



Haringey Council

The Council's Quarterly Performance Assessment

Quarter 3 - October to December 2012/13

Produced by
Strategy and Business Intelligence
February 2013

Introduction

- Haringey's Council Plan 2012/14 was agreed at Full Council on 16 July 2012. The plan identifies five key priorities which will form our major programmes of work for the period 2012/14:
 - **Work with local businesses to create jobs**
 - **Deliver regeneration to key areas of the borough**
 - **Tackle the housing challenges**
 - **Improve school standards and outcomes for young people**
 - **Deliver responsive, high quality services to residents**

The Plan also describes the key activities that make up our day to day work which help us to deliver our other major responsibilities of:

- Community safety
- Environment
- Health and social care
- Resident empowerment and social inclusion

This report provides an update on the progress that has been made during the first three quarters of 2012/13 against the key indicators and activity identified in the Plan.

Summary of the Council's Performance in Quarter 3 2012/13

Areas of progress/achievement

- The number of households in temporary accommodation continued to reduce.
- The Council has prevented 380 households from becoming homeless, more than the anticipated number of 366.
- Attainment levels for Key Stage 2 and GCSE improved further in 2012 and the gap with national averages continues to narrow.
- The number of children in care decreased.
- Personal robbery and residential burglary offences continued to reduce.
- The number of first time entrants to the youth justice system reduced.
- Haringey's recycling rate remained above target.
- There has been a reduction in the level of street litter.
- The Council is on track to meet the government's 70% target for the number of social care clients receiving a personal budget.

Areas for focus

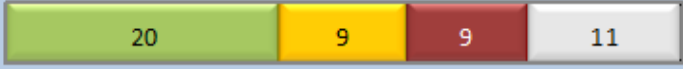
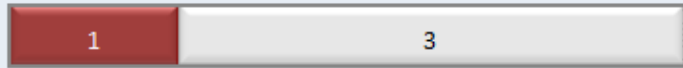

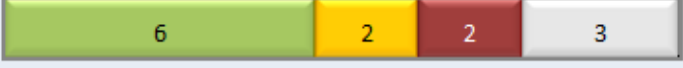

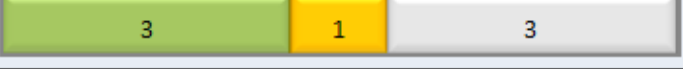



- Continue to address high unemployment, particularly amongst young people and in the east of the borough.
- Continue to prevent homelessness and to respond to the impact of welfare reforms.
- Continue to implement improvements to the adoption process to reduce the time it takes for children to be adopted.
- Increase the proportion of primary schools rated by Ofsted as good or outstanding.
- Address youth re-offending rates.
- Reduce the time taken to process housing benefit and council tax claims.

The key emerging issues from this period are:

- In October 2012 [regulations](#) were laid which set out the eligibility criteria for the first phase of the **two-year-old entitlement to free early education** from September 2013. Additional funding is being provided to local authorities rising to £760 million in 2014-15.
- Plans to introduce a new **Ofsted framework for inspecting school improvement functions provided by councils** were published.
- The Government has [published proposals](#) which could see councils forced to outsource their **adoption recruitment and approval services**.
- A **business rates retention scheme** will be introduced from April 2013. It will provide a direct link between business rates growth and the amount of money councils have to spend on local people and local services. Councils will be able to keep a proportion of the business rates revenue as well as growth on the revenue that is generated in their area.
- The government has announced recommendations for the **funding of care and support** including a cap on care costs of £75,000 (at the point of implementation in 2017).

Summary of Performance

The table below shows the proportion of indicators meeting target (green), close to target (amber) and below target (red), for those indicators where data is available.

		Performance Indicators
	All	
Priorities	Work with local businesses to create jobs for local people	
	Deliver regeneration to key areas of the borough	Monitored through activity
	Tackle the housing challenges	
	Improve school standards and outcomes for young people	
	Deliver responsive, high quality services to residents	
Other Major Responsibilities	Community Safety	
	Environment	
	Health and Social Care	
	Key	

Please note: the table above only includes indicators for which data is available. Please see Appendix 1 for further details.

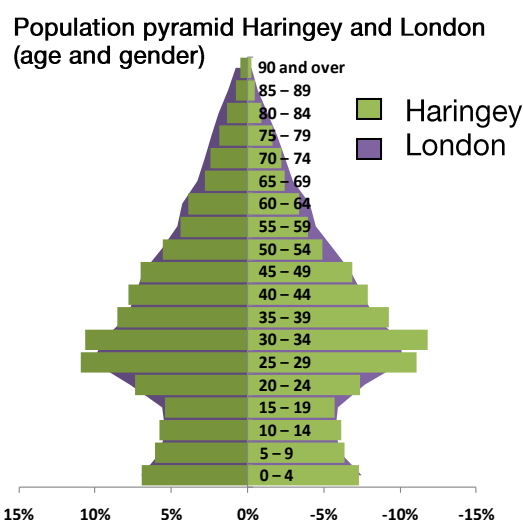
'No status' refers to indicators that are data only or where no target has been set.

Key data release: 2011 Census Key Statistics

The Office for National Statistics (ONS) published the second release of Census 2011 statistics between December and January 2012. This initially focussed on key statistics at **local authority level (11th December)**, followed by key statistics at **ward and small geographical area level (30th January)**. Census data provides a detailed profile of the Haringey population and plays a key role in service planning and delivery.

A full local analysis including a summary briefing and ward profiles is currently being prepared by the Business Intelligence Team and will be available in early March 2013. Early headlines for Haringey are as follows:

- On Census night the **population of Haringey was 254,900**, up by 38,390 in a decade (18%) and significantly higher than the 2010 Mid Year Estimate (MYE), by 29,900.
- The **population increase in Haringey was greater than both London and England.**
- Haringey has a **higher proportion of young adults** and a **smaller proportion of older people** than London.
- A third of households in Haringey are **one person households.**
- Haringey has seen an **increase in lone parent households**, now accounting for over 10% of households. Of these, around 50% are not in employment, which is a decrease from 2001 and similar to the London average.
- Haringey has the **3rd highest proportion of White Other** of all London boroughs.
- Haringey has some of the highest levels of households with mixed ethnicities in the country.
- **45% of Haringey residents were born outside Britain**, the main nationalities being Polish, Turkish, Jamaican, Irish, Ghanaian and Somalian.
- **5% of Haringey residents have lived in the UK for less than 2 years**, higher than London.
- **Christianity and Islam are the main religions** in Haringey. A quarter of residents have no religion, up from 20% in 2001.
- **Over 80% of Haringey residents consider themselves to be in good or very good health** (similar to the London average).
- **14% of Haringey residents report they have a condition that limits their day to day activities** (also similar to the London average).
- Home ownership in Haringey remains considerably lower than London and **levels of private renting are amongst the highest in London.**
- **Over-occupancy in Haringey is significantly above the London rate.**
- Haringey has seen a **major reduction in the proportion of residents aged 16 and over with no qualifications.**
- There has been a **reduction in full time workers** in Haringey, but big increases in part time and self-employed workers. Women are more likely to work part time than men.
- **More people in Haringey have never worked or are long term unemployed than the London average.**



Priority 1: Work with local businesses to create jobs for local people

Performance Highlights

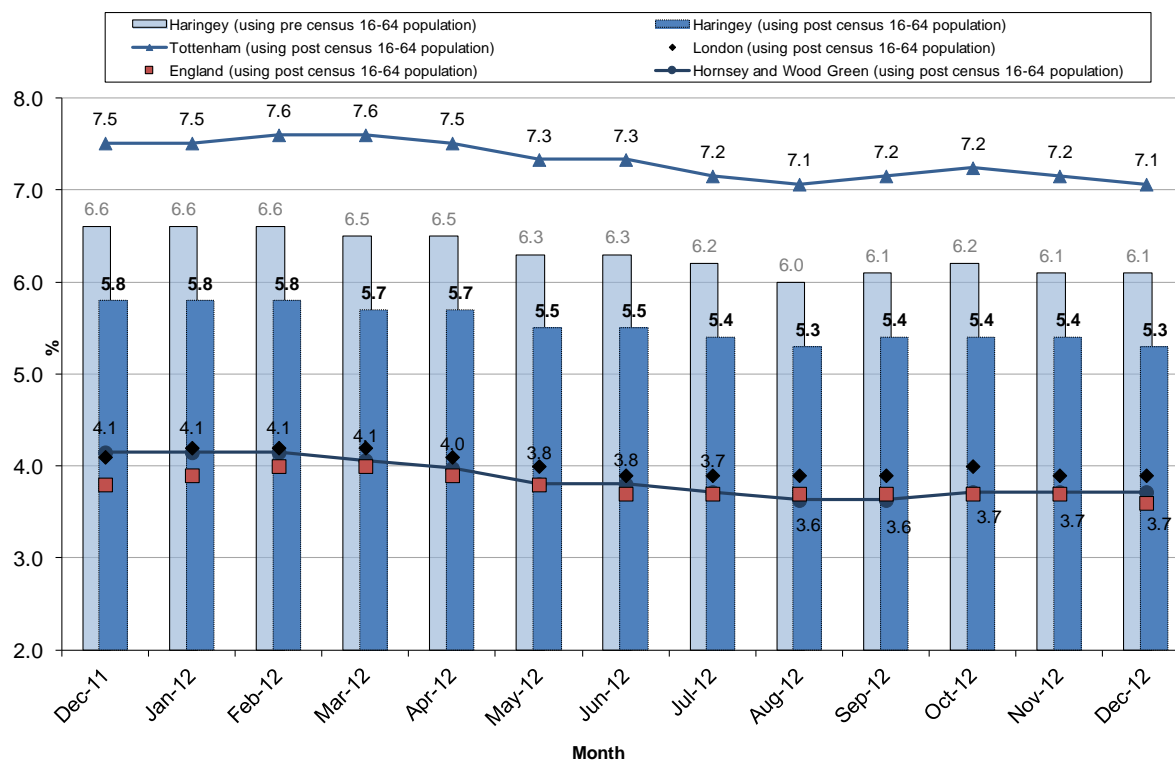
- 32 jobs have been created through the **Haringey Jobs Fund** in the year to December. The target is to create 50 jobs by March 2013.
- 5.3% of the working age population were claiming **Jobseekers' Allowance (JSA)** in December 2012. This remains above the London and England rate.

1. From April to December 2012, 131 local unemployed residents found work through the **Jobs for Haringey programme**¹. This includes:
 - 32 jobs created under **Haringey Jobs Fund**. Agreements are in place with employers to create at least 57 jobs by 31 March 2013.
 - 49 people helped into employment through the **European Social Fund Tri-Borough programme**. This is the third phase of the 'North London Pledge', led by Haringey, to reduce unemployment and worklessness in Haringey, Enfield and Waltham Forest.
2. **Haringey Welcome**, a programme to support third country nationals (non UK and EU nationals) to integrate in the local community, was launched in September 2012. Eighty-one third country nationals are currently being supported through the scheme, 23 of whom have had overseas qualifications transferred to a UK equivalency.
3. In a joint project with the Greater London Authority, an **Enterprise and Employment Centre** has been established at 639 High Road, N17 to support new business, create new jobs and provide a focal point for volunteering and the community. The GLA has purchased the building; it is due open in April, following refurbishment.
4. In December 2012, 5.3% of Haringey's working age population were claiming **Jobseekers' Allowance (JSA)**. The claimant rate is calculated using the 16-64 population of the borough. Hence the percentage has been affected by the new population estimates resulting from the 2011 Census (pre- and post-Census figures are shown in the chart below to illustrate this impact). The JSA rate has remained fairly stable since the summer, mirroring the national and regional trends.

Haringey rates remain significantly above the London and England rates. However, there is a major split between the parliamentary constituencies, with Hornsey and Wood Green very close to the London and England rates, whereas the claimant rate in Tottenham is almost double the England rate.

¹ Please note: the Haringey Jobs Fund focuses on creating jobs for unemployed residents. The Jobs for Haringey programme covers a wider range of activities to support residents into employment.

Percentage of population claiming Jobseeker's Allowance (JSA)



5. The JSA claimant rate is disproportionately high:

- in the east of the borough, particularly Northumberland Park (12.1%)
- for males (6.4% compared to 4.2% for females)
- for 20-24 year olds (9.9%), albeit this has decreased by 14% (1.6 percentage points) since February 2012.

6. Between October 2011 and September 2012 (Labour Force Survey data published January 2013):

- 11,800 Haringey residents were '**unemployed**'. These are people who are out of work and actively looking for work and available to start work within a fortnight. This represents 10.0% of 'economically active' residents compared to 8.9% in London. This has reduced from 12.5% in September 2011.
- 42,400 Haringey residents were '**economically inactive**'. These are people who are out of work but have not actively sought work in the last four weeks. 38.7% of the economically inactive population are students, compared to 31.1% in London.

Priority 2: Deliver regeneration to key areas of the borough

7. The findings of a consultation to improve public space in **Bruce Grove Town Centre**, including signage, pavements, shop frontages, Holcombe and Bruce Grove markets, was [published](#) in December 2012. Holcombe Road market is now at the design stage; the stakeholder group for Bruce Grove public realm work are working to prioritise and align schemes in the Town Centre and officers are engaging with Transport for London and Network Rail to lever in additional resources.
8. Extended consultation has taken place on plans to [regenerate Tottenham Green](#) as a civic heart for Tottenham. Design work and the main tendered works are now expected to commence in July 2013.
9. A **High Road Charter** is being developed between the Council, traders and the Metropolitan Police Service. A retail strategy for Tottenham has been commissioned from planning consultancy Arup as part of the physical development framework for Tottenham which will be considered by members in Spring 2013.
10. The **Tottenham Taskforce** has secured renewed leadership on the regeneration of Tottenham, with the establishment of the **Joint Strategic Forum**, the leadership group that will now take forward the work of Haringey Council and the Greater London Authority (GLA).
11. **Tottenham Gyratory**: Construction works started on the Gyratory programme in November 2012 with the initial elements of the programme to prepare the High Road (western arm of the Gyratory) for two-way operation. Also in November, the Mayor of London announced that Transport for London will invest £20m in the redevelopment of Tottenham Hale station, bringing additional passenger capacity, housing development and commercial floorspace. Public consultation and community engagement continued throughout the quarter on the masterplan for High Road West. This began with public workshops in July 2012 and formal consultation will begin in Spring 2013 on options.
12. The **Project Tottenham community film festival** and the **Tottenham Music Festival** took place in September and December respectively, attracting new and local audiences to a number of venues in Tottenham. These events were the finale of the 2012 creative programme for Tottenham.
13. Haringey Council has received the Inspector's report on the **Local Plan**. The plan was agreed by Cabinet and will go to Full Council shortly.

Emerging Issues

The Mayor of London's Independent Panel on Tottenham has published a report, entitled *It took another riot*, exploring the key challenges facing Tottenham and setting out a series of recommendations for Haringey Council, the Greater London Authority and central Government. The report, authored by the Mayor's Tottenham champion Sir Stuart Lipton, has set out a series of recommendations for the long term regeneration of the borough, bringing together public and private partners. It calls for:

- More funding for Tottenham
- Improved housing and transport links
- Better and more employment opportunities
- Stronger relationships between the community and police

- Better youth engagement, and
- Further work to improve Tottenham's public image.

The council is working across all its services and with its partners to prepare a response to the report.

Cross Rail 2

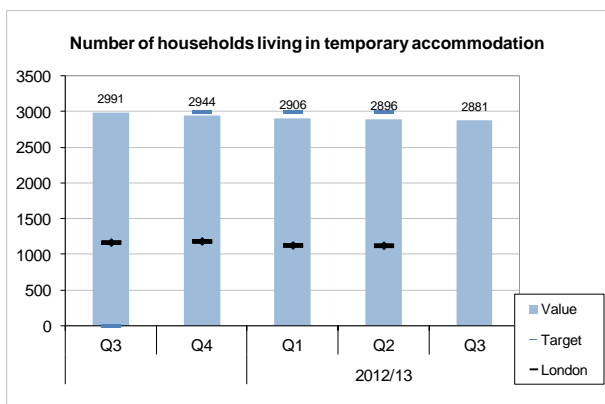
London First has [published a report](#) with recommendations for the Cross Rail 2 project. Cross Rail 2 is the proposed south-west to north-east London route, with potential suburban and regional services. Options for the route include links to Tottenham and the Upper Lea Valley, with possible stops at Seven Sisters, Tottenham Hale, Turnpike Lane and Alexandra Palace. Haringey Council has welcomed the recommendations, which may present considerable opportunities for the regeneration of the area.

Priority 3: Tackle the housing challenges

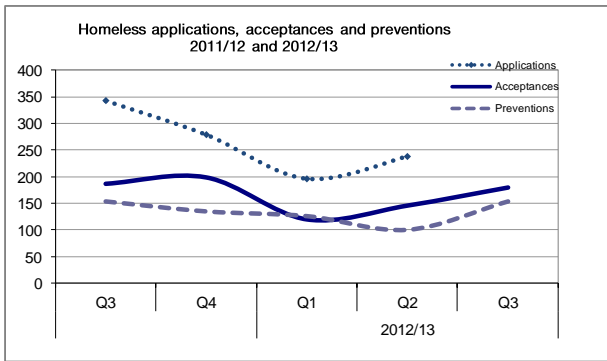
Performance Highlights

- The number of households in **temporary accommodation (TA)** continues to reduce albeit at a slower rate. There are currently 2,881 households living in TA, which is above the London average of 1,130.
- The Council has **accepted fewer households as homeless** than anticipated (443 households).
- The Council has **prevented 380 households from becoming homeless** against a target of 366.

14. The Council's ability to prevent homelessness has been hampered by a reducing supply of private rented accommodation. The reduction in the Local Housing Allowance (LHA) has resulted in fewer properties being affordable to households on housing benefit and competition for accommodation from other London boroughs has further constrained supply.



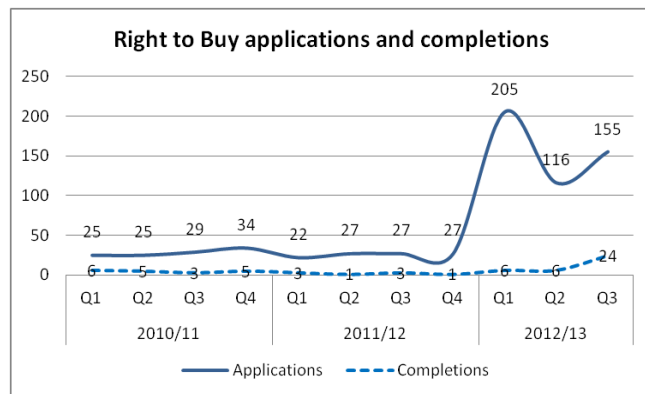
- The number of **households living in TA** continues to decrease (110 fewer households, a 3.7% reduction since this time last year). However, the rate of reduction has slowed.



- There have been 380 homelessness preventions in the year to December, against a target of 366. Of the 154 homelessness preventions in quarter 3:
 - 86 households were able to remain in their existing home.
 - 68 households were helped to find alternative accommodation.

15. There were 443 homelessness acceptances in the year to December, less than the anticipated number of 559. Haringey acceptance numbers for January to December 2012 (641) remain above the London average of 396 (October 2011 to September 2012).

16. The number of right to buy applications rose in Q3, giving 476 for the year to date, a major increase over previous years. The number of completed sales is beginning to show a rise following the major increase in applications in the first quarter.



17. The Haringey based North London Practical Support Hub formally ended on 31 January 2013, having worked with over 200 households to prevent homelessness. The Hub offered practical advice and help to those affected by the housing benefit reforms, including helping tenants to claim benefits; negotiating with creditors to reduce debt repayments; negotiating with landlords to reduce rents and ensuring that any arrears could be repaid by affordable instalments. The Hub successfully prevented homelessness in 68% of the cases it dealt with. Building on the success of the sub regional hub, Haringey is now refocusing efforts to help and support households who are affected by the implementation of the overall benefits cap. This will happen earlier for Haringey than most other boroughs, as Haringey is one of just four boroughs chosen as a pilot area for the government's welfare reforms. This means that the benefits cap will come into force in the borough from 15 April 2013.

18. The Affordable Rent Statement has been agreed to help maximise the supply of and access to affordable housing, particularly in the west of the borough. The Council is on target to provide a minimum of 200 affordable homes by March 2013.

19. The Council has used its Compulsory Purchase powers to bring twelve properties back into use, which had previously failed to be brought back into use by their owners following enforcement proceedings.

20. The Council is currently consulting for a second time on the proposal to introduce an Additional HMO Licensing Scheme for houses in multiple occupation (HMOs) in all or part of the five wards which make up the Tottenham area (Northumberland Park, Bruce Grove, Tottenham Green, Tottenham Hale, Seven Sisters). Cabinet is scheduled to make a decision on the proposal in October 2013.

Emerging Issues

From 1 April 2013 Council and housing association tenants of working age whose rent is paid by Housing Benefit will have to pay a substantial part of the rent themselves if their home is bigger than the government's calculation allows. This will impact on foster carers who have extra rooms for children, and those families whose children have grown up and left home.

From April 2013 the government is introducing a **cap on the total amount of benefit** that working age people can receive. This will mean that, aside from certain exemptions, workless households should no longer receive more in benefits than the average earnings of working households nationally. The roll out of the benefits cap will start in four London boroughs, including Haringey (the others are Bromley, Croydon and Enfield)

On 20 December, the [new £200 million build to rent fund was launched](#) which is intended to boost the construction of new homes specifically for private rent. An expert taskforce will also work to boost investor awareness of the fund and offer practical support to those interested in this new market. The prospectus for the fund has been published on the [Homes and Communities Agency's website](#).

Priority 4: Improve school standards and outcomes for young people

Performance Highlights

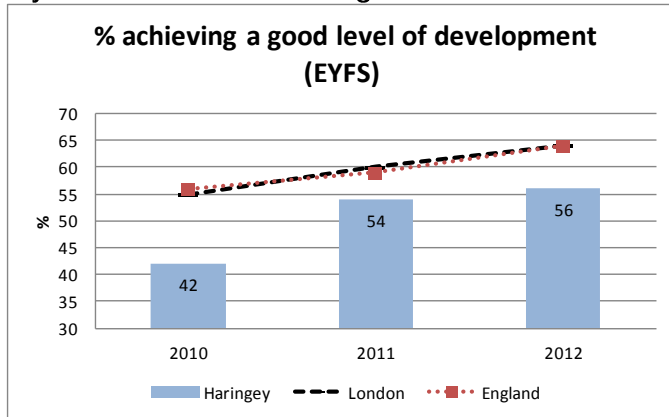
- **Attainment levels** for Key Stage 2 and GCSE continue to improve and the gap with national averages continues to narrow.
- 57% of **children's centres** are rated good or outstanding compared to 69% for England.
- 71% of Haringey's **primary schools** are now judged by Ofsted as good or outstanding, higher than the England average (69%).
- 75% of Haringey's **secondary schools** are now judged by Ofsted as good or outstanding, higher than the England average (66%).
- The rate of **children in care** continues to decrease, currently 92 per 10,000 population, which remains higher than the level in similar boroughs.
- The number of **children subject to a child protection plan** increased by 53 in the year to December.
- In the year to date, **children waited an average of 711 days from becoming looked after to being placed for adoption**. This is higher than the 639 day national threshold but an improvement over Haringey's three year average for 2009/12 (749).
- In the year to date, **children waited an average of 455 days from entering care to moving in with adoptive parents** (including foster parents who subsequently adopt), compared to 647 days in 2009/12.
- For 22.1% of young people aged 16-19, it is not known whether they are in **education, employment or training**, higher than the Statistical Neighbours average.
- Of those young people whose situation is known, 4% are **not in education, employment or training**, better than 4.3% this time last year and the 8.9% target.

21. The **Children's Trust** has been re-established to help us meet our statutory duty to cooperate with strategic partners to improve outcomes for children. The Trust held its first meeting on 29 January and sits alongside the statutory Health and Wellbeing Board and Community Safety Partnership Board. The Children's Trust is holding a workshop on 5 March to discuss a partnership approach to early help in Haringey. It will build on work undertaken by the Council.

Schools

22. Since provisional **educational attainment** figures were reported in quarter 2, validated local, national and regional figures have been published, with some minor variations from the figures previously reported. These allow us to see definitively how Haringey compares to London and England.

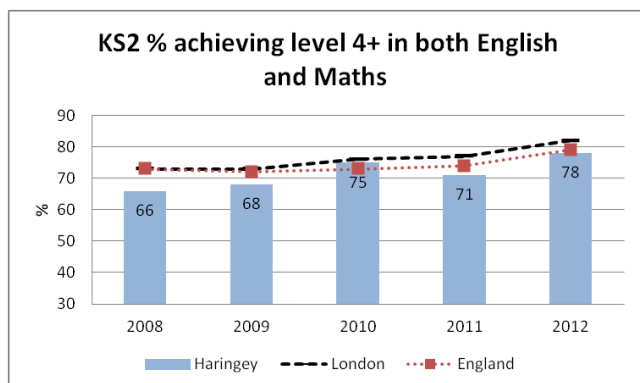
Early Years Foundation Stage



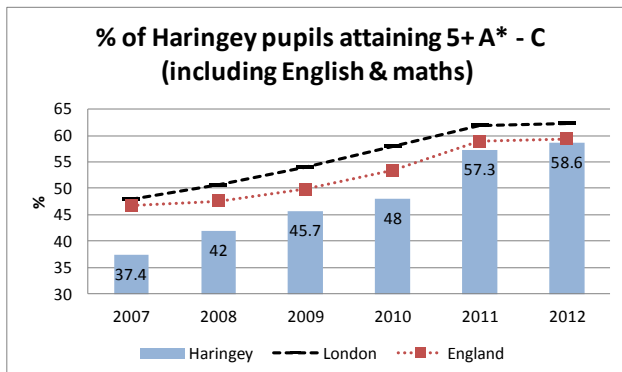
- The percentage of children achieving a good level of development in the Early Years Foundation Stage has continued to improve (54% to 56%) but not as quickly as England (59% to 64%). Haringey's ranking has fallen from 122nd to 138th (out of 152 local authorities).

Key Stage 2

- Validated results for Key Stage 2 (end of primary school) show an improvement from 71% to 78% for pupils achieving level 4 or above in both English and Maths, putting Haringey almost on a par with England and moving its ranking from 109th to 99th (out of 150 local authorities).



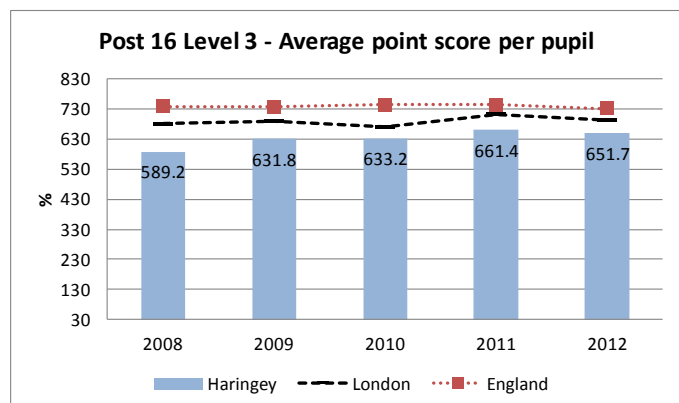
GCSE



- Validated 2012 GCSE results show that 58.6% of pupils attained 5+ A*-C (including English & maths), close to the 59.4% national average. Haringey is now ranked 77th (out of 151 local authorities).
- 75.1% of pupils are making expected progress from KS2 to GCSE in English, better than England (69.2%). Haringey is ranked 23rd (out of 151 local authorities).
- 77% of pupils are making expected progress from KS2 to GCSE in Maths, also better than England (69.8%). Haringey has improved its rank to 20th (out of 151 local authorities).

Post-16

- Validated results for post-16 attainment show that the total average point score per pupil has fallen slightly (661.4 to 651.7); the England average has also fallen from 745.9 to 733. Haringey is now ranked 125th (out of 149 local authorities). Average point score per exam entry is 209.9 (England 212.8). Haringey is ranked 52nd (out of 149 local authorities).

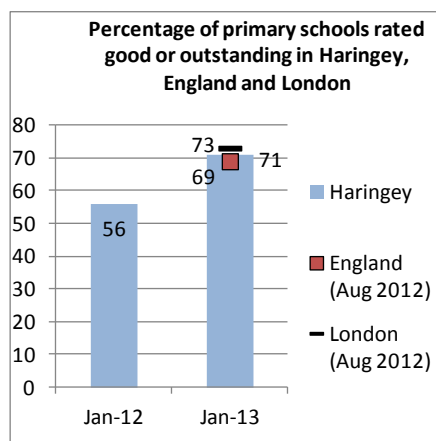


23. Figures for the **educational attainment of looked after children** have recently been published. Of the children looked after continuously for twelve months during the year ending 31 March 2012:

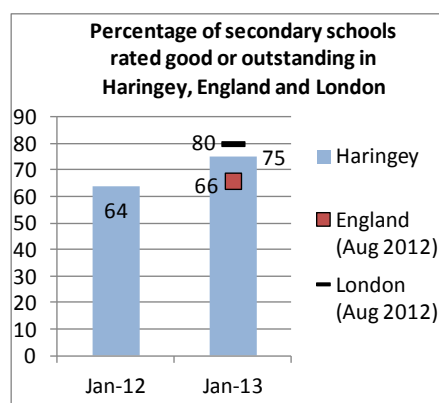
- **Key stage 1** results were excellent, with 94% achieving the expected level in reading (compared to 67% nationally), 88% achieving the expected level in writing (compared to 57% nationally), and 81% achieving the expected level in mathematics (compared to 71% nationally).
- At **Key stage 2**, 42% achieved the expected level in English and Maths in 2012, below the national average of 50%.
- At **GCSE level**, 18.9% achieved 5+ A*-C including English and mathematics, above the national average of 15%.
- Haringey also had above average levels of children still in full time education following completion of education at year 11 (78% compared to 71% nationally).

24. As at February 2013, 14 of Haringey's **Children Centres had been inspected by Ofsted** and eight were judged good/outstanding (57%). This is below the national average of 69% rated as good or outstanding (as at August 2012).

25. As at January 2013, 45 out of a total of 63 **primary schools** (71%) were rated good or outstanding, a major improvement over the previous quarter when the figure stood at 37 schools (59%). This is better than the national average (69%). This figure includes academies, but excludes free schools.



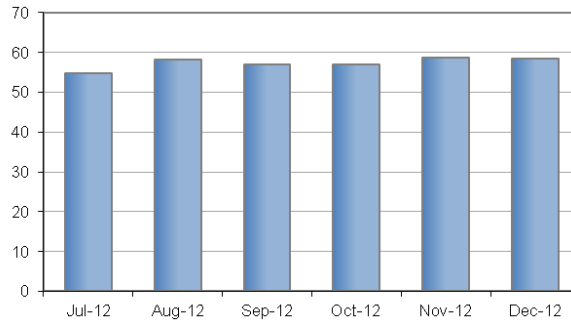
26. As at the end of January 2013, nine out of twelve **secondary schools** were rated good or outstanding (75%), again an improvement compared to the previous quarter (eight out of 13 schools, 62%). This is better than the national average (66%). This figure includes academies.



Children's Social Care

27. The **rate of children subject to a child protection plan** has increased over the last year at 59 per 10,000 population. This equates to 47 additional children (337 children in total) and remains considerably higher than comparator authorities. The top two recorded presenting needs were for domestic violence (141 [75%]) and for drugs (60 [43%]).

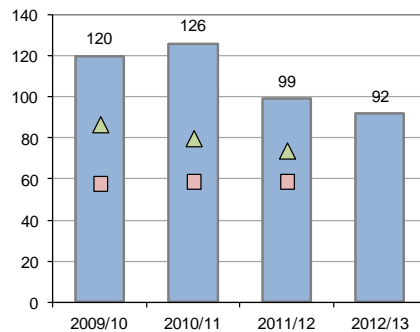
Rate of Children subject to a Child Protection Plan per 10,000 population



28. The rate of **children in care** per 10,000 population is 92 (529 children), lower than this time last year (106 per 10,000 population). This remains considerably higher than the average for Haringey’s statistical neighbours (74 as at 31 March 2012).

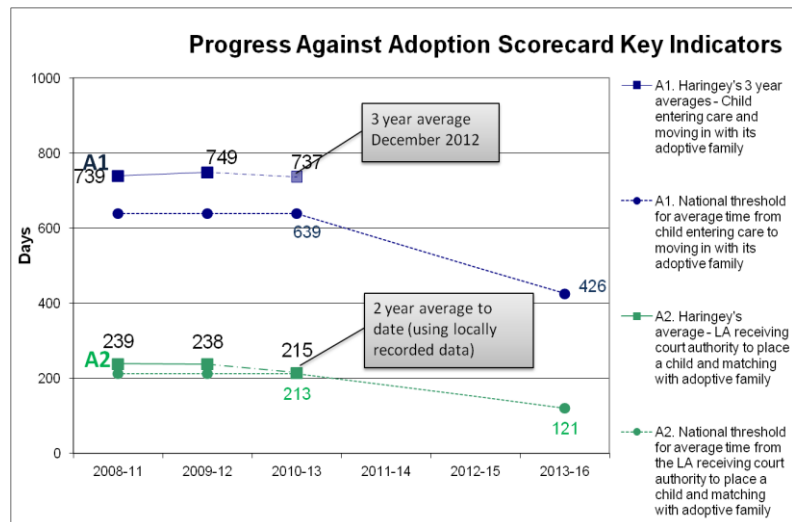
Rate of Children in Care per 10,000 population

Haringey Rate per 10,000	
Statistical Neighbours Rate	
England Rate per 10,000	



29. There have been 10 **adoptions** in the year to December, on track to meet the target of 15, and 24 **special guardianship orders**. Increasing use of special guardianship orders in addition to adoption orders helps to reduce the time children spend in long term care.

30. In the year to date, children waited an average of 711 days from becoming looked after to being placed for adoption. This is higher than the 639 day national threshold but an improvement over Haringey’s three year average for 2009/12 (749).



31. In the year to date, children waited an average of 455 days from entering care to moving in with adoptive parents (including foster parents who subsequently adopt), a considerable improvement on 647 days in 2009/12.

32. The service is also approving significantly higher numbers of adopters (26 in 2012/13 so far, compared to 9 in 2011/12).

33. The Council has undertaken a range of activities to improve its performance on adoption. These include:

- Referring children for family finding at a much earlier stage and introducing linking meetings to facilitate potential matches
- Strengthening performance management, for example by putting systems in place to monitor the progress of every child through all stages of the adoption process, and introducing monthly tracking meetings to monitor performance in placing children
- Developing a Permanency Policy
- Reviewing roles and structures in the service and adding extra capacity
- Strengthening scrutiny and profile of adoption at a senior level within the Council

These improvements have led to an average reduction of 100 days in the time taken to place children for adoption.

Emerging Issues

Secondary state schools in England from 31 January will receive £500 for every Year 7 pupil who did not reach the expected level in literacy and maths when they finished primary school. The **'catch-up premium'** will provide intensive tuition for almost 110,000 pupils who have failed to reach the expected level of literacy and maths skills by the time they move to secondary school. Figures from the Department for Education show that only 5% of pupils who did not manage to get Level 4 in both English and maths at Key Stage 2 went on to achieve five GCSEs at A* to C, including English and maths.

In October 2012 [regulations](#) were laid which set out the eligibility criteria for the first phase of the **two-year-old entitlement to free early education** from September 2013. Additional funding is being provided to local authorities rising to £760 million in 2014-15.

The [Secretary of State for Education](#) has confirmed that **plans to replace GCSEs with a new English Baccalaureate Certificate (EBC) are to be abandoned**. The main changes announced include a new, slimmed down, national curriculum:

- GCSEs to be universal, with no higher and foundation tiers
- GCSEs in English, maths, science, history and geography to be more rigorous, with the new system to be in place for teaching in 2015
- A new system to assess and rank schools, doing away with the standard league table measure, which are said to distort teaching by placing too much focus on students at the crucial C/D borderline.

The government has [announced proposals](#) to make it easier for **Free Schools** to convert empty and underused buildings and move more quickly into their preferred site following new measures to remove planning red tape. New measures will allow free schools to open in almost any building for a year without needing planning permission.

Plans to introduce a new **Ofsted framework for inspecting school improvement functions provided by councils** were published on 5 February. Under the proposed framework, Ofsted will evaluate how effectively local authorities discharge their school improvement functions, particularly in areas where schools are not yet good or are not improving quickly enough. The draft framework is currently out for [consultation](#).

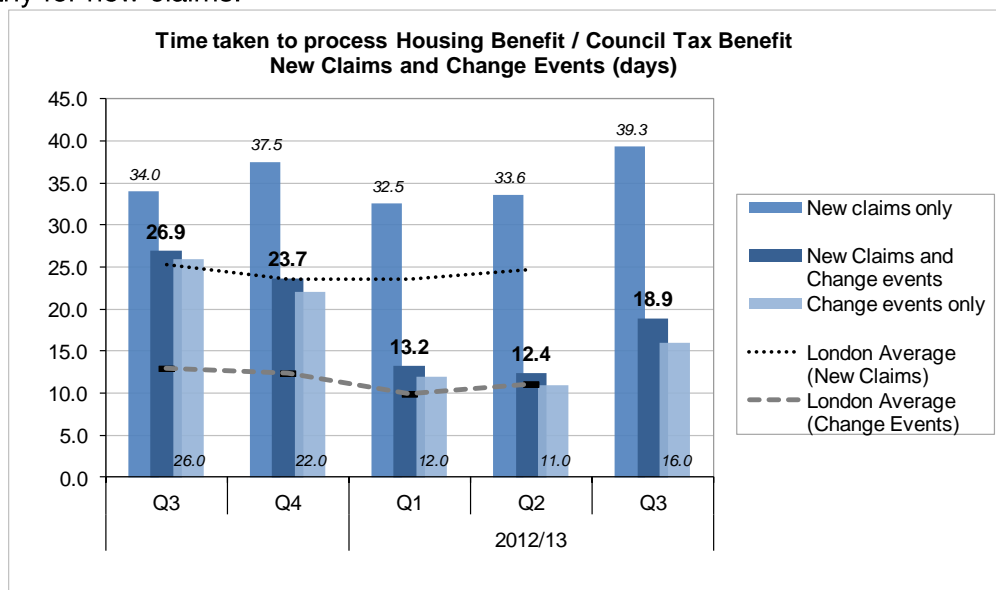
On 24 January, the Government [published proposals](#) which could see councils forced to outsource their **adoption recruitment and approval services**. The Government stated that this is the "last chance" for local government to put in place measures to address the adopter shortage before they will intervene. An "Adoption Reform Grant", funded from the £150 million top-slice from the Early Intervention Grant has also been announced.

Priority 5: Deliver responsive, high quality services to residents

Performance Highlights

- The time taken to process housing benefit and Council tax new claims and change events increased to 18.9 days in quarter 3.
- 82.7% of Council tax due for the year was collected in the year to December, around 3% worse than at this point last year and slightly below target.
- The average time taken to respond to complaints and members' enquiries improved this quarter and remains better than target (11.3 days and 8.1 days, respectively).
- Staff sickness is 7.2 days per Full Time Equivalent employee (FTE) and is just above the London average.

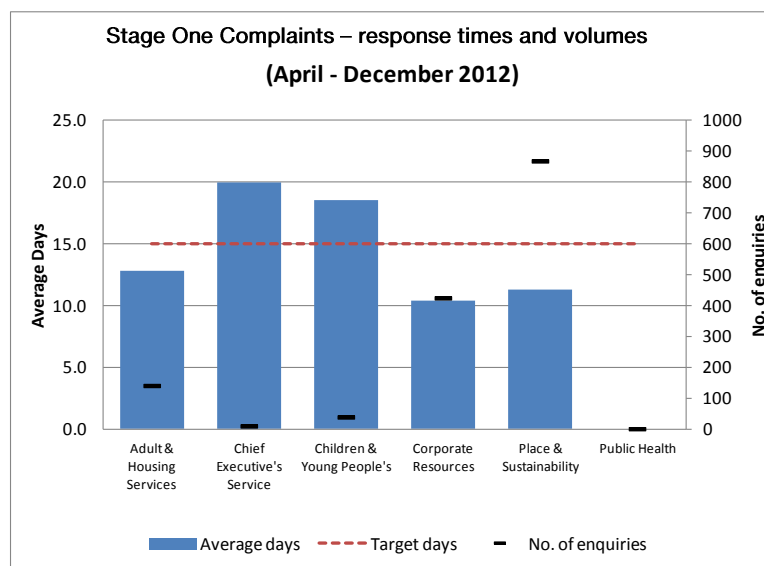
34. The time taken to process housing benefit and Council tax new claims and change events increased to 18.9 days in quarter 3, above the 18 day target. However, the year to December figure is 13.7 days, a significant improvement on last year, and better than the 18 day target. This is the first quarterly increase since the summer of 2011/12, caused by increases in processing time for both change events and new claims. The latest benchmarking data shows an increase in the London average, but Haringey remains significantly above this, particularly for new claims.



35. 82.7% of Council tax due for the year was received in the year to December, below the 83% profiled target and significantly below levels achieved at this time last year (85.8%).

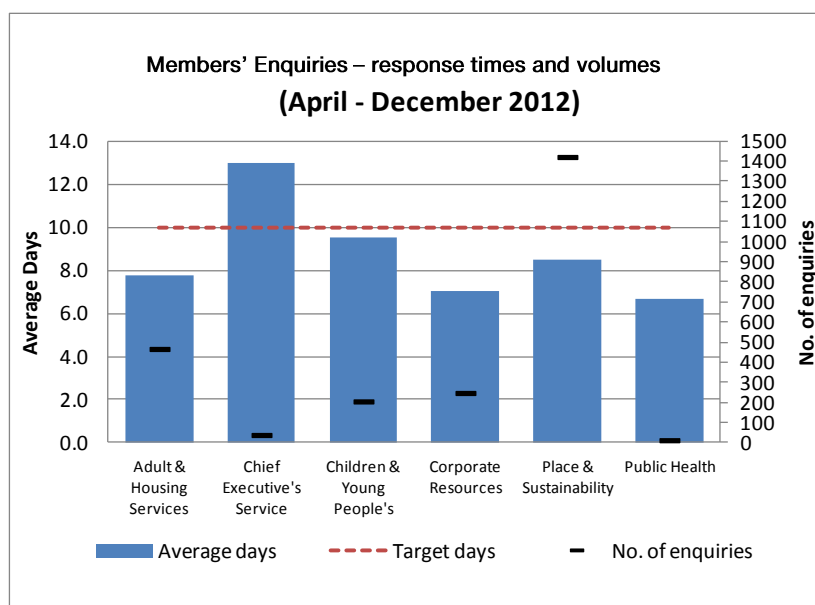
36. In quarter 3, the average time taken to respond to **Stage One complaints** was 11.3 days against a target of 15 days. Chief Executive's Service and Children's Services are above the target days for the year to date (although CE's improved to 13.5 days this quarter) albeit the number of enquiries dealt with was small (9 and 38 enquiries, respectively).

37. Only 2% of stage 1 complaints are escalated to the Local Government Ombudsman.



38. 9% of complaints received were escalated to **Stage 2: Independent Review** in the year to December, an average of 27 cases per month. This represents a sustained increase in both proportion and volume of escalations compared to the six months to March 2012 (5% and 14 per month, respectively).

39. In quarter 3, the average time taken to respond to **Members' Enquiries** was 8.1 days against a target of 10 days, maintaining the improvement over the Quarter 1 figure of 8.8. Although the Chief Executive's Service is above the target for the year to December, the actual number of enquiries dealt with was relatively small (38 enquiries).



40. **Staff sickness** for Haringey Council (excluding school staff) reduced from 7.77 days per FTE in April 2012 to 7.2 days per FTE in December 2012. This is close to the London average of 6.9 days for London (based on data for 24 boroughs as at Q2 2012/13).

41. The council is freezing its council tax for 2013/14.

42. Local authorities have a legal duty under the Equality Act 2010 to publish their **employment profile**. Haringey's [latest profile](#), to June 2012, is now available online. It provides an overview of the organisation's workforce, with details of the significant changes in terms of budget reductions, restructuring and redundancies, as well as reporting on a number of work related themes within the organisation inclusive of the various diversity strands such as disability, gender, ethnicity and age.

Emerging Issues

Universal Credit

Launch of universal credit pilots (in Tameside, Oldham, Wigan and Warrington) to demonstrate how the new scheme will work begins in April. Universal Credit will be phased in over a period of four years from 2013 to 2017. Between October 2013 and April 2014 new claimants will begin to receive UC and a further half a million existing claimants will also move to UC as and when their circumstances change significantly. The second phase will begin in April 2014.

Localisation of Council Tax Benefit

The Government is transferring the support for Council Tax to local authorities from 2013-14 with an overall reduction in funding of 10%. Council Tax Benefit will be abolished and local authorities are required to develop their own council tax reduction scheme. Entitlement rates for pensioners in England will still be set nationally and maintained at their existing level. This will mean a greater than 10% reduction for working age claimants where the reduction in benefit is passed on.

The council agreed its scheme at Full Council on 17th January 2013, including an overall reduction of council tax support of 19.8%. This scheme has been the subject of a legal challenge which has been heard in the High Court and dismissed. An appeal against that decision was heard in the Court of Appeal and was also dismissed.

Council Tax

On 1 January, CLG highlighted [new legislation](#) that takes effect in April 2013 which allows local taxpayers to choose to pay their Council tax bill over 12 months rather than 10. Draft affirmative regulations were published on tackling Council tax fraud, including setting out the powers which local authorities will have to combat fraud in the Council tax system and to prosecute those who commit criminal acts. These regulations will ensure that local authorities continue to be able to tackle fraud.

Business Rates Retention

A business rates retention scheme will be introduced from April 2013. It will provide a direct link between business rates growth and the amount of money councils have to spend on local people and local services. Councils will be able to keep a proportion of the business rates revenue as well as growth on the revenue that is generated in their area. This will provide a financial incentive for councils to promote economic growth.

Equalities Impact Assessments

The terms of reference for a review of the [Public Sector Equality Duty](#) were published on 28 November 2012. The review, to be completed by April 2013, and conducted under the Red Tape Challenge, will look at all aspects of the duty with a view to amendment or diminution. Despite a letter from CLG to local authorities in December saying that equality impact assessments (EqlAs) are not a legal requirement, **Section 149 of the Equality Act remains on the statute book**. This means that public sector organisations must continue to demonstrate

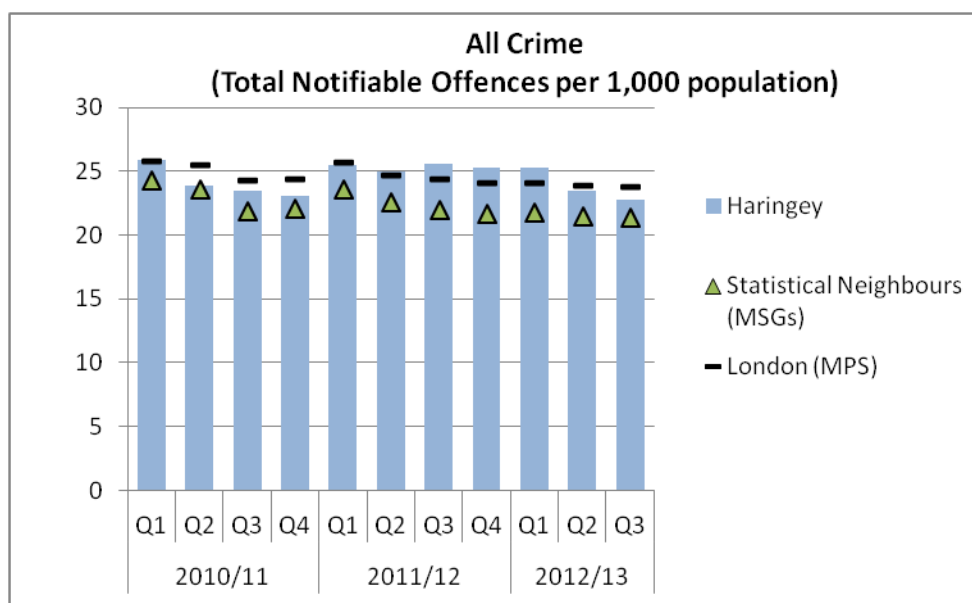
“due regard” to the public sector equality duty. Judging by judicial decisions, it would appear that an EqlA – incorporating consultation – is the only way a public sector organisation can demonstrate “due regard”.

Community Safety

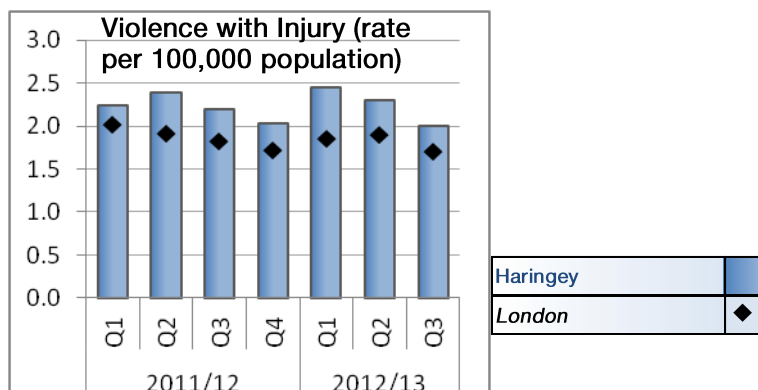
Performance Highlights

- **Violence with injury** decreased by 13% in quarter three. Year to date performance is close to the same period last year (1,737 offences)
- **Personal robbery** and **residential burglary** offences continued to reduce in quarter three. Personal robbery has fallen by 28% in April to December 2012 compared to the same period in 2011; residential burglary has fallen by 8%.
- The number of **first time entrants** to the youth justice system has reduced to 962 per 100,000 10-17 year olds.
- **Use of custody** for 10-17 year olds has reduced to 2.4 per 1,000 population but Haringey remains comparatively high, ranking 7th out of 9 similar authorities in its group.
- **Youth re-offending rates** remain high and have increased slightly from 44.7% to 45.2% of young offenders reoffending within a year.

43. Reported crime in Haringey reduced by 2.3% in January to December 2012 compared to the previous year. Haringey’s rate is below London, but remains above statistical neighbours. Please note that these figures have been amended to take account of new mid-2011 population estimates.



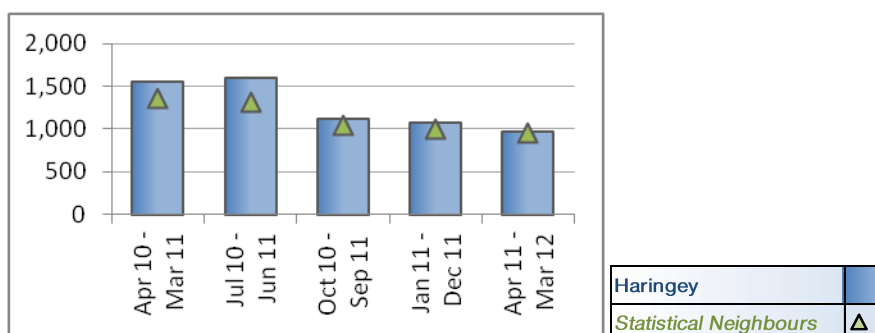
44. **Violence with injury** reduced by 13% in quarter 3 compared to the previous quarter. The year to date figure is very close to the figure for the same period last year (1737 and 1744, respectively), in line with the London trend.



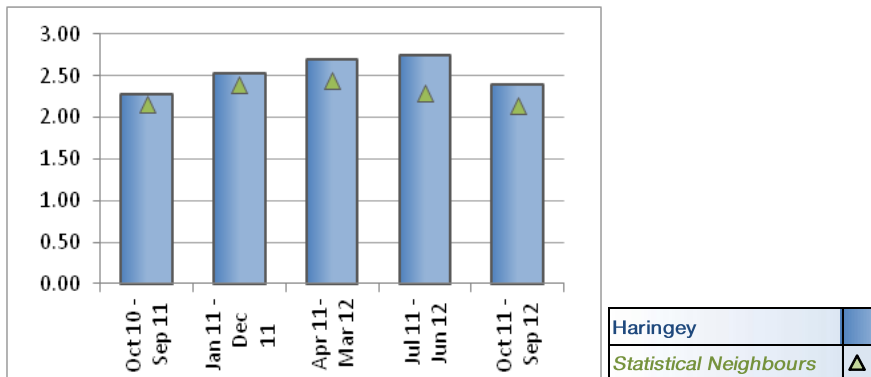
45. Both **personal robbery** and **residential burglary** offences (the key property offences measured by the Community Safety Partnership Board) continued to reduce in quarter 3. Personal robbery has seen a 28% reduction in April to December 2012 compared to the same period in 2011; residential burglary has seen an 8% reduction.

46. The number of **first time entrants to the Youth Justice System per 100,000 population** reduced in the year to March 2012 compared to the year to December 2011, from 1,073 to 962 but remains higher than statistical neighbours. This relates to 228 young people, a reduction of 13% compared with last year. Diversion through triage and well structured occupational programmes have been key in this reduction.

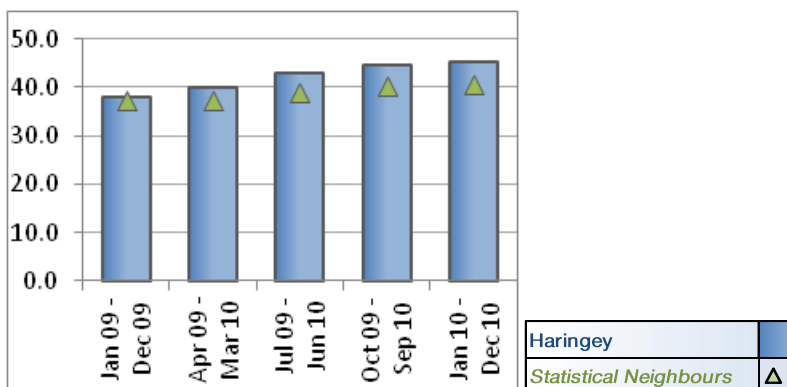
First Time Entrants to the Youth Justice System per 100,000 10-17 year olds.



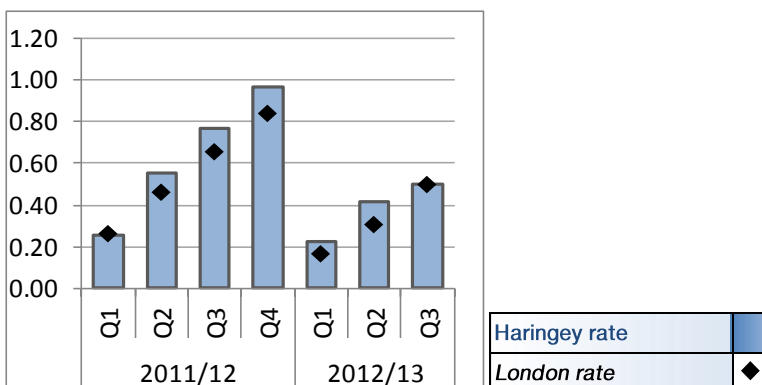
47. Haringey's **rate of custody use** (per 1,000 10-17 year olds) has reduced from 2.74 to 2.40. This is higher than most of Haringey's group of similar authorities (Haringey ranks 7th out of 9).



48. **Re-offending rates** for the January to December 2010 cohort have increased; 45.2% of offenders in the cohort reoffended compared to 44.7% for the previous cohort (October 2009 – September 2010). Local tracking shows that re-offending is on an increasing trend and unlikely to meet the end of year target.



49. **Serious youth violence** continues to fall. There were 30 serious youth violence offences in Oct - Dec 2012, down from 48 in the previous quarter. The year to date figure is 30% lower than in the same period last year.



50. Haringey's **annual community safety strategic assessment** is nearing completion. It will inform the work to revise and update the Community Safety Partnership's strategy. Emerging priority areas are acquisitive crime, anti-social behaviour, domestic violence, drug crime, violent crime, youth crime, and reoffending.

51. The **Gang Action Group Peer Review** was completed in November 2012. Work is in progress to develop an action plan based on the recommendations.

52. From March 2013, the Home Office has revised the definition of **domestic violence** to include those aged 16 and 17, and to include coercive control. Haringey's Domestic Violence Partnership is considering the impact that this will have on local services.
53. Haringey's [Hearthstone](#) centre, which offers domestic violence advice and support, was announced winner of the 2012 [Andy Ludlow Homelessness Award](#) in recognition of the innovative approach Hearthstone takes to help survivors of domestic abuse in the borough and help them avoid becoming homeless. The award, worth £30,000, is being used to provide additional support for clients, including a growing number of approaches from the Eastern European community.

Emerging Issues

The Mayor of London's office for Police and Crime (MOPAC) is holding public events in all London boroughs to hear residents' views on policing and get their feedback on the Police and Crime Plan for the capital. Haringey Council is due to host a public consultation meeting on Monday 25 February to which families and young people have been invited.

Anti-social Behaviour Bill

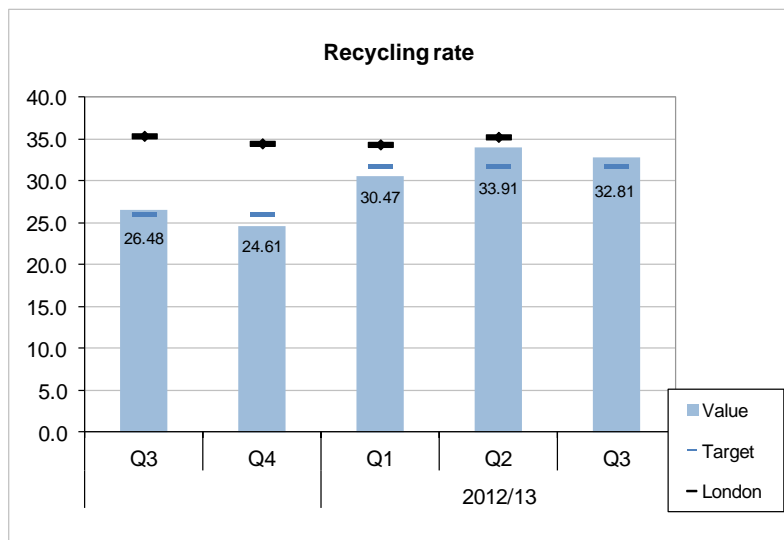
The Home Office published the [draft Anti-Social Behaviour Bill](#) in December and launched a [consultation](#) on a so-called 'community remedy'. The Bill proposes to allow victims to choose from a list of punishment options for offenders. The Bill also covers previously announced proposals such as a cut in the number of powers available from 19 to 5, and the so-called 'community trigger'.

Environment

Performance Highlights

- Haringey's **recycling rate** for quarter 3 was 32.8%, above the target (although this remains below the London average).
- **Levels of litter** were uncharacteristically high in tranche 1 but tranche 2 has seen a significant improvement.
- Haringey's 15 **green flag parks** have retained their flags for this year.

54. 32.81% of household waste was recycled in quarter 3, a slight reduction compared to the previous quarter. The year to date figure is 32.4%, exceeding the annual target. Haringey remains below the London average but has closed the gap considerably since last year. The improvement is largely attributable to the roll-out of fortnightly waste collection services across the borough.



55. The annual performance of Haringey's **street cleansing** contractor is based on levels of litter scores for tri-annual 'tranches'. Tranche one performance was uncharacteristically poor (13% of streets had unacceptable levels of litter) but performance has improved to 7% in the second tranche. Further improvement will be required if the target of 8% for the year is to be met.

56. **Green Flag** status has been successfully retained for all 15 of Haringey's parks and open spaces.

57. More than 120 representatives of north London businesses attended a [breakfast briefing](#) in February 2013 to hear how they might benefit from the green pound. This is part of the Council's plans to **reduce carbon emissions** in the borough by 40 per cent by 2020 and support the local economy. The Council wants to help residents reduce heat and energy waste in their homes by taking advantage of all available grants and government help.

58. The **Muswell Hill Low Carbon Zone** project was completed in September. The Zone achieved a 17% CO₂ reduction between September 2009 and September 2012, through a range of measures for schools, homes and businesses, making the Zone one of the most successful in London.
59. Haringey's **Carbon Commission report** was published and launched to around 100 local people at the annual Haringey 40:20 conference in October. The Commission involved around 70 experts and local stakeholders and recommends proactive action by the council to ensure that in greening the borough the economic benefits remain within the borough. Meeting local demand for eco-retrofitting and installing alternative energy generation could create or safeguard an additional 3,000 local jobs in the short term, and contribute to a 10 per cent reduction in carbon emissions in Haringey.
60. In December, Haringey was awarded funding from the Council's One Borough One Future Fund and Department of Energy & Climate Change to develop a **collective energy switching scheme**. This involves working collectively to find out the cheapest energy tariff that is available to Haringey residents through an on-line auction.
61. In December 2012 Haringey was awarded £270k from the Department of Energy & Climate Change's **Green Deal Pioneer Places Fund** to support up take of eco retrofitting and develop a local delivery network of installers and organizations promoting take up of retrofitting. The scheme will involve establishing a pilot eco retrofitting cooperative and a business case to the Council to play a role in effective operation of the cooperative network.
62. Haringey has been working with the Greater London Authority and LB Enfield to develop a business case for a strategic **Lee Valley Heat network** linking to waste processing facilities in Enfield. The \$30m scheme aims to support economic development of the area by providing a competitively priced, low carbon source of heat for commercial and domestic use. The draft proposals involve establishing a local authority backed special purpose vehicle to deliver the scheme.

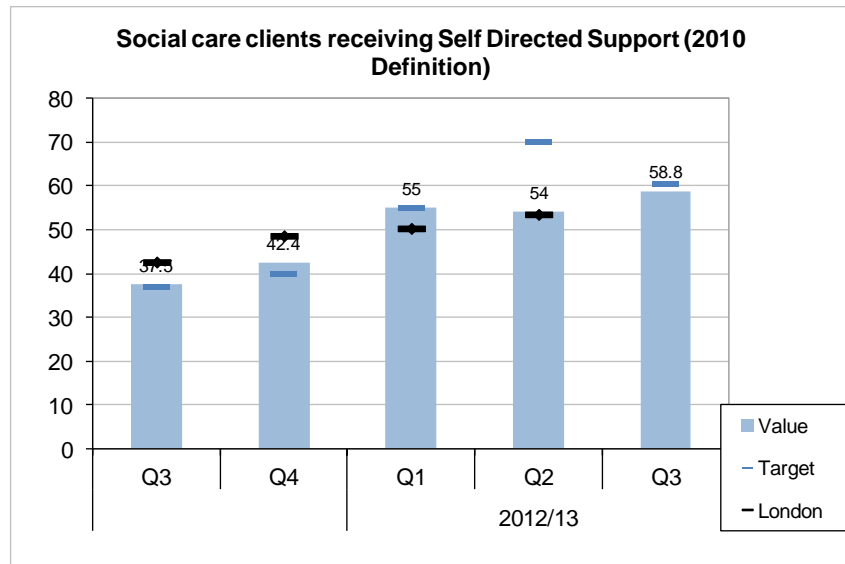
Health and social care

Performance Highlights

- The Council is on track to meet the government's 70% target for the number of social care clients receiving a personal budget. 1,406 Personal Budgets have been agreed since April.
- More secondary mental health clients are being supported to live independently.
- The number of delayed transfers of care (joint indicator with NHS) has increased.
- The rate of under 18 conceptions has reduced significantly compared to the previous year (from 64.7 to 36.2 per 1000 15-17 year olds).

Adult Social Care

63. In quarter 3, 58.8% of social care clients were on self-directed support (2592 clients). 56% were in receipt of Personal Budgets (2,484) against the Government target of 70% by April 2013. The total number of social care clients was 4408.



64. **Delayed transfers of care** have increased to 9.9 per 100,000 adult population and is above the target of 7.5. This is a joint indicator with the NHS and data is compiled by the NHS. The Council is in the process of verifying the number of delays. Action to reduce delays includes: social workers being based on the two main NHS sites; teleconferencing, and other 'Winter Pressures' reablement projects such as increased on site occupational therapy and more short term 'step down' beds.

65. There was a significant increase in 2012 in the **number of health checks undertaken for people with learning disabilities**, rising to 82% with Haringey performing well compared to other London authorities (6th overall).

66. The [Adult Social Care Local Account 2011/12](#) has been published. It describes what adult social care does, what has been achieved from April 2011 to March 2012. An [easy words and pictures version](#) is also available. The Account demonstrates that the Council continues to hold a positive position compared with other London boroughs.

67. The 2011/12 [Safeguarding Adults annual report](#) has been published online. It details the work of the Haringey Safeguarding Adults Board (SAB), including national initiatives on adult safeguarding as well as the work that has been undertaken locally to protect adults at risk in Haringey.

Public Health

68. The ONS 2011 quarterly rates and the recently published annual rate for **under 18 conceptions** are shown below.

Quarter	Rate per 1000
Q1	43.5
Q2	26.8
Q3	41.6
Q4	33.0
2011 Annual Rate	36.2

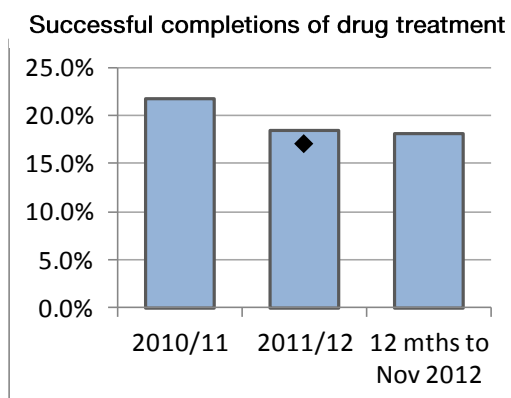
The 2011 annual rate shows a significant decrease from 2010's high rate of 64.7 per 1000, which was the highest for England, prompting the launch of Haringey's **Teenage Pregnancy Task Force**. Haringey is now average amongst its statistical neighbours.

69. As part of a new young people's led media campaign, Exposure have been commissioned to support Yr 11 pupils at Hornsey School for Girls in developing a web based video and lesson activity to raise awareness of teenage pregnancy and sexual health for use in schools. The resource will be available in spring 2013.

70. In total, 1,868 young people in Haringey have registered for the **Come Correct C-Card (condom distribution)** scheme; 62% of whom are female with 17-year olds making up the largest group at the point of registration. The C-Card website [www.comecorrect.org] includes a map showing eleven outlets in Haringey. The scheme, which offers contraceptive advice, is a joint initiative with Whittington Health, children and young people's services, and the voluntary sector.

71. **Successful completions of drug treatment** for the 12 months to December 2012 have improved to 18.1% compared to 17.4% as at quarter 2. This remains better than the London average, and almost brings performance back to 2011/12 levels.

Haringey	■
London	◆



72. Sport England released the results of the 2011/12 **Active People Survey** in December. 37.9% of Haringey residents participate in at least one 30 minute session of sport or moderate exercise per week (9th out of 32 London boroughs; London average 36.5%). This is a 2.8 percentage point increase from the previous year (35.1%) and, although it is not statistically significant, indicates a possible increase in participation in sport and physical exercise.
73. The Men's Health scheme in partnership with Tottenham Hotspur Foundation, and part funded by the Premier League, has commenced and is reaching populations not registered with GPs.

Emerging Issues

Funding of Care and Support

There are early signs of [mixed reactions](#) to the government's announcement, on 11 February, of its decision to implement the recommendations set out in the report by the Commission of Funding of Care and Support. The LGA reports that Chair of the Commission and the Coalition's adviser on social care, Andrew Dilnot, has told ministers that he "regrets" the government's decision to cap the costs of nursing homes at £75,000, almost double the level he recommended. Equity release specialists have said the new system is not as simple as people paying the first £75,000 of care bills and then handing responsibility to the government, warning that hotel costs and general living costs will still have to be paid for under the proposals potentially adding hundreds of thousands to the cost of care. Insurers have given a 'lukewarm' reaction to the prospect of creating 'pre-funded' products for people to buy as insurance against care costs in later life.

The government's recommendations include:

- A cap on care costs. This means that however great a person's costs become, once they have reached a cap of £75,000 (at the point of implementation in 2017), the state will step in and provide financial support. The government expects up to 16% of older people to face care costs of £75,000 or more.
- New financial protection for those with modest wealth. This aims to ensure that people with the least get the most support. Currently, only those with assets of less than £23,250 and low income receive help from the state with their care costs. The changes will mean that those with property value and savings of £123,000 (at the point of implementation in 2017) will start to receive financial support, with the Government paying a proportion of their residential care costs on a sliding scale. The most financial support will go to those with the greatest care needs and the least in savings or home value, and the poorest people will continue to have the majority of their care costs paid.

The Department of Health has published more detailed information about [how the care and support funding reforms will work](#).