Make Haringey one of London's greenest boroughs

NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)

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.

	YTD Value	Target			Red
	24.6%	32%	⬆	🔴	

There is a current shortfall in performance for NI 192, largely due to a reduced tonnage of recycled materials apportioned to Haringey by the North London Waste Authority (NLWA) compared to previous years, changes to the methodology for calculating the household/non-household waste split, which has led to a greater amount of waste being classified as domestic, and the application of an increased contamination rate to mixed recycling processed by materials recovery facilities through NLWA. These factors account a shortfall in performance of 4-5%.

NLWA are currently undertaking a modelling exercise as part of procurement process for waste disposal facilities post 2014, to determine what recycling rate can be realistically achieved in the NLWA boroughs. We are engaging with this process to gain a better understanding of what rates can be achieved in Haringey and expect to receive results within the coming 2 months.

A Recycling Action Plan is in place to improve performance. Key actions and outputs to date include:

• Participation drive across kerbside and estates services to increase participation and the amount recycled, and ensure value for money is achieved from the services provided – on-going campaign.
• Ensuring the same high standard of recycling service across the borough, including:
  - Provision of the full mixed material recycling service (including plastic bottles and cardboard, as well as food and garden waste collections) to final 4000 kerbside properties remaining on the original kerbside service – completed June 2009.
  - Provision of the mixed material recycling service to remaining private blocks of flats (all Council-managed estates were provided with services in 2008/09) – on-going, subject to management company approval.
  - Provision of the mixed material recycling service to flats above shops.
  - Provision of food waste collections to a minimum of 10 schools (all schools were provided with the mixed material recycling service in 2008/09).
• Delivery of awareness raising campaigns to reduce waste, increase composting and reduce contamination.
• Improvement of the range and amount of materials recycled or reused through the Reuse & Recycling Centres.
• Promotion and development of local re-use and waste reduction schemes.

- Introduction of on-street recycling bins for public places and review of the network of bring banks.

Note: The monthly and year to date figures are based on provisional data and is subject to change.
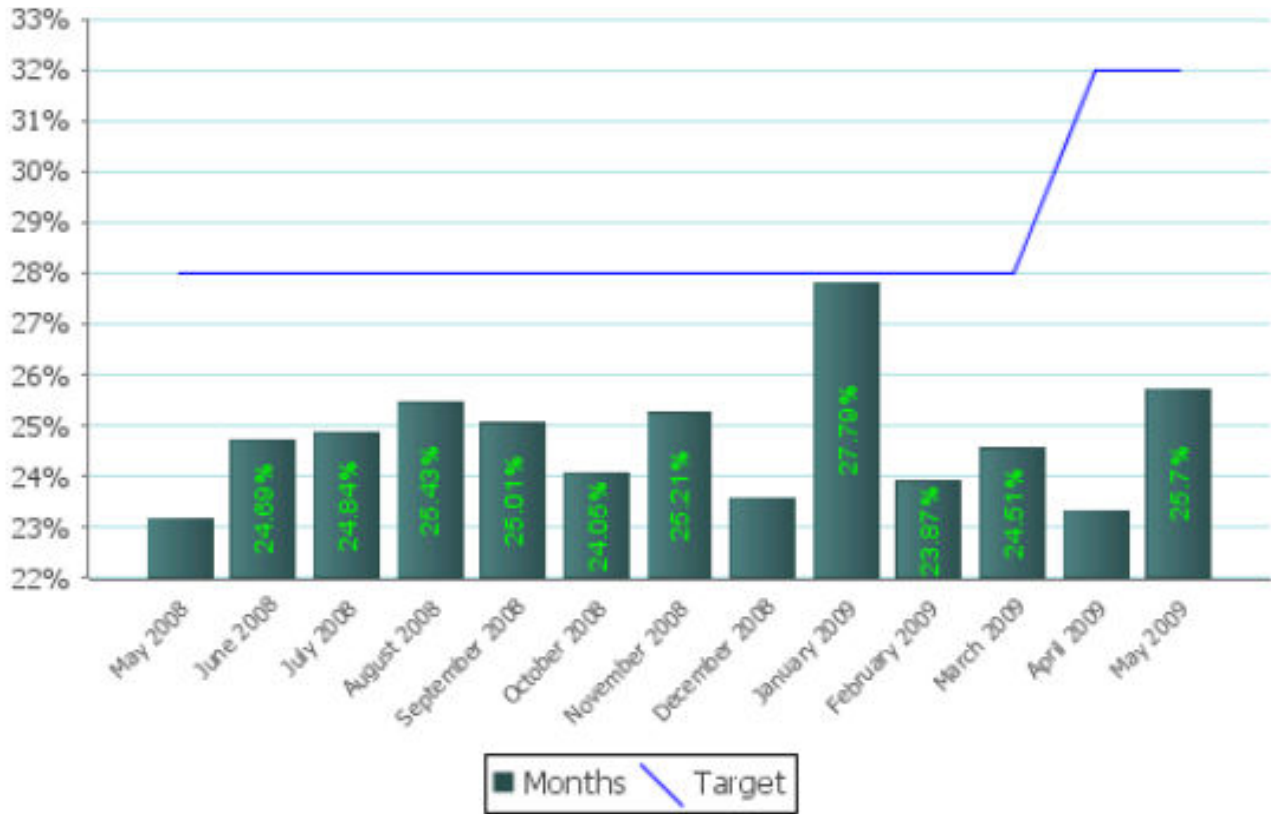
BV49 NI 62	Stability of placements of looked after children: number of moves

This indicator is an important measure of the stability of care that a child has experienced. On the whole stability is associated with better outcomes – placement instability was highlighted by the Social Exclusion Unit as a key barrier to improving educational outcomes. Proper assessment of a child's needs and an adequate choice of placements to meet the varied needs of different children are essential if appropriate stable placements are to be made. Inappropriate placements often break down and lead to frequent moves. The circumstances of some individual children will require 3 or more separate placements during a year if they and others are to be kept safe.

YTD Value	Target			
13.9%	11.0%	⬆	🔴	**Red**

The year to date position is based on the 12 months to the end of May 09. Four children have moved 3 or more times since April 09 (0.8%).
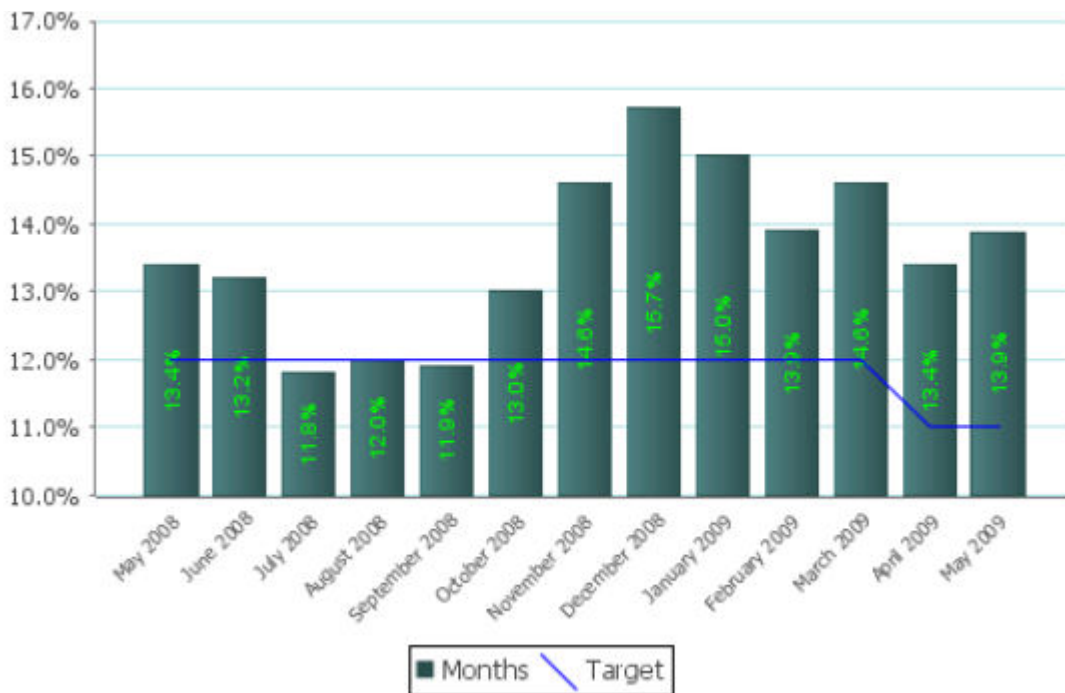
NI 59	Percentage of initial assessments for children's social care carried out within 7 working days of referral

Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm. As the assessments involve a range of local agencies, this indicator would also show how well multi-agency working arrangements are established in local authority areas.

YTD Value	Target			
19.6%	53%	[?]	🔴	Red

The low percentage of initial assessments completed in timescale in April and May is a result of a number of issues including an increased focus on ensuring that the quality of assessments being completed is to a high standard and the completion of a number of out of timescale, outstanding assessments. We anticipate that performance for June will also be low as we continue the work to deal with all outstanding work in the service. We expect that thereafter a more accurate measure of future performance will be arrived at.

NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement

The indicator measures the percentage of core assessments which were completed within 35 working days. Core assessments are in-depth assessments of a child, or children, and their family, as defined in the Framework for the Assessment of Children in Need and their Families. They are also the means by which section 47 (child protection) enquiries are undertaken following a strategy discussion.
The Assessment Framework specifies that core assessments should be completed within 35 working days.

YTD Value	Target			
29%	63%	[?]	🔴	Red

The low percentage of core assessments completed in timescale in April and May is a result of a number of issues including an increased focus on ensuring that the quality of assessments being completed is to a high standard and the completion of a number of out of timescale, outstanding assessments. It is anticipated that performance for June will also be low as the service continues to deal with outstanding work. We expect that thereafter a more accurate measure of future performance will be arrived at.

Serious violent crimes (Number of crimes)

(**SPI 5.1/NI 15** Serious violent crime rate)

YTD Value	Target			Red
135	106			

The increase in serious violent crime in May was directly linked to gang-related violence. The partnership are aware of the issues that have led to this increase and multi agency action is underway.

NI 28	Serious knife crime rate

SPI 5.6/NI 28 Knife crime rate
Number of serious violent knife crimes per 1,000 population

YTD Value	Target			Red
0.47	0.32			

These figures relate to 106 alleged crimes in April & May. Both the targets and crime rate shown here are accumulative throughout the year. The partnership are aware of the issues that have led to this increase and multi agency action is underway. Both the targets and crime rate shown here are accumulative throughout the year.
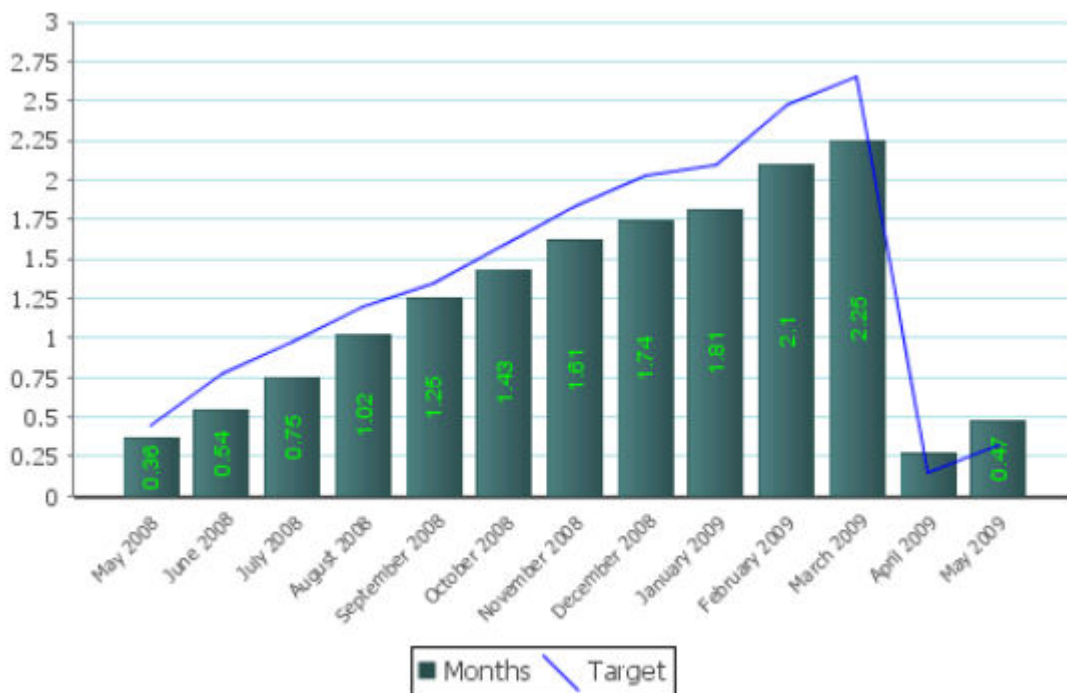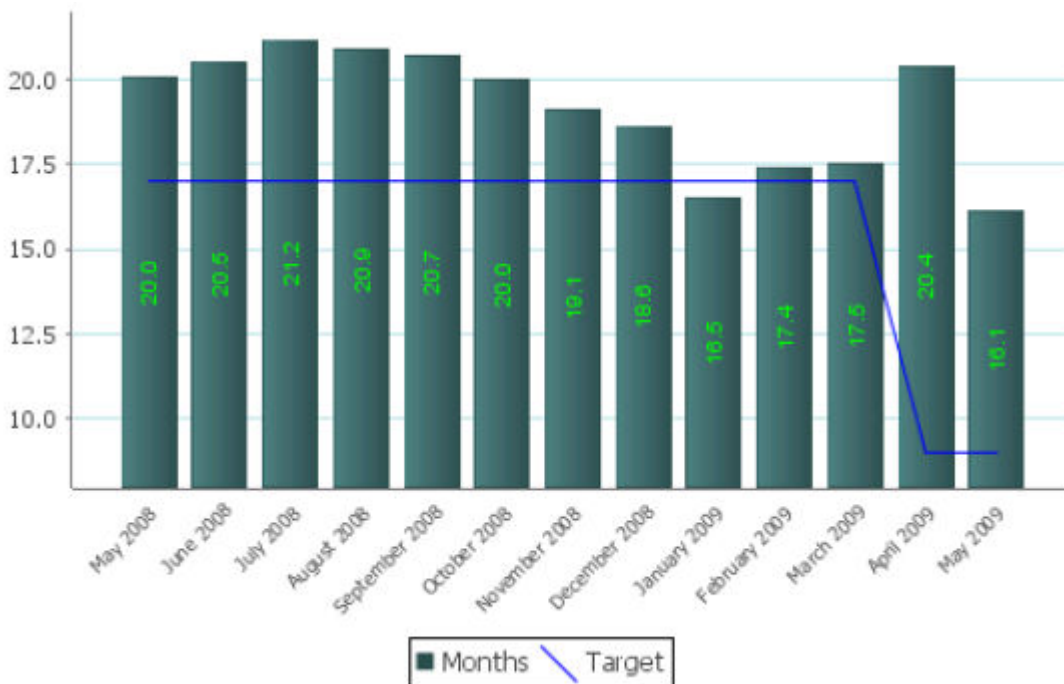
Promote Independent Living

NI 131	Delayed transfers of care

This indicator measures the impact of hospital services (acute and non-acute) and community-based care in facilitating timely and appropriate discharge from all hospitals for all adults. This measures the ability of the whole system to ensure appropriate discharge from hospital for the entire adult population, and is an indicator of the effectiveness of the interface between health and social care services.

YTD Value	Target			
16.1	9.0	⬆	🔴	Red

An improvement on April's projection of 20.4. The Council and NHS Haringey are working closely to ensure delays are kept to a minimum and to further reduce delays to achieve this target which will bring us into line with our comparator boroughs. Additional step down facilities have been secured for younger adults and additional older people's mental health residential beds have been commissioned. The Whole Systems group have re-evaluated all spend from the pooled budget to ensure that all spend is appropriately and effectively deployed only on projects which will reduce discharges for example, 'step-down/up' beds and 'rapid response and rehabilitation facilities as funding cannot be sustained for projects which cannot evidence their part in reducing delays. This money will then be focused on new or existing projects that will help improve performance.

| Month	Value
May 2008	20.0
June 2008	20.5
July 2008	21.2
August 2008	20.9
September 2008	20.7
October 2008	20.0
November 2008	19.1
December 2008	18.6
January 2009	16.5
February 2009	17.4
March 2009	17.5
April 2009	20.4
May 2009	16.1

Legend: ■ Months   \ Target

Deliver Quality Services

BV 212 CPA H8	Average relet times for local authority dwellings let in the financial year (calendar days)

	YTD Value	**Target**			
	41.5 days	31 days	⬆	🔴	**Red**

The figure provided is only provisional until approved by HfH's EMT Board. They will provide comments following the meeting.
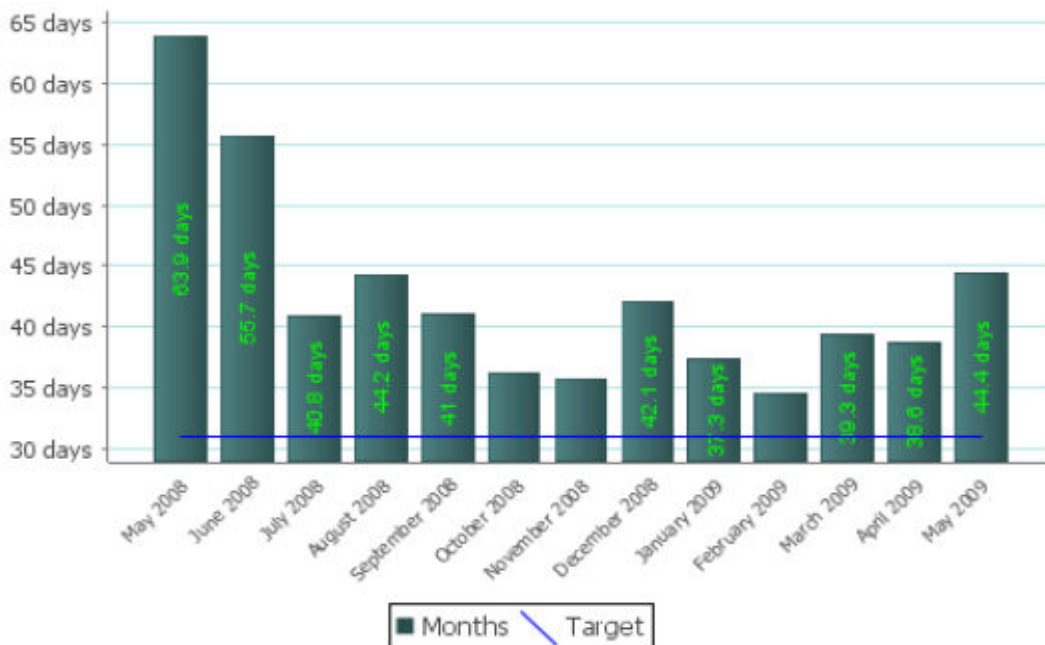
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide

Local authorities are fundamental points of contact for the citizen when seeking access to public services.

In accord with the vision of the Local Government Delivery Council and the principles of the Service Transformation Agreement (www.hm-treasury.gov.uk/ media/B/9/pbr_csr07_service.pdf), the customer experience for both citizens and businesses when contacting their local council should be one which is responsive, timely and efficient.

By identifying customer contact that is 'avoidable', the local authority and its partners are better placed to redesign the way services and information are made more accessible for their customers, so they do

not have to make unnecessary, valueless contacts which are both frustrating for the customer and inefficient for the provider.

YTD Value	Target			Red
21.8%	16%	⬇	🔴	

The NI14 calculation at 20.1% for May 2009 has been calculated based on Customer Services, logged records using SAP CRM. This calculation excludes data pertaining to direct customer contact to Directorates.
The key areas that are driving avoidable contact are: benefits new claims (progress chasing) and parking tickets (PCN appeal delays).

The actions that are being taken to address these are undertaking focused work to reduce the backlog of new benefit claims. Customer Services and Parking are working closely to identify the quality issues which are causing unnecessary contact.

| 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
29	17	⬇	🔴	

The average time taken to process new benefits claims and change events (NI 181) increased to 32 days in May against a target of 17 days set for 2009/10. Performance has been affected by the continued steep increase in demand for assistance to pay rent and council tax with new claims received in May up by 15% over the same month last year. As such workloads across the whole benefit processing service have increased and the service has had to re-organise and seek additional support through an external remote processing house. Although the backlog is nearly clear, there will continue to be an impact on this indicator as claims are dealt with and included in the count.   Additional funding ring-fenced from the Department of Work and Pensions (DWP) granted to local authorities this year for dealing with higher workloads on benefit claims is proposed to be released to help deal with this and to get performance back on target.
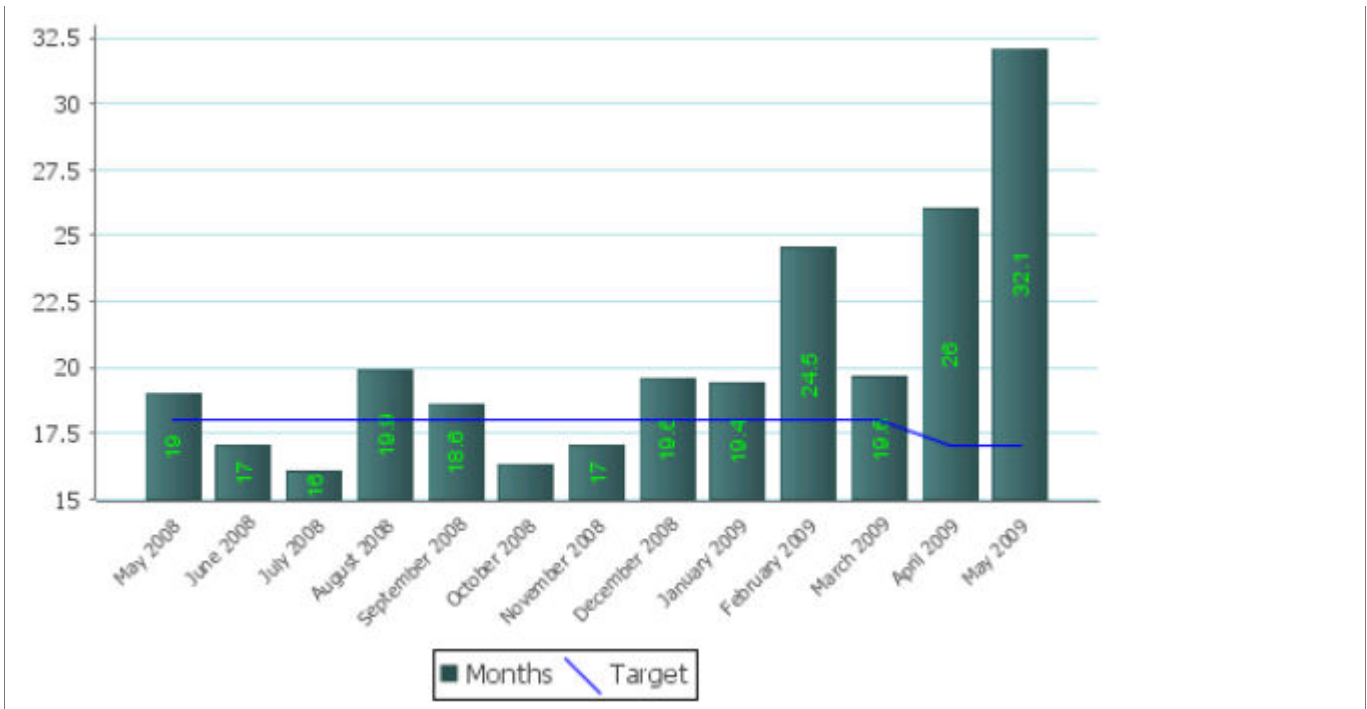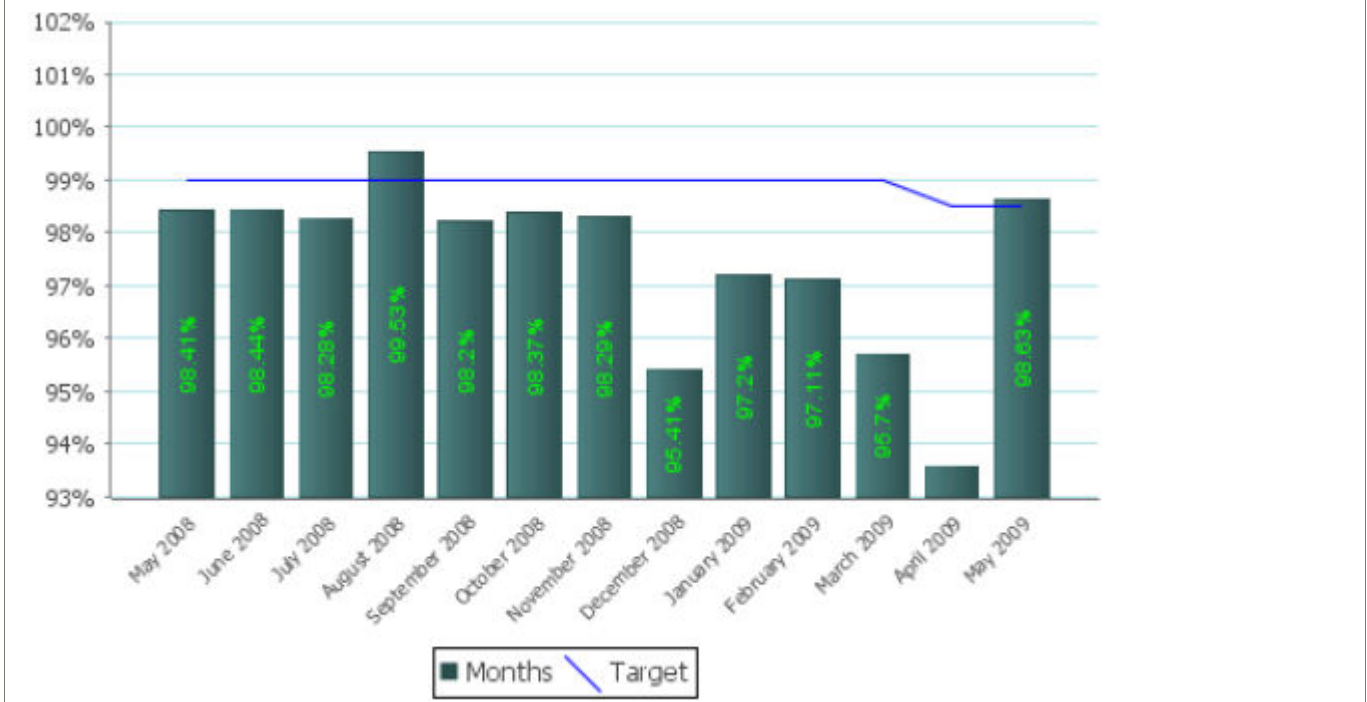
	% of non-domestic rates due for the financial year which were received in year by the authority.
BV 10	

	YTD Value	**Target**			
	96.74%	98.5%	⬆	🔴	**Red**

The recession continues to affect in year collection. In 2009/10 ratepayers were given the option to spread repayment over 12 instead of ten months. Few took up this offer until initial recovery notices were dispatched in May.

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

YTD Value	Target		Red
£3.31m	£2.94m	⬇ 🔴	

In terms of the Aged Debt reduction target there is currently a £372k shortfall at the end of Period 2. This is due to 3 main factors:

1. In Urban Environment, a £125k invoice with Homes for Haringey has now rolled into 211 day debt. It has been suggested that the invoice may have been raised in error and is subsequently now under investigation. The amount will be cleared by next month.

2. A £120k CYP invoice raised on Education (Waltham Forest) has rolled into 211 days. This has been part paid (£60k) in the last 30 days, the balance is expected in Period 3 which will clear the balance.

3. CYP have failed to clear down £55k of write-offs that were agreed for 2008/9 year end, this has been actioned and cleared in Period 3.

Debt Management meetings have been held with all directorates, except Urban, where individual targets have been agreed. In order to achieve the agreed target, 211 day debt has been reviewed and areas of debt for specific attention/resolution have been discussed and highlighted. These will be followed up and progress monitored in future meetings.
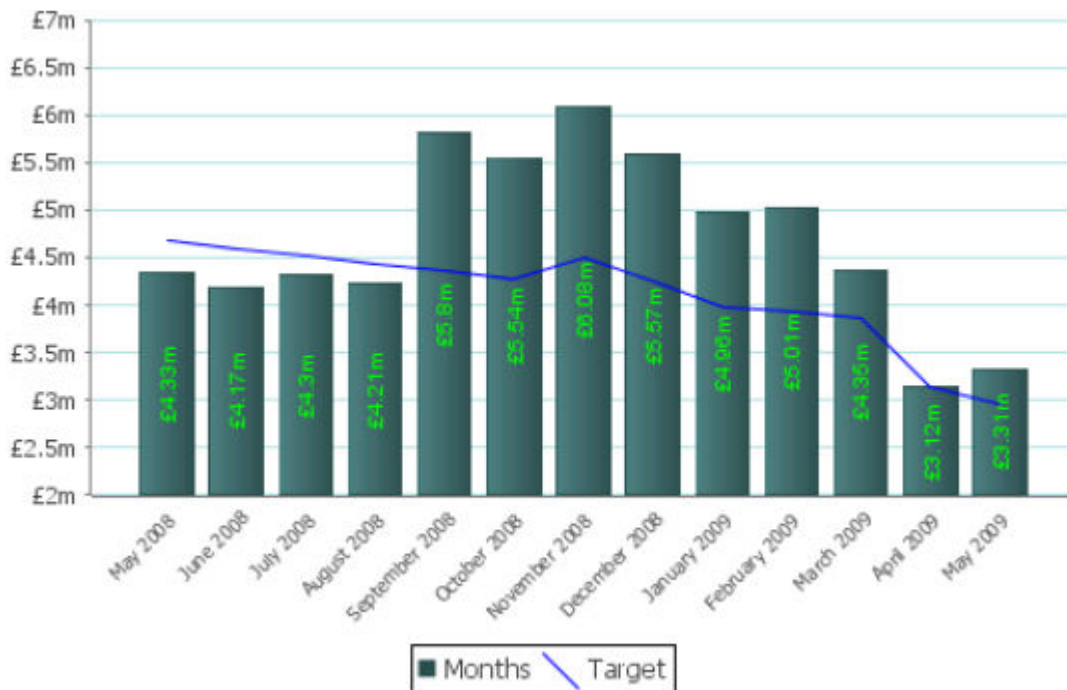
CS3	Call Centre calls answered as a % of calls presented

YTD Value	Target			Red
68.5%	90%			

Performance on call centre telephone answering indicators has declined in recent months with 43% of calls in April and May answered in 30 seconds against a target of 70%. This is attributable to an increase in call volumes due to the introduction of the 'One Number' and also 'avoidable contacts'.
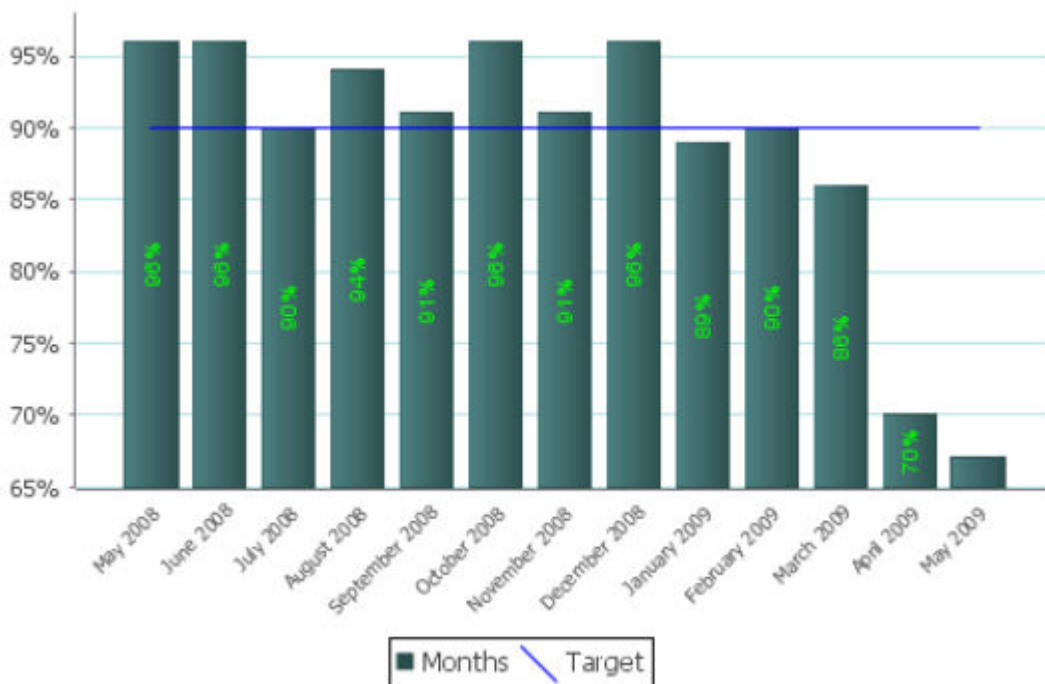
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)

YTD Value	Target			Red
43%	70%			

Performance on call centre telephone answering indicators has declined in recent months with 43% of calls in April and May answered in 30 seconds against a target of 70%. This is attributable to an increase in call volumes due to the introduction of the 'One Number' and also 'avoidable contacts'.
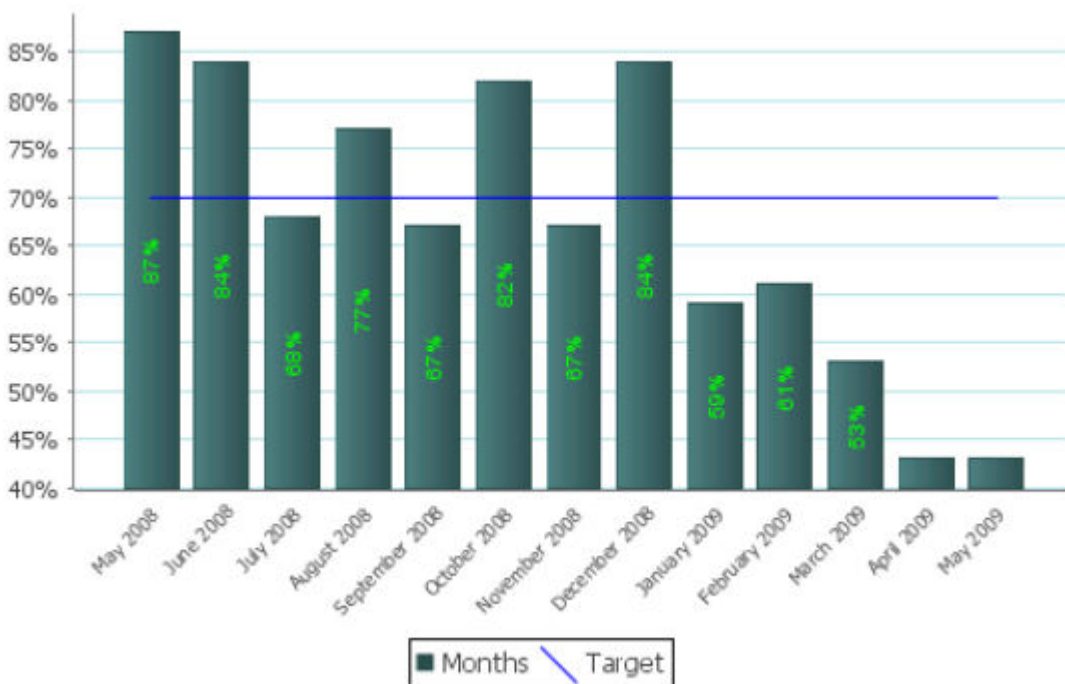

85% ─
80% ─
75% ─
70% ─
65% ─
60% ─
55% ─
50% ─
45% ─
40% ─

87% 84% 68% 77% 67% 82% 67% 84% 59% 61% 53%

May 2008 June 2008 July 2008 August 2008 September 2008 October 2008 November 2008 December 2008 January 2009 February 2009 March 2009 April 2009 May 2009

■ Months   ＼ Target

L0039	Stage 2 public complaints dealt within target (25 day) timescale. COUNCIL

YTD Value	Target			Red
74%	90%	⬇	🔴	

The 74% in the year to date on time relates to only 6 replies being sent late this year.
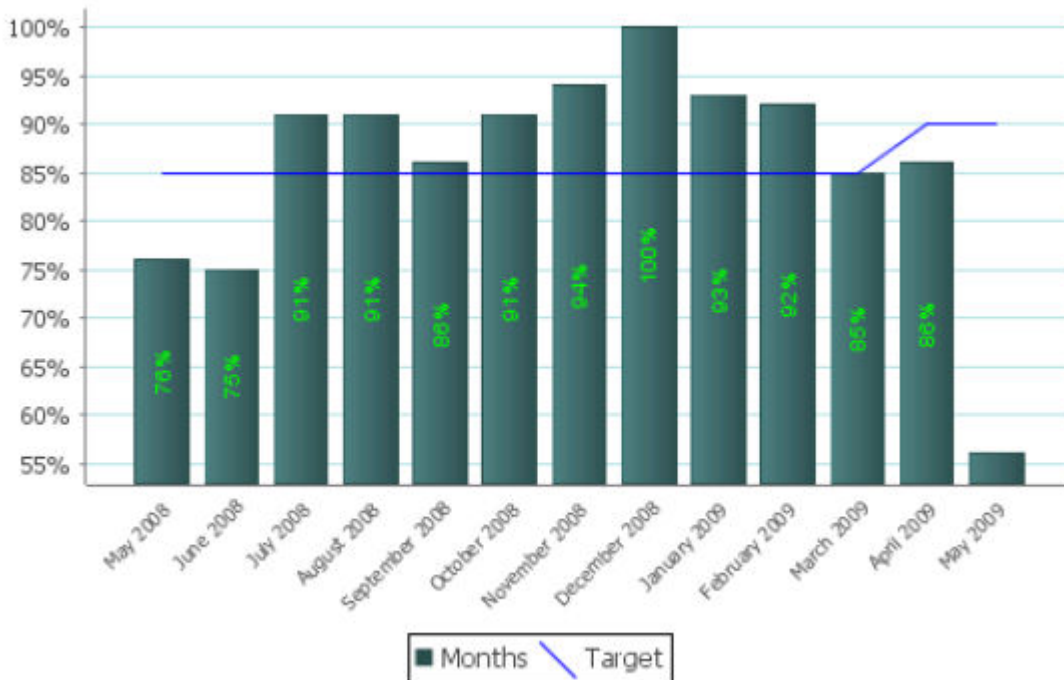
L0041	Members Enquiries dealt with in target time. COUNCIL

YTD Value	Target			Red
79%	93%	⬇	🔴	

Urban Environment complaints team deal with the bulk of Members' Enquiries and so have the largest impact on performance. Actions to improve performance include:

- A single complaints and member enquiry team has been established in Urban Environment this will ensure that performance is closely monitored and action taken.
- Weekly overdue and outstanding reports of all member enquires are reported to directors
- Close monitoring and chasing by corporate complaints team

	Adults, Culture & Community Services			Chief Executive's Service			Children and Young People's Service			Corporate Resources			Urban Environment			Council wide	
	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	No on time	%on time	No of cases	%on time
Apr	23	22	96 %	11	11	100 %	24	18	75 %	36	30	83 %	245	178	73 %	339	76 %
May	36	35	97 %	4	4	100 %	7	6	86 %	34	29	85 %	181	143	79 %	262	83 %
YTD Total	59	57	97 %	15	15	100 %	31	24	77 %	70	59	84 %	426	321	75 %	601	79 %