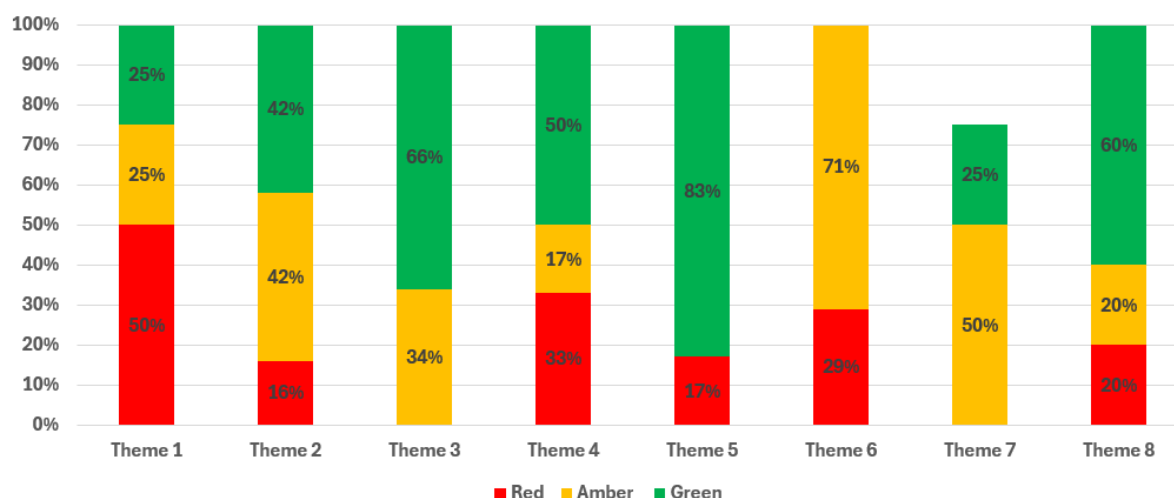


Appendix 4 – KPI Dashboard, Corporate Delivery Plan Q3



Theme	Indicator	RAG	DOT
Theme 1 - Resident Experience and Enabling Success	T1 - Number of complaints upheld by the Local Government and Housing Ombudsman per 10,000 population.	Red	Negative
	T1 - Number of staff who report feeling Supported.	Amber	
	T1 - Percentage of contacts recorded to the contact centre compared with contacts through web forms & direct calls.	Green	Positive
	T1 - Percentage of people who report feeling able to influence local decisions.	Red	
Theme 2 - Responding To The Climate Emergency	T2 - Air quality levels in the borough (Number of areas in the borough that exceed UK air quality standards)	Green	Positive
	T2 - Average EPC energy rating of domestic buildings in the borough/carbon emissions of core council buildings	Amber	
	T2 - Incidents of fly-tipping per 1,000 population.	Amber	Negative
	T2 - Level of recycling in the borough.	Amber	Negative
	T2 - Levels of fuel poverty in the borough	Red	
	T2 - Number of trees planted in the borough per year.	Green	Positive
	T2 - TFL estimates of total travel and mode share.	Green	
Theme 3 - Children & Young People	T3 - Number of first-time entrants into the Youth Justice System	Amber	Positive
	T3 - Percentage of children reaching 'Good Level of Development	Green	Positive
	T3 - Percentage of new Education Health and Care plans issued with 20 weeks is above the average of statistical neighbours.	Green	
	T3 - Percentage of pupils (Children looked after) achieving 5 or more GCSE (or equiv.) passes grade 9-4 incl. English and Maths.	Amber	Negative
	T3 - Percentage of pupils achieving 5 or more GCSE (or equiv.) passes grade 9-4 incl. English and Maths.	Green	Positive
	T3 - Percentage pupils achieving the expected standard at Key Stage 2	Green	Positive
Theme 4 - Adults, Health & Welfare	T4 - Percentage of adult social care clients reporting to have a good quality of life.	Red	Negative
	T4 - Percentage of carers of people in adult social care reporting to have a good quality of life.	Amber	
	T4 - Percentage of people in adult social care extremely or very satisfied with the service/ support they receive.	Red	Negative
	T4 - Percentage of physically active adults.	Green	Positive
	T4 - Percentage of residents reporting that they feel they belong in their area.	Green	
	T4 - Total income maximisation financial benefit claimed by Haringey residents via targeted interventions and benefit and budgeting calculator.	Green	Positive

<u>Theme 5 - Homes For The Future</u>	T5 - Number of homelessness prevention/relief for single adults.		Positive
	T5 - Number of households in temporary accommodation.		Positive
	T5 - Number of new council houses with planning permission.		Positive
	T5 - Number of starts on site for new council house building.		Positive
	T5 - Percentage/Number of homes made decent.		Negative
	T5 - Repairs fixed right first time.		Positive
<u>Theme 6 - Safer Haringey</u>	T6 - Domestic abuse offenses per 1000 population.		Positive
	T6 - Hate crime offenses per 1000 population.		Positive
	T6 - Levels of Antisocial behaviour per 1000 population.		Positive
	T6 - Levels of nondomestic abuse violence with injury per 1000 population.		Positive
	T6 - MOPAC Public Attitude Survey to measure trust in enforcement agencies.		Positive
	T6 - Percentage of residents reporting that they feel safe (during the day and after dark).		Negative
<u>Theme 7 - Culturally Rich Borough</u>	T6 - Total count of criminal offences per 1000 population.		Positive
	T7 - Library footfall numbers.		Negative
	T7 - Number of events delivered.		Negative
	T7 - Number of organisations hiring space in libraries for external events.		
<u>Theme 8 - Place & Economy</u>	T7 - Participation engagement with cultural events and civic calendar.		Negative
	T8 - Birth of new enterprises and number of high growth enterprises.		Positive
	T8 - Employment rate of 16-64-years-olds		Negative
	T8 - Gross median weekly pay.		Positive
	T8 - Percentage of non-major planning applications decided on time.		Positive
	T8 - Resident reporting satisfaction with local area as a place to live (relevant wards in Tottenham and Wood Green).		