

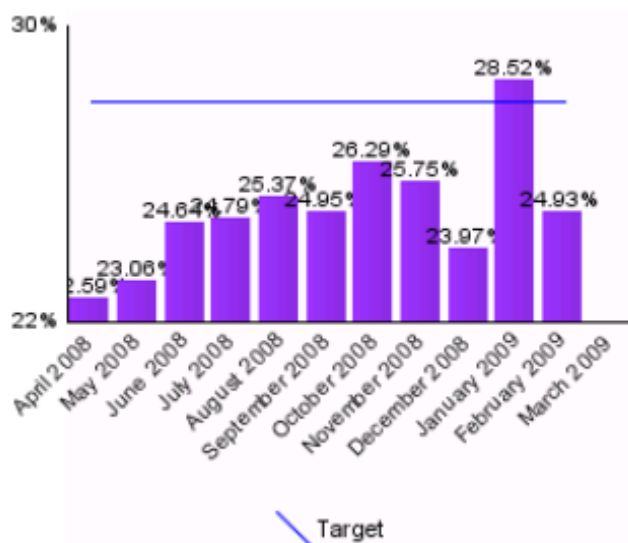
Red of Make Haringey one of London's greenest boroughs

NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)
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The indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.

YTD Value	Target	↓	●	Red
24.93%	28%			



February's performance has shown a decrease on January's. It was expected that performance would drop below January figures, which had benefited from post-Christmas clear up arrangements (where an extra two days of recycling collections took place compared to refuse, due to the differing Christmas catch-up arrangements between refuse and recycling services). However, February's performance has also been affected by the snow and ice in the w/c 2nd Feb, which caused significant disruption to recycling collections. Although a catch up took place the following week, the tonnage from this week was not equivalent to both weeks' collections. It is possible that the initial missed collection may have caused people to throw away their recycling before collections could be rectified. The performance information for February is still provisional and subject to change. Over the year as a whole, levels of recycling have reduced due to a reduction in the NLWA contribution to tonnage and a change in the method of apportioning household and non-household waste.



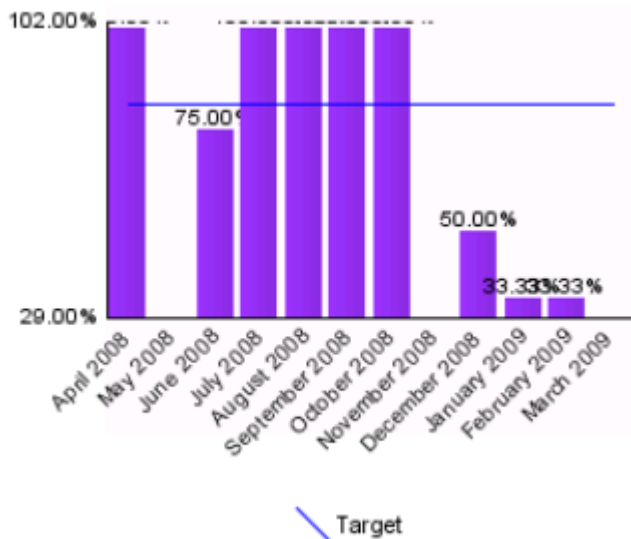
BV109a
NI 157a

Processing of planning applications: Major applications

To ensure local planning authorities determine planning applications in a timely manner. This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.

YTD Value	Target			Red
76.85%	82.00%			



1 out of 3 applications determined on target. The postponement of Planning Committee due to severe weather led to the two applications going over the target. With the expected small number of decisions due in March it is unlikely that the target will be met for 2008/09. Performance in 2007/08 for Haringey was 79% which compares with a London wide average performance figure of 72%.



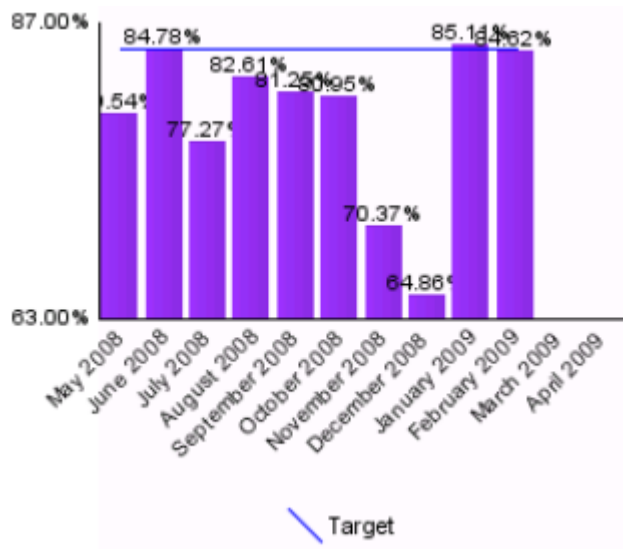
BV109b
NI 157b

Processing of planning applications: Minor applications

To ensure local planning authorities determine planning applications in a timely manner. This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.

YTD Value	Target			Red
79.49%	85.00%			

33 out of 39 applications determined on target. Performance was on target for the month with the YTD slightly below but well above the government target. This target is to be revised in the coming year in line with changes to the assessment of performance in this area. It is expected that performance for the year will be close to the target. Performance in 2007/08 for Haringey was 78% which compares with a London figure of 78%.



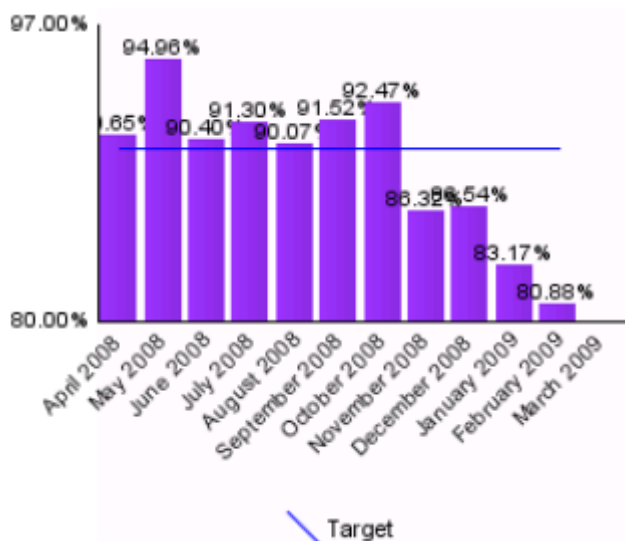
BV109c
NI 157c

Processing of planning applications: Other applications

To ensure local planning authorities determine planning applications in a timely manner. This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.

YTD Value	Target	↓	●	Red
80.88%	90.0%			

55 out of 68 applications determined on target. There were a number of householder applications where residents had raised a large number of objections resulting in negotiations which led to delays on these cases. The YTD figure remains on target. Performance in 2007/08 for Haringey was 88% which compares with a London figure of 87%.



NI 181

Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

HB/CTB of £19bn is paid to over 5 million low income households. Delays in the administration of these benefits can impact on some of the most vulnerable people in our society by:

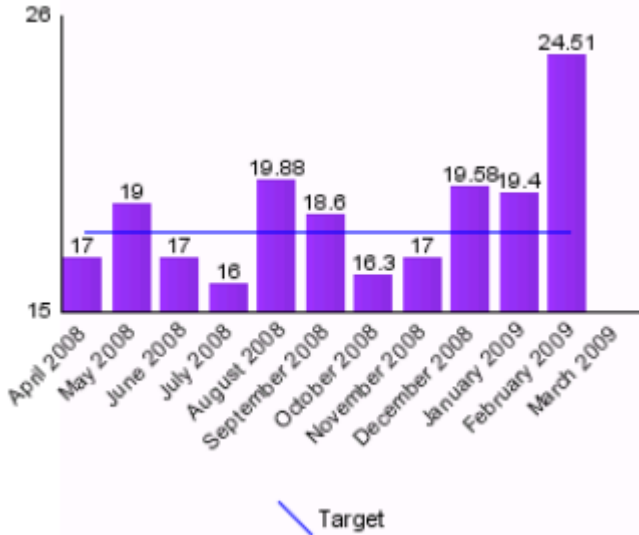
- Leading to rent arrears and evictions
- Preventing access to housing because landlords are reluctant to rent to HB customers
- Acting as a deterrent to people moving off benefits into work because of the disruption to their claim

If HB/CTB customers receive a prompt service from their local authority there are positive outcomes across a range of agendas specifically reducing the number of people living in poverty, reducing homelessness and supporting people into work. An indicator similar to this has helped to deliver significant improvements in recent years, but many customers still have to wait longer than five weeks for their claims to be decided.

This indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and changes of circumstances reported by customers receiving those benefits. The indicator supports DWP's DSO 6 and is complemented by the Right Benefit indicator (165) which is designed to ensure that the benefit in payment is correct.

YTD Value	Target	↓	●	Red
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Since December 2009, the number of new claims received has significantly increased on a monthly basis. This has a direct impact on the ability to keep up with the incoming claims. A BLT staff reorganisation is taking place to open up capacity to deal with the increasing volumes. This should be in place by the end of April. Secondly, the more 'changes in benefit' proactively identified in efforts to meet the NI 180 effect the time to action the changes due to increased volumes. New claims have increased by 11% and changes in circumstances by 30%.

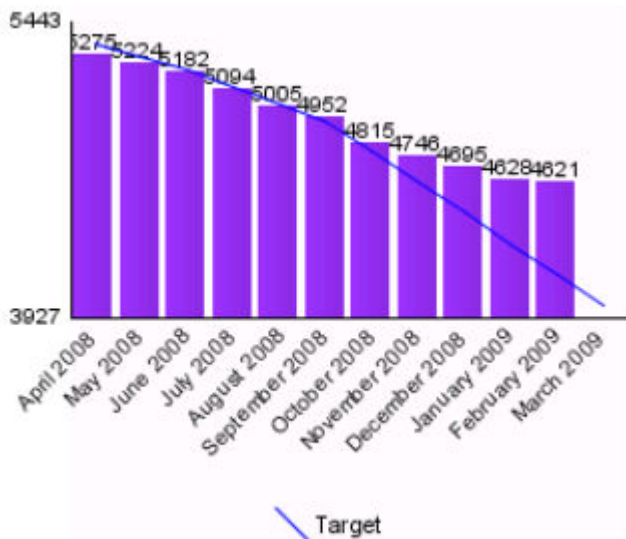


NI 156 | Number of households living in temporary accommodation

To monitor progress towards halving the number of households in temporary accommodation provided under the homelessness legislation from 101,000 households nationally in quarter 4 2004 to 50,500 households by 2010.

YTD Value	Target			
4621	4155	↑	●	Red

The delivery of the Temporary Accommodation Reduction target of no more than 4000 households living in temporary accommodation by 31/03/2009 was a always very challenging target bearing in mind the service's performance over the previous 3 years. The mid year review of this target identified that the number of households in TA would continue to reduce but not at the faster rate needed to achieve 4000 target by March 2009 .The outturn for the year is likely to be 4500 households in Temporary Accommodation representing an annual fall of 17.5% from 5389 as at April 2009. Additional actions and projects have been developed to speed up the reduction during 2009/10 including strengthening the Private Sector Lettings team, focussing on reducing the use of emergency accommodation and engagement events with landlords, TA tenants and agents to explore options available to households in TA to meet their housing needs.



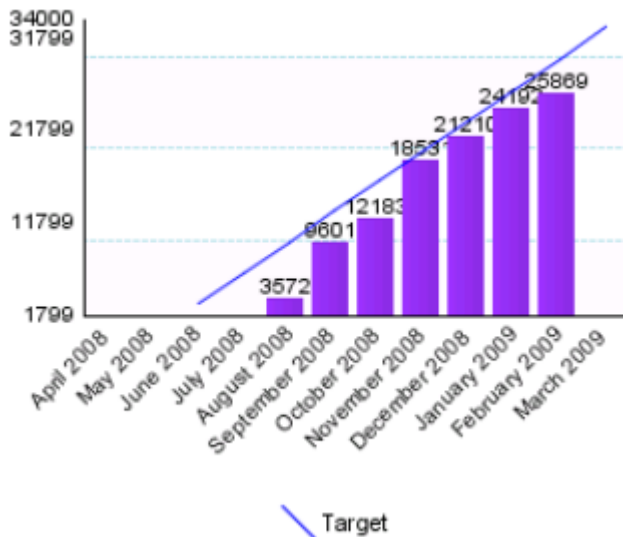
NI 180

The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.

To ensure that customers receive the correct amount of Housing Benefit/Council Tax Benefit. This will contribute to reducing both child and pensioner poverty and will reduce fraud and error, thereby saving taxpayers' money. The total cost nationally of HB/CTB is £19bn of which we estimate that 1.4% is underpaid and 5.5% is overpaid. The majority of both underpayment and overpayment is a result of customers undergoing changes in their circumstances during the life of the claim. In order to ensure that benefit remains correct, local authorities need to ensure they are informed of all these changes.

YTD Value	Target	▲	●	Red
25869	30000			

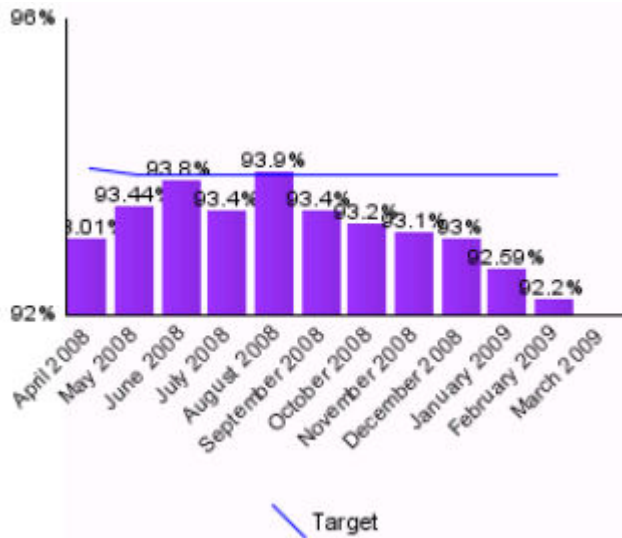
The performance reported here is taken from the DWP website Hobod. DWP are using a different criteria to the original specification of NI180 due to technical difficulties in obtaining the data from Local Authorities. The DWP only count one change per person, whereas the original specification allows you to count as many changes per person as occur in a period. Northgate reports show that we have achieved our target using the original specification for this PI, but for now we must report the DWP interpretation until DWP make a decision on this national issue.



BV 9 % of council taxes due for the financial year which were received in year by the authority

YTD Value	Target	↓	●	Red
92.2%	93.92%			

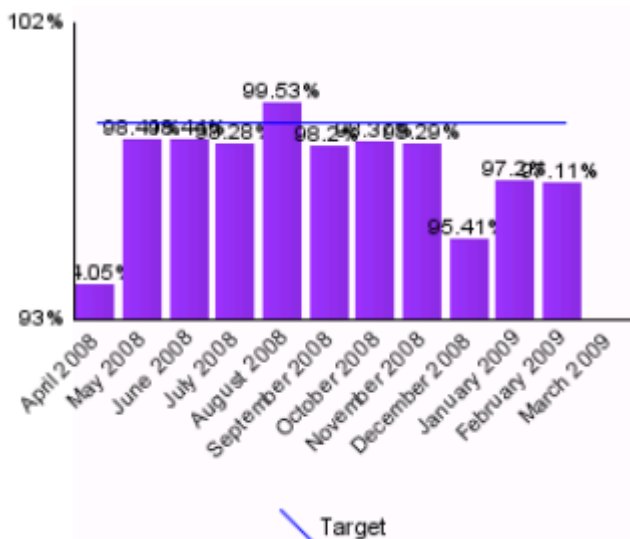
The current economic climate continues to effect collection of Council Tax. The year end target is now unlikely to be achieved, although recovery efforts continue in all areas. A year end collection plan is now in force to ensure we maximise all collection activity available. The downturn in collection levels in 2009 has been reflected nationally.



BV 10 % of non-domestic rates due for the financial year which were received in year by the authority.

YTD Value	Target	↓	●	Red
97.11%	99%			

As with Council Tax, concerns remain over collection levels, with the recession taking effect on local businesses. The year end target is now unlikely to be achieved although effort continue to maximise collection where possible.

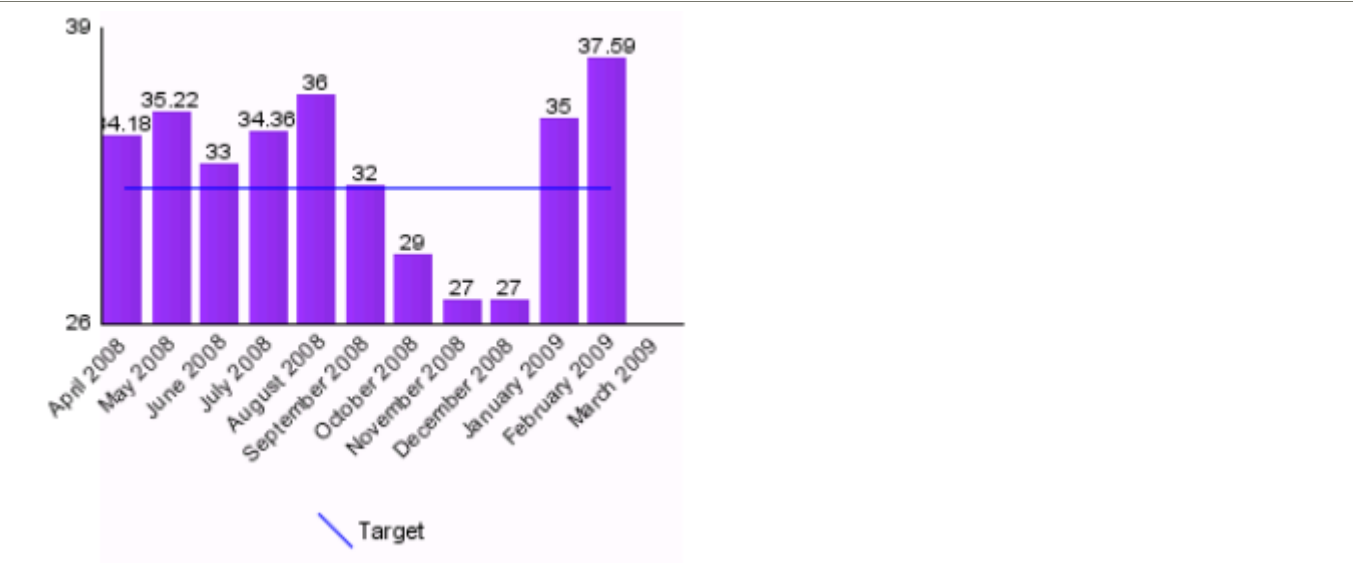


BV 78a Speed of processing: a) Average time for processing new benefit claims (calendar days)

PM1

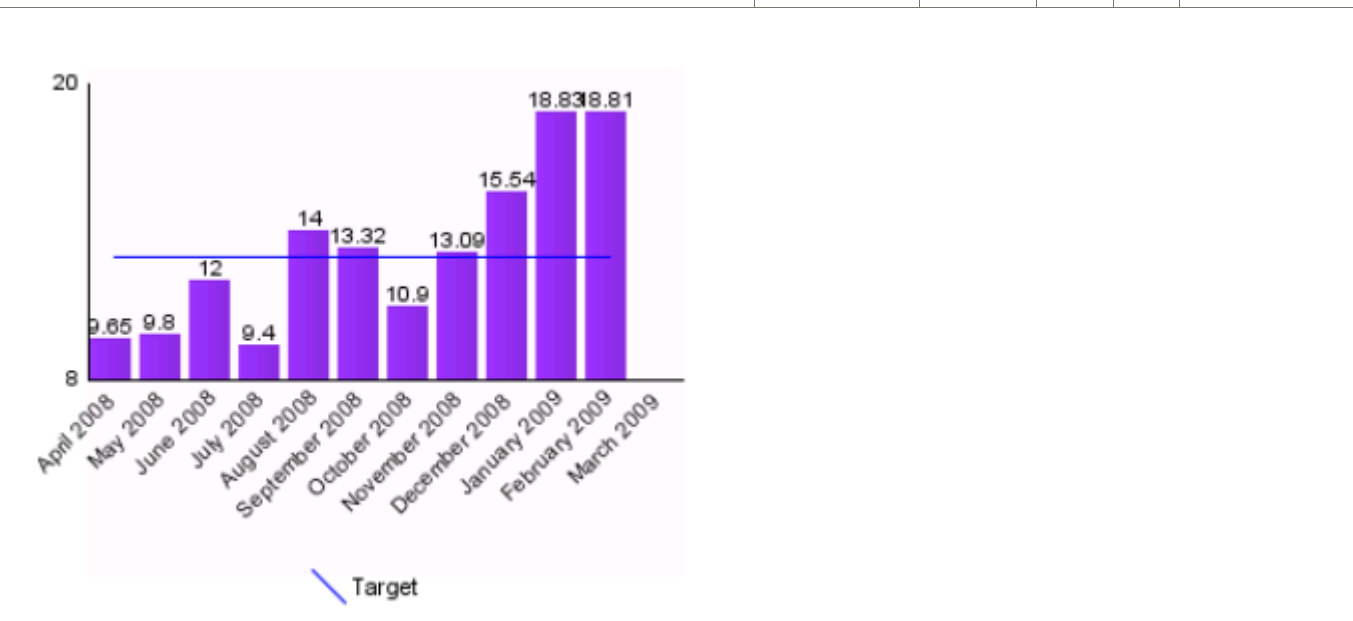
YTD Value	Target	↓	●	Red
37.59	32			

The current economic climate has led to a sudden increase in claims received. We are in the process of re-organising our benefits service to open up capacity to cope with this demand. This should be in place by the end of April.



BV 78b PM5 Speed of processing; b) Average time for processing notifications of changes of circumstance (calendar days)

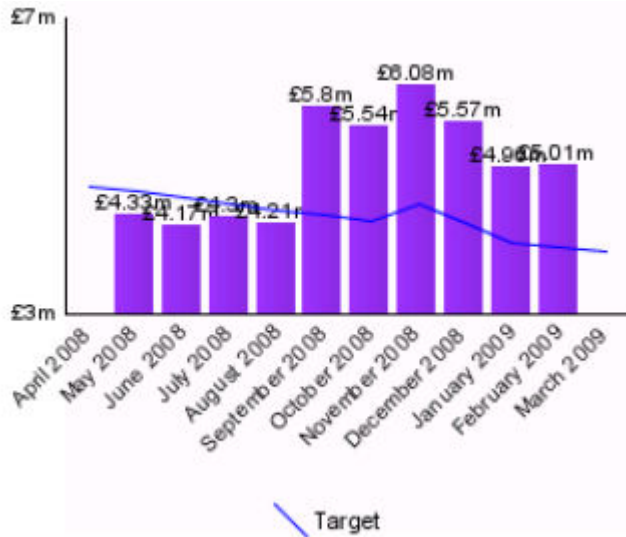
YTD Value	Target	↑	●	Red
18.81	13			



Fin 5b Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt

YTD Value	Target			
£5.01m	£3.92m	↓	●	Red

Aged debt rose slightly by £112k in Period 11 and now stands at £5.01m. In terms of the Aged Debt reduction target, there is currently a £1.09m shortfall. Children and Young People (CYP) are £668k short of target however £390k has been resolved in Period 12. The continued non payment of the Haringey Schools Service Ltd debt and schools with cash flow problems account for the remaining shortfall. In Adults the shortfall is £374k, agreed write offs will significantly reduce this, however PCT aged debt (£185k) will need to be resolved to achieve target.



YTD Value	Target			
44.8 days	31 days	↑	●	Red

The Council and Homes for Haringey continue to work together to achieve our objective of improving the management of void properties. The aim is to reduce the number of empty homes to a sustainable level of approximately 140 vacant properties; to make normal turnaround voids available for let (VAVs) ready for let within 16 calendar days; to let a minimum of 15 properties per week and to achieve an overall turnaround time within 27 days on routine void properties.

The services have jointly commissioned an external review of void management and processes which we expect to help us further develop our improvement plans going forward. In addition a number of targeted actions have been undertaken in February to improve the position.

