Appendix 1: Performance Tables Quarter 3
Council Plan Performance Assessment 2012/13

1. Work with local businesses to create jobs for local people

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year to Date Value	2012/13 Target	Traffic Light	2012/13 Direction of Travel
HY476	Number of jobs created through the Haringey Jobs Fund	New Indicator	High	Apr-Dec '12	14	3	15	**32**	**35**	Red	
HY477	Haringey residents supported into sustained employment through the Jobs for Haringey Programme	New Indicator	High	Apr-Dec '12	0	0		**0**		Data Only	
HY496	Percentage of working population claiming Jobseeker's Allowance (JSA)	5.7	Low		5.5	5.4	5.3	**5.3[1]**	No target set	Data Only	⬆

[1] New population estimates from 2011 Census have impacted on these figures. Figures shown are post census 16-64 population

3. Tackle the housing challenges

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year to Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
Op155	Number of affordable homes delivered (gross)	458[2]	High	2011/12		-		N/A	**340**	Green		
HY4a	Number of homelessness acceptances	573	Low	Apr-Dec '12	119	145	179	**443**	**559**	Green	⬇	12 month figure to December 2012 of 641 is above the London figure of 396 (12 months to September 2012)
HY4b	Number of homelessness preventions	554	High	Apr-Dec '12	126	100	154	**380**	**366**	Green	⬇	
HY156	Number of households living in temporary accommodation	2,944	Low	Apr-Dec '12	2,906	2,896	2,881	**2,881**	**3000**	Green	⬆	Haringey has the 2nd highest number of households in TA across London and is above the average of 1129
HY66	Voids: Average relet times for local authority dwellings (calendar days)	34.2 days	Low	Apr-Dec '12	29.7 days	33.8 days	32.6 days	**32 days**	**30 days**	Red	⬆	

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[2] This is an annually reported indicator .The Haringey 2011/12 figure was included in a recent data release.

4. Improve school standards and outcomes for young people

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year To Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
Op383	Re-referrals within 12 months of the previous referral	16.6%	Low		16.4%	18.5%	15.1%	**16.7%**	**16%**	Green	⬆	Similar to statistical neighbours (17%)
OP388 a	The rate of Children Subject to a Child Protection plan per 10,000 pop	49.31		Snapshot as @ Dec 2012	51.91	57.12	58.51	**58.51**	**52**	Data Only	⬇	Almost a third higher than statistical neighbours rate of 43 per 10,000
OP389 a	The rate of Children in care per 10,000 pop	99		Snapshot as @Dec 2012		-		**92**	**95**	Green	⬆	Higher than the statistical neighbour average of 74 and the England rate of 59.
HY62	Stability of placements of looked after children: number of moves	10.3%	Low	Snapshot as @Dec 2012 based on Nov 11 to Dec 12	9.9%	7.6%	7%	**7%**	**11%**	Green	⬆	Lower than statistical neighbours (11%) and England (11%)
HY117	Academic Age Yr 12-14 % who are not in education, employment or training (NEET)	4.3%	Low	Snapshot as @ Dec 2012	3.6%	5.5%	4%	**4%[3]**	**8.9%**	Green	⬆	As at July 2012, better than statistical neighbours (5.1%)
HY 74 (NI 73)	Achievement at level 4 or above in both English	71.0%	High	Aug 2012		-		**78%**	**77%**	Green	⬆	Haringey's ranking has improved from 109th to 99th (out of 150 local

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[3] Data are collected monthly. However this indicator and NEET target use an annual result which is based on three one month snapshots at the end of November, December and January each year.

Ref:	Description	2011/12	Polarity			Q1 2012/13	Q2 2012/13	Q3 2012/13	2012/13		Traffic Light	2012/13	Benchmarking
		Value	Good Performance is:	Period Covered		Value	Value	Value	Year To Date Value	Target		Direction of Travel	
	and Maths at Key Stage 2												authorities).
HY75	Achievement of 5 or more A*- C grades at GCSE including English and Maths	57.3%	High	Aug 2012				-	**58.6%**	**56.0 %**	Green	⬆	Compares with an England average figure for 2011/12 of 59.4%. Haringey is ranked 77th place out of 151 local authorities.
HY 31 (NI 92)	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	32.1%	Low	Aug 2012				-	**32.5%**	**31.4 %**	Amber	⬇	Haringey's ranking has dropped from 103rd to 132nd.
HY579 a	School Places - % getting their first preference (Primary)	80% (AY 12/13 entry)[4]	High	AY 13/14 entry		Annual indicator			Data avail. Jun 2013	**80%**			
HY579 b	School Places - % getting their top preference (Secondary)	67%	High	AY 13/14 entry		Annual indicator			Data avail. Jun 2013	**70%**		⬆	
HY483	Average days from becoming looked after to being placed for adoption for children adopted in period	715	Low	Apr-Dec 2012		678	758		**711[5]**	**639**	Red	⬆	Haringey's rolling 3 year average (2009-2012) is 749 days compared with 636 days for England.

[4] School place preference figures are an initial snapshot for 2012/13 entry based on original preferences at March 2012
[5] This is the average for adopted children only April to December 2012 and compares with a national threshold of 636 days for England for the rolling year period 2008-2011. Haringey's 2008-11 average days were 739.

Ref:	Description	2011/12	Polarity			Q1 2012/13	Q2 2012/13	Q3 2012/13	2012/13		Traffic Light	2012/13	Benchmarking
		Value	Good Performance is:	Period Covered		Value	Value	Value	Year To Date Value	Target		Direction of Travel	
HY493b	Proportion of Secondary schools rated outstanding or good by OFSTED		High	Jan 2013			-		75%	80%	Red	⬆	England average 66%.
HY493a	Proportion of Primary schools rated outstanding or good by OFSTED		High	Jan 2012			-		71%	73%	Amber	⬆	England average 69%

The following indicators are new indicators, reported annually and data for 2012/13 is not currently available:

- Average days from court authority to adoption match
- Average days from receipt of application form to decision of suitability to adopt

5. Deliver responsive, high quality services to residents

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year To Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
HY181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (days)	22	Low	Apr-Dec 2012	13.2	12.4	18.9	**13.7**	**18**	Green	⬆	For comparison see appendix 2
HY9	% of council taxes due for the financial year which were received in year	95.3%	High	Snapshot as at Dec 2012	30.04%	57.7%	82.66%	**82.66%**	**83%**	Amber	⬇	London average at Q2 56.4%
HY502	Members' Enquiries - average days to process	10	Low	Apr-Dec 2012	8.8	8.1	8.1	**8.3**	**10**	Green	⬆	
HY503	FOI's - average days to process	17.5	Low	Apr-Dec 2012	18.4	20.1	16.1	**18.3**	**20**	Green	⬇	
HY12a	Days sick per full time equivalent employee (Excluding Schools' Staff)	7.33	Low	Rolling Year Nov 2011-Dec 2012	7.43	7.09	7.2	**7.2**	**7**	Amber	⬆	London average 6.9 days as at Q2
HY500	Complaints Average days to process	12.5	Low	Apr-Dec 2012	12.1	10.9	11.3	**11.4**	**15**	Green	⬆	
HY501b	Complaints - % escalated to stage 2	5%	Low	Apr-Dec 2012	8.37%	8.98%	8.9%	**8.9%**		Data Only	⬇	

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year To Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
Op501	Complaints S2, Independent reviews average days to process	70.2% in 25 days	Low	Apr-Dec 2012	23.2	21.5	23.2	**23.3**	**25**	Green	⬆	

The following indicator is reported annually and data for 2012/13 is not currently available:

- Resident satisfaction with contacting the council

6. Community Safety

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year To Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
HY58	Victims of domestic violence feeling well advised and supported	100%	High	Jul-Dec 2012		96%	100%[6]	**98%**	**90%**	Green	⬇	
HY331	Repeat victimisation of domestic violence (Hearthstone)	20%	Low	Jul-Dec 2012		18%	20%[7]	**19%**	**21%**	Green	⬆	
Hy 473	First time entrants to the Youth Justice System aged 10-17 Rolling Year (rate per 100,000 10-17)	1508 (Jan to Dec 2011)	Low	Apr 11-Mar 12	1073	962	Not yet avail.	**962**	Qtrly target not set		⬆	Haringey ranks fourth out of nine authorities in its YOS family group
NI 43	Use of custody rate per 1,000 of 10-17 population Rolling Year	3.79 (Apr 2011 to Mar 2012)	Low	Oct 11-Sept 12	2.74	2.4	Not yet avail.	**2.4**	Qtrly target not set		⬆	Haringey ranks seventh out of nine authorities in its YOS family group
HY495	% Re-offending after 12 months Rolling Year	43.1 (Jul 2009 to Jun 2010)	Low	Jan – Dec 2010	43.1 (Jul 2009 to Jun 2010)	45.2	Not yet avail.	**45.2**	**43.1**	Amber	⬇	Haringey ranks seventh out of nine authorities in its YOS family group

The following indicator is reported annually and data for 2012/13 is not currently available:
- Percentage of people thinking that the Council and partners are doing a good job dealing with crime and anti-social behaviour (formerly NI21) Residents' Survey

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[6] Of the 46 people who completed a customer feedback form, 40 gave a "very satisfied" (87%) rating with the service and 6 people were "satisfied" (13%)
[7] Of the 46 questionnaires, 9 reported returning following an incident with the same partner, 9 people had used the service before, 2 had visited within the last 3-6 months, 1 had visited in the last 6-12 months and 6 more than a year ago.

7. Environment

Ref:	Description	2011/12	Polarity		Q1 2012/13	Q2 2012/13	Q3 2012/13	2012/13		Traffic Light	2012/13	Benchmarking
		Value	Good Performance is:	Period Covered	Value	Value	Value	Year To Date Value	Target		Direction of Travel	
HY192	Recycling rate	26.24%	High	Apr-Dec 2012	30.47%	33.91%	32.81%	**32.4%**	**31.7%**	Green	⬆	Below the London figure of 35.8% (Q2)
HY195a	Improved street and environmental cleanliness, levels of: Litter	7%	Low	Apr-Nov 2012	13% (Tranche 1)		7% (Tranche 2)	**10%**	**8%**	Red	⬇	Above London's 5.6% (Q2)

The following indicator is reported annually and data for 2012/13 is not currently available:

- Carbon emissions

8. Health and Social Care

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year to Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
HY1	Social care related quality of life	17.5	High	2011/12	Annual Survey					Amber		
HY130	Social care clients receiving Self Directed Support (2010 Definition)	42.4%	High	Apr-Dec 2012	55%	54%	58.8%	**58.8%**	**60.4%**	Amber	⬆	Better than London figure of 53.6%
HY112	Under 18 conception rate per 1000 pop. Reported 12 months in arrears	63.5	Low	Rolling year quarterly update	43.3 (revised rate Q1 2011)	27.5 (rate Q2 2011)	42.5 (rate Q3 2011)	**47.6** (rolling quarterly average)		Red	⬆	
HY131	Delayed transfers of care	9.0	Low		7.7	9.6	9.9	**9.9**[8]	**7.5**	Red	⬇	
HY145 (NI 145)	Adults with learning disabilities in settled accommodation	47.2%	High	Apr-Dec 2012	6.7%	36.0%	45.6%	**45.6%**	**48.6%**[9]	Amber	⬇	Below average for London of 65% (2011/12)
HY41	Proportion of adults in contact with secondary mental health services living independently, with or without support	70.1%	High	Apr-Dec 2012	74.4%	75.6%	76.4%	**76.4%**	**75.0%**	Green	⬆	83.2% was the average for London in 2011/12

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[8] This measures the impact of hospital services (acute, mental health and non acute) and community- based care in facilitating timely and appropriate transfer from all hospitals for all adults. This is an average of the number of delays per 100,000 adult population. In quarter 3, there were 98 adult social care delays and 57 NHS delays.

[9] The end of year target is 65% and progress towards the target has been profiled throughout the year.

Ref:	Description	2011/12 Value	Polarity Good Performance is:	Period Covered	Q1 2012/13 Value	Q2 2012/13 Value	Q3 2012/13 Value	2012/13 Year to Date Value	Target	Traffic Light	2012/13 Direction of Travel	Benchmarking
HY42	Permanent admissions to residential and nursing care homes, per 100,000 population	67.23	Low	Apr-Dec 2012	18.86	36.57	60	**60**	**54.6**	Red	⬆	8th lowest in London in 2011/12. 3rd lowest against comparator boroughs.
Op44	Overall satisfaction of people who use services with their care and support	43.6%	High	2011/12	Annual Survey							The Adult Social Care Survey for 2012/13 will run from January 2013 to April 2013.
HY50	Leaving drug treatment free of drug(s) of dependence	20%	High	12 months to Dec 2012	17.6% (July 2011 to June 2012)	17.4% (Oct 2011 to Sept 2012)	18.1% (Jan to Dec 2012)	**18%**	**18.4%**	Amber	⬇	Better than London average and national average (14.8%)
HY96	Number of 4-week smoking quitters who attended NHS Stop Smoking Services	2124	High		336	223	Data not yet avail.		**800**	Red	⬆	
HY97	NHS Health Checks – Offered	6047 or 9.2%	High		6215	3899	3519		No target set		⬆	
HY490	Number of young people in the C-Card (contraception) scheme	New Indicator	High		463	234	230	927	No target set			
HY491	Infant mortality rate per 1,000	4.8 2008-2010	Low	2009-2011		-		4.3			⬆	

The following indicators are reported annually and data for 2012/13 is not currently available:

- Social care related quality of life
- Overall satisfaction of people who use services with their care and support
- Prevalence of healthy weight in 4-5 year olds (% Obesity)
- Prevalence of healthy weight in 10-11 year olds (% Obesity)
- Average life expectancy

The following are new indicators for 2012/13 for which data is not currently available:
- Overall satisfaction of carers with social services
- The proportion of carers who report that they have been included or consulted in discussions about the person they care for