






# Create a better Haringey: cleaner, greener and safer







## Appendix 1

PI Sort	Short Name	2008/09	London TQ 08/09	April 2009	May 2009	June 2009	July 2009	August 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	March 2010	2009/10	Target
L0257 Property	Property Services - Improved street and environmental cleanliness : Litter	4.6%		3%	4%											3.5%	22%
L0258 Property	Property Services - Improved street and environmental cleanliness: Detritus	16%		13%	17%											15%	35%
NI 59	Percentage of initial assessments for children's social care carried out within 7 working days of referral			25%	14.1%											19.6%	53%
NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement			28%	30%											29%	63%
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	80.0%		100.%													78.0%
BV49 NI 62	Stability of placements of looked after children: number of moves	14.6%		13.4%	13.9%											13.9%	11.0%
BV162 NI 67	Percentage of child protection cases which	100%	100%	100%	100%											100%	100%

PI Sort	Short Name	2008/09	London TQ 08/09	April 2009	May 2009	June 2009	July 2009	August 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	March 2010	2009/10	Target
	were reviewed within required timescales																
L0035	Domestic burglaries	2870		231	370											370	478
L0036	Personal Robberies	997		107	199											199	190
L0037	Theft of motor vehicle - YTD	1082		100	160											160	196
L0129	Serious Youth Violence - Rolling Year	220		No data for this range													
L0096	Theft from motor vehicle	3158		340	495											495	530
NI 15	Serious violent crime rate	414		52	83											135	106
NI 16	Serious acquisitive crime rate	36.6		3.5	5.5												37.6
NI 20	Assault with injury crime rate			0.92	1.55											No data for this range	
NI 28	Serious knife crime rate	2.25		0.26	0.47											0.47	0.32
NI 33	Arson incidents	247		No data for this range													360
NI 47	People killed or seriously injured in road traffic accidents - Percentage change	4.9%															5%
NI 48	Children killed or seriously injured in road traffic accidents - percentage change	15.4%		No data for this range													6.0%




















PI Sort	Short Name	2008/09	London TQ 08/09	April 2009	May 2009	June 2009	July 2009	August 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	March 2010	2009/10	Target
NI 195a	Improved street and environmental cleanliness: Litter	10%		N/A		N/A											10%
NI 195b	Improved street and environmental cleanliness: Detritus	22%		N/A		N/A											20%
NI 195c	Improved street and environmental cleanliness: Graffiti	3%		N/A		N/A											3%
NI 195d	Improved street and environmental cleanliness: Fly-posting	1%		N/A		N/A											2%

## Make Haringey one of London's greenest boroughs

PI	Short Name	2008/09	April 2009	May 2009	June 2009	July 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	Target
NI 191	Residual household waste per household	639	55 	53 											108 	51
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)	23.79%	23.31% 	25.7% 											24.6% 	32%

## Encourage lifetime well-being

Generated on: 17 June 2009

PI Code	Short Name	2008/09	April 2009	May 2009	June 2009	July 2009	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	Target
L0084	Active Card Membership	13377	19725	20967											20967	
L0200	Sports and Leisure Usage	1286702	114794	 129545											244339	 228512
BV 170a	The no. of visits to/usages of museums per 1,000 population	208	180	 230											205	 192
L0085	Number of library visits per 1000 of the population	9528	9072	 9855											9464	 9000
L0004 LAA stretch	Number of schools achieving Healthy School Status (2007 - 2010 stretch target)	76%	78%	 79%											79%	 85%
L0378	Not Knowns -16 to 18 year olds who are not in education, employment or training (NEET)	11.1%	3.8%	 4.1%											4.1%	 9.9%
NI 117	16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 stretch target)	6.8%	7.6%	 7.7%											7.7%	 10.4%

# Promote Independent Living

Generated on: 17 June 2009

PI Code	Short Name	2008/09	London - TQ 08/09	April 2009	May 2009	June 2009	July 2009	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	March 2010	2009/10	Target
L0114 LAA	Number of older people permanently admitted into residential and nursing care (2007 -2010 stretch target)	130		7	15											15	19
L0115 LAA	Number of adults permanently admitted into residential and nursing care (2007 -2010 stretch target)	10		0	1											1	3
NI 132	Timeliness of social care assessment (all adults)	96.1%	86.9%	91.4%	91.4%											91.4%	95.0%
NI 133	Timeliness of social care packages following assessment	95.0%	91.7%	92.3%	96.7%											96.7%	93.0%
NI 130 (old)	Social care clients receiving Self Directed Support per 100,000 population	666.0		No data for this range													
NI 131	Delayed transfers of care	17.0		20.4	16.1											16.1	9.0
NI 135	Carers receiving needs assessment or review and a specific carer's service, or advice and information	22.1%		3.1%	5.2%											5.2%	3.2%
NI 111	First time entrants to the Youth Justice System aged 10-17	2136		No data for this range													2366

# Deliver Quality Services

Generated on: 17 June 2009

PI Code	Short Name	08/09	London TQ 08/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	Target
ACC001	Unit Cost of Homecare	£15.05		£15.05	£15.05											£15.05	£17.51
L0134	Cost per visit to a leisure centre	£1.41		-£0.32	£1.32											£0.55	£1.81
L0199	Cost per library visit	£2.62		£2.67	£2.7											£2.7	£2.8
BV 9	% of council taxes due for the financial year which were received in year by the authority	93%		95.89%	91.37%											93.22%	93.25%
BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.	95.7%		93.58%	98.63%											96.74%	98.5%
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	28427		2932	2785											5717	5276
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	18.3		26	32.1											29	17
Fin 5b	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt	£4.35m		£3.12m	£3.31m											£3.31m	£2.94m
BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days. COUNCIL	91.7%		91.58%	88.56%											90.04%	91%

PI Code	Short Name	08/09	London TQ 08/09	Apr 2009	May 2009	Jun 2009	Jul 2009	Aug 2009	Sep 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010	Mar 2010	2009/10	Target
CS3	Call Centre calls answered as a % of calls presented	92.86%		70% 	67% 											68.5% 	90%
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	75%		43% 	43% 											43% 	70%
CS1	Customer Services Centres- Waiting times – personal callers seen in 15 mins	81%		81% 	83% 											82% 	70%
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide	18.1%		22.2% 	20.1% 											21.8% 	16%
NI 103	Special Educational Needs – statements issued within 26 weeks - excluding exemptions	88.8%		100% 	90.9% 											90.9% 	86%
NI 103b	Special Educational Needs – statements issued within 26 weeks - including exemptions	84.4%		100.0% 	90.9% 											90.9% 	86.0%
L0131	Unit cost Independent Schools SEN Placements - Residential	£70980		£81265 	£81078 											£81078 	£78081
L0132	Unit cost Independent Schools SEN Placements - Day	£38246		£39575 	£39567 											£39567 	£41534
BV 12 - ytd	The no. of working days/shifts lost due to sickness absence per FTE employee YTD Annual Equivalent.COUNCIL	8.88		5.79 													8.5
BV 12- rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year.COUNCIL	8.88		8.92 													8.5
L0038	Stage 1 public complaints dealt within target (10 day) timescale. COUNCIL	90%		90% 	89% 											90% 	93%

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L0039	Stage 2 public complaints dealt within target (25 day) timescale. COUNCIL	88%		86%	56%											74%	90%
L0041	Members Enquiries dealt with in target time. COUNCIL	91%		74%	83%											78%	93%
BV109a NI 157a	Processing of planning applications: Major applications	77.78%	77.81%	N/A	N/A												60.00%
BV109b NI 157b	Processing of planning applications: Minor applications	80.56%	82.19%	80.77%	79.31%											80.00%	65.00%
BV109c NI 157c	Processing of planning applications: Other applications	89.39%	91.04%	94.44%	87.63%											91.22%	80.00%
BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected - inc arrears	98.13%		96.24%	95.66%											95.66%	97.6%
NI 156	Number of households living in temporary accommodation	4548		4520	4494											4494	4368
BV 212 CPA H8	Average relet times for local authority dwellings let in the financial year (calendar days)	44.3 days		38.6 days	44.4 days											41.5 days	31 days
IC01	% of rent collected (of rent due excluding arrears)	99.17%		94.18%	96.19%											96.19%	100.5%