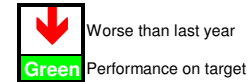
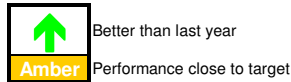
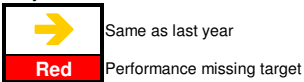


Key:



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06	
<b>Children's Services Monthly indicators</b>																	
BV 43a	<b>% 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.</b> 19 cases in Jan, 95 in April to Jan.																
	99%	100%	100%	100%	100%	100%	100%	100%	100%	no cases	100%				100%	99%	
BV 43b	<b>% 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.</b> In April to Jan, 95 cases were done on time out of 112. In Jan 19 out of 21.																
	74%	64%	86%	100%	83%	100%	83%	82%	80%	no cases	90%				85%	80%	
BV 49 A1	<b>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.</b> 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%	11.5%			Green	Green	11.5%	13%
BV 161 A4	<b>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</b> 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%	67%			Green	Green	67%	65%
BV 162 C20	<b>Reviews of child protection cases: The % of child protection cases which should have been reviewed during the year that were reviewed</b> CPA Key Threshold Only 1 child's review did not take place in timescale this year.																
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%			Amber	Amber	100%	100%
BV 163 C23	<b>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.</b> 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	2 adoptions			Green	Red	13 adoptions 3.9%	20 adoptions or 6%
L60	<b>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</b> 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%	92.6%			Amber	Amber	91%	95%
Local	<b>Children's act complaints - Stage 1 responded to in 14 days</b>																
	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	50% 2 out of 4			Green	Green	64% 16 out of 25	50%
Local	<b>Children's act complaints - Stage 2 responded to in 28 days</b> 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%	None	None	None	None	None	20% 1 out of 5			Red	Red	0% 0 out of 7	20%
<b>Environment Monthly indicators</b>																	



Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06
BV 109a	<b>% of major planning applications determined within 13 weeks (Gov't target 60%)</b>															
	<i>CPA Key Threshold</i> 1 out of 2 in Jan. 34 out of 39 in Apr-Jan.													Red	Green	
	78%	100%	100%	100%	100%	none determined	86%	83%	100%	71%	50%				87%	77%
BV 109b	<b>% of minor applications determined in 8 weeks (Gov't target 65%)</b>															
	<i>CPA Key Threshold</i> 34 applications on time in Jan (out of 41). In April to Jan 395 out of 485.													Green	Green	
	79%	86%	77%	82%	81%	86%	76%	84%	83%	80%	83%				81%	78%
BV 109c	<b>% of other applications determined in 8 weeks (Gov't target 80%)</b>															
	<i>CPA Key Threshold</i> In Jan, 87 applications done on time out of 96. In Apr to Jan 1037 out of 1130													Green	Green	
	86%	92%	91%	89%	93%	89%	93%	93%	93%	95%	91%				92%	86%
BV 204	<b>% planning application appeals allowed against the authority's decision to refuse.</b>															
	<i>New for 2004/05</i> Appeals continue to cause the council concern. 6 cases allowed in Jan out of 13 appeals, 32 out of 97 in Apr-Jun.														Green	
	38%	33%	21%	9%	20%	42%	33%	44%	42%	no cases	46%				33%	35%
BV 215a	<b>Average days to repair street lighting faults (except faults relating to power supply - see below)</b>															
	<i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> This result is very good and shows that the investment is helping to reduce and keep the number of faults low.													Green	Green	
	tbc	1.86	1.95	1.54	1.09	1.54	1.36	3.02	2.29	2.19	2.09				1.87	3.50
BV 215b	<b>Average days to repair street lighting power supply related faults (these are handled by our District Network Operator - currently EDF)</b>															
	<i>New starting in 2005/06. Our District Network Operator (electricity supplier) is EDF</i> EDF has taken over 23 days in Jan, and over 22 days on average so far this year. This is particularly disappointing as EDF have set a ten day target within their customer charter. The council has sent a letter to EDF highlighting the seriousness of their failure to meet this target.													Red	Red	
	tbc	10.50	3.00	20.33	38.30	18.31	29.69	17.80	27.33	17.26	23.34				22.28	10
BV 218a	<b>% of reports of abandoned vehicles investigated within 24 hrs of notification</b>															
	<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)	95.8% (159 out of 166)				96.1% (2933 out of 3053)	85%
BV 218b	<b>% of abandoned vehicles removed within 24 hrs (from when the LA is legally entitled to remove them)</b>															
	<i>New starting in 2005/06</i> January performance is excellent and this is expected to continue.													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)	94.5% (52 out of 55)				92.4% (941 out of 1,018)	85%
BV 82ai +bi	<b>% of household waste which has been recycled or composted</b>															
	<i>CPA Key Threshold</i> Good performance, continuously exceeding the target. January showed an increase in recycled tonnage from the Reuse & Recycling Centres, and also a rise in dry recyclables collected on the commingled rounds. This good performance was achieved despite green waste being at a seasonal low. It is expected that the YTD actual would be well above the target, and we are on course to reach a performance of 20% for the year as a whole.													Green	Green	
	14%	18.1%	18.6%	19.95%	19.2%	19.3%	20.5%	21.03%	20.2%	20.5%	20%				19.7%	18%
BV 84a	<b>Kg of household waste collected per head (seasonally adjusted annual equivalent)</b>															
	<i>Amber is awarded if performance is top quartile (London 2004/05). CPA upper threshold is 355</i> Performance is improving. It is anticipated that the new home composting waste minimisation scheme will have limited effect this quarter, with the full effect being realised next year. The current level of performance is still London top quartile (2004/05).													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)	359.8 (actual 29.3)				365.6 (actual 308.1)	345

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06	
BV 99a	<b>Number of casualties - All killed or seriously injured (KSI). Seasonally adjusted annual equivalent.</b>																
	<p>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)</p> <p>Provisional figures indicate that the casualties did not exceed the annual target for 2005. September's is the latest data received from TfL. The data should be used with caution.</p>													↑			
	2004	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			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)	Sep: 38 (actual: 3)	not yet available				Jan to Sep: 81 (actual: 61)	138 (CPA Ir threshold)	
Was BV 88	<b>Number waste collections missed per 100,000 household waste collections (from Accord)</b>																
	<p><i>LPSA Indicator</i></p> <p>The number of household waste collections recorded in January shows continued improved performance. The council is now well placed to meet the overall target by the end of the year.</p>													↑			
	190	149	150	149	148	128	116	119.8	120.5	117.6	120			Green	Amber	131.5	130
L	<b>Incidents of dumped rubbish reported to the Accord Call Centre (seasonally adjusted annual equivalent).</b>																
	<p><i>LPSA Indicator</i></p> <p>The number of dumps reported to the Call Centre by residents and members increased in January compared to the December figure. December (unadjusted) has 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.</p>													↑			
	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)	5,960 (actual: 431)			Green	Green	5,037 (actual: 4,380)	8,246
L 790	<b>Zone 1 Streets of an acceptable standard of cleanliness (Accord)</b>																
	<p>January was the best month of the year so far. This consistent level of high performance is keeping main roads clean.</p>													↑			
	97.7%	98.3%	98.5%	99.2%	98.8%	99%	98.2%	98.9%	98.2%	98.8%	99.0%			Green	Green	98.7%	95%
L	<b>Sports &amp; Leisure usage (seasonally adjusted annual equivalent)</b>																
	<p>Figures seasonally adjusted to a profile supplied by Recreation, and revised wef the October report.</p> <p>Performance remains above revised target for fourth month running, and 4.4% up in January. The service is now well placed to meet and maybe exceed the annual target when the new facilities at Park Road come on stream in March.</p>													↓			
	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)	922,968 (actual: 70,037)			Green	Amber	879,081 (actual: 748,289)	883,908
	<b>Parks cleanliness Index</b>																
	<p>Cleanliness Index cumulative score is now (Jan) 80.46. We continue to improve, with 10 sites having little/no litter. Only three parks scored below 70 (Coldfall Wood, Hartington Park and Markfield Rec) compared to twelve last year February.</p>													↑			
	79.20	73.2	76.9	81.11	79.46	79.81	83.52	82.30	83.6	83.3	84.69			Green	Green	80.46	80
<b>Housing Monthly indicators</b>																	
Ex. BV 185	<b>The % of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment.</b>																
	<p>Since October 2005, performance based on new Optitime IT system instead of customer care card returns which were unreliable. However, performance is being under reported because of issues to still be resolved with new system, including cards left and follow on appointments where initial appointment kept but shows as failure. TASK go live on 28/2/06 will support more accurate reporting to year end.</p>													↓			
	99%	96.36%	95.9%	98%	96%	96%	97%	90%	90.5%	91%	93%			Red	Red	91%	99%
BV 183a	<b>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)</b>																
	<p><i>CPA indicator</i></p>													↑			
	19.1 (old definition)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			Green	Green	0.00	4
BV 183b	<b>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.</b>																
	<p>Major review and options appraisal due of hostel usage, with regard to improved performance for 06/07.</p>													↑			
	79.34	69.64	25	41.33	74.55	56.33	153.00	57.86	140.33	69.78	71.33			Red	Red	67.95	40.00
BV 212 LHO 4	<b>Average relet times for local authority dwellings let in the financial year (calendar days)</b>																
	<p><i>Reintroduced for 05/06 - Ex. BV 68</i></p> <p>Further improvement can be seen in January's performance. New method of reporting will commence shortly to accommodate BVPI guidance around use of VUNs (Voids Unavailable for Letting) where major works have been completed.</p>													↓			
	29.6	32.78	30.83	34.29	33.73	27.53	31.03	25.89	36.34	26.04	23.75			Green	Red	31.56	29 LPSA 25

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06
BV 66a	<b>Local authority rent collection and arrears: proportion of rent collected</b>															
	97.6%	91.84%	96.11%	96.65%	96.95%	97.05%	96.71%	96.73%	97%	96.6%	97%				<b>Amber</b>	
															96.77%	97.8%
BV 66b	<b>Percentage of tenants with more than seven weeks rent arrears</b>															
	<i>New from 2005/06</i>														<b>Red</b>	<b>Red</b>
	9%	N/A	N/A	11.8%	12.2%	11.89%	13.02%	13%	13.6%	13.9%	14.2%				14.2%	8%
was BV 67	<b>Decisions on homelessness applications made in 33 days</b>															
	January saw a backlog of cases resolved, caused by the initial stages of implementing the new Prevention & Options Service, alongside the construction of a more robust monitoring system for caseload management. High quality decision making on cases will continue alongside improved performance for this indicator in the following months.														<b>Red</b>	<b>Red</b>
	81.10%	100%	97.04%	97.83%	94.16%	96.67%	98.9%	95.0%	78.53%	80.36%	59.9%				89.19%	92%
LHO 6 (BV 73)	<b>The average time taken to complete non-urgent responsive repairs (calendar days)</b>															
	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.														<b>Red</b>	<b>Red</b>
	21	-	-	19.96 (Q1)	-	16.60	17.86 (Q2: 17.80)	14.89	13.67	14.18	15.13				17.33	10
LHO 5	<b>The % of urgent repairs completed within Government time limits.</b>															
	The only exclusions in this PI are heating breakdowns attended by our gas contractors.														<b>Green</b>	<b>Green</b>
	97%	100%	99.7%	98%	98.8%	98%	96.4%	97%	98.3%	98%	99%				98.6%	97%
<b>Social Services Monthly indicators</b>																
BV 54 C32	<b>Older people helped to live at home per 1000 population aged 65 or over</b>															
	We have made very good progress and are in the top banding for this indicator. We have already exceeded the target set for this year.														<b>Green</b>	
	121	122	121	116	120	122	131	115	145	116	164.81				165	127
55 D40	<b>Adult and older clients receiving a review as a percentage of those receiving a service</b>															
	<i>This is a joint (older people and adults) indicator.</i>															<b>Red</b>
	We are concerned about the drop in performance in this area and are currently carrying out investigations to understand why this has happened and to identify what action we need to tackle this problem.															<b>Red</b>
	61%	53%	61%	62%	62%	58%	64%	66%	72%	42%	49%				49%	75%
BV 56 D54	<b>% of items of items of equipment &amp; adaptations delivered within 7 working days</b>															
	<i>CPA Key Threshold</i>														<b>Green</b>	<b>Green</b>
	The dedicated work and clear focus from staff involved in providing this service has resulted in this indicator having achieved the most significant improvement out of the social care indicators - performance was average it is now in the top banding.														<b>Green</b>	<b>Green</b>
	70%	72%	87%	70%	73%	91%	93%	90%	86%	91%	97.1%				85%	80%
BV 58 D39	<b>% of people receiving a statement of their needs and how they will be met.</b>															
	<i>Joint Indicator for Adults &amp; Older People - Deleted as BVPI from 05/06</i>															<b>Red</b>
	An audit and improvement project is in progress for this indicator. Early indications tell us that end of year performance will show an improvement on the current position.															<b>Red</b>
	89%	87%	88%	95%	95%	95%	95%	95%	95%	95%	64%				64%	95%
BV 195 D55	<b>Acceptable waiting time for assessment - average of (i) % where time from first contact to beginning of assessment is less than 48 hours &amp; (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks</b>															
	<i>CPA Key Threshold. This PI is based on acceptable waiting times for assessment for new older clients (65+).</i>															<b>Red</b>
	This is an important area of performance within Social Care and the drop in performance over the last few months has concerned us. We are currently investigating why this is and taking steps to identify how we can reestablish the good progress we had been making.															<b>Red</b>
	62.5%	62%	62%	62%	62%	63%	65%	66%	70%	64%	59.7%				60%	70%
BV 196 D56	<b>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</b>															
	<i>CPA Key Threshold. This PI is based on acceptable waiting times for care packages for new older clients (65+).</i>															<b>Red</b>
	We have recently audited and validated the data in relation to this particular indicator - we do know that our actual performance is substantially better than the position in January - however we are unlikely to achieve the target set.															<b>Red</b>
	89.9%	89%	88%	88%	88%	89%	84%	88%	88%	88%	50%				50%	91%
Paf C26	<b>Supported admissions to residential/nursing care per 10,000 population over age 65 [annual equivalent]</b>															<b>Red</b>
	<i>CPA Key Threshold (using 2003 mid year estimate population of 21,100)</i>															<b>Red</b>
	We have during this year been informed that there is a change in the information that we measure for this indicator. The result has been that we have moved from being on target for the original definition to currently showing poor performance. January's performance is based on 131 admissions since April scaled up to the end of the financial year. Without any comparative or historical data it is difficult to know if the change in performance is good or not. Next year this indicator will be replaced with C72 and more amendments.															<b>Red</b>
	56.10	97.10	74.30	64.80	61.40	58.30	54.30	53.10	51.43	50.16	74.90				74.90	50.5

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06
Paf C62	<b>The number of carers for Adults &amp; Older People receiving a carer's break or specific carer's service as a proportion of all Adult clients receiving a community based service</b>															
	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. Current performance of 14% puts Haringey within the top banding.													<b>Red</b>		
	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%	14%					14%
LPSA 8	<b>Percentage of all identified carers of older people aged 65+ receiving an assessment</b> <i>LPSA 8 (=PAF D43 2002/03 defn)</i>															
	Based on 248 Assessments of Older People from 363 known carers. Currently performance is below the stretch target set for this indicator. We have carried out a recent audit on performance in this area and realised that we had not been counting all of our identified carers. As a consequence we know that performance is better than reported here however we will be very slightly below the target set.													<b>Red</b>		
	N/A	82%	82%	82%	82%	82%	84%	83%	83%	68%	68%				68%	90%
PAF D43	<b>Number of new clients (adults and older people) where time from first contact to first service is more than 6 weeks</b>															
	There have been a number of problems around interpretation of the data for this indicator. Basically this indicator no longer exists and has been replaced with another indicator measuring the information as a consequence changed. We have therefore had a period of time setting up protocols to enable us to collect the correct information for this indicator. We now believe we have managed to interpret the data in the same way as the old report. This work is reflected in December's figures. Owing to the way the new report works it will not be possible to calculate an accurate figure for January until March - these reports are produced on a six weekly time frame to fit in with the key measure as this is a time limited activity.													<b>Red</b>		
	301	280	284	272	366	460	497	661	762	225	tbc				225	125
BV 201 C51	<b>Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)</b> <i>CPA Key Threshold</i>															
	Performance continues to improve month on month and the likelihood is that the target will be met. The month's target of 114 for Jan 06 has been exceeded.													<b>Green</b>		
	86	84.66	86	95	102	109	107	117	118	117	119				119	120 by Mar
Local	<b>NHS &amp; Community Care Act Complaints - Stage 1 responded to within 14 days</b>															
	Current year to date performance shows that we have improved on last years performance and that we are very close to achieving the target set this year.													<b>Red</b>	<b>Amber</b>	
	62%	50%	100%	86%	50%	75%	80%	90%	50%	25%	50%				68%	70%
Local	<b>NHS &amp; Community Care Act Complaints - Stage 2 responded to within 28 days</b>															
	Where N/A has been entered we did not have any cases going to stage 2. In relation to the 0% this translated to one individual whose case exceeded the 28 days but under the act, subject to agreement between the complainant and the investigating officer the response date can be extended to 90 days - this has applied to all individuals exceeding 28 days stage 2 complaints.													<b>Red</b>		
	0%	N/A	N/A	N/A	N/A	0%	N/A	N/A	0%	0%	N/A				0%	30%
<b>Finance Monthly indicators</b>																
BV 8	<b>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</b> <i>CPA Key Threshold</i>															
	The sharp downturn in the borough's performance for January is directly related to the implementation of SRM. Many invoices were delayed while procurers attempted to 'place their orders' and encountered difficulties adjusting to the new system. Many invoices were delayed as procurers encountered difficulties in adjusting to the new system for goods receipting.													<b>Red</b>	<b>Amber</b>	
	85%	90.3%	88.4%	89.5%	90.4%	89.1%	88.7%	90.7%	90%	89.4%	83.0%				89.0%	90.0%
BV 9	<b>The percentage of council taxes due for the financial year which were received in year by the authority.</b> <i>CPA Key Threshold</i>															
	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.													<b>Amber</b>	<b>Amber</b>	
	93%	92.8%	93.9%	93.2%	93.2%	93.4%	93.3%	93.3%	93.3%	91.5%	93.0%				92.9%	93.5%
BV 10	<b>The percentage of non-domestic rates due for the financial year which were received in year by the authority.</b> <i>CPA Key Threshold</i>															
	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. The performance in January has placed this indicator back into a favourable position. The collection rate will continue to be closely monitored to ensure that the annual target is achieved.													<b>Green</b>	<b>Green</b>	
	98.6%	98.6%	98.9%	99.1%	98.8%	98.8%	99.3%	99.1%	99.1%	97.0%	104%				99.0%	99%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06
PM1	<b>Performance Indicator for average speed of processing new claims (Standard 36 days)</b> <i>Measured in days</i>														↑	
	The performance had remained above target and was in line with an excellent score in the benefit performance standards. However the performance drop in December and January is a direct result of the system downtime caused by the Hemel fire. Plans are in place to clear the backlogs created and to ensure the annual target is reached.													Red	Green	
	48	47	44	44	44	40	40	36	36	42	45				41	42
PM5	<b>Performance Indicator for average speed of processing change of circumstances (Standard of 9 days – subject to review)</b> <i>Measured in days</i>														↓	
	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	41				38	18
<b>Chief Executive's Monthly indicators</b>																
BV 12 CPA	<b>Working days lost due to sickness per FTE employee</b> <i>FTE = full time equivalent</i>														↑	
	The YTD progress includes late reporting of sickness inevitably missing from monthly figures													Red	Red	
	0.64 Annual Equivalent	0.72 Annual Equivalent	0.75 Annual Equivalent	0.75 Annual Equivalent	0.61 Annual Equivalent	0.68 Annual Equivalent	0.76 Annual Equivalent	0.79 Annual Equivalent	0.82 Annual Equivalent	0.77 Annual Equivalent					8.67 Annual Equivalent	8.8
	9.53	7.7	8.6	9.0	9.0	7.3	8.2	9.1	9.5	10.5	9.3				10.4	
BV 117	<b>The number of physical visits per 1,000 population to public libraries</b> <i>Deleted as BVPI from 05/06</i>														↑	
														Green	Green	
	871 Annual Equivalent	829 Annual Equivalent	813 Annual Equivalent	814 Annual Equivalent	767 Annual Equivalent	821 Annual Equivalent	903 Annual Equivalent	825 Annual Equivalent	699 Annual Equivalent	810 Annual Equivalent					8,151 Annual Equivalent	9,000
	9,032	10,448	9,944	9,754	9,765	9,205	9,850	10,836	9,898	8,394	9,720				9,781	
Local	<b>Members Enquiries, percentage responded to within 10 working days</b>														↑	
														Amber	Red	
	71%	82%	82%	84%	83%	89%	85%	87%	82%	84%	88%				85%	90%
Local	<b>Local Resolution complaints (stage 1) responded to within 15 working days</b>														↑	
	Action is being taken to address poor performance in Housing and Finance. 1,182 responded to on time since April.													Amber	Amber	
	75%	79%	80%	81%	81%	83%	76%	82%	80%	69%	79%				79%	80%
Local	<b>Service investigation complaints (stage 2) responded to within 25 working days</b>														↓	
	124 completed on time so far this year													Red	Red	
	76%	75%	47%	92%	78%	76%	65%	87%	72%	82%	70%				74%	80%
LCE1	<b>Independent review (stage 3) public complaints responded to within 25 working days</b>														↑	
	The three stage 3's completed in January included the first late response of the year. 27 out of 28 in year to date.													Amber	Green	
	86%	100%	100%	100%	N/A	100%	100%	100%	100%	100%	67%				96%	90%
	<b>Freedom of information act replies within 20 day time scale</b>														↑	
	Increased effort by Customer Services to chase outstanding requests has resulted in improved performance in January 2006 and onwards.													Red	Red	
	N/A	60%	68%	72%	65%	53%	73%	74%	70%	49%	72%				66%	90%
L	<b>Waiting times - % personal callers to Customer Service Centres seen in 15 minutes</b>														↓	
	High level of staff sickness absence was experienced in January and customer contact increased for Council Tax/Benefit enquiries at the centres. This increased demand was because of delayed debt recovery action, as a result of the Hemel Hempsted fire, causing much higher levels of demand than expected. Additional hours are being applied and it is hoped that the position can be recovered.													Red	Red	
	77%	74%	56%	67%	67%	75%	68%	67%	62%	80%	47%				66%	70%
	<b>Switchboard- Telephone answering in 15 seconds</b>														↑	
	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%				98%	90%
L	<b>Council Wide Position- Telephone Calls answered within 15 seconds as a % of total calls</b> <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%	80%				80%	75%
	<b>Call Centre Totals</b>														↑	
	<b>Calls answered in 15 Secs as % of calls presented</b>														↑	
Calls answered in the call centre were almost 38,000, more than 10% higher than the previous highest month this year. In addition, service levels are still being affected by IT instability. It is unlikely that the target will be achieved even though additional hours are now being applied.													Red	Red		
	43.0%	84.0%	61.9%	67.8%	66.6%	67.6%	78.3%	64.9%	51.2%	62.9%	40.5%				64%	70%

Ref.	04/05	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Monthly Progress	YTD Progress	Target 05/06	
<b>Calls answered as percentage of all calls presented</b>																	
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%	83.9%					92.3%	85%	
<b>Average queuing time</b>																	
<i>Min:Sec</i>																	
Year to date is still well within target and has improved over November.															Red	Green	
01:02	00:13	00:37	00:29	00:35	00:24	00:16	00:26	00:51	00:35	01:15					00:35	40 Secs	

Monthly Perf. Req. to
Maintain Performance
Maintain Performance
Maintain Performance
Maintain Performance
100%
2.5 per month
Unlikely to hit target
Maintain Performance
Unlikely to hit target



Monthly Perf. Req. to
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Maintain Performan ce
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Maintain Performan ce
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Maintain Performan ce
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Maintain Performan ce
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Maintain Performan ce
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Unlikely to hit target
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Maintain Performan ce
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Maintain Performan ce
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Maintain Performan ce
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245
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Monthly Perf. Req. to
Maintain Performan ce
122
Maintain Performan ce
Maintain Performan ce
908,043
Maintain Performan ce
Unlikely to hit target
Maintain Performan ce
Unlikely to hit target
16.20

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

Monthly Perf. Req. to
81%
Unlikely to hit target
Unlikely to hit target
Maintain Performance
80.38%
Unlikely to hit target
95.10%
96.30%
Maintain Performance

Monthly Perf. Req. to
Maintain Performan ce
Unlikely to hit target
Annual Equivalent
0.80
Maintain Performan ce
Unlikely to hit target
85.00%
Unlikely to hit target
Maintain Performan ce
Unlikely to hit target
90.00%
Maintain Performan ce
Maintain Performan ce
Unlikely to hit target

<b>Monthly Perf. Req. to</b>
Maintain Performan ce
Maintain Performan ce