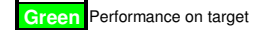
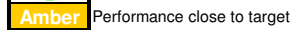
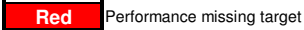
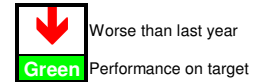
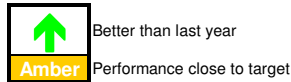
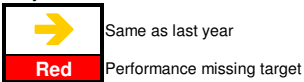


Key:



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06	
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.																
	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	no cases				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.																
	74%	64%	86%	100%	83%	100%	83%	82%	80%	no cases					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%)																
	14.7%	14.7%	14.7%	13.2%	10.6%	10.4%	11.60%	11.8%	10.40%	12%				Green	Green	12.3%	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																
	47%	68%	40%	100%	50%	67%	100%	60%	80%	60%					69%	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																
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				Green	Green	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.																
	5%	0	1 adoption	0	1 adoption	1 adoption	3 adoptions	2 adoptions	3 adoptions	no adoptions					11 adoptions 3.3%	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.																
	92%	94.2%	92.3%	95.1%		91.5%	95.8%	96%	94%	91%					91%	95%	
Local	Children's act complaints - Stage 1 responded to in 14 days																
	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	0% 0 out of 1					65% 13 out of 20	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.																
	20%	0%	0%	0%	0%	0%	None	None	None	0% 0 out of 2					0% 0 out of 7	20%	

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
Environment Monthly indicators																
BV 109a	% of major planning applications determined within 13 weeks (Gov't target 60%)															
	<i>CPA Key Threshold</i> 5 out of 7 in Dec, beating Government target. 33 out of 37 in Apr-Dec.													Red	Green	
	78%	100%	100%	100%	100%	none determined	86%	83%	100%	71%					89%	77%
BV 109b	% of minor applications determined in 8 weeks (Gov't target 65%)															
	<i>CPA Key Threshold</i> 33 applications on time in Dec (out of 44). In April to Dec 361 out of 444.													Green	Green	
	79%	86%	77%	82%	81%	86%	76%	84%	83%	80%					81%	78%
BV 109c	% of other applications determined in 8 weeks (Gov't target 80%)															
	<i>CPA Key Threshold</i> In Dec, 137 applications done on time out of 144. In Apr to Dec 950 out of 1034													Green	Green	
	86%	92%	91%	89%	93%	89%	93%	93%	93%	95%					92%	86%
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. No cases in Dec, 26 out of 84 in Apr-Dec.														Green	
	38%	33%	21%	9%	20%	42%	33%	44%	42%	no cases					31%	35%
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> Excellent performance again: Despite the number of faults we had and the heavy workload with Christmas decorations the focus remained on getting the repairs carried out.													Green	Green	
	tbc	1.86	1.95	1.54	1.09	1.54	1.36	3.02	2.29	2.19					1.83	3.50
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 performance this month is slightly better than November, but this is still below the target level. Although performance is not meeting target, monitoring this on a monthly basis has enabled dialogue with EDF in putting in place mechanisms to improve. Colleagues from other boroughs suggested our performance is better.													Red	Red	
	tbc	10.50	3.00	20.33	38.30	18.31	29.69	17.80	27.33	17.26					22.05	10
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)	94.8% (165 out of 174)					96.1% (2774 out of 2887)	85%
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> Performance continues to be above the required target. December was only 2% above the target because of the Christmas holiday. It is anticipated that the monthly performance will exceed 90% from January 2006.													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)	87% (87 out of 100)					92.3% (889 out of 963)	85%
BV 82ai +bi	% of household waste which has been recycled or composted															
	<i>CPA Key Threshold</i> Good performance in December. The recycling rate achieved this month remains above 20%. It is anticipated that YTD actual performance would be more than 20% by the end of the financial year.													Green	Green	
	14%	18.1%	18.6%	19.95%	19.2%	19.3%	20.5%	21.03%	20.2%	20.5%					19.70%	18%
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> Performance has improved slightly in December. It is expected that the new home composting waste minimisation scheme will have positive impact in the fourth quarter.													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)	354.7 (actual 27.1)					366.3 (actual 278.8)	345

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
BV 99a	Number of casualties - All killed or seriously injured (KSI). Seasonally adjusted annual equivalent.															
	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)															
	Provisional figures indicate that the casualties did not exceed the annual target for 2005. August's is the latest data received from TfL. The data should be used with caution.															
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				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)	Aug: 76 (actual: 6)	not yet available					Jan to Aug: 84 (actual: 57)	145
Was BV 88	Number waste collections missed per 100,000 household waste collections (from Accord)															
	LPSA Indicator															
	December showed improved performance. Provided performance continues at 121.4 or below, the council will meet the overall target by the end of the financial year.													Green	Amber	
	190	149	150	149	148	128	116	119.8	120.5	117.6					132.9	130
L	Incidents of dumped rubbish reported to the Accord Call Centre (seasonally adjusted annual equivalent).															
	LPSA Indicator															
	December has (unadjusted) been the best month for the year so far. The combination of measures taken to reduce the number of dumps reported by residents appears to be having the desired effect.													Green	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)	4,765 (actual: 394)					4,954 (actual: 3,949)	8,246
L 790	Zone 1 Streets of an acceptable standard of cleanliness (Accord)															
	December remains above the target level of 95% as it has done over the year to date. This demonstrates a consistent level of high performance in keeping main roads clean.													Green	Green	
	97.7%	98.3%	98.5%	99.2%	98.8%	99%	98.2%	98.9%	98.2%	98.8%					98.7%	95%
L	Sports & Leisure usage (seasonally adjusted annual equivalent)															
	Figures seasonally adjusted to a profile supplied by Recreation, and revised wef the October report.															
	Performance for December is above the revised target for the third month running. If the third quarter performance is kept up we are on track to meet the annual target.													Green	Amber	
	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)	1,010,364 (actual: 49,665)					874,785 (actual: 678,252)	883,908
	Parks cleanliness Index															
	December's performance is above target for the fourth month in succession. The YTD score has increased to 80.07, thus hitting the target. Improvement has been achieved on sites across the borough.													Green	Green	
	79.20	73.2	76.9	81.11	79.46	79.81	83.52	82.30	83.6	83.3					80.07	80
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.															
	Data for Qtr3 taken from new IT systems rather than customer care returns which was previously the case. Gap is for Card left/Follow on jobs not booked in Optitime - will be addressed to ensure target met by year end.													Red	Red	
	99%	96.36%	95.9%	98%	96%	96%	97%	90%	90.5%	91%					90.4%	99%
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)															
	CPA indicator													Green	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
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.															
	Temporary Accomodation and Rehousing Teams have implemented procedure to ensure families in hostels cannot exceed the 40 week period. However, retrospective nature of PI will mean figure remains high.													Red	Red	
	79.34	69.64	25	41.33	74.55	56.33	153.00	57.86	140.33	69.78					69.11	40.00
BV 212 LHO 4	Average relet times for local authority dwellings let in the financial year (calendar days)															
	Reintroduced for 05/06 - Ex. BV 68															
	On track to meet the 05/06 target of 29 days.													Amber	Red	
	29.6	32.78	30.83	34.29	33.73	27.53	31.03	25.89	36.34	26.04					32.38	29 LPSA 25
BV 66a	Local authority rent collection and arrears: proportion of rent collected															
														Amber		
	97.6%	91.84%	96.11%	96.65%	96.95%	97.05%	96.71%	96.73%	97%	96.6%					96.6%	97.8%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
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%	13.9%				Red	Red	8%
was BV 67	Decisions on homelessness applications made in 33 days 05/06 target of 92% on track															
	81.10%	100%	97.04%	97.83%	94.16%	96.67%	98.9%	95.0%	78.53%	80.36%				Red	Green	92%
LHO 6 (BV 73)	The average time taken to complete non-urgent responsive repairs (calendar days) Need to agree basis for data collection- these figures include private contractors without any exclusions for planned maintenance, which is a change from previous years, hence deterioration. Issue is about capturing accurate contractor completion data in the absence of IT links.															
	21	-	-	19.96 (Q1)	-	16.60	17.86 (Q2: 17.80)	14.89	13.67	14.18				Red	Red	10
LHO 5	The % of urgent repairs completed within Government time limits. Excellent progress continues to be made. Reflection on success of BPR improvements including introduction of Optitime.															
	97%	100%	99.7%	98%	98.8%	98%	96.4%	97%	98.3%	98%				Green	Green	97%
Social Services Monthly indicators																
BV 54 C32	Older people helped to live at home per 1000 population aged 65 or over Decemblers' information is based on the updated Framework-i reports.															
	121	122	121	116	120	122	131	115	145	116					Amber	127
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> Since Framework -I went live we have monitored a combination of FI and Client Index reports to obtain meaningful outturns. However as data quality on FI has improved and migration and report issues have been fixed this method pushed the figures artificially high. This month we are relying on FI reports only to provide a more accurate outturn.															
	61%	53%	61%	62%	62%	58%	64%	66%	72%	42%					Red	75%
BV 56 D54	% of items of items of equipment & adaptations delivered within 7 working days <i>CPA Key Threshold</i> December's performance exceeds target															
	70%	72%	87%	70%	73%	91%	93%	90%	86%	91%				Green	Green	80%
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%				Green	Green	95%
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%	64%				Amber	64%	70%
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%				Amber	88%	91%
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	50.16					Green	50.5
Paf	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. However December's performance shows improvement on November.															
	24%	25.7% scaled up	24.0% scaled up	22.43% scaled up	22% scaled up	20.4% scaled up	18.2%	18%	15%	17%					Red	25%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
Local	Percentage of all identified carers of older people aged 65+ receiving an assessment <i>LPSA</i>															
	Based on 248 Assessments of Older People from 363 known carers.														Red	
	N/A	82%	82%	82%	82%	82%	84%	83%	83%	68%					68%	90%
PAF D43	Number of new clients (adults and older people) where time from first contact to first service is more than 6 weeks														Red	
	The figure for this indicator is currently being determined by two systems. Currently we rely on a combination of Client Index and Framework I data to calculate the outturn. As each month passes and we rely more on FI data the outturn will rise. Due to the way the new report works it will not be possible to calculate December's figure until February.														Red	
	301	280	284	272	366	460	497	661	762						762	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>														Green	
	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 of 111 for Dec 05 has been exceeded. The mortality rate has pushed the performance down this month.													Green	Green	
	86	84.66	86	95	102	109	107	117	118	117					117	120 by Mar
Local	NHS & Community Care Act Complaints - Stage 1 responded to within 14 days														Red	Amber
	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	Amber	
	62%	50%	100%	86%	50%	75%	80%	90%	50%	25%					69%	70%
Local	NHS & Community Care Act Complaints - Stage 2 responded to within 28 days														Red	Red
	Both responses sent this year have been late but within 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	
	0%	N/A	N/A	N/A	N/A	0%	N/A	N/A	0%	N/A					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>														Amber	Amber
	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.													Amber	Amber	
	85%	90.3%	88.4%	89.5%	90.4%	89.1%	88.7%	90.7%	90%	89.4%					89.6%	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>														Amber	Amber
	Performance has remained steady during the year but has fallen in December. This can be attributed to the lack of computer system availability after the Hemel fire. Plans are in place to ensure that backlogs created are cleared at the earliest opportunity. Furthermore, 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%	92.8%	93.9%	93.2%	93.2%	93.4%	93.3%	93.3%	93.3%	91.5%					92.9%	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>														Amber	Amber
	Performance has remained steady during the year but has fallen in December. This can be attributed to the lack of computer system availability after the Hemel fire. Plans are in place to ensure that backlogs created are cleared at the earliest opportunity. The collection rate will continue to be closely monitored to ensure that the annual target is achieved.													Amber	Amber	
	98.6%	98.6%	98.9%	99.1%	98.8%	98.8%	99.3%	99.1%	99.1%	97%					98.6%	99%
PM1	Performance Indicator for average speed of processing new claims (Standard 36 days) <i>Measured in days</i>														Amber	Green
	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.													Amber	Green	
	48	47	44	44	44	40	40	36	36	42					41	42
PM5	Performance Indicator for average speed of processing change of circumstances (Standard of 9 days – subject to review) <i>Measured in days</i>														Red	Red
	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. A recent DWP circular states that the standard will be revised from April 2006.													Red	Red	
	14	20	18	17.6	17	18	18	18	29	33					38	18

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
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	
	9.53	0.64 Annual Equivalent 7.7	0.72 Annual Equivalent 8.6	0.75 Annual Equivalent 9.0	0.75 Annual Equivalent 9.0	0.61 Annual Equivalent 7.3	0.68 Annual Equivalent 8.2	0.76 Annual Equivalent 9.1	0.79 Annual Equivalent 9.5	0.82 Annual Equivalent 10.5					6.04 Annual Equivalent 9.3	8.8
BV 117	The number of physical visits per 1,000 population to public libraries <i>Deleted as BVPI from 05/06</i>															
	Deleted as BVPI from 05/06													Red	Green	
	9,032	871 Annual Equivalent 10,448	829 Annual Equivalent 9,944	813 Annual Equivalent 9,754	814 Annual Equivalent 9,765	767 Annual Equivalent 9,205	821 Annual Equivalent 9,850	903 Annual Equivalent 10,836	825 Annual Equivalent 9,898	699 Annual Equivalent 8,394					7,341 Annual Equivalent 9,788	9,000
Local	Members Enquiries, percentage responded to within 10 working days															
	2,633 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%	84%					85%	90%
Local	Local Resolution complaints (stage 1) responded to within 15 working days															
	Action is being taken to address poor performance in Housing and Finance. 1,182 responded to on time since April.													Red	Amber	
	75%	79%	80%	81%	81%	83%	76%	82%	78%	67%					79%	80%
Local	Service investigation complaints (stage 2) responded to within 25 working days															
	124 completed on time so far this year													Green	Red	
	76%	75%	47%	92%	78%	76%	65%	87%	72%	82%					74%	80%
LCE1	Independent review (stage 3) public complaints responded to within 25 working days															
	25 out of 25 in year to Date.													Green	Green	
	86%	100%	100%	100%	N/A	100%	100%	100%	100%	100%					100%	90%
L	Freedom of information act replies within 20 day time scale															
	This information is better than previous submissions because we have improved data collection and excluded bank holidays from reported performance. Nevertheless the performance is still a concern.													Red	Red	
	N/A	60%	68%	72%	65%	53%	73%	74%	70%	49%					65%	90%
L	Waiting times - % personal callers to Customer Service Centres seen in 15 minutes															
	Additional staffing resources are being put into the CSCs to return this service level to the target at outturn.													Green	Amber	
	77%	74%	56%	67%	67%	75%	68%	67%	62%	80%					68%	70%
L	Switchboard- Telephone answering in 15 seconds															
	Actions are in place to return this service level to a more cost effective level.													Green	Green	
	92%	98%	98%	99%	98%	98%	98%	97%	96%	98%					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>															
	Performance in line with target													Green	Green	
	67%	N/A	N/A	81%	81%	83%	80%	81%	80%	83%					85%	75%
Call Centre Totals																
	Calls answered in 15 Secs as % of calls presented															
	Service level is still being affected by IT instability. It is unlikely that the target will be achieved.													Red	Amber	
	43.0%	84.0%	61.9%	67.8%	66.6%	67.6%	78.3%	64.9%	51.2%	62.9%					67%	70%
	Calls answered as percentage of all calls presented															
	Performance above target													Green	Green	
	65.3%	97.34%	92.11%	94.52%	89.20%	95.32%	94.94%	94.87%	90.45%	93.58%					93.6%	85%
	Average queuing time <i>Min:Sec</i>															
	Year to date is still well within target and has improved over November.													Green	Green	
	01:02	00:13	00:37	00:29	00:35	00:24	00:16	00:26	00:51	00:35					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.															
														Green		
	43.7%														47.7%	42%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06	
Local LPSA	Average points score of Black African pupils at Key Stage 2														↑		
	Good progress on this target. Needs to be maintained for 2006.														Amber		
	25.50															26.00	26.00
Local LPSA	Average points score of Black Caribbean pupils at Key Stage 2														↑		
	Some progress has been made- but there is a danger that this target will not be met in 2006.														Amber		
	25.50															25.80	26.10
Housing Other indicators																	
Local LPSA	The number of under-occupied tenancies re-housed														↑		
	LPSA													Green	Amber		
	45	1	7	3	6	7	12	9	12	14						71	95
DMT 10	Tenancies re-housed under the Moving out of London Scheme														↑		
	LPSA													Green	Green		
	Making steady progress in this area - confident that the revised target of 45 moves will be met by Mar 06																
	23	1	4	2	7	4	8	6	6	5						43	45 LPSA target 50
LHO 7	% of permanent social lettings which are made through the choice-based lettings processes														↓		
	LPSA													Red	Red		
	61%	27%	51%	22%	33%	43%	43%	37%	36%	41%						36%	80%
Environment other indicators																	
BV 100c	Local street and environment cleanliness (litter)														↑		
	New from 2005/06														Green		
	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 100b	Local street and environment cleanliness (Graffiti)																
	New from 2005/06																
	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 100c	Local street and environment cleanliness (Fly - posting)																
	New from 2005/06																
	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%												
Social Services other Indicators																	
Local LPSA	Number of people placed in long term extra care sheltered housing places, excluding step down provision														→		
	LPSA													Green			
	60			60			60			60						60	65 or LPSA target 45
Finance Services other indicators																	
BV 156	The percentage of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people														→		
	Adaptation works are in hand to meet the target of 25% by the end of this financial year													Green			
	22%			22%			22%									22%	25%
PM2	Percentage of new claims outstanding over 50 days (Standard 10%)																
	Although this is classified as a 'good' score for CPA ratings an improvement is required. The service is identifying ways to reduce the length of time it takes for customers to return proofs to enable the claim to be processed. Similar to new claims (BVPI78a) mobile processing and improved information collation with customers who visit are being implemented.													Amber			
				19%			10.8%			16%						15%	9%
PM10	What is the percentage of interventions when review action commenced in the last quarter against the annual target?																
	The target for the third quarter is 56 and 84 has been achieved. This equates to an 'excellent' score for CPA purposes and on target to reach 100% for the year.													Green			
				16%			38.5%			83.7%						84%	100%
PM12	What is the percentage of visits carried out against the annual target?																
	The target for the third quarter is 56 and 94 has been achieved. This equates to an 'excellent' score for CPA purposes and on target to reach 100% for the year.													Green			
				33%			63%			94.4%						94%	100%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Monthly Progress	YTD Progress	Target 05/06
Chief Executive's Other indicators																
BV 14	Employees retiring early (excluding ill-health retirements) as a % of the total work force															
	<i>Annual equivalents shown</i>															
	None in first quarter, 3 in the year to date.													Green	Green	
	0.37%			0.00%			0.12%			0.19%					0.10%	0.20%
BV 15	Employees retiring on grounds of ill health as a % of the total workforce															
	<i>Annual equivalents shown</i>															
	5 ill health retirements													Green	Green	
	0.35%		0.17%				0.04%			0.23%					0.14%	0.30%
BV 17a	The percentage of staff from minority ethnic communities															
														Green	Green	
	40.8%			41.7%			41.6%			41.5%					41.5%	40.8%
BV 11a	The percentage of top 5% of earners that are women															
														Green	Green	
	49.7%			50.0%			52.4%			56.1%					56%	50%
BV 11b	The percentage of top 5% of earners from ethnic minority communities															
														Amber	Amber	
	23.6%			24.7%			25.4%			23.5%					23.5%	25%
BV 11c	The percentage of top 5% of earners declaring they meet the Disability Discrimination Act disability definition															
	<i>New for 2005/06</i>															
														Green	Green	
	4.5%			4.9%			5.0%			4.8%					4.9%	

Monthly Perf. Req. to
Maintain Performance
Maintain Performance
Maintain Performance
Maintain Performance
Maintain Performance
2.5 per month
Unlikely to hit target
Maintain Performance
80%

Monthly Perf. Req. to
Maintain Performance
Maintain Performance
Maintain Performance
Maintain Performance
Maintain Performance
Unlikely to hit target
Maintain Performance
Maintain Performance
Maintain Performance
282

Monthly Perf. Req. to
Maintain Performan ce
121
Maintain Performan ce
Maintain Performan ce
911,277
Maintain Performan ce
Unlikely to hit target
Maintain Performan ce
Unlikely to hit target
18.86
Unlikely to hit target

Monthly Perf. Req. to
Unlikely to hit target
Maintain Performance
Unlikely to hit target
Maintain Performance
Net gain of 3 per 1000 each month
Unlikely to hit target
Maintain Performance
Maintain Performance
88%
100%
Maintain Performance
49%

Monthly Perf. Req. to
Unlikely to hit target
Unlikely to hit target
Maintain Performance
73.00%
Unlikely to hit target
91.11%
95.30%
Unlikely to hit target
Maintain Performance
Unlikely to hit target

Monthly Perf. Req. to
7.21
Maintain Performance
Unlikely to hit target
83.00%
98.00%
Maintain Performance
Unlikely to hit target
75.70%
Maintain Performance
Maintain Performance
79%
Maintain Performance
Maintain Performance

Monthly Perf. Req. to
8

Maintain Performance

Unlikely to hit target

Maintain Performance

Maintain Performance
-0.09
Maintain Performance
Maintain Performance

Monthly Perf. Req. to

Maintain Performan ce
Maintain Performan ce
Maintain Performan ce
Maintain Performan ce
0.2956
Maintain Performan ce