equivalent	813 Annual Equivalent	814 Annual Equivalent	767 Annual Equivalent	821 Annual Equivalent	903 Annual Equivalent	825 Annual Equivalent							6,642 Annual Equivalent	

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
	9,032	10,448	9,944	9,754	9,765	9,205	9,850	10,836	9,898						9,963	9,000	Maintain Performance

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
Local	Members Enquiries, percentage responded to within 10 working days														↑		100.0%
	2,286 Members enquiries have been responded to within timescale. MEs performance for 04-05 was 71%.													Red	Red		
		71%	82%	82%	84%	83%	89%	85%	87%	82%					85%	90%	
Local	Local Resolution complaints (stage 1) responded to within 15 working days														↑		Maintain Performance
	1,071 responded to on time since April.													Amber	Green		
		75%	79%	80%	81%	81%	83%	76%	82%	78%					80%	80%	
Local	Service investigation complaints (stage 2) responded to within 25 working days														↓		94.0%
	Problems in Finance have been brought to attention of managers and staff and addressed at the most recent team brief.													Red	Red		
		76%	75%	47%	92%	78%	76%	65%	87%	72%					73%	80%	
LCE1	Independent review (stage 3) public complaints responded to within 25 working days														↑		Maintain Performance
	21 out of 21 in year to October.													Green	Green		
		86%	100%	100%	100%	N/A	100%	100%	100%	100%					100%	90%	
L	Freedom of information act replies within 20 day time scale																Unlikely to hit target
	A bid for resources has been submitted as part of the PBPR process. Some Directorates are performing much better than others.													Red	Red		
		N/A	51%	62%	69%	65%	53%	77%	71%	65%					64%	90%	
L	Waiting times - % personal callers to Customer Service Centres seen in 15 minutes														↓		76.0%
	November's performance affected by a)Two recovery actions in C Tax b)High levels of training in preparation for Siebel 7.7 go live c)Multiple IT failures on critical days.													Red	Amber		
		77%	74%	56%	67%	67%	75%	68%	67%	62%					67%	70%	
L	Switchboard- Telephone answering in 15 seconds														↑		Maintain Performance
	Switchboard operatives are being trained in other areas of Cust Services to assist with Call Centre demand and reduce the spare capacity , which will result in more cost effective performance													Green	Green		
		92%	98%	98%	99%	98%	98%	98%	97%	96%					98%	90%	
L	Council Wide Position- Telephone Calls answered within 15 seconds as a % of total calls <i>(total includes those that reached the busy signal and unanswered calls)</i>														↑		Maintain Performance
	Performance in line with target													Green	Green		
		67%	N/A	N/A	81%	81%	83%	80%	81%	80%					81%	75%	
Call Centre Totals																	
Calls answered in 15 Secs as % of calls presented														↑		75.1%	
November's performance affected by a)Two recovery actions in C. Tax b)High levels of training in preparation for Siebel 7.7 go live c)Multiple IT failures on critical days													Red	Amber			
		43.0%	84.0%	61.9%	67.8%	66.6%	67.6%	78.3%	64.9%	51.2%					67%	70%	
Calls answered as percentage of all calls presented														↑		Maintain Performance	
Performance above target													Green	Green			
		65.3%	97.34%	92.11%	94.52%	89.20%	95.32%	94.94%	94.87%	90.45%					93.6%	85%	
Average queuing time <i>Min:Sec</i>														↑		Maintain Performance	
November's performance affected by factors detailed above, however ytd performance well within target													Red	Green			
		01:02	00:13	00:37	00:29	00:35	00:24	00:16	00:26	00:51					00:29	40 Secs	
Children's Services Other indicators																	
38	% of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A*- C or equivalent.														↑		42%
														Green			
		43.7%												50%			
Local LPSA	Average points score of Black African pupils at Key Stage 2														↑		26.00
														Amber			
		25.50												25.90			
Local LPSA	Average points score of Black Caribbean pupils at Key Stage 2														↑		26.10
														Amber			
		25.50												25.80			

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					Monthly Progress	YTD Progress	Target 05/06	Monthly Perf. Req. to hit
Environment other indicators																	
BV 199a	Local street and environment cleanliness (litter) <i>New from 2005/06</i> This result is the best result yet with only 23% of roads with significant levels of litter & detritus, a significant improvement on our Tranche 1 score of 40% in 2004/05. The average of the last three tranches including this latest score is 26% which is above the London average for 2004/05 and below the new CPA threshold of 28%.																
	32%				23%											30%	
BV 199b	Local street and environment cleanliness (Graffiti) <i>New from 2005/06</i> At present there is no London wide comparison data available for this element of the PI. However 5% is considered to be a very good level of performance and when comparative data is available, we believe this will compare favourably with other London boroughs.																
	n/a				5%												
BV 199c	Local street and environment cleanliness (Fly - posting) <i>New from 2005/06</i> At present there is no London wide comparison data available for this element of the PI. However 2% is considered to be a very good level of performance and when comparative data is available, we believe we will compare favourably with other London boroughs.																
	n/a				2%												