

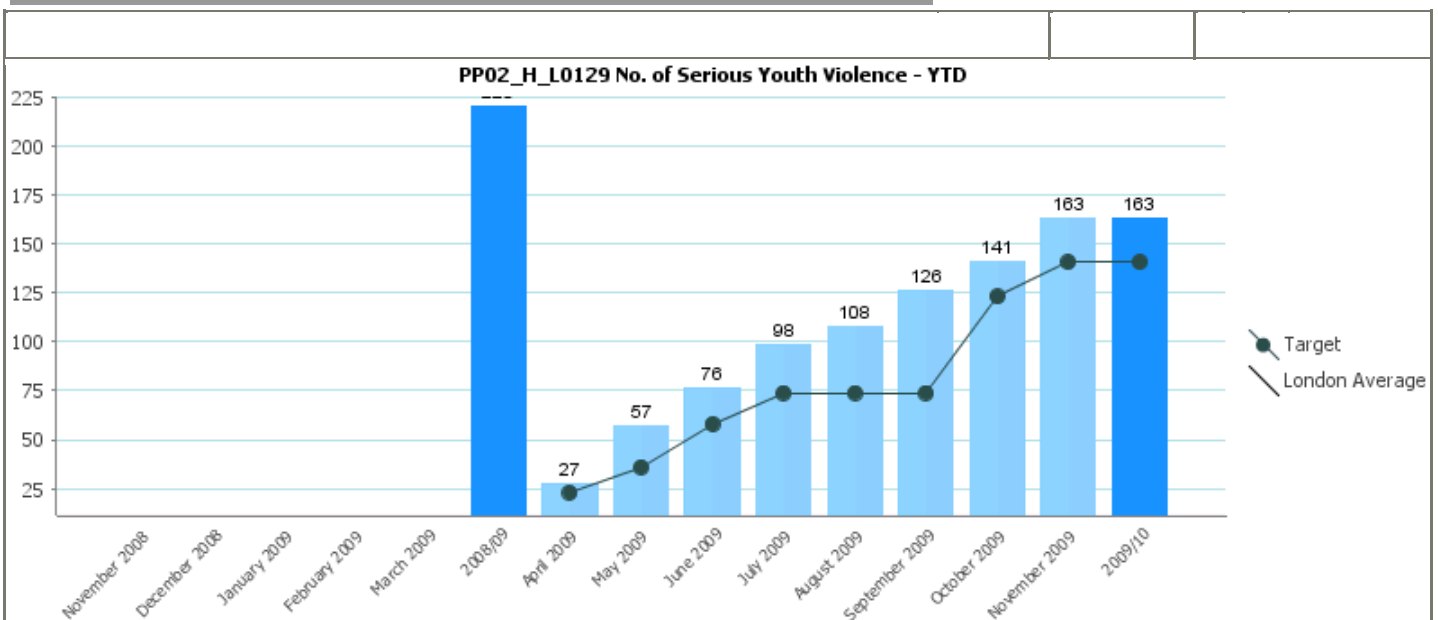
Appendix 1: Exception Report

Table of contents	Page No.
A Better Haringey	2
No. of Serious Youth Violence - YTD	2
No. of recorded most serious violent crimes	3
Percentage of initial assessments for children’s social care carried out within 7 working days of referral.....	4
Percentage of core assessments for children’s social care that were carried out within 35 working days of their commencement	6
Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	8
Child Protection Plans lasting 2 years or more.....	10
Percentage of child protection cases which were reviewed within required timescales	12
Percentage of referrals to children’s social care going on to initial assessment.....	13
A Caring Haringey	14
Improved living conditions for vulnerable people ii) Number of older people permanently admitted into residential and nursing care - YTD (2007 -2010 stretch target).....	14
Delayed transfers of care	15
Driving change, improving quality	16
The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year.COUNCIL	16
Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	17
Call Centre calls answered as a % of calls presented.....	18
Reduction of long term (over 211 days) Sundry Debt owed to the council.....	19
% of Stage 2 public complaints dealt within target (25 day) timescale. Council wide.....	20
% of Members' Enquiries dealt with in target time. Council wide.....	21
Average relet times for local authority dwellings let in the financial year (calendar days)	22
Avoidable contact: the proportion of customer contact that is of low or no value to the customer. Council wide.....	23
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	24
A Greener Haringey	25
Residual household waste per household.....	25
Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target).....	26

A Better Haringey

L0129	No. of Serious Youth Violence - YTD
--------------	--

2008/09			
	Value	Target	Status
October 2009	141	123	●
November 2009	163	141	●
2009/10	163	141	●



Comment

See comment under most serious violent crimes

**NATIONAL INDICATOR
15 N**

No. of recorded most serious violent crimes

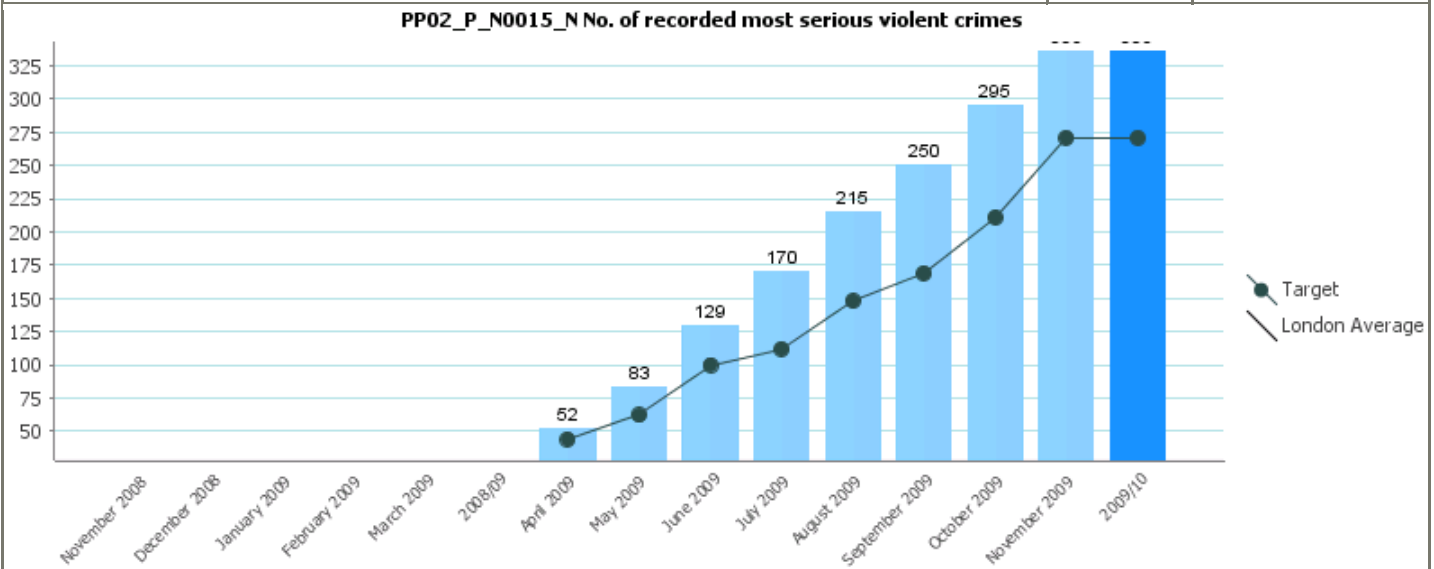
Rationale

Serious violent crime is defined as the following:

Attempted Murder; Wounding or other act endangering life, and Grievous Bodily Harm without intent, (including racially and religiously aggravated); Causing Death by Dangerous Driving, Causing death by Careless Driving when under the influence of drink or drugs, and Causing Death by Careless or Inconsiderate Driving; Causing Death by Aggravated Vehicle Taking.

2008/09			
	Value	Target	Status
October 2009	295	211	●
November 2009	336	271	●
2009/10	336	271	●

Serious violent crime rate per 1,000 population 2009/10 1.48



Comment

This figure of 336 is taken from the Metropolitan police figures covering the period 1st April - 28th November 2009.

This is a 19.1% increase compared to the same period last year.

A proposal was submitted to the Home Office for £25,000 Tackling Knives Action Programme funding (TKAP). This has been successful and is currently being used to support both police operations and partnership interventions to address serious violence among 13-24 year olds. Cross border work continues with some neighbouring boroughs, specifically Enfield.

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

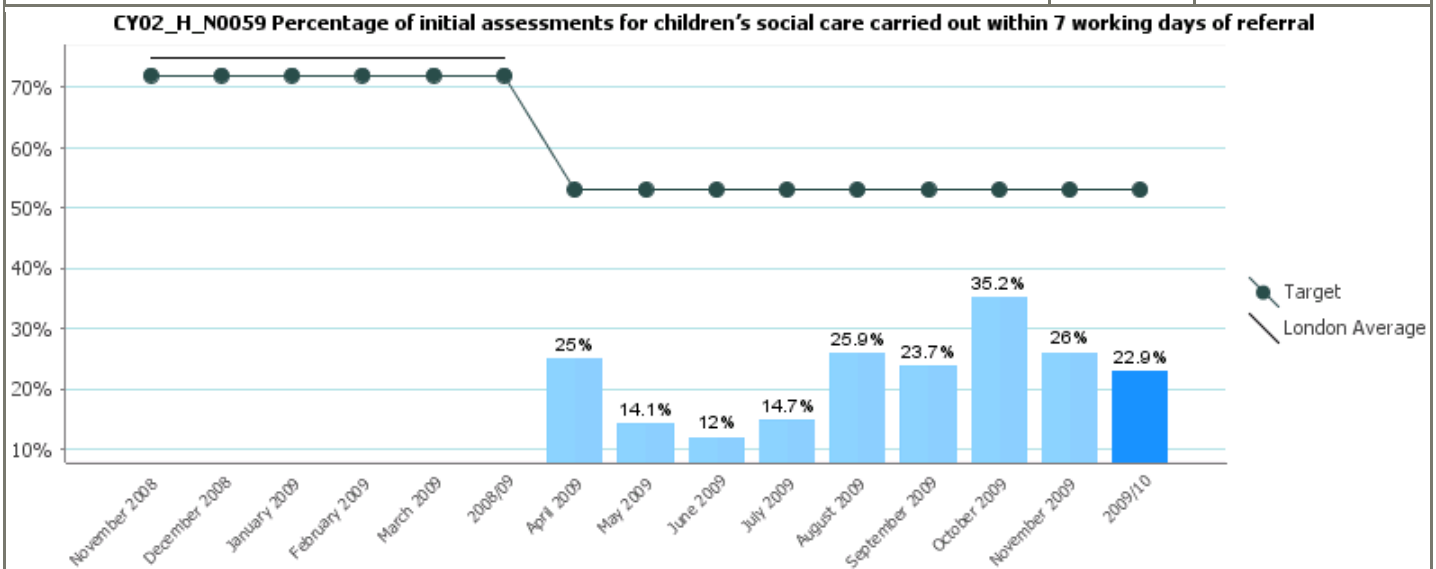
Rationale

The number of initial assessments completed in the period between 1 April and 31 March, within seven working days of referral, as a percentage of the number of initial assessments completed in the period between 1 April and 31 March.

		London Average	
2008/09		74.8%	
	Value	Target	Status
October 2009	35.2%	53%	●
November 2009	26%	53%	●
2009/10	22.9%	53%	●

The overall of initial assessments completed in the period between 1 April and 31 March	2009/10	1257
---	---------	------

The number of initial assessments completed, in the period between 1 April and 31 March, within seven working days of referral	2009/10	288
--	---------	-----



Comment

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. However progress is proving slower than anticipated and the declared target for the end of December may not be reached until January 2010.

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. The group of newly qualified social workers (NQSW) are increasingly taking on a full caseload and the American recruits are now in the service and at the very early stages of picking up work after a comprehensive induction period. All managers are now in place and the management team is very stable - however all but 2 remain agency staff so there remains a need to create a permanent management structure.

Best Practice

A 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 First Response, and there are now 3 times a week meetings with the Police and Health colleagues to ensure a more holistic initial response to referrals. We are creating a dedicated Screening Team to ensure a consistency of response and currently the Team Manager and Senior Practitioner are in place. Combined, these measures will improve our performance in assessments.

Recent audits undertaken by an independent Social Worker and from the 100+ audits conducted by senior managers since November show that there has been an improvement in the quality of assessments undertaken with appropriate outcomes and recommendations.

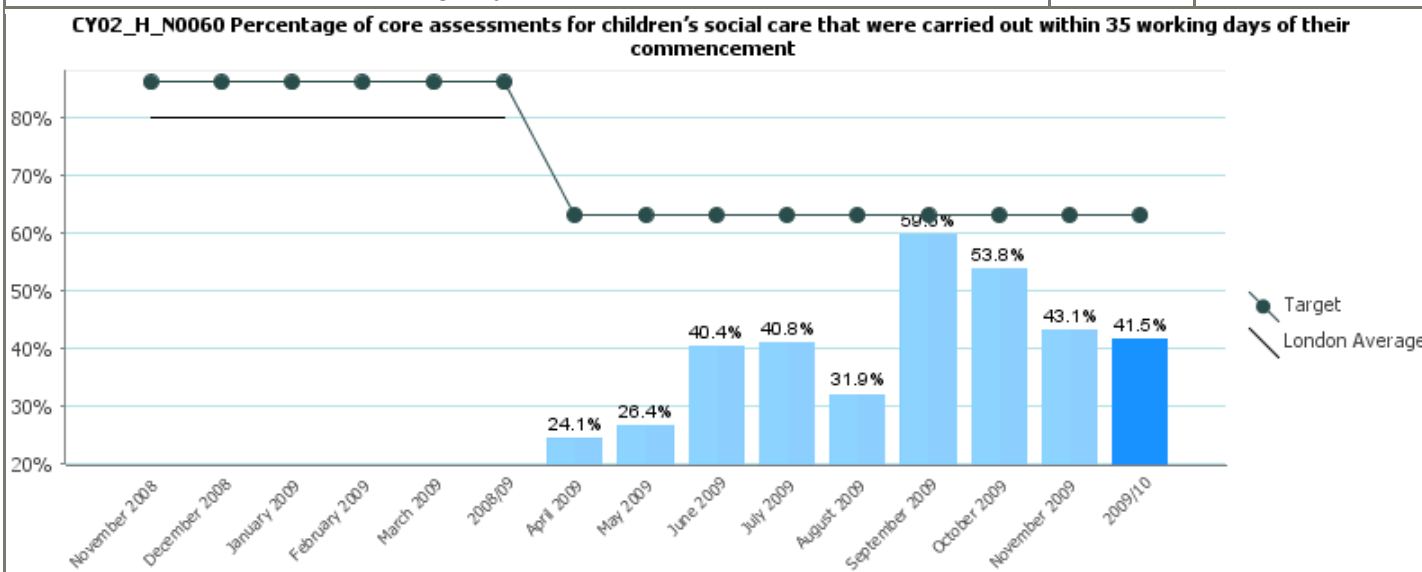
NATIONAL INDICATOR 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement
------------------------------	---

Rationale

This indicator measures the percentage of core assessments which were completed within 35 working days.

		London Average	
2008/09		80%	
	Value	Target	Status
October 2009	53.8%	63%	●
November 2009	43.1%	63%	●
2009/10	41.5%	63%	●

The total number of core assessments completed of children receiving core assessments in the year	2009/10	491
Of the number of core assessments in the denominator, the number that had been completed within 35 working days of their commencement	2009/10	204



Comment

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. However progress is proving slower than anticipated and the declared target for the end of December may not be reached until January 2010.

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. The group of newly qualified social workers (NQSW) are increasingly taking on a full caseload and the American recruits are now in the service and at the very early stages of picking up work

after a comprehensive induction period. All managers are now in place and the management team is very stable - however all but 2 remain agency staff so there remains a need to create a permanent management structure.

Best Practice

A 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 First Response, and there are now 3 times a week meetings with the Police and Health colleagues to ensure a more holistic initial response to referrals. We are creating a dedicated Screening Team to ensure a consistency of response and currently the Team Manager and Senior Practitioner are in place. Combined, these measures will improve our performance in assessments.

Recent audits undertaken by an independent Social Worker and from the 100+ audits conducted by senior managers since November show that there has been an improvement in the quality of assessments undertaken with appropriate outcomes and recommendations.

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

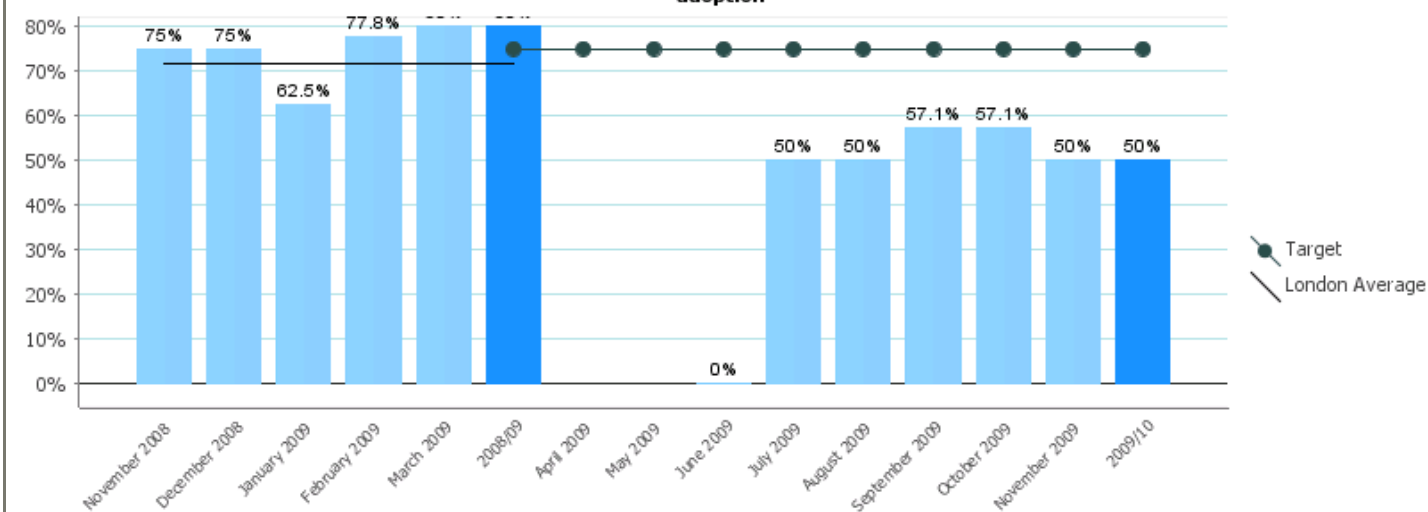
Rationale

The percentage of looked after children adopted during the year who were placed for adoption within 12 months of the decision that they should be placed for adoption, and who remained in that placement on adoption.

		London Average	
2008/09		71.5%	
	Value	Target	Status
October 2009	57.1%	75%	●
November 2009	50%	75%	●
2009/10	50%	75%	●

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).	2009/10	8
Number of children included in the denominator who were placed for adoption (SSDA903 placement codes A3, A4, A5 and A6) within 12 months...	2009/10	4

CY02_H_N0061 Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption



Comment

Explanation of Current Performance

The numbers for this indicator are extremely low, and percentages should be interpreted with care. So far this year, 8 children have been adopted, and 4 of those were placed for adoption within 12 months of the decision that adoption should be the plan.

Of the 4 children who were not placed within 12 months, 2 waited 18 months for the right family. For the third child, health issues were putting potential adopters off, and when a match was finally made, the adopters needed complete details about the child's health before committing themselves. The fourth child is the 10th sibling in a family with a history of learning difficulties, and is of dual heritage. It was difficult to attract a dual heritage couple, and the uncertainties about his development put couples off. Finally, as white couples were beginning to be considered, a dual heritage couple came forward.

Current Activities

Great efforts are being made to find families, and full use is being made of publicity - hard to place children are profiled in the press and at events at every suitable opportunity. Children cannot be advertised until a Placement Order is obtained, and this has caused delays in the past, but greater attention to timescales in the courts mean children are moving towards to Placement Orders at a faster rate than before. But there also seem to be more legal complexities in some of the cases we have had to deal with.

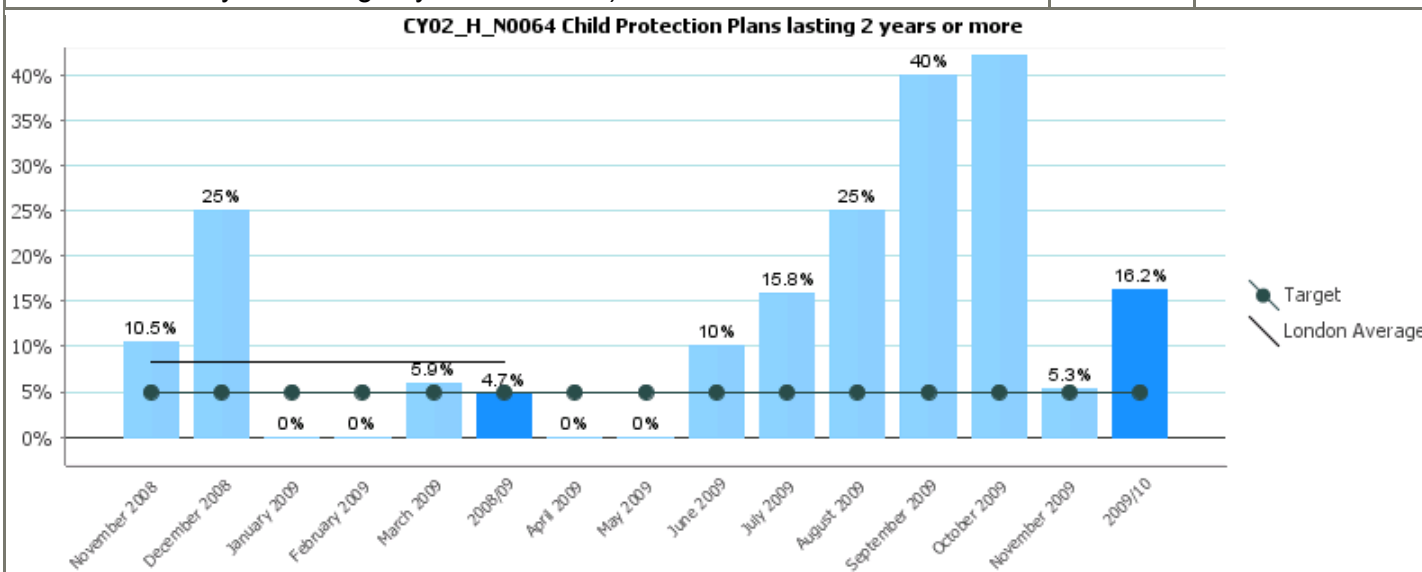
NATIONAL INDICATOR 64 PAF-CF/C21	Child Protection Plans lasting 2 years or more
---	---

Rationale

The percentage of children ceasing to be the subject of a Child Protection Plan during the year ending 31 March, who had been the subject of a Child Protection Plan continuously for two years or longer.

		London Average	
2008/09		8.3%	
	Value	Target	Status
October 2009	42.1%	5%	●
November 2009	5.3%	5%	●
2009/10	16.2%	5%	●

The number of children ceasing to be the subject of a Child Protection Plan during the year ending 31 March. This may count a child more than once if they ceased to be the subject of a Child Protection Plan more than once during the year	2009/10	105
Of the children in the denominator, the number who had been the subject of a Child Protection Plan continuously for two years or longer (i.e. for more than 729 calendar days including days of cessation)	2009/10	17



Comment

Explanation of Current Performance

This is not an indicator which lends itself to monthly commentary. Changes need to be reviewed over at least a six month period. That said, we do know that the year to date figures show 86 children who ceased to be subject to a plan, and 16 who had been subject for 2 years or more. Further analysis shows that 62% of children who stopped being subject to a plan moved into the care system.

Current Activities

The Child Protection Service will undertake further review the cases of those children who have been subject to a child protection plan for 18 months or more (to anticipate the 2-year period) to ensure that work is progressing satisfactorily and there is no drift in casework.

Those children who are both in care and subject to a plan can be caught up in a court timetable not of our making, as the policy is to retain them in the child protection system until a care order is made.

We will investigate the children for whom child protection plans have ceased. Those who have moved into the care system should have progressed to a higher level of protection. There is a high percentage of children subject to a plan with a category of neglect: this is not something that lends itself to quick and sustained improvement.

Best Practice

Our target for the year is 5%. In the year 2008/09, we achieved 4.7%. The England average for this indicator for 2008/09 was 6%, for London it was 8%, and for our statistical neighbours it was 9.1%.

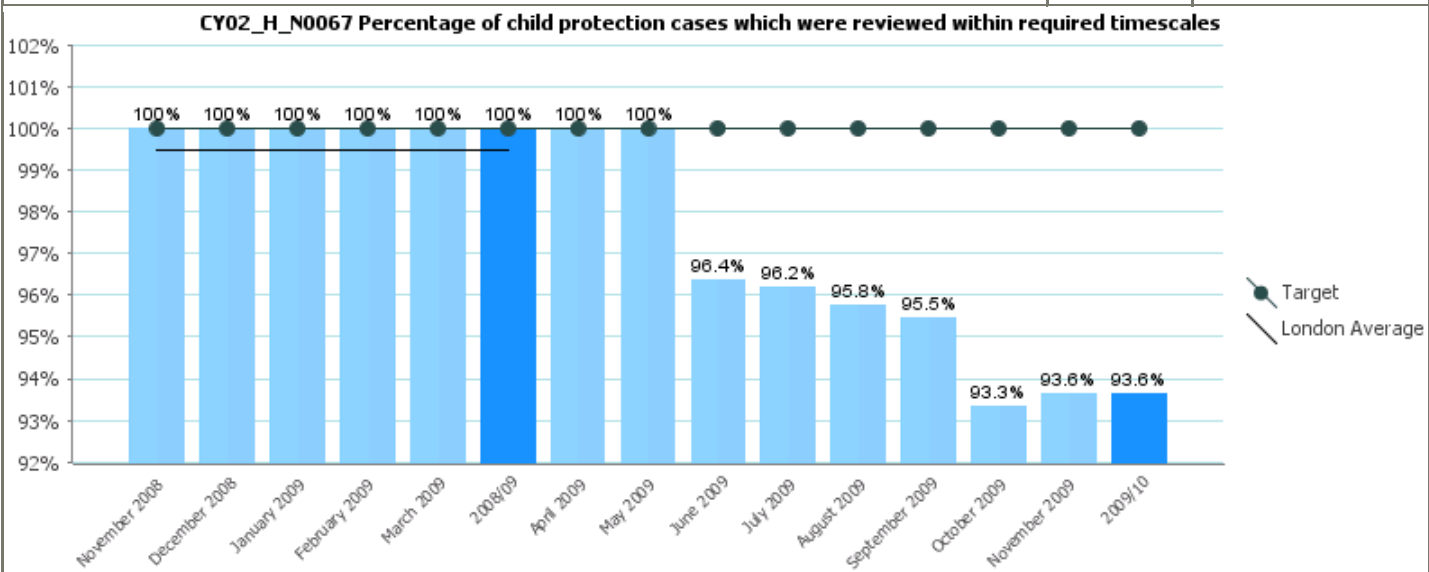
NATIONAL INDICATOR 67 BV162	Percentage of child protection cases which were reviewed within required timescales
--	--

Rationale

This indicator is a proxy for the measurement of the effectiveness of the interventions provided to children with a Child Protection Plan.
 Working Together to Safeguard Children guidance requires that the first child protection review should have been held within three months of the initial child protection conference and thereafter at intervals of no more than six months.

	London Average		
2008/09	99.5%		
	Value	Target	Status
October 2009	93.3%	100%	●
November 2009	93.6%	100%	●
2009/10	93.6%	100%	●

The number of children with a Child Protection Plan who have had a Plan continuously for at least the previous three months	2009/10	157
Of the children with a Child Protection Plan have had a Plan continuously for at least the previous three months and whose cases had been reviewed within the required timescales	2009/10	147



Comment

Explanation of Current Performance

10 child protection reviews have been late in the year to date. All reviews have subsequently been held. No reviews were late in November.

Current Activities

The Child Protection Service has introduced a new system to ensure that more reviews are held within timescale. The continuing increase in the numbers of new children becoming subject to plans is putting some pressure onto the reviewing elements of the system.

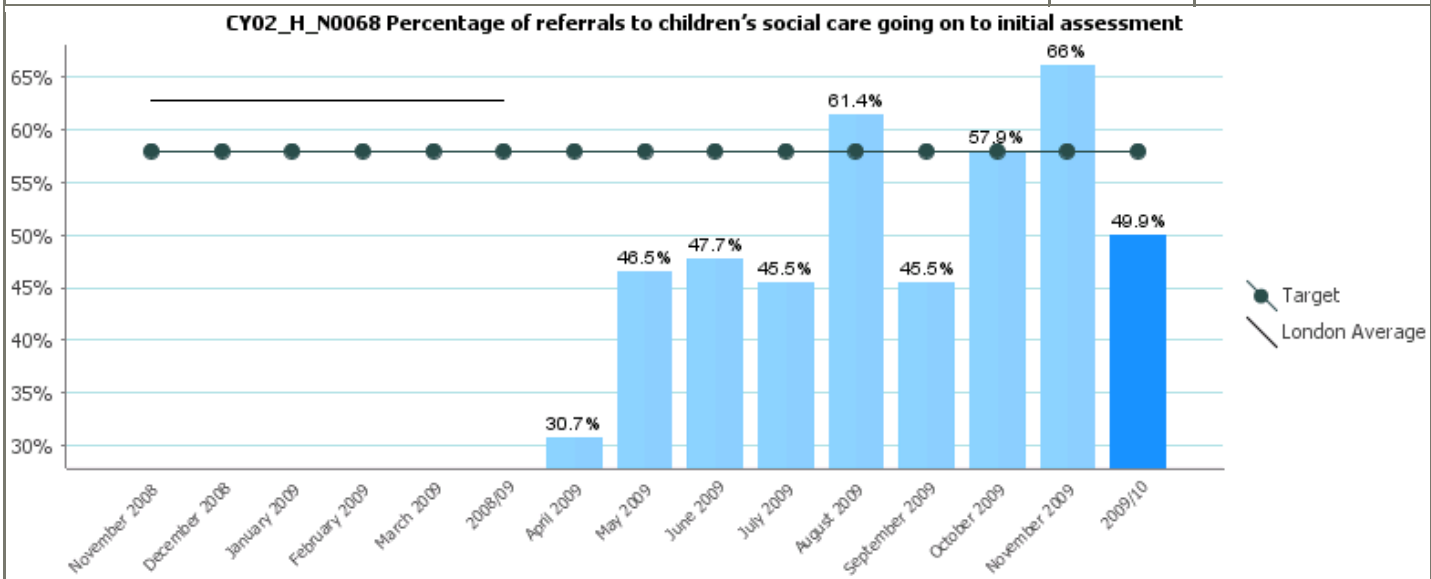
NATIONAL INDICATOR 68	Percentage of referrals to children's social care going on to initial assessment
------------------------------	---

Rationale

This indicator is a proxy for several issues: the appropriateness of referrals coming into social care, which can show whether local agencies are working well together; and the thresholds which are being applied in children's social care at a local level.

		London Average	
2008/09		62.7%	
	Value	Target	Status
October 2009	57.9%	58%	✓
November 2009	66%	58%	✗
2009/10	49.9%	58%	✗

The number of children referred to children's social services departments during the year. If one child was the subject of more than one referral or assessment during the year, then each referral or assessment should be counted	November 2009	268
the number of children whose cases go on to initial assessments	November 2009	177



Comment

A 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 First Response, and there are now 3 times a week meetings with the Police and Health colleagues to ensure a more holistic initial response to referrals. We are creating a dedicated Screening Team to ensure a consistency of response and currently the Team Manager and Senior Practitioner are in place. Combined, these measures will improve our performance in assessments.

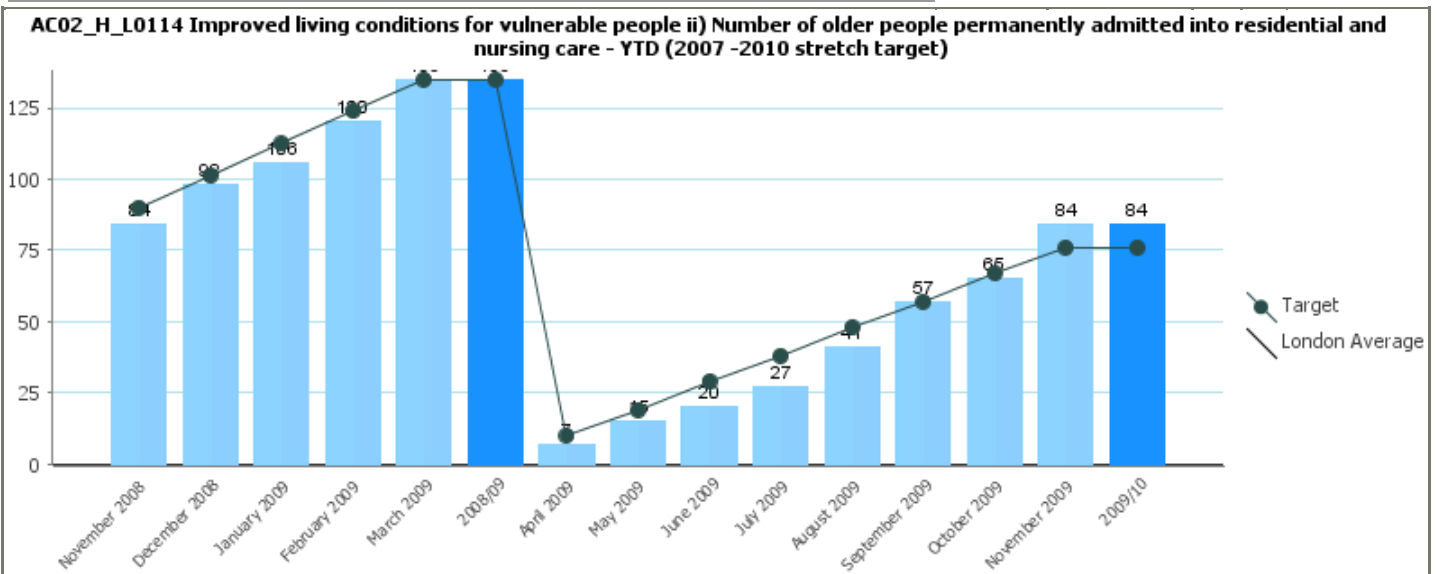
A Caring Haringey

L0114 LAA	Improved living conditions for vulnerable people ii) Number of older people permanently admitted into residential and nursing care - YTD (2007 -2010 stretch target)
-----------	--

Rationale

Number of older people permanently admitted into residential and nursing care within the year.

2008/09	135		
	Value	Target	Status
October 2009	65	67	✓
November 2009	84	76	✗
2009/10 YTD	84	76 (115 by March 2010)	✗



Comment

Admissions to residential care for older people are only undertaken as a last resort when community based options have been exhausted. Some of the initiatives underway to reduce residential/nursing admissions include :

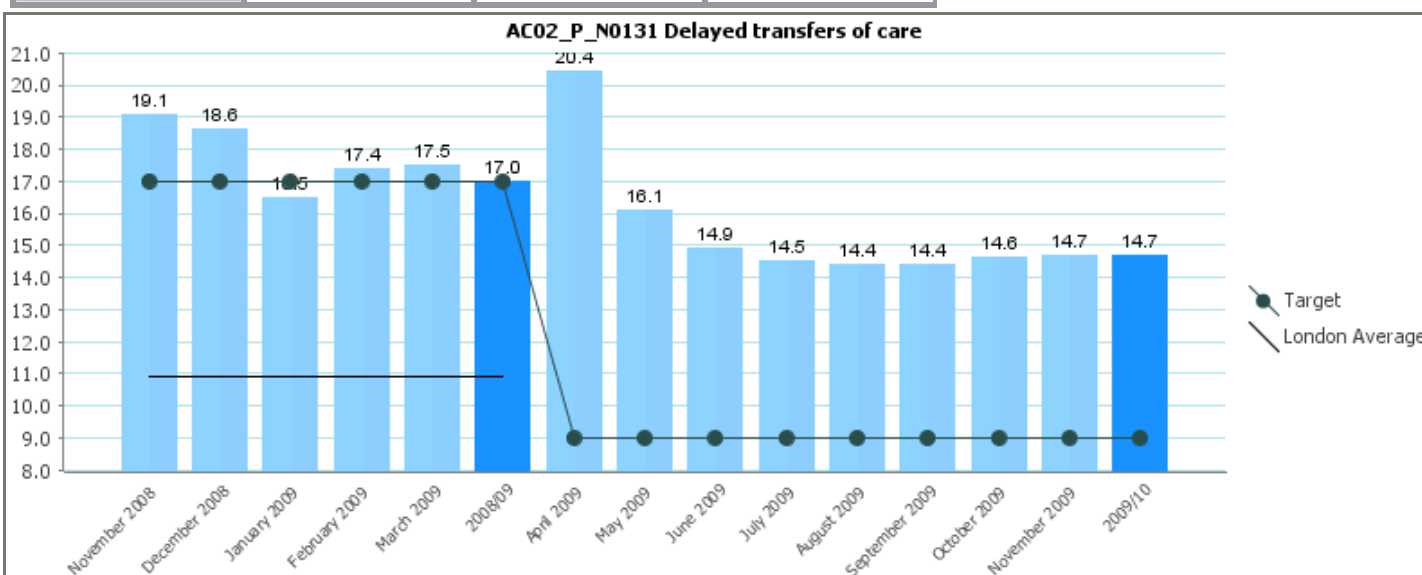
- Two Extra Care Schemes (direct alternative to Residential care) to be introduced in 2010/11 and 2011/12
- Admissions to residential continue to be scrutinised with Service Managers monthly at Performance Callover.

NATIONAL INDICATOR 131	Delayed transfers of care
-------------------------------	----------------------------------

Rationale

This indicator measures the impact of hospital services (acute and non-acute) and community-based care in facilitating timely and appropriate discharge from hospital for adults.

		London Average	
2008/09		10.9	
	Value	Target	Status
October 2009	14.6	9.0	●
November 2009	14.7	9.0	●
2009/10	14.7	9.0	●



Comment

Actions in place to improve performance include;

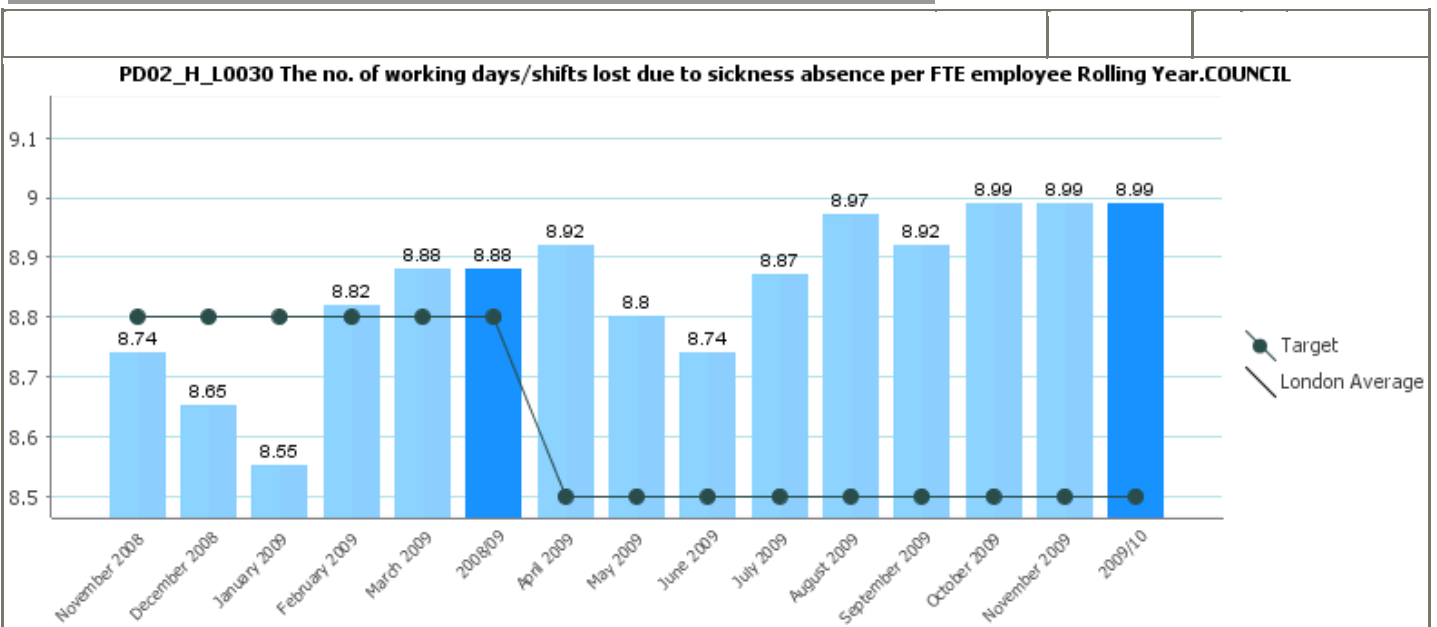
- Daily Tele conferencing between Haringey and the Health to assist in problem-solving on discharge cases;
- Procurement of joint LA/NHS step-down beds at Newstead Nursing Home with two week turnaround;
- Home care managers now assess potential new residents within 24hours of receiving notification (in/external);
- Teams now work on case mgt and commission packages to avoid hospital admission where possible;
- Integrated Care Team have been given target to reduce Acute delays by 2 per month;
- Performance team working with PCT to validate DTOC data to ensure reported performance for DTOC for both Social Services and PCT are the same or at least comparable; and
- Variation order with CQC pursued to transfer ordinary residential beds to older people dementia and mental health beds as this is where the identified need is and this will also reduce the under occupancy on in-house beds.

Although current performance of 14.7% has a RAG status of red, this is still an improvement over the same period last year when performance was 19.1%

Driving change, improving quality

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

2008/09			
	Value	Target	Status
October 2009	8.99	8.5	●
November 2009	8.99	8.5	●
2009/10	8.99	8.5	●



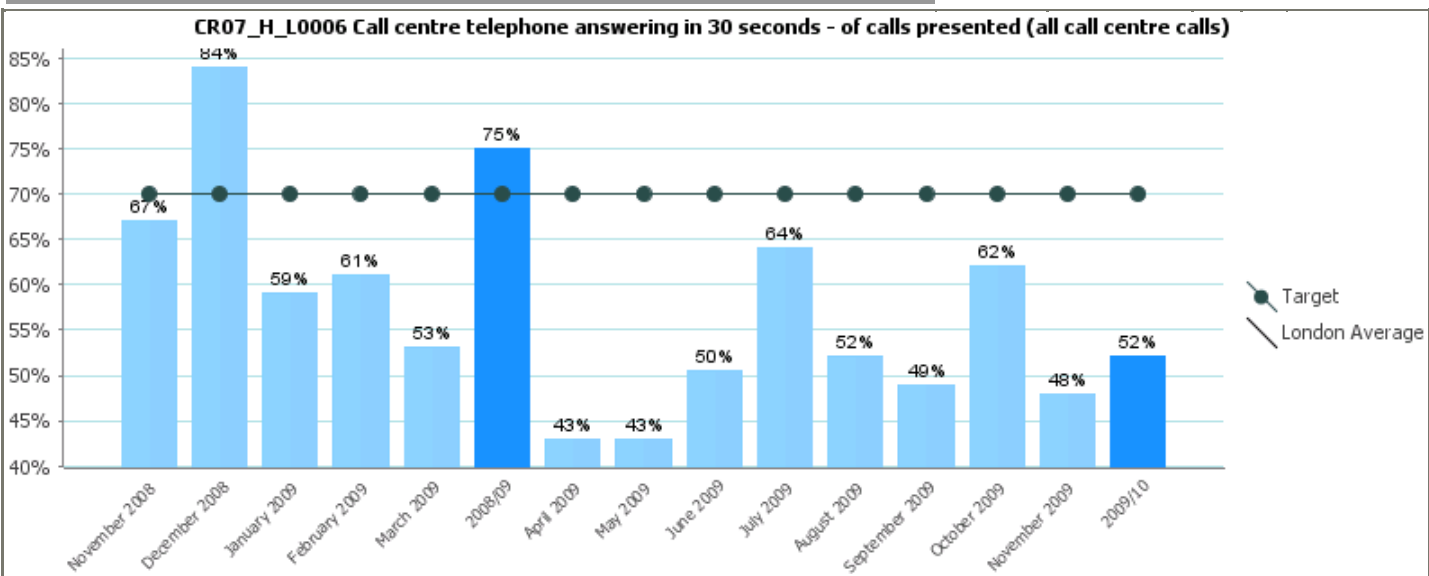
Comment

Explanation of Current performance:

The sickness rate is affected by seasonal factors and is below the 9.05 days for the same period last year. Investigation is under way into this year's flu and winter colds cases as compared to previous winters.

CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)
------------	---

2008/09			
	Value	Target	Status
October 2009	62%	70%	●
November 2009	48%	70%	●
2009/10	52%	70%	●

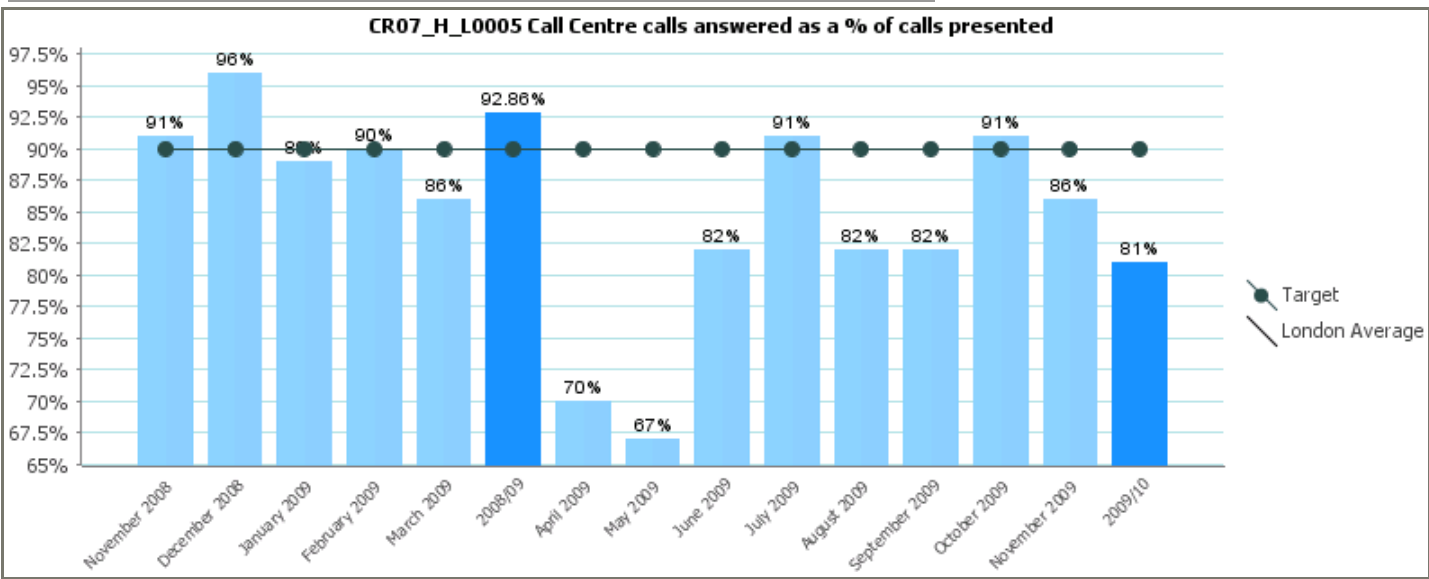


Comment

The performance for November 2009 (48%) has dropped by 14 percentage points in comparison to the previous month (62%). Two main factors affected performance: a 9% increase in the overall volume of calls compared to the same period last year and the impact of essential Housing Benefit/Council Tax Benefit systems training for all staff. The backlog within the Benefits service for processing “new claims” and “change of circumstances” continues to have a major impact on the Call Centre operation, increasing the numbers of repeat calls and overall transaction times. Customer Services management continues to direct resources to improve the speed of answering and to reduce abandonment rates, focusing on driving up productivity and increasing capacity.

CS3	Call Centre calls answered as a % of calls presented
------------	---

2008/09			
	Value	Target	Status
October 2009	91%	90%	✓
November 2009	86%	90%	⚠
2009/10	81%	90%	✗

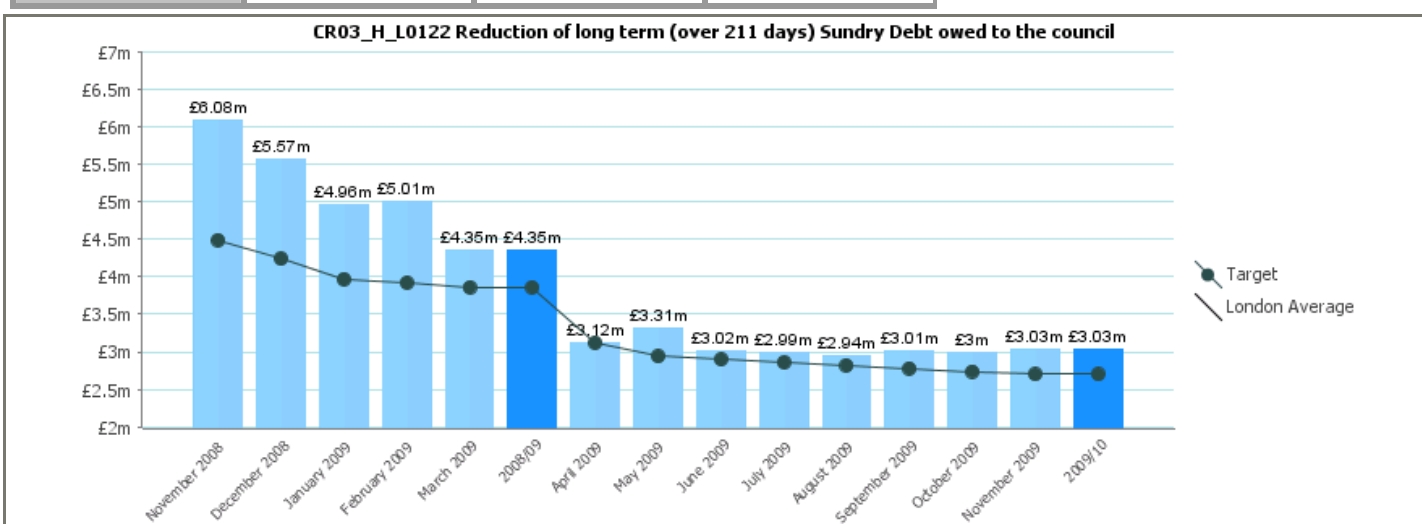


Comment

The performance in November 2009 (86%) has dropped by 5 percentage points in comparison to the previous month (91%). Two main factors affected performance: a 9% increase in the overall volume of calls compared to the same period last year and the impact of essential Housing Benefit/Council Tax Benefit systems training for all staff. The backlog within the Benefits service for processing “new claims” and “change of circumstances” continues to have a major impact on the Call Centre operation, increasing the numbers of repeat calls and overall transaction times. Customer Services management continues to direct resources to improve the speed of answering and reduce abandonment rates, focusing on driving up productivity and increasing capacity.

Fin 5b	Reduction of long term (over 211 days) Sundry Debt owed to the council
---------------	---

	Value	Target	Status
October 2009	£3m	£2.74m	●
November 2009	£3.03m	£2.7m	●
2009/10	£3.03m	£2.7m	●



Comment

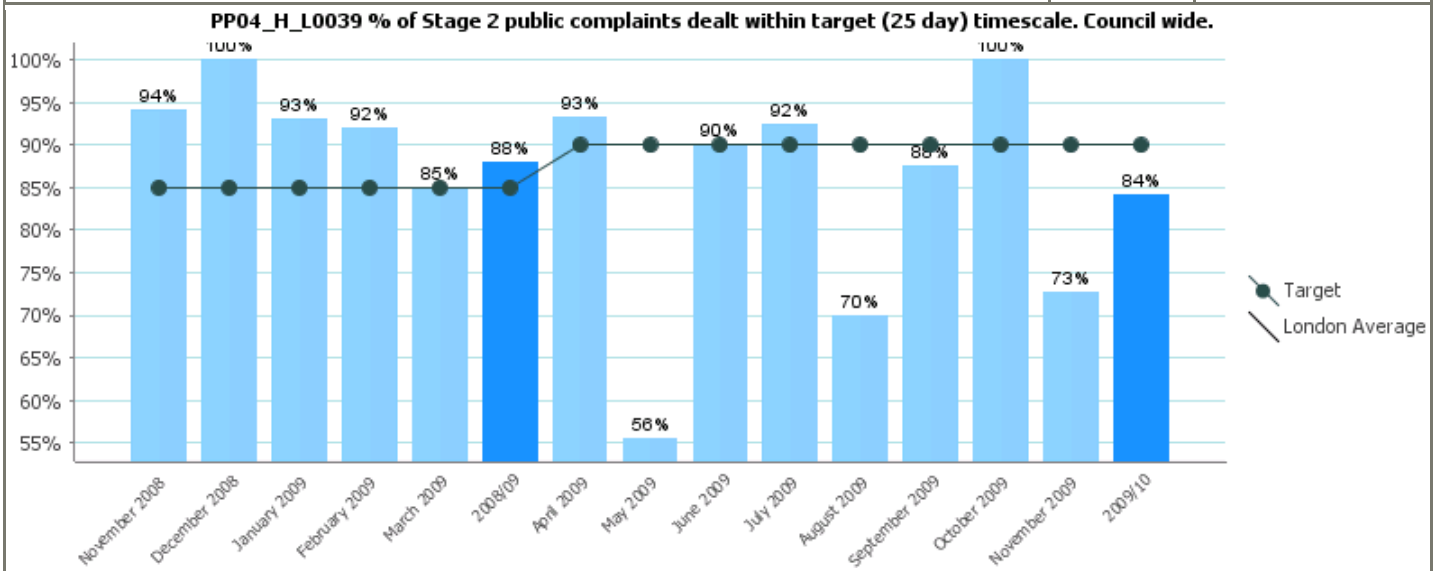
The shortfall on the Aged Debt reduction target at the end of P8 has increased by £69k, from £264k reported in Period 7 to £333k at the end of period 8. This shortfall is significantly less than that predicted at the end of period 7 when a substantial increase for ACCS was reported. P&OD and PPP&C continue to be the only directorate’s currently achieving target.

- **Adults** – at the end of Period 7, a potential increase against shortfall of £595k was identified for the end of Period 8, against which Corporate Debt Management and ACCS took proactive action on the collection of debt on Commercial accounts to mitigate the rise, not least on the PCT account where £451k of potential shortfall was paid. This action has limited the increase to £118k; however the shortfall against collection target at the end of period 8 is now £158k. To achieve target, collection on accounts such as North London Seva Care (£87k), Waltham Forest PCT (£76k) and London Care PLC (£25k) will need to be finalised.
- **Corporate Resources** position has improved significantly. At the end of Period 7 a £176k shortfall was reported, this has reduced by £79k to £97k at the end of Period 8 as a result of the CONEL account being paid in full. A further £75k reduction will be reported at the end of Period 9 as the outstanding payment from HSSL has now been resolved. Action plans are in place to address the remaining shortfall.
- **Children’s** shortfall against target has increased by £22k to £39k at the end of period 8. Approximately £50k of write-offs are being prepared and when processed will move the directorate back into Green against target.
- **Urban** – there has been a £11k increase in the shortfall against target. The single debt reported as being the reason for shortfall in Period 7 was unresolved at the end of Period 8 and is also responsible for the Period 8 increase. The relevant debt has been highlighted for resolution with the business unit.

L0039	% of Stage 2 public complaints dealt within target (25 day) timescale. Council wide.
--------------	---

	Value	Target	Status
October 2009	100%	90%	✓
November 2009	73%	90%	✗
2009/10	84%	90%	✗

Total number of Stage 2 public complaints dealt with. Council wide.	2009/10	94
Number of Stage 2 public complaints dealt within target (25 day) timescale. Council wide.	2009/10	79



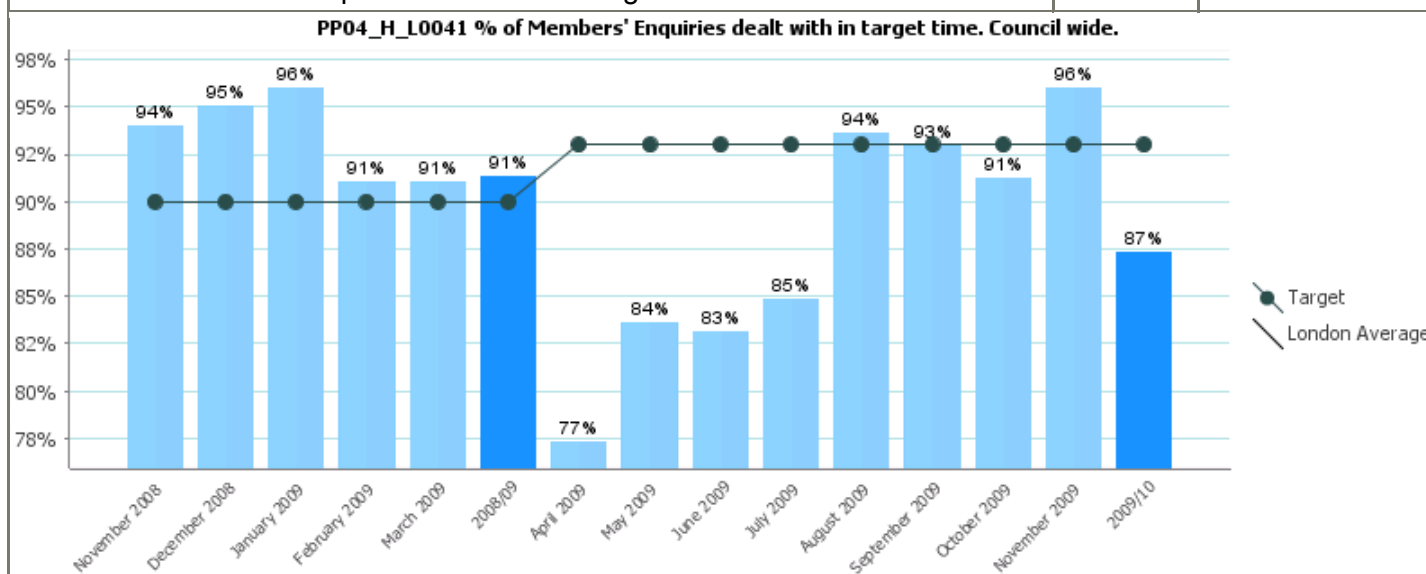
Comment

Target now unlikely to be met due to the number of cases expected in the last quarter of the year.

L0041	% of Members' Enquiries dealt with in target time. Council wide.
--------------	---

	Value	Target	Status
October 2009	91%	93%	⚠
November 2009	96%	93%	✅
2009/10	87%	93%	🛑

Total Number of Members' Enquiries dealt with. Council wide.	2009/10	2282
Number of Members' Enquiries dealt with in target time. Council wide.	2009/10	1993



Comment

Shortfall is largely due to Urban Environment (UE) with 84% year to date. UE achieved performance of 96% this month. This is in addition to dealing with a large number of MP information and service requests.

Current Activities:

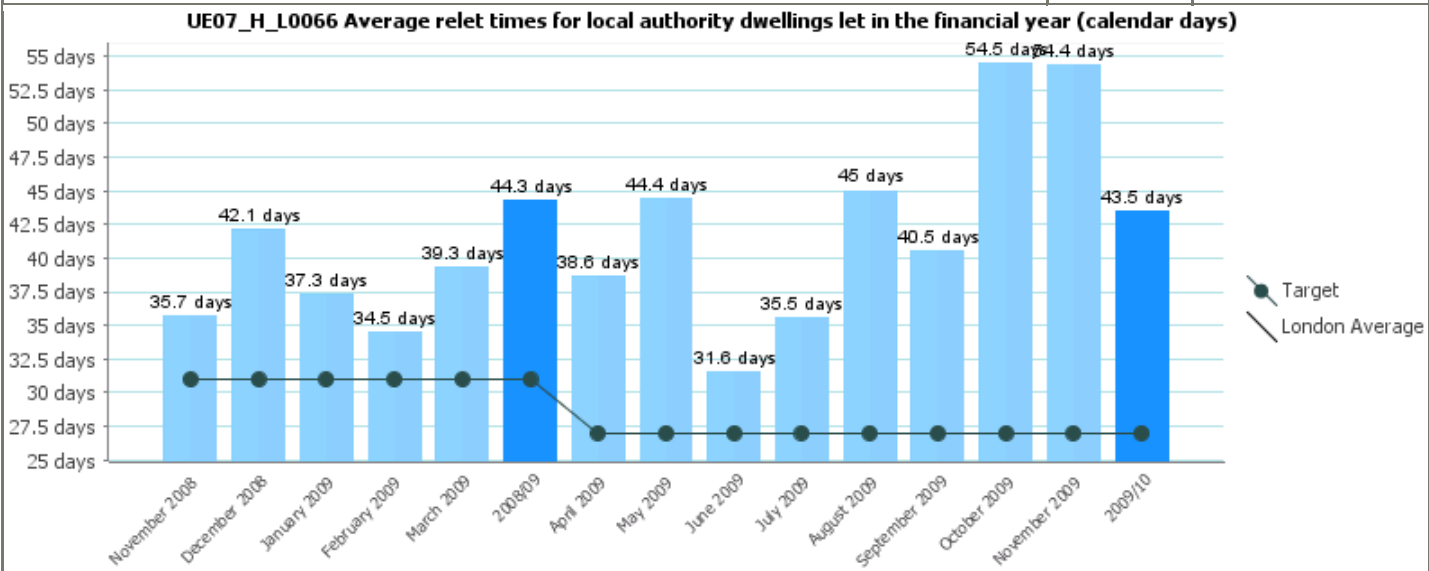
Activity is on-going in delivering the Urban Environment improvement plan, which as shown above is proving successful.

L0066 BV 212	Average relet times for local authority dwellings let in the financial year (calendar days)
---------------------	--

	Value	Target	Status
October 2009	54.5 days	27 days	●
November 2009	54.4 days	27 days	●
2009/10	43.5 days	27 days	●

Average general needs relet times for local authority dwellings let in the financial year (calendar days)	2009/10	32.3 days
---	---------	-----------

Average supported housing relet times for local authority dwellings let in the financial year (calendar days)	2009/10	90.4 days
---	---------	-----------



Comment

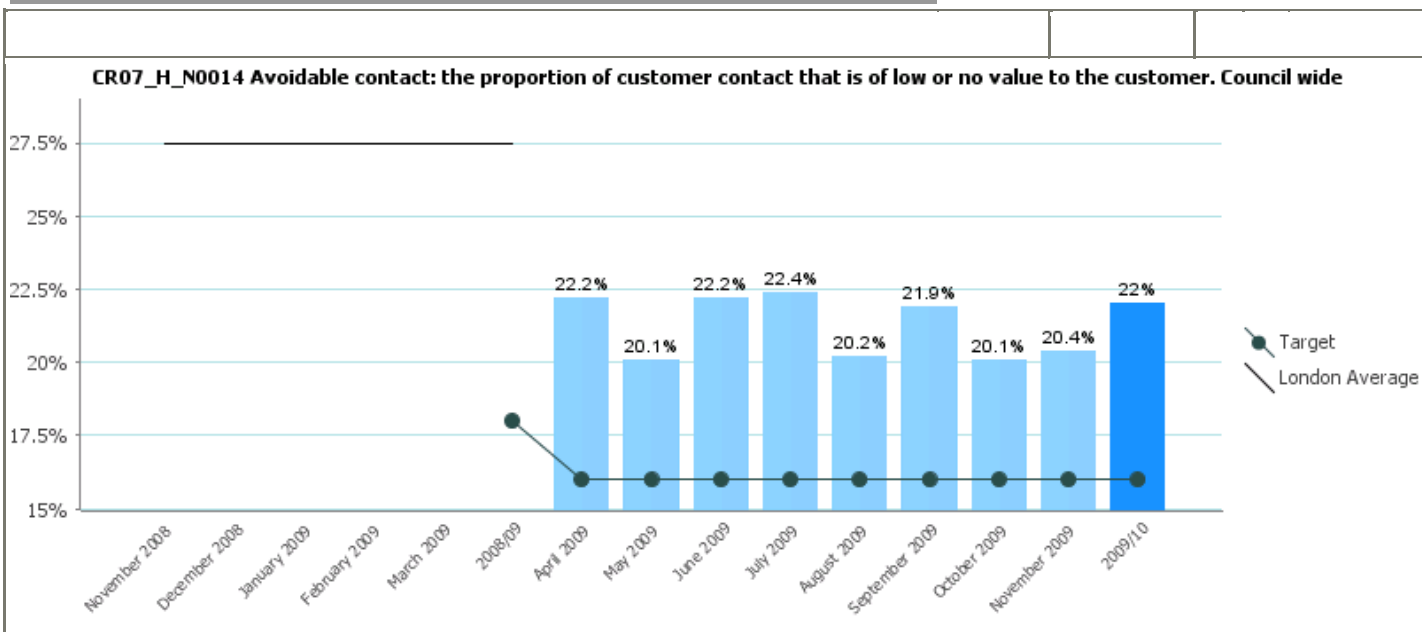
The figure provided for November is only provisional until approved by HfH's EMT Board. HfH will provide a commentary following the EMT Board meeting.

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

Rationale

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	
2008/09		27.5%	
	Value	Target	Status
October 2009	20.1%	16%	●
November 2009	20.4%	16%	●
2009/10	22%	16%	●



Comment

The avoidable contact for November 2009 (20.4) has increased slightly by 0.3 percentage points in comparison to October 2009 (20.1%). The key enquiries driving avoidable contact relate to 'penalty charge notices', 'progress chasing on Housing Benefit (HB)/Council Tax Benefit (CTB) 'new claims', HB/CTB 'change of circumstances', HB/CTB 'claim status enquiry', 'payment enquiries', 'council tax payments', council tax 'balance enquiries' and council tax 'summons'. Customer Services continue to liaise with directorates and are working to identify process improvement to reduce 'avoidable contact'.

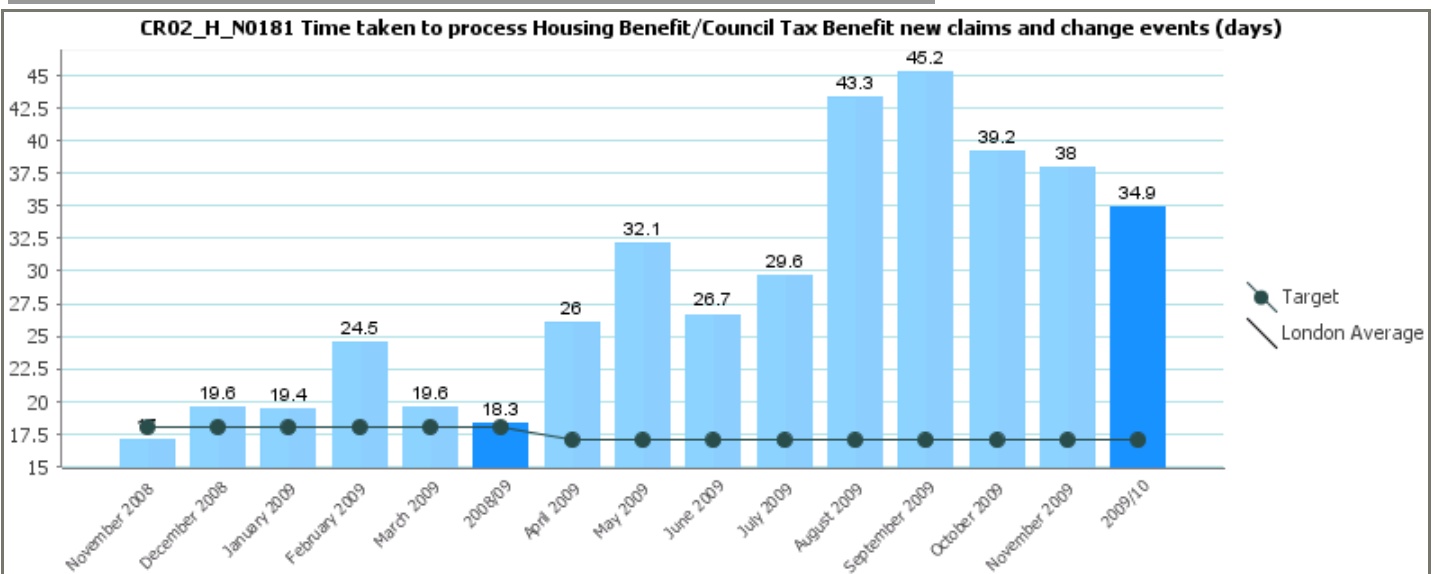
NATIONAL INDICATOR 181

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

Rationale

This indicator is designed to ensure that local authorities deal promptly with both new claims to HB and CTB and change of circumstances reported by customers receiving those benefits.

	Value	Target	Status
October 2009	39.2	17	●
November 2009	38	17	●
2009/10	34.9	17	●



Comment

The economic downturn has put a severe strain on the performance of this national indicator. Benefit claims from private tenants, which are amongst the most complex and therefore resource intensive to assess, have increased overall by 15% between 2008 and 2009. Within this overall increase however, there have been some even more significant increases in the various types of private tenants across the same period - 49% (JSA) 23% (working age), and 33% (elderly earners). These changes have had a significant impact on the workload and resources of the service. There has also been a 15% increase in all other types of incoming work which do not contribute to this national indicator, but have to be dealt with nonetheless.

To get back to a working backlog situation, all outstanding work prior to November 20th 2009 was ring fenced to a backlog team and extra resources were brought in to clear this work. The implementation of a new web based I-World computer system (V6) and the significant training programme necessary for such a large scale implementation project severely hampered our ability to clear the backlog work as quickly as originally forecasted, but is now on course and will be cleared by the end of January. Performance against this indicator is expected to improve continuously from February onwards. As an example of this, performance for December is 30 days, so a full 8 days have been taken off this NI from November to December. The service has implemented and continues to implement new streamlined procedures and working practices, including the go live of 'on line benefit claims' (e-Benefits) at the end of January, which should ensure the service is in a position to achieve continuous improvement from February 2010.

A Greener Haringey

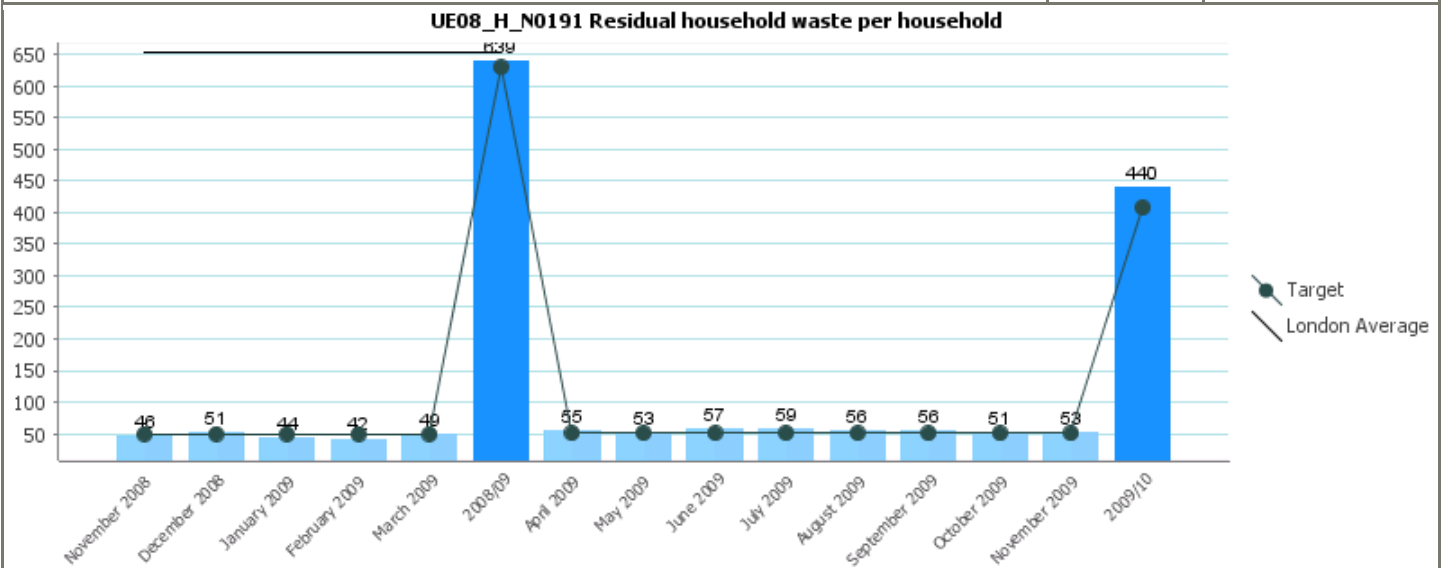
NATIONAL INDICATOR 191	Residual household waste per household
-------------------------------	---

Rationale

This indicator monitors performance in reducing the amount of waste that is sent to landfill, incineration or energy recovery.

		London Average	
2008/09		654	
	Value	Target	Status
October 2009	51	51	▲
November 2009	53	51	▲
2009/10	440	407	●

Total tonnage of household waste minus the tonnage of household waste collected	September 2008	1
---	----------------	---



Comment

Explanation of Current performance:

Performance for November, at 53.3kg, is above the target of 51kg per month required in order to achieve the annual target of 610kg per household. The YTD figure is 450kg against a profiled 408kg required in order to achieve the annual target.

As with the recycling rate, the level of residual waste has been affected by changes to the system for calculating the amount of household waste from 2008/9, summarised for NI 192 below.

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

Current Activities:

The actions being delivered to reduce residual waste are broadly the same as those set out in the recycling action plan, (highlighted under NI 192 below) focussing on increasing the amount of waste diverted for recycling and composting, and on reducing overall waste arisings. The action to establish a more accurate household waste figure could have significant effect in improving performance against this target.

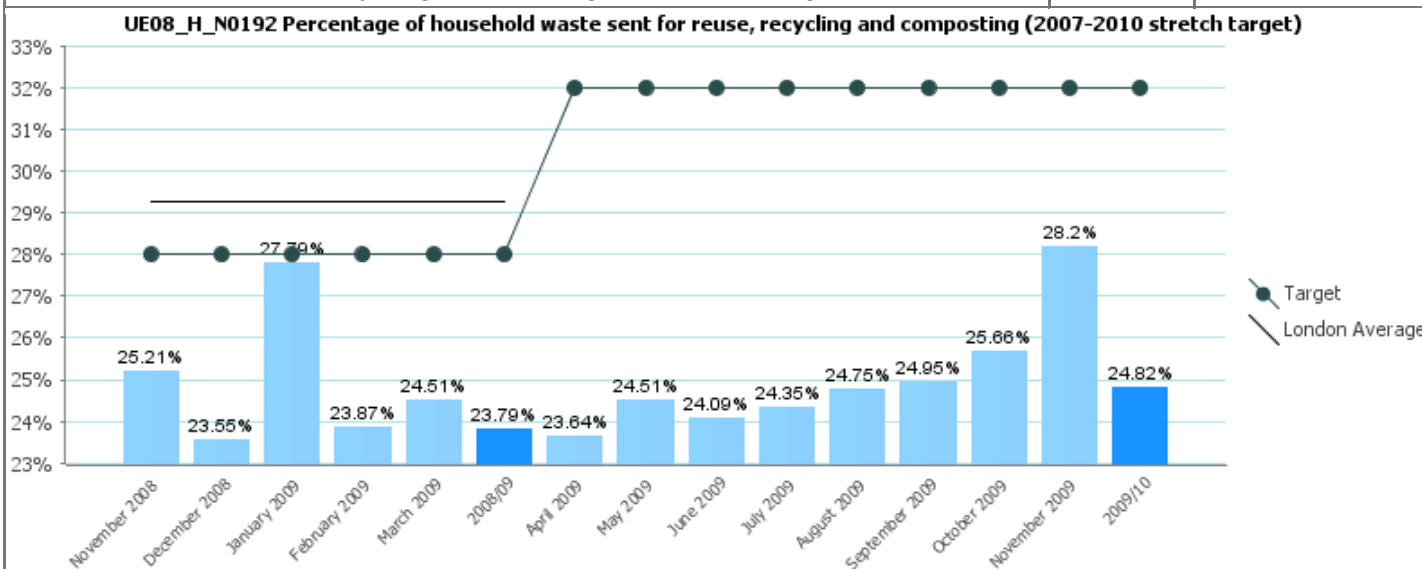
NATIONAL INDICATOR 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 stretch target)
-------------------------------	--

Rationale

This indicator measures the percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.

		London Average	
2008/09		29.28%	
	Value	Target	Status
October 2009	25.66%	32%	●
November 2009	28.2%	32%	●
2009/10	24.82%	32%	●

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



Comment

Explanation of current performance

Performance for November is 28.2%. The year to date recycling rate is below the LAA stretch target of 32% for 2009/10, at 24.82%. Performance is below target due to changes to the system for calculating the recycling rate from 2008/9. These changes are:

1. A new methodology for calculating the amount of household and non-household waste has been applied by North London Waste Authority (NLWA) from 08/9 onwards, resulting in more waste being counted as household waste than previously. We believe this system is flawed and are challenging the NLWA's methodology to establish a more accurate household waste figure.
2. A significant reduction in the recycling contribution from NLWA from 08/9.
3. The application of a higher recycling contamination rate by NLWA from 08/9.

We are in the process of trying to negotiate a revision of the LAA stretch target with GOL to reflect these changes, which could result in the threshold for receiving an element of the Performance Reward Grant.

The performance for November is markedly higher than the previous month due primarily to the collection of around 300 tonnes of leaf fall, the collection of which peaks this month. A scheme has been put in place which has improved leaf collection using compostable bags.

Note: The monthly figure is based on provisional data from NLWA and is subject to change on receipt of quarterly data.

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. Actions delivered through the plan have resulted in the year to date recycling rate increasing by over 2% on the 2008/09 rate. Additional actions within the plan are programmed for the remainder of 2009/10 and are also expected to improve performance. Key actions within the plan include the following, some of which have now been completed:

- Establishing a more accurate household waste figure, which will draw on a waste composition survey (results being finalised – Dec 09) and the revised flytipping survey (completed Oct 09; results due Jan 2010).
- Comprehensive data has been gathered on participation and waste composition and is currently being analysed. This will enable a targeted communications strategy to be produced and inform a service review to be conducted with support from Waste & Resources Action Programme (WRAP) from Jan 2010.
- Provision of recycling collection service to flats above shops (started Nov 2009) and additional private blocks (on-going –around 3000 additional households served in 2009 to date).
- 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; and weekend ‘blitz’ campaign from July-Oct 09 to engage residents, and give out containers and information to all residents in an area (up to 1500 households per day).
- Expansion of materials accepted from October 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 from Sept 09, and new policies to reduce the amount of trade waste into sites being initiated from Nov 09.
- Ongoing surveys and actions 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 and a large number of community and faith centres, including food waste collections at 12 schools to date.
- 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.
- On-the-go recycling bins in public places, recycling of street cleansing waste and additional composting of leaf fall, in place.