


# Appendix 1

## ACCS

<b>NI 135</b>	<b>% of carers receiving needs assessment or review and a specific carer's service, or advice and information - YTD (LAA)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>February 2011</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>18.3%</b>	22.6%	Aim to Maximise

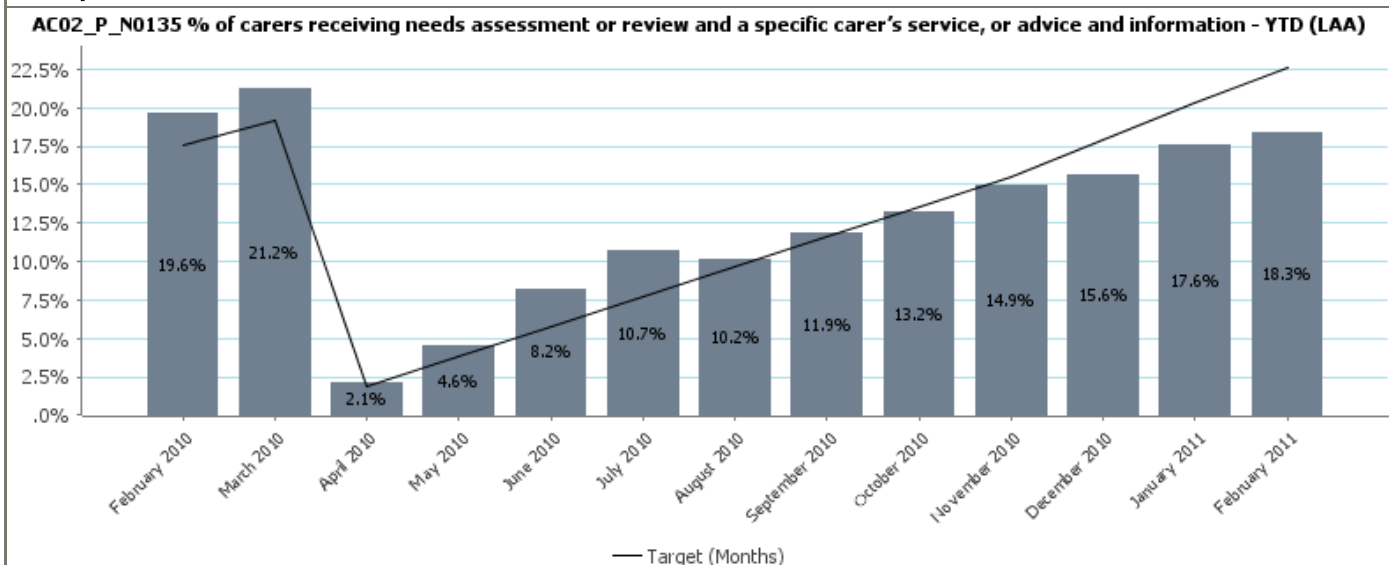
### Rationale

This indicator measures the number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

### Related PIs

The number of adults receiving a community-based service during the year	2010/11	4460
Number of carers receiving a specific carers service, advice or information, following a carer's assessment or review	2010/11	818

### Monthly Performance




### Comment

Please be advised that there are currently 282 carer's assessments to be added to Framework-1 by the end of March 2011. We anticipate that these additional assessments will ensure that we will hit the end of year target. Managers have a clear work plan and timeline to ensure this work is completed.

### Past Performance and Benchmarking

	Value	London Average
2008/09	22.1%	21.0%
2009/10	21.2%	24.6%
	Value	
April 2010	2.1%	
May 2010	4.6%	
June 2010	8.2%	
July 2010	10.7%	
August 2010	10.2%	
September 2010	11.9%	
October 2010	13.2%	
November 2010	14.9%	
December 2010	15.6%	
January 2011	17.6%	
February 2011	18.3%	
March 2011		

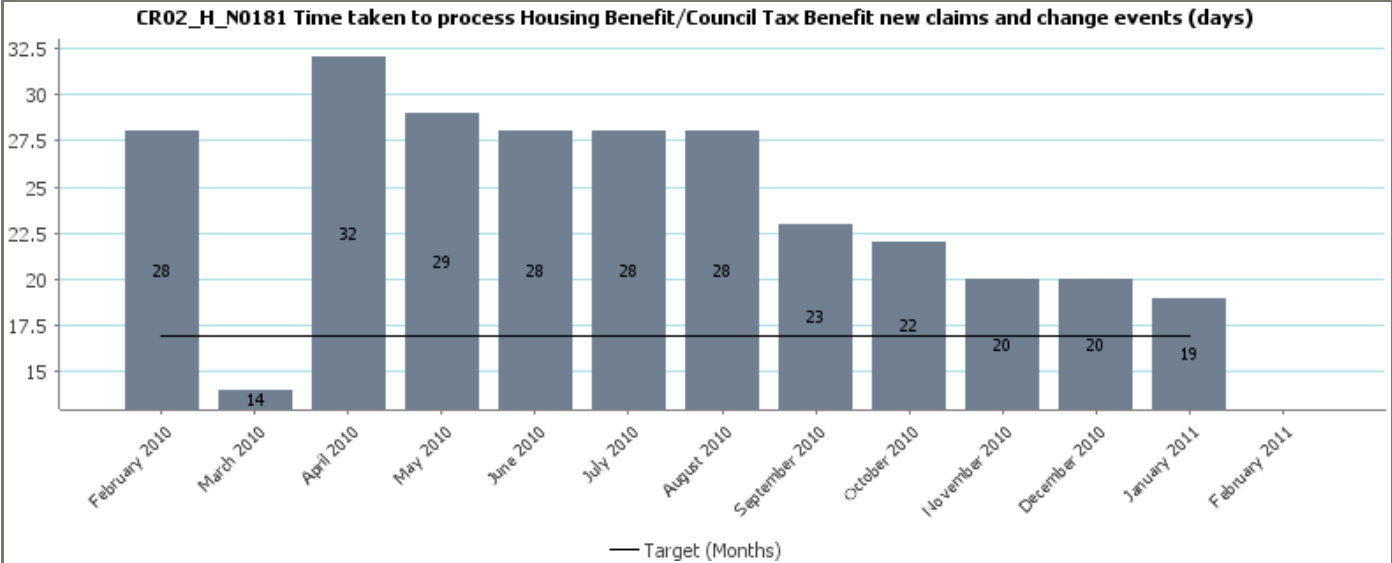
CR

<b>NI 181</b>	<b>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)</b>		
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>
<b>Red</b>		<b>23</b>	<b>17</b>
			<b>Polarity:</b> Aim to Minimise

**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.


**Related PIs**

**Monthly Performance**



<b>Comment</b> Despite the ever increasing caseload (currently at it's highest point that it has ever been), the Service has managed to ensure that performance against this indicator continues to steadily improve despite the unprecedented demand for assistance which the service is receiving. We continue to monitor demand and have developed further control reports which further allow us to make informed decisions on the allocation of resources. The continual promotion of e-benefits and our close working partnership with Customer Services will continue to be key to performance improvement in this area.	<b>Past Performance and Benchmarking</b>		
		Value	London Average
	2008/09	18.3	
	2009/10	24	11.9
			Value
	April 2010		32
	May 2010		29
	June 2010		28
	July 2010		28
	August 2010		28
	September 2010		23
	October 2010		22
	November 2010		20
	December 2010		20
January 2011		19	
February 2011		18	
March 2011			

## CYPS

<b>NI 59 (10 days)</b>	<b>Percentage of initial assessments for children's social care carried out within 10 working days of referral</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>66.2%</b>	70%	Aim to Maximise

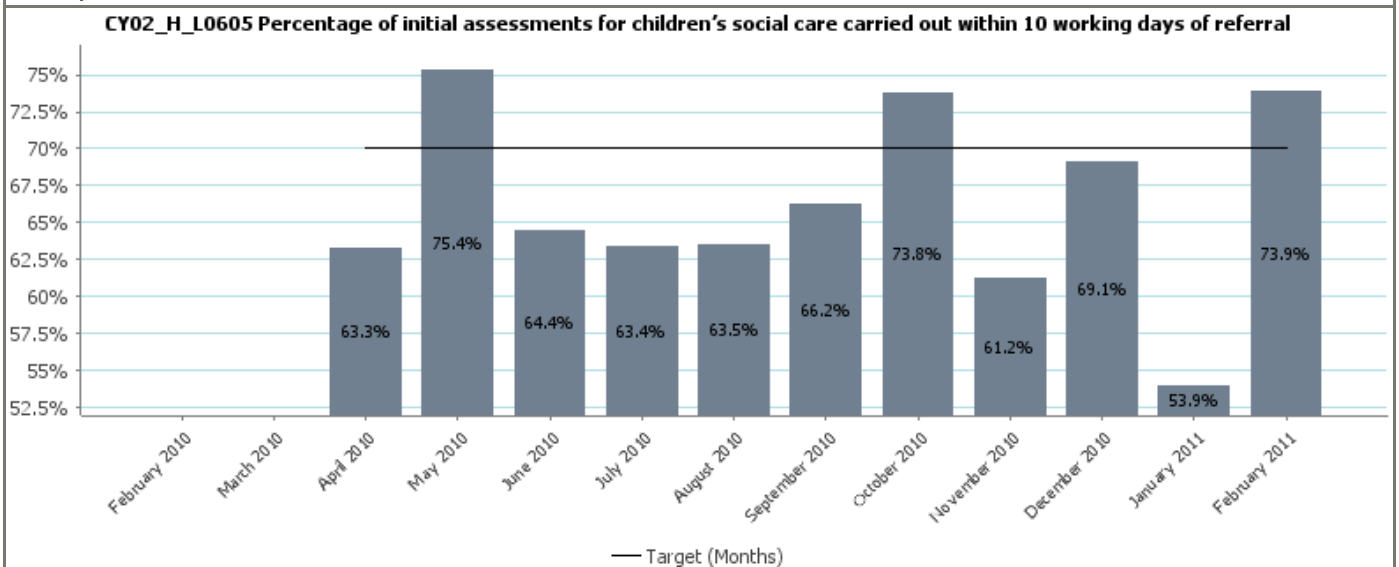
**Rationale**

This process indicator is included as a proxy as robust data is not available for outcomes of improved child safety. Initial assessments are an important indicator of how quickly services can respond when a child is thought to be at risk of serious harm. As the assessments involve a range of local agencies, this indicator would also show how well multi-agency working arrangements are established in local authority areas

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

**Related PIs**


The number of initial assessments completed within ten working days of referral	2010/11	1261
Percentage of initial assessments for children's social care carried out within 7 working days of referral (LAA)	2010/11	31%
The overall of initial assessments completed in the period	2010/11	1904

**Monthly Performance****Comment**

The timescale for completion of initial assessments has changed from 2010/11 to allow 10 days for initial assessments to be completed rather than 7 to ensure an early and timely view is taken of children's needs. The year to date percentage of assessments completed in 10 days is 66% against a plan of 70%. The February position for this indicator showed much improvement with 136 out of 184 initial assessments completed in timescale, 74%. Assessment processes and timeliness are subject to on-going monitoring, review and audit.

**Past Performance and Benchmarking**

	Value
2009/10	
	Value
April 2010	63.3%
May 2010	75.4%
June 2010	64.4%
July 2010	63.4%
August 2010	63.5%
September 2010	66.2%
October 2010	73.8%
November 2010	61.2%
December 2010	69.1%
January 2011	53.9%
February 2011	73.9%

NI 60	Percentage of core assessments for children's social care that were carried out within 35 working days (LAA)			
Status:	YTD against last year	2010/11	Current Target:	Polarity:
Red		60.5%	70%	Aim to Maximise

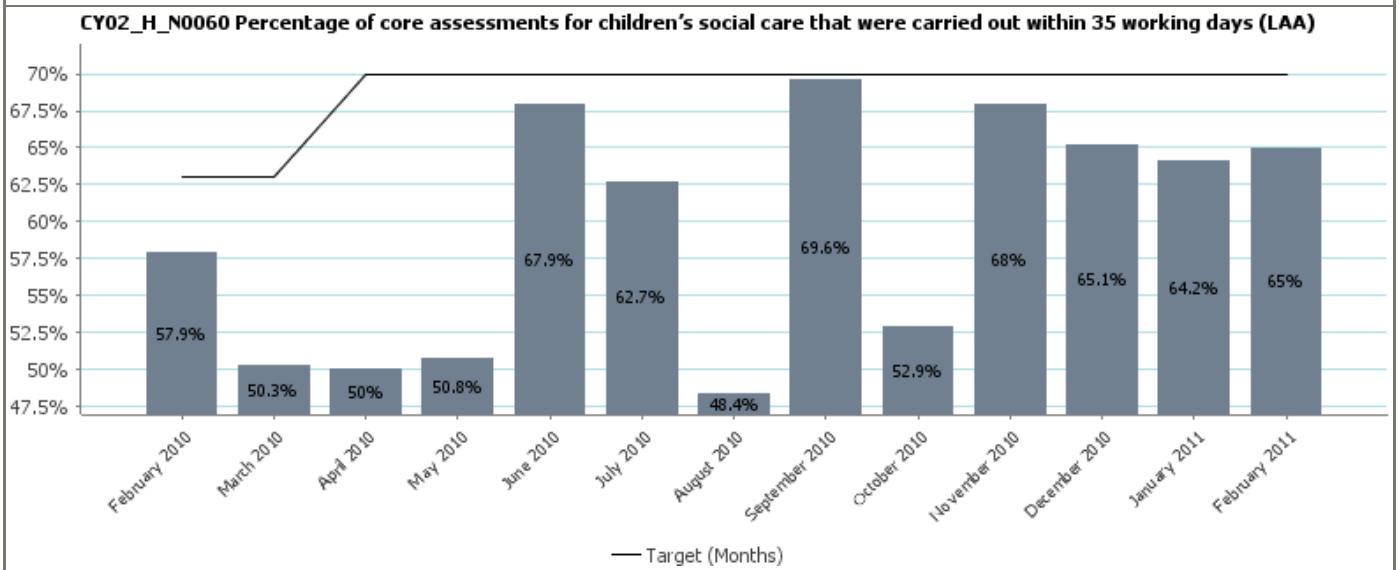
**Rationale**

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

**Related PIs**

The total number of core assessments completed	2010/11	1149
The number of core assessments that had been completed within 35 working days	2010/11	695

**Monthly Performance**



**Comment**

There has been an increase in cores completed in the month partly due to a focus on completion of older core assessments outstanding, therein affecting overall timeliness. The Head of Service for First Response is in the process of undertaking an audit and review of assessments older than 40 days.

**Past Performance and Benchmarking**

	Value	London Average
2008/09		80.4%
2009/10	47.3%	73%
		Value
April 2010		50%
May 2010		50.8%
June 2010		67.9%
July 2010		62.7%
August 2010		48.4%
September 2010		69.6%
October 2010		52.9%
November 2010		68%
December 2010		65.1%
January 2011		64.2%
February 2011		65%
March 2011		

UE

<b>NI 156</b>	<b>Number of households living in temporary accommodation (LAA)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
Red	↑	3,305	2,678	Aim to Minimise

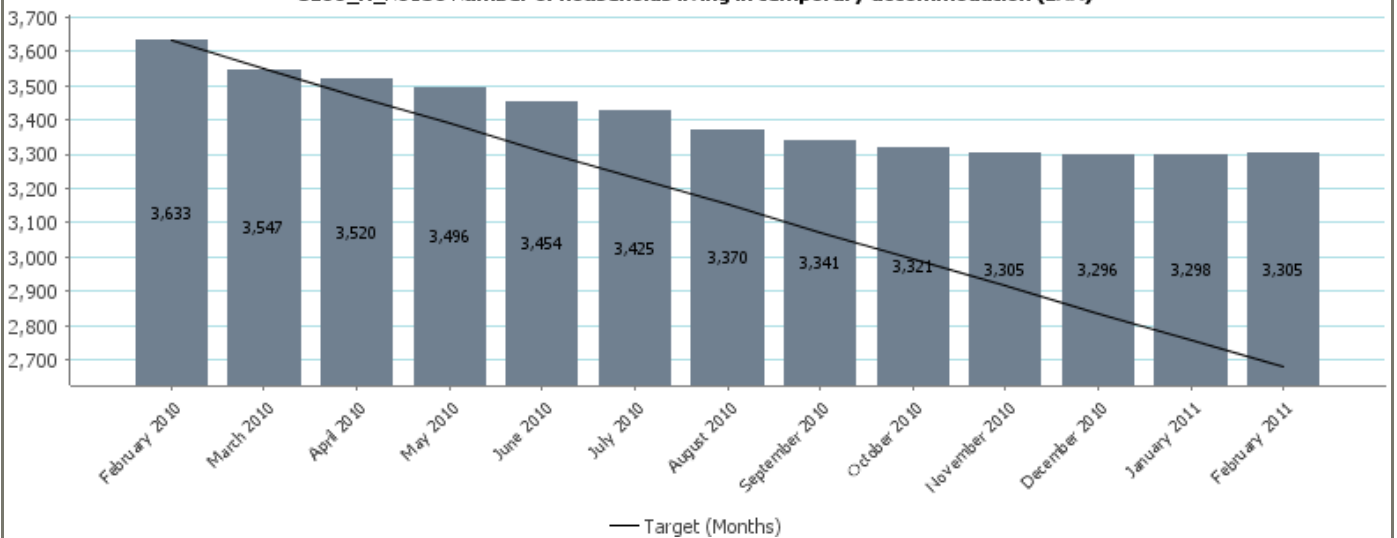
**Rationale**

This indicator measures the numbers of households living in temporary accommodation provided under the homelessness legislation.

**Related PIs**

**Monthly Performance**

**UE06\_H\_N0156 Number of households living in temporary accommodation (LAA)**




**Comment**

Temporary Accommodation numbers levelled off in February 2011. This was due, in the main, to the severe shortage of affordable private rented accommodation in Haringey and neighbouring boroughs. This has reduced the Council's ability to prevent homelessness and rehouse Temporary Accommodation residents in the private rented sector. Proposed changes to LHA rates have also had an adverse effect on housing supply and landlord confidence.

**Past Performance and Benchmarking**

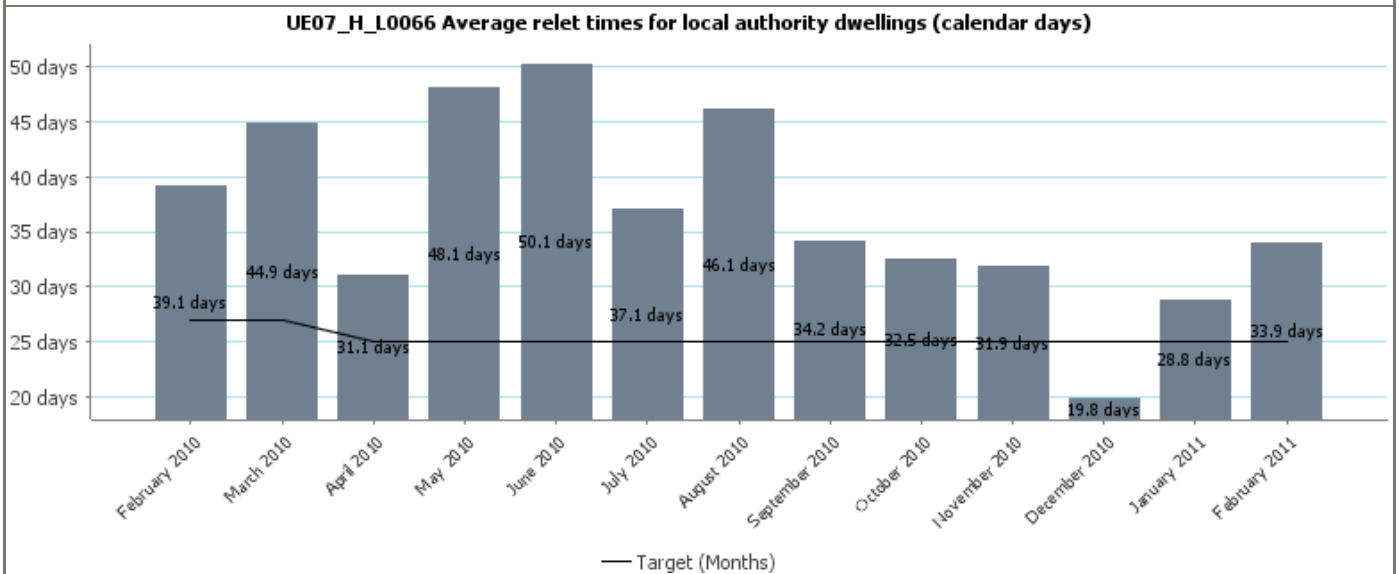
	Value	London Average
2008/09	4,548	1,448
2009/10	3,547	1,183
		Value
April 2010		3,520
May 2010		3,496
June 2010		3,454
July 2010		3,425
August 2010		3,370
September 2010		3,341
October 2010		3,321
November 2010		3,305
December 2010		3,296
January 2011		3,298
February 2011		3,305
March 2011		

<b>L0066 BV 212</b>	<b>Average relet times for local authority dwellings (calendar days)</b>			
<b>Status:</b>	<b>YTD against last year</b>	<b>2010/11</b>	<b>Current Target:</b>	<b>Polarity:</b>
<b>Red</b>		<b>36.3 days</b>	25 days	Aim to Minimise

**Related PIs**

Number of voids becoming ready to let	February 2011	38
Number of council lets made	February 2011	50
Average general needs relet times for local authority dwellings(calendar days)	2010/11	32.4 days
Average supported housing relet times for local authority dwellings (calendar days)	2010/11	50.6 days

**Monthly Performance**



**Comment**

The figure provided for February 2011 is only provisional until approved by HfH's EMT Board. HfH will provide a commentary following the EMT Board meeting and therefore the commentary provided relates to last month's performance.

The commentary below relates to the previous months performance for January 2011:  
 The Homes for Haringey Voids Team are turning around the minor works (VAV) voids available at 17.0 calendar days, slightly behind their 15-day target. Over the course of the year, this has consistently moved in the right direction, contributing to the general reduction in the headline ex BV212 void figure. Void turn-around performance, declined in January to 28.8 calendar days from 19.8 days a month earlier. However, the longer-term trend remains positive. Performance in December was strong and there was a slight shift back in January. However, despite the general negative direction of travel for the month, performance is still trending positively. Despite a monthly increase in the number of days to re-let a void property, the January figure of 28.8 calendar days was the second lowest return for over a year. As mentioned, void turnaround performance increased to 28.8 days in January, nine days more than the previous month. This however is broadly in line with the third quarter performance of 28.0 days. Consequently, the movement should be considered a return to trend rather than a precipitous fall in performance. Indeed, the longer-term movement is positive, with reducing turnaround times in four of the last five months. There were 48 new tenancies that started in January, 9 of which were in sheltered housing. HouseMark benchmarked top quartile performance on this indicator was 21.5 calendar days.

**Past Performance and Benchmarking**

	Value
2008/09	44.3 days
2009/10	44.6 days
	Value
April 2010	31.1 days
May 2010	48.1 days
June 2010	50.1 days
July 2010	37.1 days
August 2010	46.1 days
September 2010	34.2 days
October 2010	32.5 days
November 2010	31.9 days
December 2010	19.8 days
January 2011	28.8 days
February 2011	33.9 days
March 2011	