

Red lights of A Better Haringey



Haringey Council

NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement			
<p>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.</p> <p>The Assessment Framework specifies that core assessments should be completed within 35 working days. It is important that local authorities should investigate and address concerns in a timely and efficient way, and that those in receipt of an assessment have a clear idea of how quickly this should be completed. Successful meeting of the timescales can also indicate effective joint working where multi-agency assessment is required.</p>				
		London Average	Target	
2008/09		80%		
	Value	Status		
July 2009	49.3%			
August 2009	31.9%			
2009/10	39%		63%	Red
The total number of core assessments completed of children receiving core assessments in the year			282	
Of the number of core assessments in the denominator, the number that had been completed within 35 working days of their commencement			110	

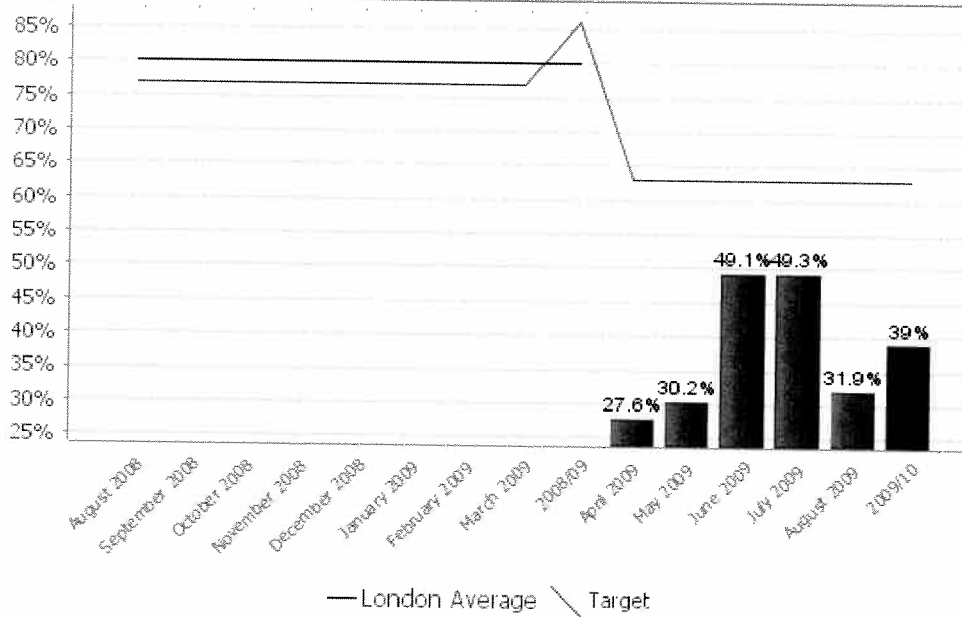
Explanation of Current Performance
 The low percentage of core assessments completed in timescale is a result of a number of issues including an increased focus on ensuring that the quality of assessments being completed is to a high standard and the completion of a number of out of timescale, outstanding assessments. We anticipate that performance will be poor 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 – recent trends are beginning to show some cautious improvements and we believe we remain on track to reach the declared target of 63% by end of December 2009.

Current Activities
 There continues to be a high volume of cases referred to the service, which is overall 50% more than the previous two years. This, together with continued difficulties recruiting suitably qualified staff, has impacted on our performance. 6 newly qualified social workers (NQSW) have joined the First Response service and they are now able to take on increasingly complex work. Two other permanent NQSW are due to join the team this month, with two places remaining. All managers are now in place although all but 2 remain agency staff so there remains a need to create a permanent management structure.

Best Practice
 A draft thresholds document is in place which is helping to clarify and enable consistency in what should be referred to the service for assessment. Work is continuing on improving links with the CAF coordinator to ensure that appropriate cases are going through the CAF process rather than Referral & Assessment, and on working with the Police on constructing a more integrated approach to referrals. Combined, these measures will improve our performance in assessments.

Audits undertaken by an independent Social Worker in July and August show that there has been an improvement in the quality of core

assessments undertaken with appropriate outcomes and recommendations.



NI 61 Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption

The safeguarding set should include an indicator on adoption, as this is one of the main options for permanence for children in care, who cannot return to live with their birth parents. One of the main aims of the Adoption and Children Act 2002, which came into force on 30 December 2005, is to improve the process of adoption. This indicator will provide an indication of how quickly children are placed with an approved prospective adopter(s) following the decision that they should be placed for adoption, but will exclude cases where a child was placed for adoption but then adopted in a different placement (i.e. disrupted placements) and so avoid the risk of rewarding poor decision making by a local authority.

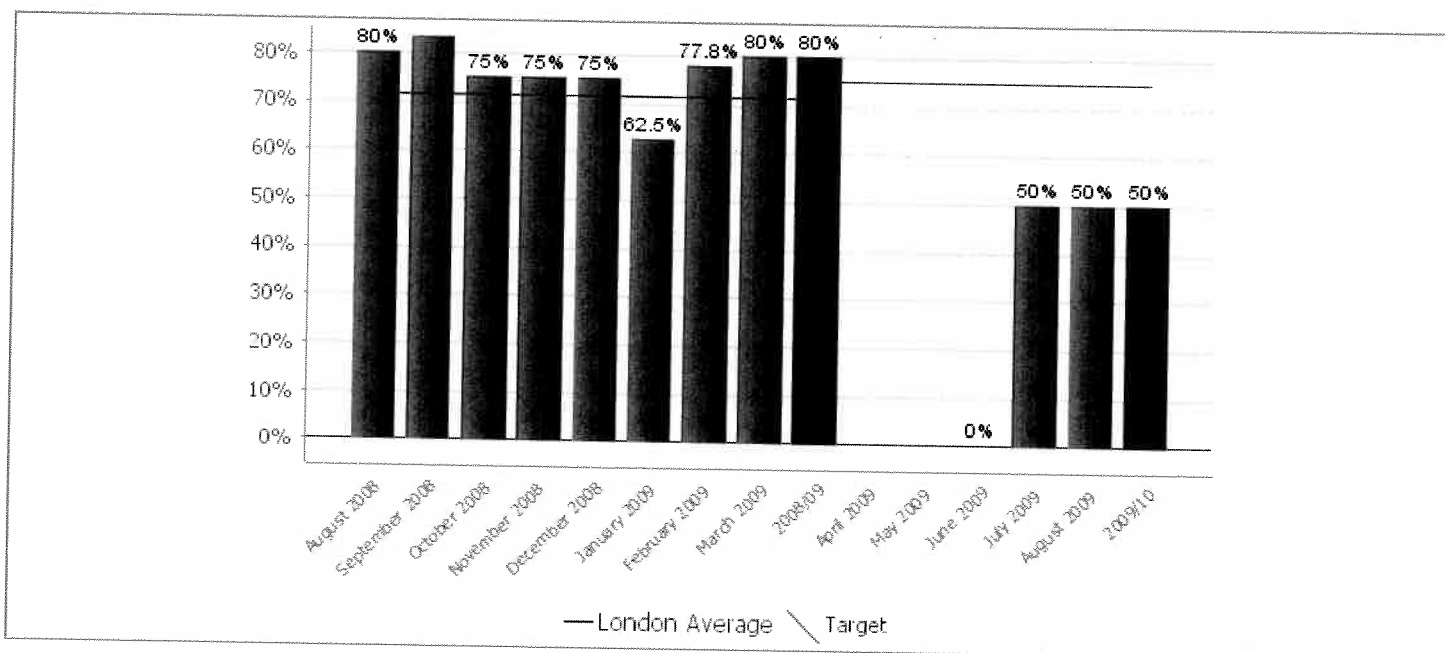
		London Average	Target			
2008/09		71.5%				
	Value	Status				
July 2009	50%	●				
August 2009	50%	●				
2009/10	50%	●	75%	■	●	Red

Number of children who ceased to be looked after during the year ending 31 March as a result of the granting of an adoption order (SSDA903 reason episode ceased codes E11 and E12)...

6

Number of children included in the denominator who were placed for adoption (SSDA903 placement codes A3, A4, A5 and A6) within 12 months...

3



NI 59 Percentage of initial assessments for children's social care carried out within 7 working days of referral

This process indicator is included as a proxy as robust data is not available for outcomes of improved child safety. 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.

		London Average	Target			
2008/09		74.8%				
	Value	Status				
July 2009	14.7%	●				
August 2009	25.9%	●				
2009/10	18.4%	●	53%	?	●	Red
The overall of initial assessments completed in the period between 1 April and 31 March			730			
The number of initial assessments completed, in the period between 1 April and 31 March, within seven working days of referral			134			

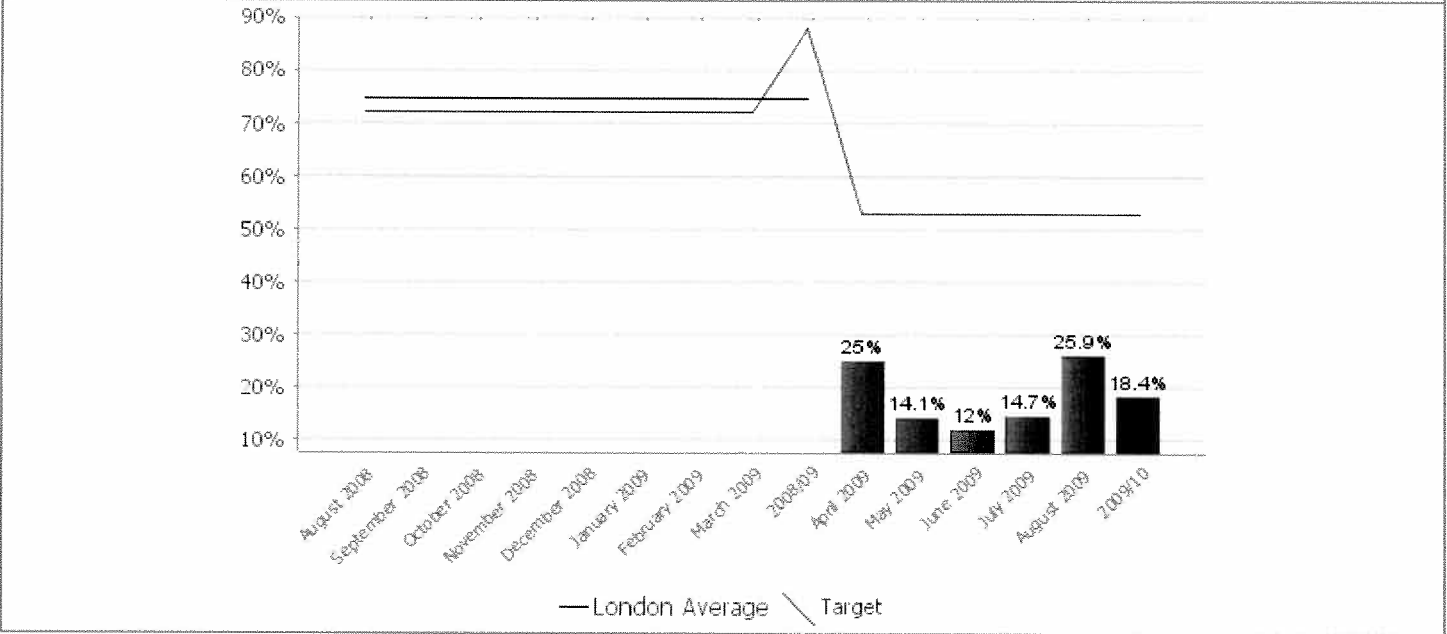
Explanation of Current Performance
 The low percentage of initial assessments completed in timescale is a result of a number of issues including an increased focus on ensuring that the quality of assessments being completed is to a high standard and the completion of a number of out of timescale, outstanding assessments. We anticipate that performance will be poor 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 – recent trends are beginning to show some cautious improvements and we believe we remain on track to reach the declared target of 53% by end of December 2009.

Current Activities
 There continues to be a high volume of cases referred to the service, which is overall 50% more than the previous two years. This, together with continued difficulties recruiting suitably qualified staff, has impacted on our performance. 6 newly qualified social workers (NQS) have joined the First Response service and they are now able to take on increasingly complex work. Two other permanent NQS are due to join the team this month, with two places remaining. All managers are now in place although all but 2 remain agency staff so there remains a need to create a permanent management structure.

Best Practice
 A draft thresholds document is in place which is helping to clarify and enable consistency in what should be referred to the service for

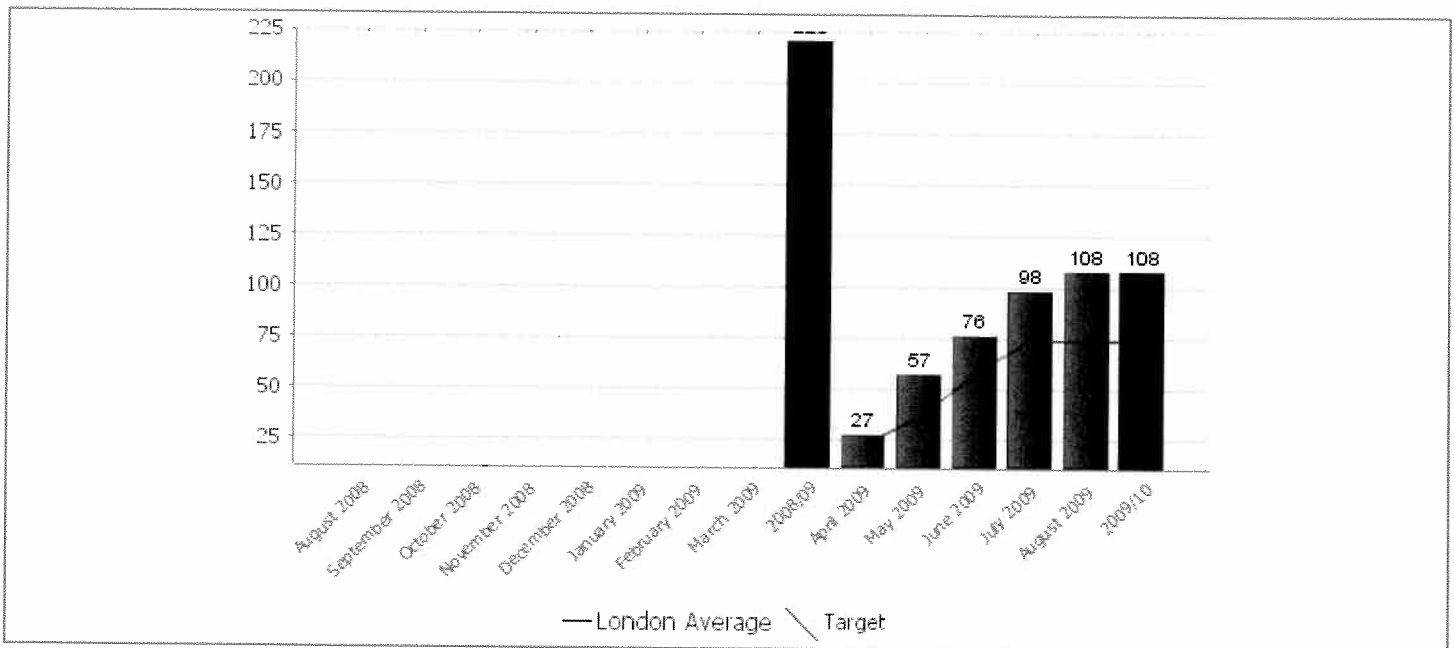
assessment. Work is continuing on improving links with the CAF coordinator to ensure that appropriate cases are going through the CAF process rather than Referral & Assessment, and on working with the Police on constructing a more integrated approach to referrals. Combined, these measures will improve our performance in assessments.

Audits undertaken by an independent Social Worker in July and August show that there has been an improvement in the quality of initial assessments undertaken with appropriate outcomes and recommendations.



L0129	No. of Serious Youth Violence - YTD																																												
<table border="1"> <thead> <tr> <th colspan="3"></th> <th>Target</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td colspan="3">2008/09</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Value</td> <td>Status</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>July 2009</td> <td>98</td> <td>●</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>August 2009</td> <td>108</td> <td>●</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2009/10</td> <td>108</td> <td>●</td> <td>74</td> <td>↑</td> <td>●</td> <td>Red</td> </tr> </tbody> </table>							Target				2008/09								Value	Status					July 2009	98	●					August 2009	108	●					2009/10	108	●	74	↑	●	Red
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	Value	Status																																											
July 2009	98	●																																											
August 2009	108	●																																											
2009/10	108	●	74	↑	●	Red																																							

see comment under most serious violent crimes below



NI 15 N		No. of recorded most serious violent crimes		
SPI 5.1/NI 15 Numerator Serious violent crimes				
Number of most serious violent crimes				
		Target		
2008/09				
	Value	Status		
July 2009	170	●		
August 2009	215	●		
2009/10	215	●		
		148	↓	● Red
Serious violent crime rate per 1,000 population		0.95		

ABG funding:
 Funding has been allocated from the problem solving pot to support the work of a gang multi-agency group. This funding is to support the delivery of targeted action plans for individual young people identified as involved in gang activity. The safer communities Performance Management Group are currently assessing an application for a gang intervention project.

Explanation of current performance:
 The Other Violent Crime Partnership Board made the following suggestions as to why an increase has been experienced: excellent performance last year, a number of violent incidents at the beginning of this financial year and changes in counting rules. Most Serious Violence continues to perform worse than the expected limit of variation based on the previous 12-months. This is in line with our most similar CDRPs. This scenario is consistent throughout the MPS which is also performing similarly i.e. clearly deteriorating. No London boroughs have recorded a reduction in MSV. Although Camden and Barnet have recorded a stable rate.

Current activities:

- Gangs and violence problem solving group
- Parent mediation coordinated by the Black Independent Advisory Group
- Quarterly performance discussions at the Other Violent Crime Partnership Board
- Development of an information sharing agreement with between Haringey and Enfield CDRPs and North Middlesex A&E department about violent incidents. This will help to build a more accurate picture of violent crime in the borough.
- MPS called a partnership gold group meeting on 14.09.09 this group is overseeing the delivery of the MPS Haringey Youth Violence Strategy.

Best practice:

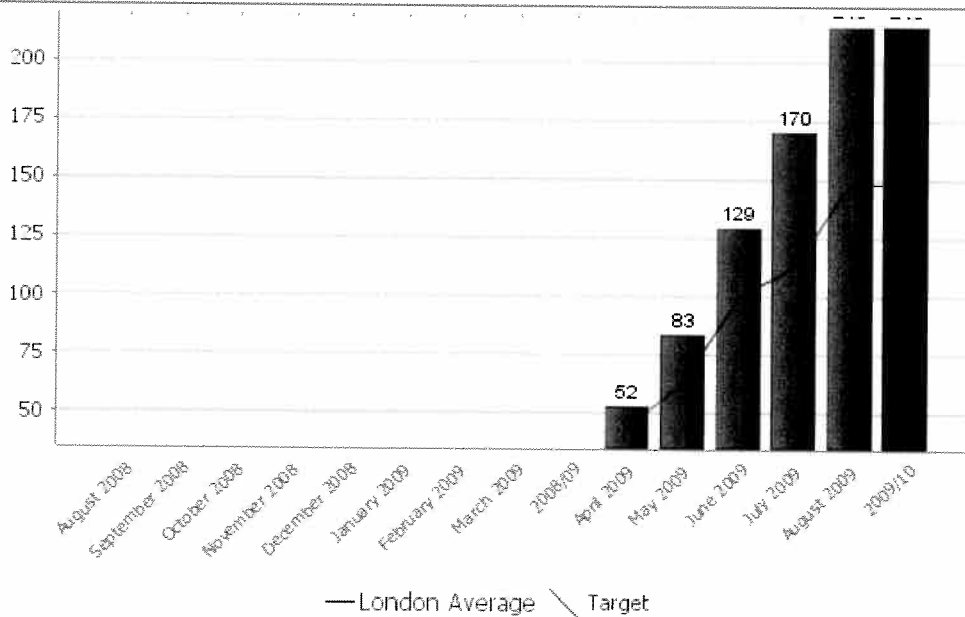
Good practice in working with gangs in Hackney has been examined
The Cardiff model for sharing information between CDRPs and A&E departments is being adopted locally where possible

Emerging risk

Performance is currently set to miss the target

Performance discussion to date

At the Other Violent Crime Partnership Board – quarterly
At the safer communities Performance Management Group – quarterly



NI 28	Number of recorded serious violent knife crimes - cumulative			
		Target		
2008/09				
	Value	Status		
July 2009	207	●		
August 2009	239	●		
2009/10	239	●	213	↑ ● Red
Serious knife crime rate per 1000 population (cumulative YTD)			1.06	

ABG funding:

Funding has been allocated from the problem solving pot to support the work of a gang multi-agency group. This funding is to support the delivery of targeted action plans for individual young people identified as involved in gang activity. The safer communities Performance Management Group are currently assessing an application for a gang intervention project.

Explanation of current performance:

The Other Violent Crime Partnership Board made the following suggestions as to why an increase has been experienced: excellent performance last year, a number of violent incidents at the beginning of this financial year and changes in counting rules. In the financial year to August 2009, knife crime has increased when compared with the same period last year. There were 239

incidents of knife crime against a target of 213 in the first five months of the year, a 6.2% increase. Some of this increase can be attributed to a change of categorisation to include where a knife is intimidated or perceived. The business intelligence unit and the community safety team analysed 175 knife crime offences (reported 1/4/09-7/7/09) and found that no injury was sustained in 69% of offences.

Current activities:

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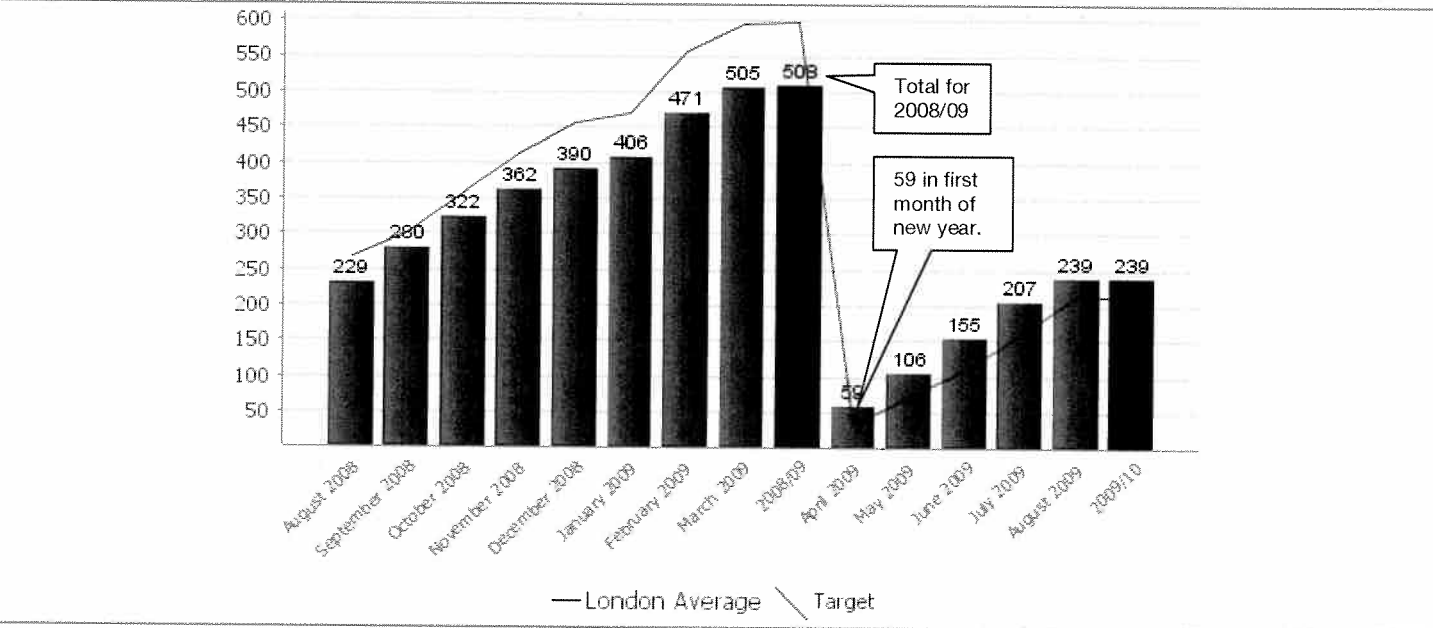
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Red lights of A Caring Haringey

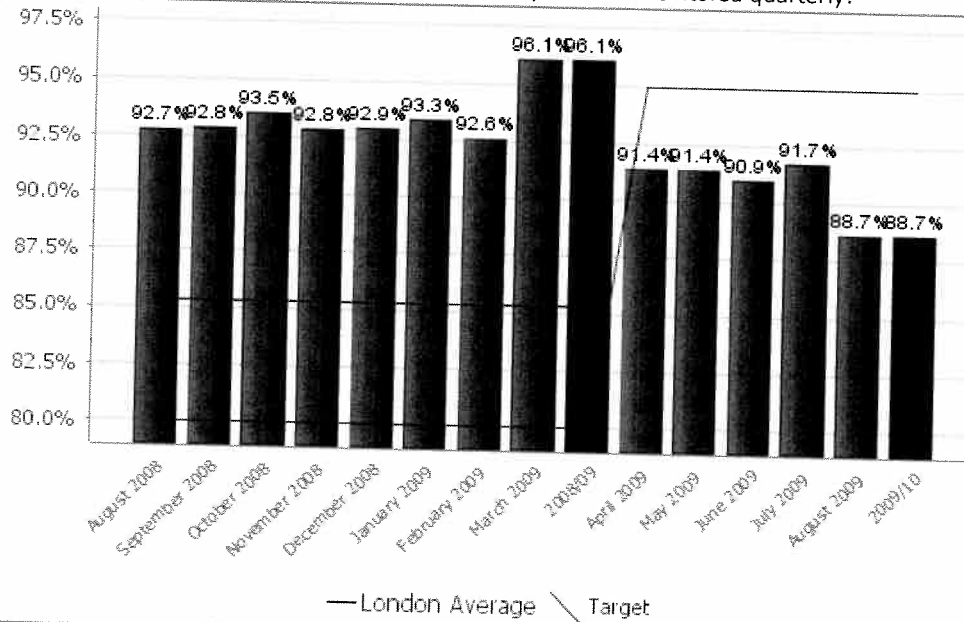


NI 132	% of social care assessment which occur within 4 weeks (all adults)		
Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of assessment is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services.			
		London Average	Target
2008/09		85.3%	
	Value	Status	
July 2009	91.7%		
August 2009	88.7%		
2009/10	88.7%		95.0% Red
The total number of new clients for whom contact was made with the client in the financial year.		934	
Of new clients for whom contact was made with the client, the number for whom the length of time from first contact with the client to completion of assessment was less than or equal to 4 weeks (that is 28, calendar days).		828	

<p>Explanation of Current performance:</p> <p>Performance is currently missing target by 6.3%. 828/934 assessments were completed within 28 days.</p> <p>Current Activities:</p> <p>All assessments that miss the 28 day target are scrutinised with Service Managers monthly at Performance Callover. The Performance Team are now producing a weekly list of all assessments approaching the 28 day mark to forewarn team managers so that they can ensure that assessments are completed in time.</p> <p>Best Practice:</p> <p>In 2008/09 Haringey was ranked 3rd in the country for NI 132. We conduct quarterly benchmarking exercises as part of the London Information Exchange Group and also discuss best practice issues.</p> <p>Emerging Risk:</p> <p>It is anticipated that the weekly updates will help significantly improve this NI. The major emerging risk is the move towards self assessment as part of the Personalisation agenda. The DoH has not yet been clear on how self assessed clients will be included with this NI.</p> <p>Performance discussion date:</p> <p>Performance DMT 16/09/09 Performance Callover 05/10/09</p>
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Equality Impact:

All assessments and provision of service from assessments are monitored and measured against the population makeup of Haringey. The Equalities Performance Indicators look at age, gender and ethnicity and are monitored quarterly.



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.

2008/09		London Average	Target			
		10.9				
	Value	Status				
July 2009	14.4	●				
August 2009	14.4	●				
2009/10	14.4	●				
			9.0	↑	●	Red

Explanation of Current performance:

Performance is continuing to improve month on month though is still projected to miss target. 54.7% (250/457) Delayed discharges were attributable to Health.

Current Activities:

All delayed transfers of care are scrutinised with Service Managers monthly at Performance Callover. The Integrated Care Team are currently scrutinising all delayed transfers to ensure robust recording and that those transfers not attributable to Haringey Council are recorded as such.

Best Practice:

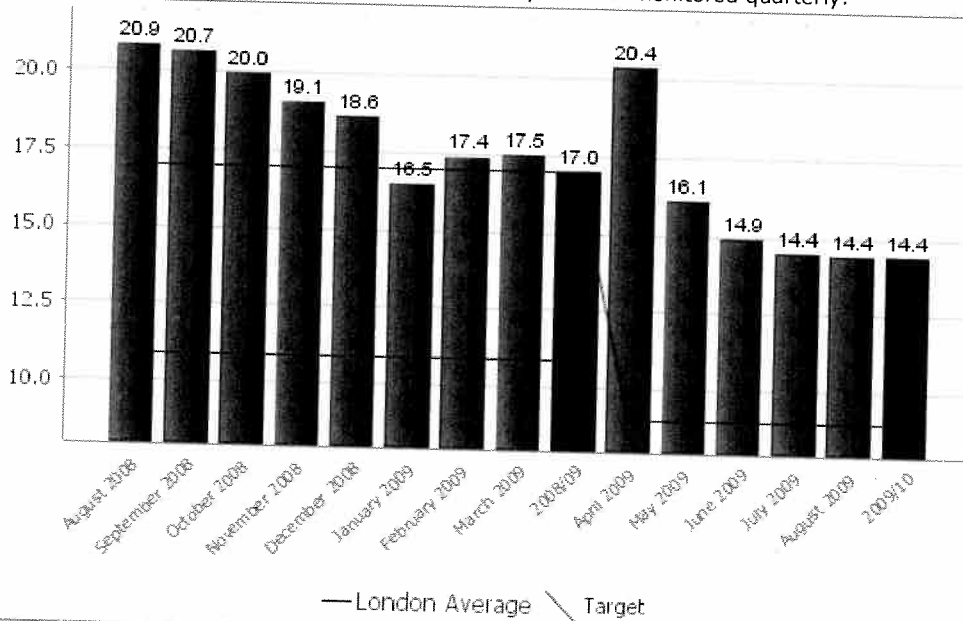
A benchmarking exercise at the end of 08/09 identified that we were performing significantly worse than other London boroughs. From this it was decided that an ambitious target of 9 delays per 1000 population be set in order to bring us into line with our comparator boroughs.

Emerging Risk:

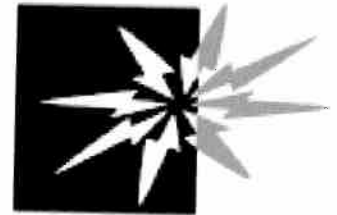
This indicator is at risk of missing target however we will continue to work with our partners in Health to reduce this risk. The major emerging risks lie in the rising cost of residential homes, and the time people discharged take to choose their potential residential home, which can result in an increase in delays.

Equality Impact:

All assessments and provision of service from assessments are monitored and measured against the population makeup of Haringey. The Equalities Performance Indicators look at age, gender and ethnicity and are monitored quarterly.



Red lights of Driving change, improving quality



Haringey Council

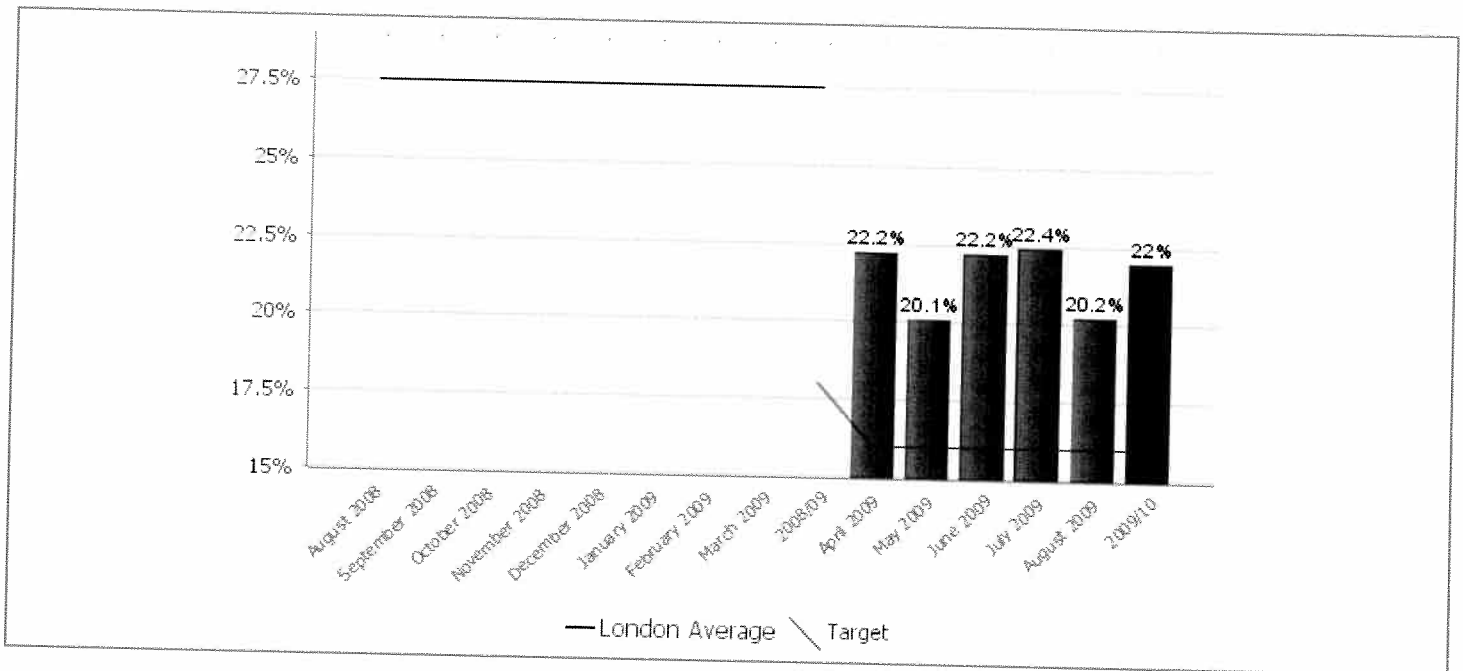
NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide

Local authorities are fundamental points of contact for the citizen when seeking access to public services. They provide key services for their local communities that greatly affect the quality of life for individual citizens and the overall community. 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.

		London Average	Target			
2008/09		27.5%				
	Value	Status				
July 2009	22.4%					
August 2009	20.2%					
2009/10	22%		16%			Red

The avoidable contact for August 2009 has decreased by 2.2 percentage points in comparison to July 2009 (22.4%).

The key enquiries driving avoidable contact relate to Change of Circumstances, New Claims, PCN Tickets and Payments including Council Tax. Customer Services have continued to liaise with Directorate and are working in partnership to identify process improvements to reduce 'avoidable contact'.



NI 181

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

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:

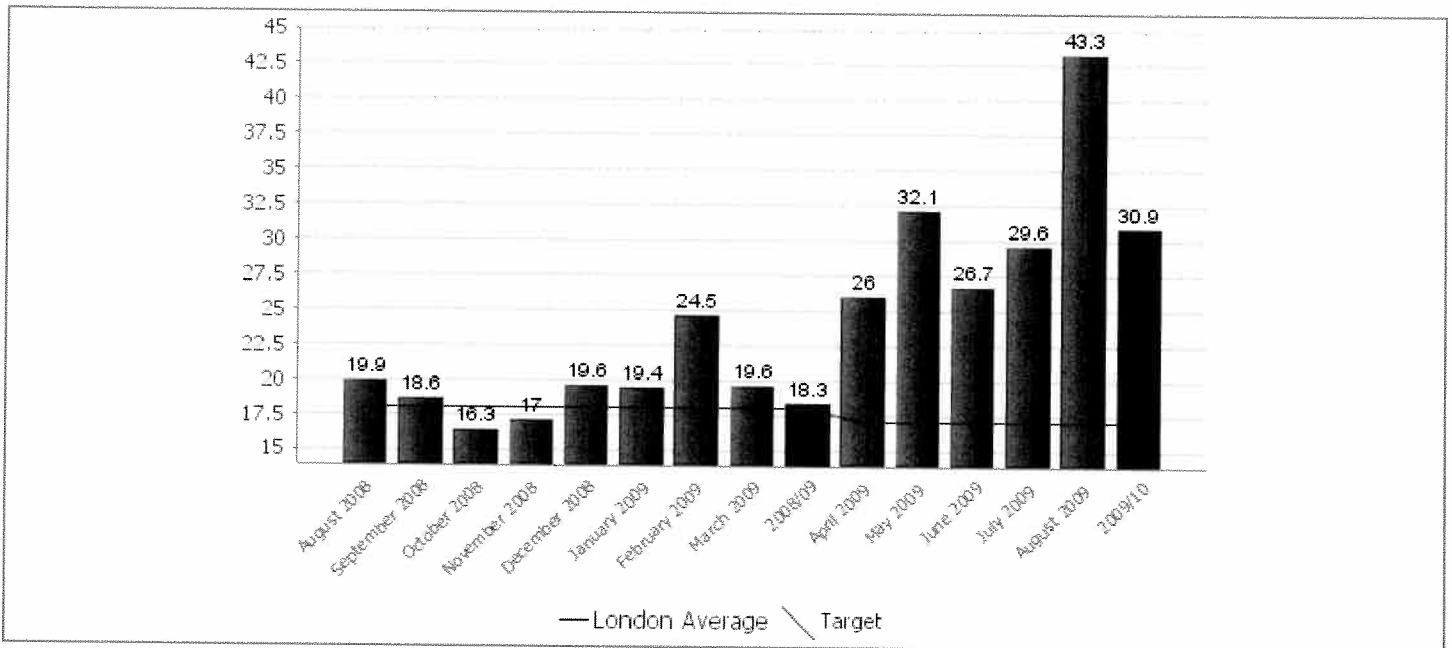
- Leading to rent arrears and evictions
- Preventing access to housing because landlords are reluctant to rent to HB customers
- Acting as a deterrent to people moving off benefits into work because of the disruption to their claim

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.

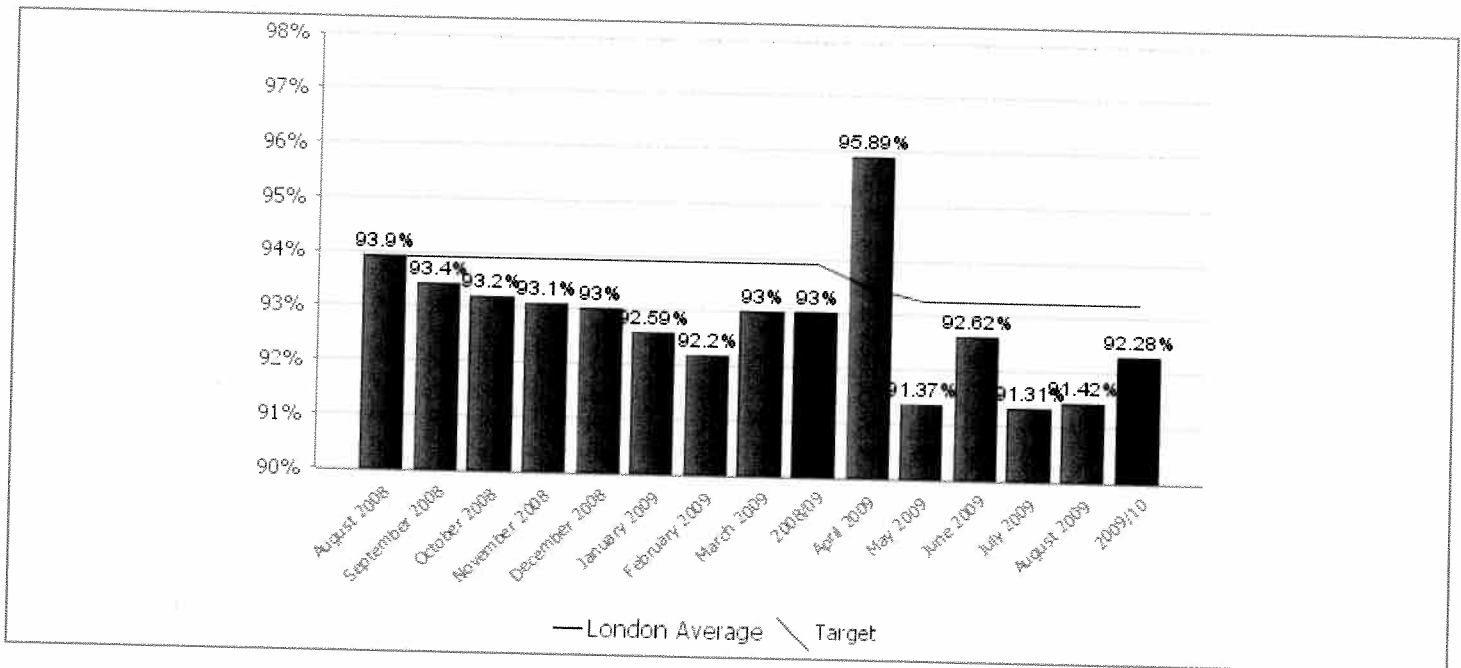
			Target			
2008/09						
	Value	Status				
July 2009	29.6	●				
August 2009	43.3	●				
2009/10	30.9	●				
			17	↓	●	Red

Performance has been substantially affected by the increase in workloads, particularly the amount of change of circumstances being notified. This months performance is particularly affected as we clear older work. BLT has processed 11% more claims in the first 5 months of 09/10 compared with the same period last year. The more complex Private Tenant claims have increased by 15%, as have claims from self-employed and low earners. Economic conditions have placed other additional burdens on the service particularly as a consequence of increased customer enquiries. Overall workloads have increased by 10% in comparison to the same period last year. However, reported changes of circumstances have increased by 70%. Since April, BLT has received 9554 reported changes - an increase of 3916 over the same period last year. This, combined with an increased focus on quality output has affected processing times, resulting in increased backlogs of work. BLT has sought to increase it's capacity to process work by training and up-grading admin staff to perform additional duties and is seeking to purchase additional external support.



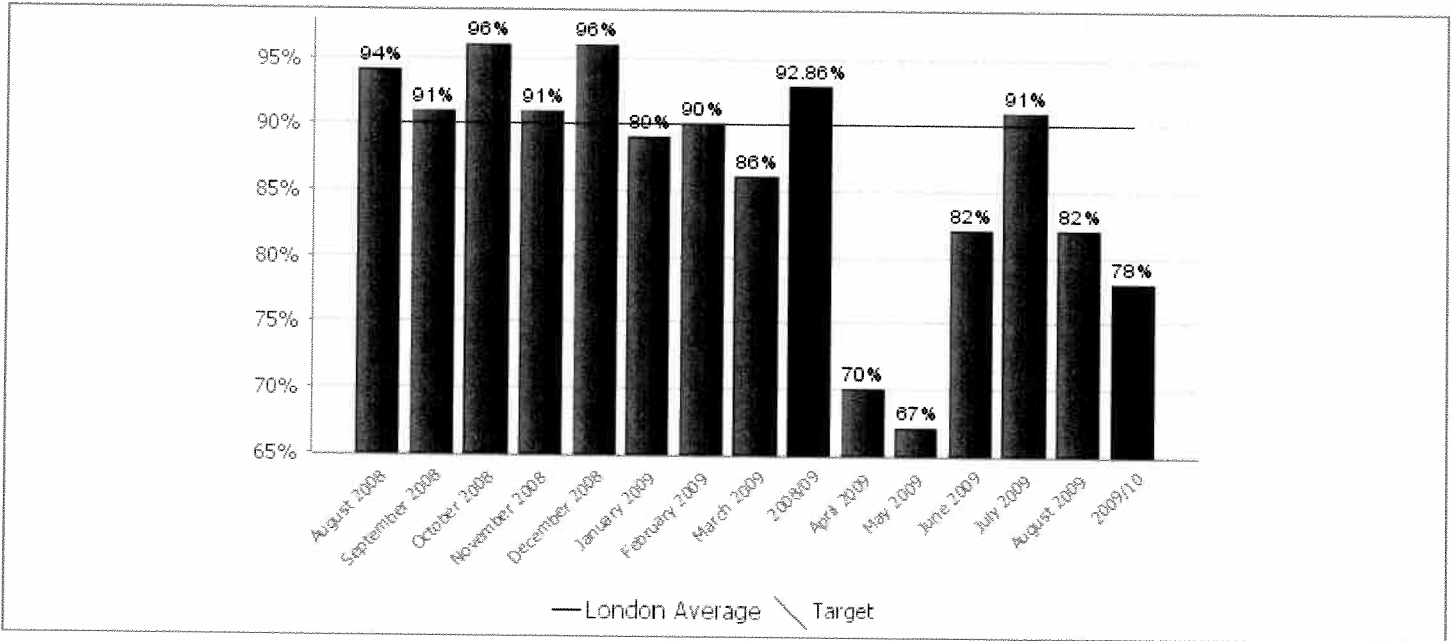
BV 9		% of council taxes due for the financial year which were received in year by the authority			
		Target			
2008/09					
	Value	Status			
July 2009	91.31%	●			
August 2009	91.42%	●			
2009/10	92.28%	●			
		93.25%	↓	●	Red

Whilst efforts continue to improve collection, the effects of the recession continue to impact performance. There has been a noted increase in correspondence received this year of approximately 5000 items and this identifies difficulties in taxpayers meeting their commitments to pay council tax. To address this, changes have been made to the recovery guidelines to ensure more effective payment arrangements are being agreed with the focus on taxpayers keeping up to date with current year instalments. Publicity in respect of council tax is scheduled to run from November to February (via Haringey People) and will refer not only to the effects of recovery for non-payment but the assistance that can be provided by way of council tax benefit and revised arrangements.



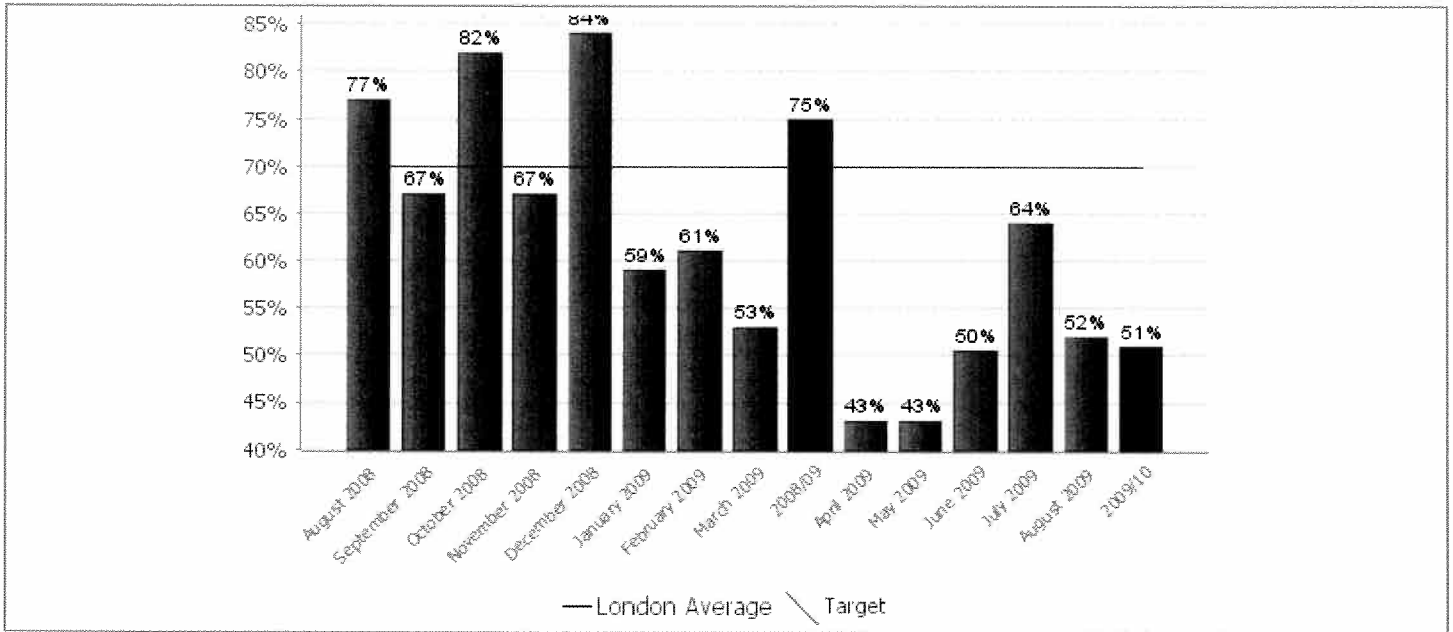
CS3		Call Centre calls answered as a % of calls presented		
2008/09		Target		
	Value	Status		
July 2009	91%			
August 2009	82%			
2009/10	78%			
	90%			Red

The performance for August 2009 has dipped by 12 percentage points in comparison to the previous month. The drop in performance relates to a combination of factors: high volume of calls for Council Tax following recovery activity, continued high levels of avoidable contact, delivery of essential training relating to Council Tax to all staff, mandatory GCSX training for all staff, and high turnover of temporary staff.



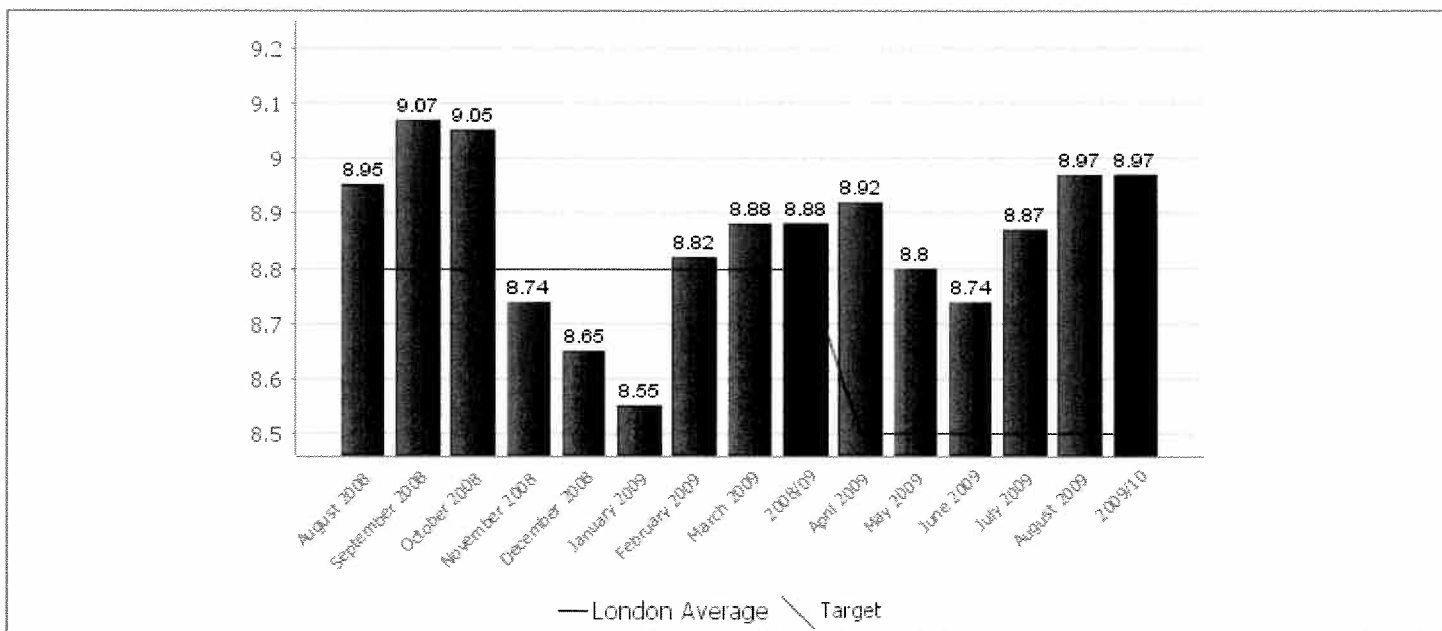
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)		
Target			
2008/09			
	Value	Status	
July 2009	64%	●	
August 2009	52%	●	
2009/10	51%	●	
	70%	↓	● Red

The performance for August 2009 has dipped by 12 percentage points in comparison to the previous month. The drop in performance relates to a combination of factors: high volume of calls for Council Tax following recovery activity, continued high levels of avoidable contact, delivery of essential training relating to Council Tax to all staff, mandatory GCSX training for all staff and high turnover of temporary staff.



BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year. COUNCIL																																													
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2009/10	8.97		8.5			Red																																								

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L0039	% of Stage 2 public complaints dealt within target (25 day) timescale. COUNCIL		
			Target
2008/09			
	Value	Status	
July 2009	92%		
August 2009	70%		
2009/10	79%		90% Red
Total number of Stage 2 public complaints dealt with. COUNCIL			56
Number of Stage 2 public complaints dealt within target (25 day) timescale. COUNCIL			44

5 of 29 late in Urban Environment
 3 of 18 late in Corporate Resources
 The UE complaints Team is now co-located in River Park House and all services have been transferred. The action plan for the UE complaints team is now in place and is taking effect as demonstrated by the significant improvement in members' enquiries. Priority was given to the ME's and now that performance has improved the complaints are also receiving the same focus.

Current Activities:
 Within the action plan there are a number of areas of improvement. These include,
 Recruitment and structure; complete the recruitment.
 Performance Data; develop and implement improved and more regular performance data.
 Training and Development; develop and deliver targeted training programme, writing responses and service knowledge.
 Improving information and communications; data capture and cleansing, FAQ sheets and access to information.
 Process and procedures; Review and redraft, ensure alignment and consistency.
 Improving quality of correspondence; further development of standard responses; feedback process and targeted training.
 System development; review the system identify improvements and potential developments.

Best Practice: (about what we are doing and what is happening in other boroughs)
 The UE complaints team manager has met with complaints managers across the council and is continuing to identify best practice from other services.

System development; review the system identify improvements and potential developments.

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The UE complaints team manager has met with complaints managers across the council and is continuing to identify best practice from other services.

Emerging Risk:

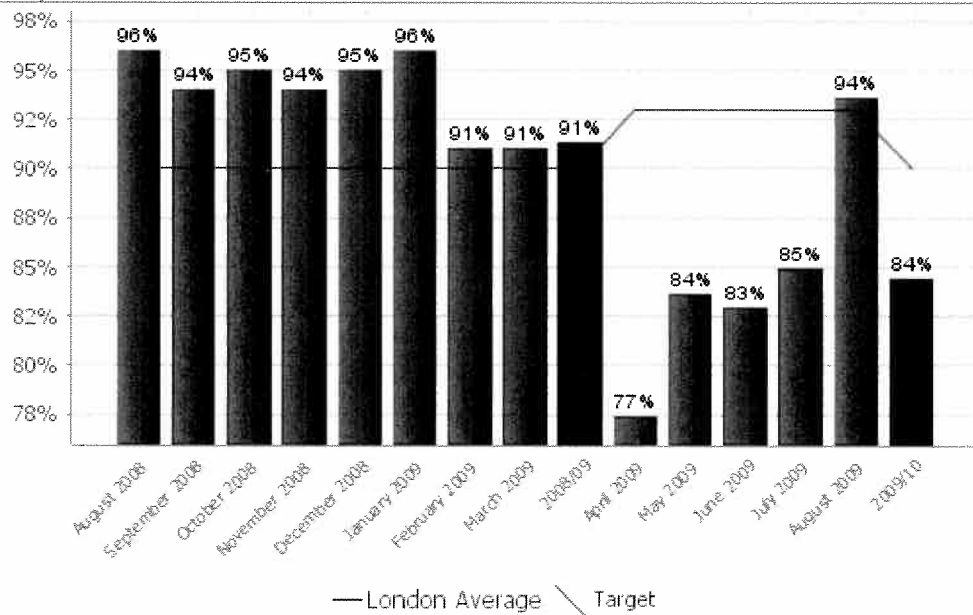
There is no emerging risk identified at present.

Performance discussion date:

UE Performance DMT September.

Equality Impact:

There is no specific equalities impact identified at present.

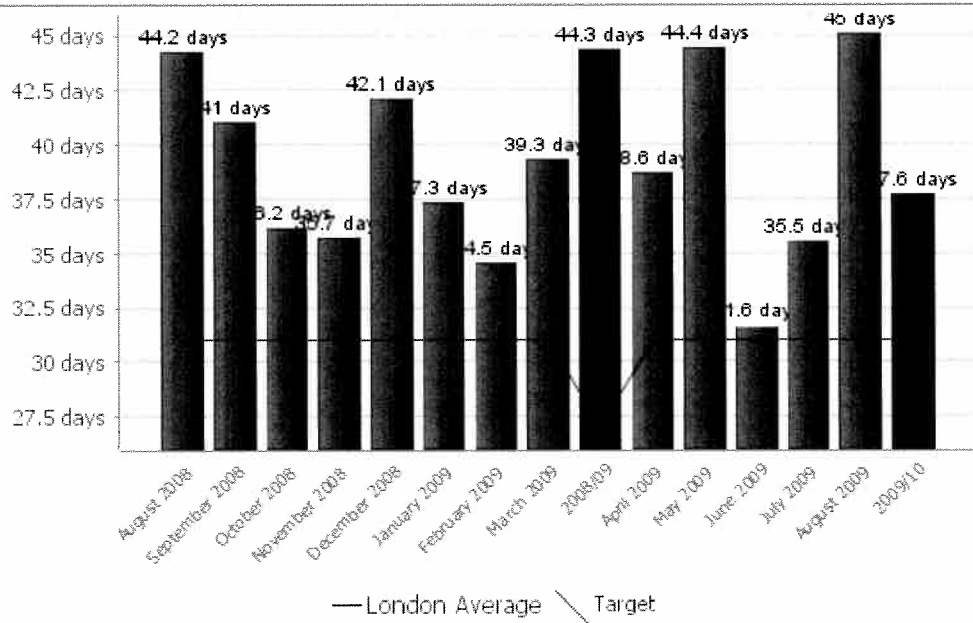


**BV 212
CPA H8**

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

			Target			
2008/09						
	Value	Status				
July 2009	35.5 days	●				
August 2009	45 days	●				
2009/10	37.6 days	●	31 days	↓	●	Red

The outturn for August 2009 is only provisional until it has been approved by Homes for Haringey's Executive Management Team and Board.



Red lights of A Greener Haringey

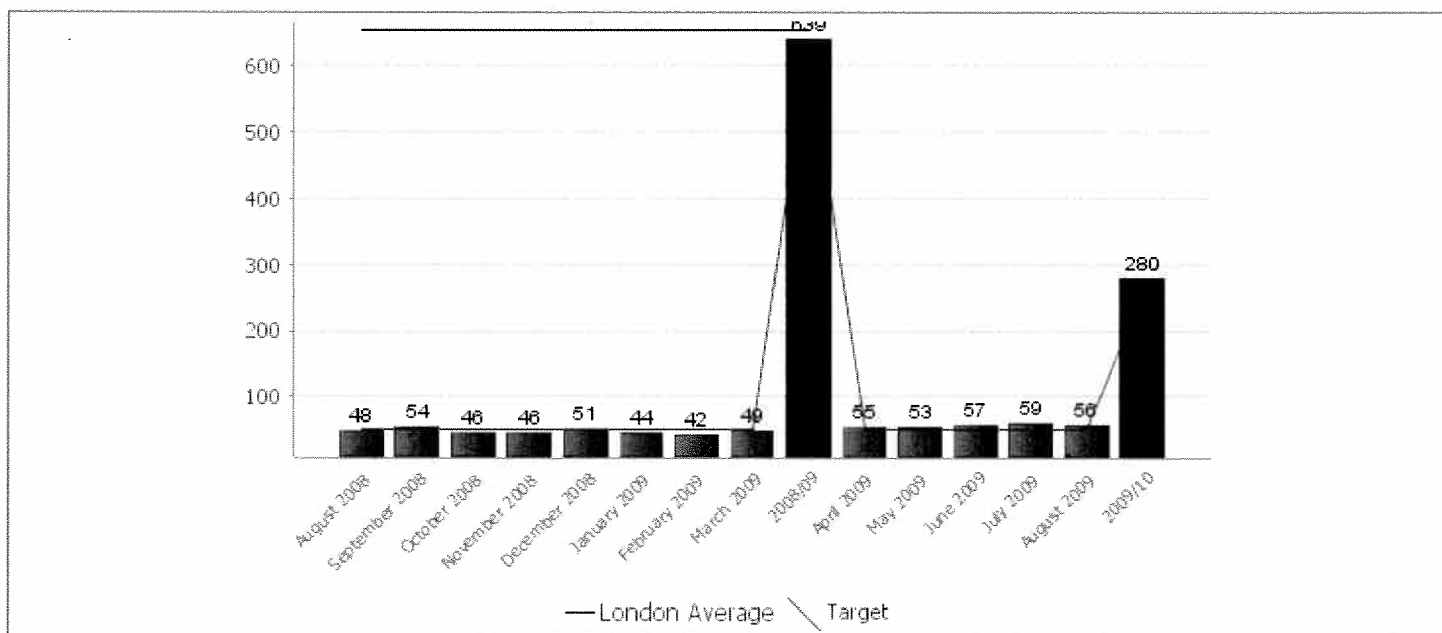


Haringey Council

NI 191	Residual household waste per household		
<p>In line with the position of waste reduction at the top of the waste hierarchy, the Government wishes to see a year on year reduction in the amount of residual waste (through a combination of less overall waste and more reuse, recycling and composting of the waste that households produce). Local authorities have an important role to play in assisting their residents to reduce waste (as well as encouraging sorting of waste for recycling, re-use, home composting and other forms of home treatment of waste). This indicator monitors an authority's performance in reducing the amount of waste that is sent to landfill, incineration or energy recovery.</p>			
		London Average	Target
2008/09		654	
	Value	Status	
July 2009	59		
August 2009	56		
2009/10	280		255 Red
Number of households (as given by the dwelling stock figures from the Council Tax base. The figures relating to the end of the financial year to which the indicator pertains, as provided by the Valuation Office, will be used)			
Total tonnage of household waste minus the tonnage of household waste collected			1

Performance for July, at 59kg, is slightly short of meeting the target of 51kg per month in order to achieve the annual target of 610kg per household. Average monthly performance to date is 56kg.

Note: The monthly figure is based on provisional data and is subject to change.



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. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.

London Average		Target			
2008/09	29.28%				
Value	Status				
July 2009	23.7%	●			
August 2009	23.1%	●			
2009/10	24.38%	●	32%	↓	● Red

Total tonnage of household waste collected by the WCA (or on behalf of the WCA)	
Tonnage of household waste collected by the WCA (or on behalf of the WCA) which is sent for reuse, recycling, composting or anaerobic digestion	

Explanation of current performance

Performance for August is 23.1%. The year to date recycling rate is below the stretch target of 32% for 2009/10, at 24.4%. Performance is below target owing to a number of factors that have led to the recycling rate being around 4-5% lower than would be expected based on previous years:

- Changes in the method of apportioning household and non-household waste, resulting in more waste being counted as household waste than was previously.
- A reduction in the reclaimed recycling from North London Waste Authority.
- Application of new recycling contamination rate by NLWA.

Current Activities

A detailed Recycling Action Plan is in place with the central aim of maximising performance in 2009/10 towards the 32% target, although this remains an extremely challenging target. The Environmental Resources management team meet weekly to review progress on the plan.

The actions identified in the plan are estimated to have the potential to improve performance above the current YTD figure by a

number of % points, with the majority of actions programmed to take effect from Oct 09 when a number of service developments will come into being. More detailed quantification of the expected impacts of actions is being undertaken as part of a service review referred to below.

Key actions within the plan include:

- Service review to be conducted in Sept/Oct 09 to identify most effective actions for performance improvement for implementation from Oct 09, supported and partially resourced by national body, Waste & Resources Action Programme (WRAP).
- Major communication drive programmed for Oct-Nov 09 to tie in with increased range of materials accepted (Oct 09) and completion of investment programme to provide mixed recycling collection to all households (with roll-out of flats above shops service, Oct 09)
- Rolling programme of door-knocking in areas of low/medium participation and recycling presence at public events through 4-person participation team, throughout 09/10.
- Weekend 'blitz' campaign to engage residents, giving out containers and information to all residents in an area (up to 1500 hh per day), started in July 09, programmed to run through autumn.
- Expansion of materials accepted from Oct 09 (to also include plastic trays, bags and pots and cartons) will reduce contamination rate.
- Addition of new materials for recycling at Reuse & Recycling Centres, including all waste wood – Sept 09.
- Alternative methods for calculation of household and non-household waste being investigated to provide more accurate household waste figure, with potential to be applied within 09/10.
- Ongoing action to ensure Edmonton's bulk waste recycling facility is fully utilised by Haringey vehicles, and identification of opportunities to reclaim additional recycling from more vehicles.
- Recycling facilities at all schools, a large number of community and faith centres. Continuing development in this area, with food waste collections for a minimum of 10 schools from Sept/Oct 09, and as further community links are built.
- Two officers working on education and community engagement, including delivery of workshops and sessions in schools, community centres and the Environmental Education Centre at Hornsey Reuse & Recycling Centre.
- Trial supply of compostable liners for free to residents on selected rounds to encourage participation in food waste recycling service – ongoing since March 09.
- Service change to reduce amount of uncontracted/flytipped trade waste being collected with household waste, with trial of coloured bags for flats above shops refuse collections to enable better identification of non-household waste – Aug 09.
- Working with ReStore Community Projects to improve capture of recyclables or reusable bulky items at interface with Haringey Enterprise - ongoing.
- On-the-go recycling bins in public places and recycling of street cleansing waste, in place.

Best Practice

During previous benchmarking exercises the Council has compared itself with the highest performing Borough within London: Bexley Council, to enable signposting of best practice. As a beacon Authority for waste and recycling as well as the highest performing Authority for NI192 within greater London, many lessons can be learned from Bexley. In terms of benchmarking it has several significant differences that mean Haringey would be unable to achieve similar recycling and composting rates.

To assist us with this exercise Haringey have become active members of the NLWA '50% club' which is a vehicle to share best practice amongst the North London Borough's. The club is still in its infancy but over the next months members will hear from invitee Authorities to the group about successful schemes and initiatives and generally share best practice. Haringey has also actively engaged with WRAP (Waste and Resources Action Programme) who provided links with several Authorities who are performing well in selected service areas.

In terms of authorities to benchmark against, Haringey will be looking at the following authorities who are in our family group and examining their service strength areas:

Ealing – Doorstep recycling service collects a wider range of materials than Haringey and encourages participation with focussed communications. Flats recycling is widespread and supported by housing association information networks.

Camden – Flats recycling services and Bring Sites cater for upwards of 40,000 residents with high tonnages collected.

Islington – Flats recycling and waste reduction are two strength areas for Islington.

Emerging Risk

No emerging unmanaged risk.

Performance discussion date

Performance against 192 and other indicators is regularly reviewed by managers within the service. This indicator will be discussed at the Frontline Services Performance SMT in September and the Urban Environment performance DMT in September.

Equalities Impact

Environmental Resources' communications plan for engaging residents on recycling aims to take into account of the diverse range of languages and communities within Haringey and overcome barriers to residents participating in services:

- Full translations of key service leaflets into the most widely spoken community languages.
- Maximising the use of imagery and clear, easily understood guidance in all communications materials.
- Face-to-face engagement through door-knocking and attendance at public and community events, using staff with community languages wherever possible such as on weekend 'blitz' engagement campaigns.
- Workshops delivered in schools (allowing key messages to be taken home to households that may not speak English as a first language) and to community and faith groups.
- Assisted recycling collections provided to residents who require this service.

The percentage of people who think recycling services are excellent or very good:-

White British 68%, Other White 65%, Asian 67%, Caribbean 59%, African 64%, Mixed and Other 70%, Women 69%, Men 63%, Age 18-34 66%, 35-59 66%, 60+ 65%

