



Haringey Council

6

Agenda item:

Cabinet

15th June 2010

Report Title. End of Year Performance Report: 2009/10

Report of The Chief Executive

Signed: *J. Power* ap Chief Executive 2/6/10

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Wards(s) affected: All

Report for: Information

1. Purpose of the report

- 1.1. To report on an exception basis performance for the year 2009/10.
- 1.2. To review 2009/10 performance outcomes and achievements under the Sustainable Community Strategy priorities including the Local Area Agreement.

2. Introduction by Cabinet Member for Performance Management (Cllr Claire Kober)

- 2.1. I am pleased to introduce this end of year performance report and to note the progress that has been made in many target areas. I was particularly pleased to see the improvements that have been made around cleanliness and reductions in the amount of litter, detritus, graffiti and flyposting. This should go a long way in helping to make Haringey a cleaner and greener place to live.

2.2. I was impressed that 85% of Haringey's schools achieved healthy schools status as well as the reduction in the number of 16-18 year olds Not in Education, Training or Employment. We are committed to giving our young people the best start in life and the achievements in these areas are proof of our commitment to them.

2.3. Of course there is still much to work on in the coming year in particular in Children's Services. Last year we did not reach the target of carrying out 53% of initial assessments within seven days, something which we are determined to change but the positive findings of the recent Ofsted inspection show that the service is making progress.

3. State links with Council Plan Priorities and actions and /or other Strategies:

3.1. This report sets out performance against a number of indicators that measure progress against the Council priorities and the Local Area Agreement targets.

3.2. As this is the year end report it provides an update on outcomes and improvements being delivered by both the Haringey Strategic Partnership and the Council.

4. Recommendations

4.1. To note the report and the progress being made against Council and Community Strategy priorities.

5. Reason for recommendations

5.1. This is the Council's end of year report confirming performance outturns for 2009/10.

6. Summary (Performance)

6.1. Overall performance on the monthly basket of indicators shows that of the 74 indicators, 73% have achieved or were close to achieving target and 27% did not achieve target. Appendix 1 details performance against the basket of indicators monitored in 2009/10 and shows direction of travel as well as whether targets were achieved. This shows that for 59% of indicators performance has improved from levels achieved in 2008/09.

6.2. Good progress has been made in a number of key priority areas:

- Street cleanliness
- Reducing road casualties
- Educational attainment
- Young people Not in Education, Employment or Training (NEETs)
- Social care clients receiving self directed support

- Visits to our libraries and sport centres
- Households in temporary accommodation
- Reducing Personal Robbery and Achieving our Healthy Schools target, both LAA stretch targets

6.3. Paragraph 15 of this report provides a summary of performance and achievements for the year to March 2010.

7. Chief Financial Officer Comments

7.1. There are no specific financial implications arising from this report but it is noted that value for money continues to be a key strand in our monitoring of performance and quality. It has been recognised that performance monitoring throughout 2009/10 continued to include routine monitoring of unit costs so that performance and costs reflecting activity could inform our judgements on whether Haringey is delivering value for money services. The data also supports our overall understanding of costs, the relationship this has on outcomes and supports targeted decision making.

8. Head of Legal Services Comments

8.1. There are no specific legal implications in this report.

9. Equalities & Community Cohesion Comments

9.1. Equalities are a central thread throughout the Council's performance and many of the indicators have equalities implications. Equality impact is considered alongside performance by services.

9.2. This report provides an update on progress with projects and activities in the Council Plan, many of which have an impact on different sections of our community. Successful delivery of these projects will improve the services we provide to all sections of our community.

10. Consultation

10.1. Performance reports include the results of consultation with residents and service users. The reports themselves are prepared in consultation with service managers and performance lead officers.

11. Use of appendices /Tables and photographs

11.1. Appendix 1: Performance on the basket of key indicators for 2009/10

11.2. The full scorecard can also be accessed at:

[http://www.haringey.gov.uk/index/council/performance and finance/council inspections/performance-reports.htm](http://www.haringey.gov.uk/index/council/performance%20and%20finance/council%20inspections/performance-reports.htm)

12. Local Government (Access to Information) Act 1985

- 12.1. Service PI returns including unit cost data
- 12.2. Council Plan
- 12.3. Business Plans

13. Background

13.1 This report details the end of year performance outturns against agreed targets for 2009/10.

13.2 Progress is detailed under the agreed Council priorities:

- A Greener Haringey
- A Better Haringey
- A Thriving Haringey
- A Caring Haringey
- Driving change, improving quality

13.3 A separate report has been prepared on the 2009/10 financial outturns that will also be presented to Cabinet on 15 June 2010.

14. Performance Overview

14.1 The tables below show overall progress against the monthly basket of indicators.

Table 1.		
Progress against the indicators reported monthly	Latest status based on EOY March 2010	
Number of indicators that are on target	41	Green
Number of indicators that are just off target	10	Amber
Number of indicators that are off target	18	Red
Number of indicators with no status allocated	5	

Table 2		
Progress against the indicators reported monthly	Improvement based on EOY 2010 against EOY 2009	
Number of indicators that have improved including unit costs increasing but within inflation rate based targets	38	↑
Number of indicators where performance has declined	24	↓
Number of indicators that have stayed the same	2	
Number of indicators where comparison cannot be made	10	

15. Key Performance Messages

- 15.1 The tables above present a fairly positive picture in terms of achievement. Overall performance on the monthly basket of indicators shows that of the 69 indicators 59% achieved target with a further 14% close to target. For 27% of measures the target set for 2009/10 was not achieved. For the remaining 5 indicators data or targets are unavailable at the time of writing and therefore status cannot be allocated at this time.
- 15.2 An analysis of performance comparing figures as at end of year March '10 with figures from end of year March '09 showed that where a like for like comparison could be made, for 59% of indicators performance has improved. Appendix 1 details performance against the basket of indicators monitored in 2009/10 and shows direction of travel as well as whether targets were achieved.
- 15.3 Good progress is being made against our current Local Area Agreement. Of the 35 designated improvement targets where data is available to assess progress (27 measures) 74% have achieved target (15 indicators green) or were close to achieving target (5 indicators amber) for 2009/10. A number of the remaining indicators, whilst not currently achieving target are showing improving trends. In addition 5 of the 10 attainment indicator targets that also form part of the LAA have achieved or were close to achieving target. For 4 of the 5 attainment measures where targets were not achieved, performance has improved or been maintained from 2008.
- 15.4 Progress on the 13 stretch targets agreed for 2007 to 2010 is positive with eight on track to be achieved, two close to or partially achieved and three not achieved. Performance against these targets will be subject to audit and payment of the performance reward grant will be in 2010/11 dependant on the level of stretch attained.
- 15.5 The following are performance highlights grouped by Council and Community Strategy priority.

A Greener Haringey/ An environmentally sustainable future

- 15.6 The percentage of household waste recycled was 25.2% as at the end of March 2010 (NI192), an improvement from 22.13% reported for 2008/09. New and improved recycling services have been introduced for residents including approximately 4,700 properties above shops.
- 15.7 Carbon emissions are reducing. The latest official figures show that between 2005 and 2007 we achieved a 4% reduction in CO2 emissions across the borough, a reduction of 907 tonnes (NI 186).

A Better Haringey: Cleaner, Greener and Safer / Safer for all

- 15.8 Children's initial assessments carried out in 7 days from referral improved over 2009/10 from a low of 12% in June to the highest level of 41.5% in February 2010. The achievement for the year was 28.3%, below the 53% target (NI 59).
- 15.9 The percentage of core assessments carried out in 35 working days of commencement was 45.9% for the year below the 63% target (NI 60). Management actions are in place to ensure potential blockages to further

progress are addressed and targets have been set at 72% for initial and 81% for core assessments for 2010/11.

- 15.10 The 2010 Ofsted inspection of children's services found extensive and consistent evidence of good progress overall and good capacity for further improvement. The inspectors recognised that significant improvements in the quality of practice and management, partnership working, capacity (including volume and capability of the workforce); quality assurance and performance management processes have been made.
- 15.11 Overall there has been a reduction in levels of crime across the borough with 7.3% fewer offences recorded in Haringey in the year to April '10 compared with the year to April '09.
- 15.12 There have been some large reductions in acquisitive crimes with targets exceeded including residential burglary and personal robbery, the latter being one of our LAA stretch targets. In 2009/10 we delivered an exceptional package of interventions to improve perceptions of how well the Council and Police deal with crime and anti-social behaviour which has been highly commended by the Home Office for innovative practice. We have a strong record of supporting people affected by domestic violence and are on track to meet our LAA stretch target in this area.
- 15.13 Reducing the number of violent crimes remains a top priority and partnership work through a Gang Intervention Project seems to be proving fruitful as the increase in the number of gang related crimes has reduced considerably. There has been a 1.9% decrease in youth violence over the last year.
- 15.14 Performance on cleanliness has been good all year with targets exceeded in all areas; litter, detritus, graffiti and fly posting. Independent results from the Tidy Britain Group showed that in 2009/10 there were only 8.3% of streets with unacceptable levels of litter (target 12%) and 15% with unacceptable levels of detritus (target 24%). Both of these show significant improvement on 2008/09 levels (10% and 22% respectively) and position us better than the 2008/09 London average.
- 15.15 The Clean Sweep Programme was re-introduced in 2009 with three sweeps taking place in Tottenham Green, Haringay and West Green, each sweep was focussed on area specific issues.
- 15.16 There has been an 8.7% reduction in the number of people killed or seriously injured in road traffic accidents and a 12.1% reduction in children killed or seriously injured. The figures are based on a rolling 3 year average and Haringey's performance in this area has been good with targets exceeded and performance amongst the best in London.

A Thriving Haringey / Economic vitality and prosperity shared by all

- 15.17 Educational attainment is improving as illustrated in 2009 results. These were the best ever with continued improvements at Key Stages 2 and 4 with clear evidence that we are closing the gap with the national results.

- 15.18 The NEET (16-18 year olds Not in Education, Training or Employment) for '09/10 is 320 or 6.8% of the cohort. There has been significant improvement in this area including achievement of the 2009/10 LAA stretch target.
- 15.19 85% of our schools achieved Healthy Schools status in 2009/10 achieving our LAA stretch target.
- 15.20 There were 1.29 million visits to our sports and leisure centres in 2009/10 just short of the 1.3 million target. The number of active card members exceeded target at 23,385 as have library visits at an average 9.9 visits per head of population.
- 15.21 By the end of 2009, 608 people were active participants on the Haringey Guarantee. 98 sustained jobs were achieved with an additional 77 job starts in the last quarter. We have exceeded target on job seekers from priority neighbourhoods element of our LAA stretch target with 125 people helped into sustained work and 74 lone parents. 77 new work placements have been achieved against an annual target of 75 and 70 skills qualifications achieved.
- 15.22 As part of our strategy to tackle child poverty, and in addition to raising educational attainment and supporting people into work, we are continuing to ensure that residents are receiving the benefits they are entitled to through projects such as Reaping the Benefits which provided benefits advice and assistance to 284 new clients and an additional £553,959 was claimed by Haringey's most vulnerable residents through increased benefits take-up.

A Caring Haringey / Healthier people with a better quality of life

- 15.23 26% of social care clients received self directed support, exceeding the 25% target set for 2009/10 (NI 130). We have made substantial progress in Transforming Social Care through the personalisation of adult social care services: three pilots are underway for people with physical disabilities, learning disabilities and older people with the pilot for people with mental health problems about to begin. We anticipate this to be a mainstream activity for all service user groups from Summer 2010 and we have created a single point of access team for all people contacting or making referrals.
- 15.24 Delayed transfers of care from hospital reduced slightly to 13.5 per hundred thousand population as at the end of March 2010, an improvement on the 17 reported for 2008/09. This remains comparatively high and above the 2009/10 target but a number of actions have been put in place to improve performance in this area. The target for 2010/11 has been set at 11 delayed discharges per hundred thousand population (NI 131).
- 15.25 There have been 25 adoptions in the year to March against a target of 28 for 2009/10 but nevertheless an improvement on the 22 achieved in 2008/09.
- 15.26 Children's and young people's health is improving and the rate for under 18 conceptions locally has dropped by the largest amount in London; the rolling quarterly average is below the 1998 baseline for the first time. The Children's Area Partnerships work on geographic areas and have agreed priorities for 2010/11.

Driving change, improving quality / People at the heart of change

- 15.27 Performance on processing major planning applications has dipped in 2009/10. In the year there have been 16 major applications with the majority (62.5%) completed in the stated timescale. This exceeds the 60% target set, although it is below the levels achieved in 2008/09 and the average for London.
- 15.28 The number of households in temporary accommodation has continued to reduce with a 19% reduction during 2009 and standing at 3,547 at the end of March. This represents a reduction of 1001 homeless households during this financial year (NI156).
- 15.29 Average relet time for local authority dwellings let in the financial year is 44.6 days against a 2009/10 target of 27 days. This is made up of an average re-let time of 83.3 days in supported housing and 34.1 days in general needs.
- 15.30 92.6% of council tax due has been received in the year to March against a target of 93.25%.
- 15.31 Collection of business rates (NNDR) at 97.5% in the year to March was 1% short of the 98.5% target despite continued efforts of the team to focus on collection and debt reduction.
- 15.32 The average time taken to process new benefits claims and change events reduced to 14 days in March, a 14 day improvement on the previous month although the average for the year at 24 days is short of the 17 day target set for 2009/10.
- 15.33 The number of working days lost to sickness increased to 9.38 days in the year to March against a target of 8.5 days for 2009/10. Management actions to control sickness absence have been identified and are being monitored.
- 15.34 Of the 559 Stage 1 complaints received in the year 9 out of 10 (91%) were dealt with in the 10 day timescale. Performance on handling the more complex Stage 2 complaints was slightly short of target with 85% in time.
- 15.35 In the year 2009/10, 81% of calls presented in the Call Centre were answered against a 90% target and 52% of calls were answered within 30 seconds against a 70% target.
- 15.36 Delivering high quality, efficient services is a continuing priority and one where we can demonstrate that we understand our costs and are achieving customer focussed, cost effective services that are responsive to people's needs.

A Safer Haringey 2009-10



Haringey Council

	Better than target		Missed target		Near target		No value/no target
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Sort	Short Name	08/09 Outturn		09/10 Outturn			Targets					
		Value	2008/09	Value	Target	Status	Short Trend	2010/11	Target	2011/12	Target	2012/13
L0035	No. of Domestic burglaries - YTD	2870		2647	2818							
L0036	No. of Personal Robberies - YTD	993		946	971							
L0037	Theft of motor vehicle - YTD	1082		890	1065							
L0096	No. of Thefts from motor vehicle - YTD	3158		2756	3126							
L0129	No. of Serious Youth Violence - YTD	220		238	211							
NI 15 N	No. of recorded most serious violent crimes	415		476	396							
NI 16_N_YTD	No. of recorded serious acquisitive crimes YTD	8242		7421	8089							
NI 20	Assault with injury crime rate per 1,000 population			8.89	No target							
NI 28	Number of recorded serious violent knife crimes - cumulative	508		490	475							
NI 33	Arson incidents	248		160	360					No data for this range		
NI 47	Percentage reduction each year of people killed or seriously injured in road traffic accidents - based on a rolling 3 year average	8.5%		8.7%	5%					5%	5%	5%
NI 48	Percentage reduction each year of children killed or seriously injured in road traffic accidents - based on a rolling 3 year average	13.2%		12.1%	6.0%					6.0%	6.0%	6.0%

Sort	Short Name	08/09 Outturn		09/10 Outturn				Targets			
		Value		Value	Target	Status	Short Trend	2010/11 Target	2011/12 Target	2012/13 Target	
NI 59	Percentage of initial assessments for children's social care carried out within 7 working days of referral (LAA)			28.3%	53%				72%		
NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days of their commencement (LAA)			45.9%	63%				81%	83%	88%
NI 61	Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption	80%		50%	75%				78%	80%	85%
NI 62	Stability of placements of looked after children: number of moves (LAA local)	14.69%		13.33%	11%				10%	10%	10%
NI 63	Stability of placements of looked after children: length of placement	56.3%		71.9%	70%				72%	73%	75%
NI 64	Child Protection Plans lasting 2 years or more	4.7%		17.9%	5%				9.5%	7%	6%
NI 65	Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time	5.6%		11.7%	10%				10%	9.5%	9%
NI 66	Children in care cases which were reviewed within required timescales (LAA local)	95.6%		91.1%	98.0%				98.0%	99.0%	99.0%
NI 67	Percentage of child protection cases which were reviewed within required timescales (LAA local)	100%		95.5%	100%				100%		100%
NI 68	Percentage of referrals to children's social care going on to initial assessment			55%	58%				70%		
NI 195a L0478a	Improved street and environmental cleanliness: litter - in house monitoring	4.3%		4.3%	12%				10%		
NI 195b L0478b	Improved street and environmental cleanliness: detritus - in house monitoring	12.2%		13.7%	24%				20%		
NI 195c L0478c	Improved street and environmental cleanliness: graffiti - in house monitoring	3.5%		1.6%	3%				3%		
NI 195d L0478d	Improved street and environmental cleanliness: fly posting - in house monitoring	1.8%		0.9%	2%				2%		

A Cleaner, Greener Haringey 2009-10

Sort	Short Name	08/09 Outturn		09/10 Outturn				Targets			
		2008/09		2009/10		2010/11	2011/12	2012/13			
		Value	%	Value	%	Target	Status	Short Trend	Target	Target	
NI 191	Residual household waste per household	639		654	611			↓	605	600	
NI 192	Percentage of household waste sent for reuse, recycling and composting (2007-2010 LAA stretch target)	23.79%		25.2%	32%			↑	35%	37%	

A Thriving Haringey 2009-10

Sort	Short Name	08/09 Outturn		09/10 Outturn				Targets			
		2008/09		2009/10		2010/11	2011/12	2012/13			
		Value	%	Value	%	Target	Status	Short Trend	Target	Target	
BV 170a	The no. of visits to/usages of museums per 1,000 population	208		220	195			↑	195	196	
L0004 LAAstretch	Number of schools achieving Healthy School Status (2007 - 2010 LAA local stretch target)	76%		85%	85%			↑	85%		
L0084	Active Card Membership - total number	13,377		23,385	16,271			↑	No data for this range		
L0085	Number of library visits per 1000 of the population	9,524		9,919	9,600			↑	9,300	9,300	
L0200	Sports and Leisure Usage	1,286,702		1,286,898	1,302,127			↑			
L0378	% of Not Knowns - 16 to 18 year olds who are not in education, employment or training (NEET)	11.1%		5%	9.9%			↑			
NI 117	% of 16 to 18 year olds who are not in education, employment or training (NEET) (2007-2010 LAA stretch target)	6.8%		6.8%	10.4%			↓	8.9%		

A Healthy, Caring Haringey 2009-10

Sort	Short Name	08/09 Outturn				09/10 Outturn				Targets		
		2008/09		2009/10		2009/10		2010/11		2011/12		2012/13
		Value	Target	Value	Target	Status	Short Trend	Target	Target	Target	Target	
L0114 LAA	Improved living conditions for vulnerable people ii) Number of older people permanently admitted into residential and nursing care - YTD (2007 -2010 LAA local stretch target)	135		114	115							
L0115 LAA	Improved living conditions for vulnerable people iii) Number of adults permanently admitted into residential and nursing care - YTD (2007 -2010 LAA local stretch target)	10		13	20				15			
NI 130	Social care clients receiving Self Directed Support	No data for this range		26.0%	25.0%				30.0%			
NI 131	Delayed transfers of care	17.0		13.5	9.0				11			
NI 132	% of social care assessment which occur within 4 weeks (all adults) - cumulative	96.1%		97.1%	95.0%				95.0%			
NI 133	% of social care packages following assessment which are delivered within 4 weeks	95.0%		97.7%	93.0%				95.0%			
NI 135	% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)	22.1%		21.2%	19.2%				25.0%			

Delivering high quality, efficient services 2009-10

Sort	Short Name	08/09 Outturn			09/10 Outturn			Targets				
		2008/09		2009/10		2010/11		2011/12		2012/13		
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	
ACC001	Unit Cost of Homecare	£15.05	£17.51		↑	£15.9	£17.51		↑	No data for this range		
BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days. COUNCIL	91.7%	91%		↑	92.23%	91%		↑	91%		
BV 9	% of council taxes due for the financial year which were received in year by the authority	93%	93.25%		↓	92.6%	93.25%		↓			
BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.	95.7%	98.5%		↑	97.5%	98.5%		↑			
BV 12 - ytd	The no. of working days/shifts lost due to sickness absence per FTE employee Annual Equivalent.COUNCIL	8.88	8.5		↓	9.38	8.5		↓	8.5		
BV 12-rollingyr	The no. of working days/shifts lost due to sickness absence per FTE employee Rolling Year.COUNCIL	8.88	8.5		↓	9.38	8.5		↓	8.5		
BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected - inc arrears	98.13%	97.6%		?	N/A	97.6%		?	97.6%		
CS1	Customer Services Centres- Waiting times - personal callers seen in 15 mins	81%	70%		↓	77%	70%		↓	70%	70%	
CS2	Call centre telephone answering in 30 seconds - of calls presented (all call centre calls)	75%	70%		↓	52%	70%		↓	70%	70%	
CS3	Call Centre calls answered as a % of calls presented	92.86%	90%		↓	81%	90%		↓	90%	90%	
Fin 5b	Reduction of long term (over 211 days) Sundry Debt owed to the council	£4.35m	£2.54m		↑	£2.32m	£2.54m		↑	£2.42m	£2.29m	
IC01	% of rent collected (of rent due - excluding arrears)	99.17%	100.5%		?	N/A	100.5%		?			
L0038	% of Stage 1 public complaints dealt within target (10 day) timescale. Council wide.	90%	93%		↑	91%	93%		↑	93%	93%	

Sort	Short Name	08/09 Outturn		09/10 Outturn				Targets				
		2008/09		2009/10		2010/11		2011/12		2012/13		
		Value	Target	Status	Short Trend	Value	Target	Status	Short Trend	Value	Target	
L0039	% of Stage 2 public complaints dealt within target (25 day) timescale. Council wide.	89%	90%		85%	90%		↓	90%	90%		
L0041	% of Members' Enquiries dealt with in target time. Council wide.	91%	93%		89%	93%		↓	93%	93%		
L0066 BV 212	Average relet times for local authority dwellings let in the financial year (calendar days)	44.3 days	27 days		44.6 days	27 days		↓	25 days	25 days		
L0066a	Average general needs relet times for local authority dwellings let in the financial year (calendar days)	No data for this range	No target		34.1 days	No target		↔				
L0066b	Average supported housing relet times for local authority dwellings let in the financial year (calendar days)	No data for this range	No target		83.3 days	No target		↔				
L0131	Unit cost Independent Schools SEN Placements - Residential	£70,981	£81,973		£79,932	£81,973		↑	£79,932	£79,932		
L0132	Unit cost Independent Schools SEN Placements - Day	£38,246	£40,449		£40,427	£40,449		↑	£40,427	£40,427		
L0134	Cost per visit to a leisure centre	£1.41	£1.84		£1.53	£1.84		↑	No data for this range	No data for this range		
L0199	Cost per library visit	£2.62	£2.8		£2.77	£2.8		↑				
L0425	Freedom of information act (FOI) replies within 20 day time scale	No data for this range	100%		80.5%	100%		↔	95%	95%		
L0426	Data Protection Act (DPA) Subject Access Requests (SAR) within 40 day time scale	74%	100%		84%	100%		↑	90%	90%		
NI 103	Special Educational Needs - statements issued within 26 weeks - excluding exemptions	88.8%	86%		97.8%	86%		↑	90%	90%		
NI 103b	Special Educational Needs - statements issued within 26 weeks - including exemptions	84.4%	86.0%		93.0%	86.0%		↑	88.0%	88.0%		
NI 156	Number of households living in temporary accommodation (LAA)	4548	3552		3547	3552		↑	2500	2500		
NI 157a	Processing of planning applications: Major applications	77.78%	60%		66.67%	60%		↓	60%	60%		

Sort	Short Name	08/09 Outturn		09/10 Outturn				Targets		
		2008/09		2009/10		2010/11		2011/12		2012/13
		Value		Value	Target	Status	Short Trend	Target	Target	Target
NI 157b	Processing of planning applications: Minor applications	80.56%		76.36%	65.00%		↓	80.00%	80.00%	
NI 157c	Processing of planning applications: Other applications	89.39%		87.48%	80.00%		↓	80.00%	80.00%	
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	28,427		76,724	34,500		↑			
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	18.3		24	17		↓	16	15	