

Appendix 1: Corporate Plan Performance Scorecard – Quarter 3, 2013/14

Notes

1. The basket of indicators in this scorecard was agreed by Cabinet in July 2013 as part of the Corporate Plan.
2. Where data is unavailable this may be for a number of reasons: it is measured once a year; it is a new indicator and further work is being undertaken to ensure the data is available, or it is reported in arrears, in which case the latest available data is given.

Outstanding for all: enabling all Haringey children to thrive

Priority 1: Deliver high quality education

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY 31 (NI 92)	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest	Low	32.5%	Amber	36.5%				-	-	↓	England	36.6%
HY 74a	Achievement at level 4 or above in Reading, Writing and Maths at Key Stage 2	High	74.0%	No target	73.0% (provisional)				78.0%	Amber	↓	All London boroughs	3 rd Quartile
HY75	Achievement of 5 or more A*- C grades at GCSE including English and Maths	High	58.6%	Green	63.0% (Provisional)				63.0%	Green	↑	England	58.6%
HY117	% of young people who are not in education, employment or training (NEET) - Academic Age	Low	3.7%	Green	3.6%	8.8%	3.5%	3.5%	3.6%	Green	↑	20 London boroughs	Top Quartile

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?		
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group		
	Yr 12-14													
HY117a	% of young people whose education, employment or training (NEET) status is Not Known - Academic Age Yr 12-14	Low	25.6%	Red	11.7%	77.3%	18.1%	18.1%	9.5%	Red	↑	Statistical Neighbours	2 nd Quartile	
Op 182 (NI 79)	Achievement of a Level 2 qualification by the age of 19	High	84%	Green	Annual				86.0%	Green	-	All London boroughs	3 rd Quartile	
Op 182b	Achievement of a Level 3 qualification by the age of 19	High	60.8%	No target	Annual				61.0%	-	-	All London boroughs	3 rd Quartile	
HY493a	Proportion of Primary schools rated outstanding or good by OFSTED	High	71%	Green	79%	84%	83%	83%	100%	On track	↑	National	2 nd Quartile	
HY493b	Proportion of Secondary schools rated outstanding or good by OFSTED	High	77%	Green	92%	100%	100%	100%	100%	Green	↑	National	Top Quartile	
HY493c	Proportion of Children's Centres rated outstanding or good by OFSTED	High	New indicator		62%	62%	62%	62%	100%	Amber	→	National	3 rd Quartile	

Priority 2: Enable every child and young person to thrive

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
Op388	The number of children subject to a child protection plan	Low	268	Green	207	164	168	168	No target	-	↑		
OP388 a	The rate of Children Subject to a CP plan per 10,000 pop	Within range	47	Green	36	28	29	29	43	Red	↓		
Op 418	Number of adoptions/special guardianship orders	High	45	Green	12	28	12	52	45 (annual)	Green	↑	English Local Authorities	Bottom Quartile
HY483	Average days from becoming looked after to being placed for adoption for children adopted in period	Low	661	Amber	909	757	681	842	639	Red	↑	National threshold	608 (2010-13)
HY483 a	Average days from becoming looked after to being placed for adoption for children adopted in period adjusted for adoptions by foster parents (A10)	Low	New Indicator		423	605	403	542	No target		↑		
HY654 a	Percentage of vulnerable 2 year olds taking up their free early years place	High	New indicator		Annual			80.0 %	-	-			
HY654 b	Percentage of vulnerable 3 & 4 year olds taking up their free early years place	High	90.0% (Jan 2013)	No target	Annual			90.0 %	-	-		All London boroughs	3 rd Quartile
HY30 (NI 72)	Readiness for school at five	High	56.0%	Green	50.0%			No	-	-		England	52%

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
	years: Achievement of at least 78 points across the Early Years Foundation Stage								target				
HY655	Number of families supported through the Families First programme	High	New indicator		288	390	576	576	607 (713 annual)	Amber	↑	Local indicator	
HY93 (NI 126)	Early Access for Women to Maternity Services (Antenatal booking at 12 weeks)	High	68.4%	Baseline	67.2% (2012/13)				75.0% (2012/13)	Red	↓		

Safety and wellbeing for all: a place where everyone feels safe and has a good quality of life

Priority 3: Make Haringey the safest borough in London

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY26	Percentage of people thinking that the Council and partners are doing a good job dealing with crime and anti-social behaviour (NI21). Residents' Survey	High	56% (2010/11)	No target	58.0%			59.0%	Amber	↑	Local indicator		
HY688	Gangs: Gang Unit Project caseload	High	New indicator		49	54	59	59	70 (annual)	On track	-	Local indicator	
HY695	Gangs: Proportion of Gang Unit caseload who are engaged and retained at the end of the year	High	New indicator		Annual			80%	-	-			
HY690	Increase the number of offenders in the Integrated Offender Management cohort	High	70	No target	75	81	209	209	95 (annual)	Green	↑	Local indicator	
AH632	% of domestic violence referrals to the MARAC which are repeat referrals	Low	8%	Amber	17%	13.6%	9.2%	12.4%	5%	Red	↑	National	24%
OP495 ^a	Percentage of young people re-offending within 12 months (Rolling Year)	Low	-	-	48.2% (Jul 10 - Jun 11)	49.5% (Oct 10 - Sep 11)	48.6% (Jan 11 - Mar 11)	48.6%	40%	Red	↑	Statistical neighbours	Bottom Quartile

Priority 4: Safeguard children and adults

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)						
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend
HY64	Child Protection Plans lasting 2 years or more	Within range	7%	Green	7.3%	7.4%	14.5%	8.8%	7%	Red	↓
HY62	Stability of placements of looked after children: three or more placements during the year	Low	7.6%	Green	8.2%	8.8%	8.4%	8.4%	10%	Green	↓
Op49	The proportion of people who use Adult Social Care services who say that those services have made them feel safe and secure	High	83.4%	Green	Annual			85.0%	-	-	
HY649	Proportion children seen in 10 days as part of single assessment	High	From July 2013			80.1%	82.53%	81.4%	95%	Red	↑
HY650	Children and Families Assessments completed within 45 working days	High	From July 2013			80.93%	75.27%	77.99%	85%	Red	↓
HY_653	Percentage of looked after children placed 20 miles outside Haringey	Low	20%	No target	20.04%	19.20%	17.20%	17.23%	16%	Red	↑

How does Haringey compare against latest available data?	
Comparator Group	
England	5.2%
Statistical neighbours	9%
Statistical neighbours	2 nd Quartile
London average	73.1
Comparator Group average	74.1
Not yet available	
Not yet available	
Local indicator	


Priority 5: Provider a cleaner, greener and safer environment

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)						
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend
HY195a	Improved street and environmental cleanliness, levels of: Litter	Low	8%	Green	2%	7% (tranche 2/3)		4.5%	8%	Green	↑
Op195b	Improved street and environmental cleanliness, levels of: Detritus	Low	8%	Green	3%	7% (tranche 2/3)		5%	13%	Green	↑
HY110	Number of people killed and seriously injured in road accidents	Low	100(2004-08)	Baseline	25	19	-	44	85 (2013)	Green	↑
HY162	Reduction in the number of reported fly-tips	Low	New indicator		928	1,627	1,552	4,109	4,374	Green	↑
OP329	Increase in number of green flag award parks	High	15	Green	-			16	16	Green	↑
HY764	Of all parks inspected % graded with A or B scores for overall standard	High	66%	Green	64%	67%	67%	66%	65%	Green	▬

How does Haringey compare against latest available data?	
Comparator Group	
26 London boroughs	3 rd Quartile
26 London boroughs	2 nd Quartile
Local indicator	
Local indicator	

Priority 6: Support health and wellbeing for all

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY130	Social care clients receiving Self Directed Support (Personal Budgets only)	High	68.6%	Green	81.9%	77.5%	74.4%	74.4%	70%	Green	↑	25 London boroughs	Top Quartile
HY17	Mortality rate from all cardiovascular disease (including heart disease and stroke) in persons less than 75 years of age	Low	65.7 (2009-11)	No target	62.6 (2010/12)				75.8 (by 2014/15)	Green	↑		
HY19a	% of 4-5 year olds who are obese	Low	11.8% (2011-12)	Baseline	11.1				11.8% (2012/13)	Green	↑	All London boroughs	3 rd Quartile
HY19b	% of 10-11 year olds who are obese	Low	23.8% (2011-12)	Baseline	23.4				23.8% (2012/13)	Green	↑	All London boroughs	3 rd Quartile
HY39	Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	Low	2253 (2011/12)	Baseline	2,350 (2012/13)				2391 (2012/13)	Green	↑		
HY112a	Under 18 conception rate per 1000 pop.	Low	36.2 (2011)	Baseline	Annual				32.7 (2012)	-	-	All London boroughs	3 rd Quartile
HY145 (NI 145)	Adults with learning disabilities in settled accommodation	High	68.7%	Green	6.5%	64.7%	63.6%	63.6%	60.0% (80%)	Green	↓	15 London boroughs	3 rd Quartile

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?		
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group		
										annual)				
HY645	Percentage of People with Learning disabilities that have received an annual Health Check.	High	New Indicator		Data awaited				86.0%	-	-			
HY43	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	High	88.4%	Amber	Data available end February				90.0%	-	-	London average	85.9%	
HY41	Proportion of adults in contact with secondary mental health services living independently, with or without support	High	76.3%	Green	77.0%	77.9%	75.5%	75.5%	80.0%	Red		London average	80.4%	
HY35	Proportion of people who use services who have control over their daily life	High	65.9%	No target	Annual				75.0%	-	-	London average	80.4%	
												Comparator Group average	70.7%	

Opportunities for all: a successful place for everyone

Priority 7: Drive economic growth in which all can participate

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY496	Percentage of working population claiming Jobseeker's Allowance (JSA)	Low	5.4	No target	4.9	4.6	4.2	4.2	4.8	Green	↑	London rate	3.0%
HY646	Young Haringey residents supported into work	High	New indicator		17	11	28	56	65	On track	-	Local indicator	
HY647	Apprenticeships created for Haringey Residents under 25	High	New indicator		127			127	100	Green	-	Local indicator	
HY654	People supported into work through Haringey HUB/work with DWP	High	New indicator		0	10	14	24	80	Red	-	Local indicator	
HY696	Haringey residents supported into employment through the Jobs for Haringey Programme	High	40	No target	75	72	110	257	300	On track	-	Local indicator	

Priority 9: Ensure that everyone has a decent place to live

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY154	Net additional homes provided	High	424	Red	Annual				600	-	-		
HY155	Number of affordable homes	High	376	Red	Annual				410	-	-		

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	
	delivered (gross)											
HY4a	Number of homelessness acceptances	Low	605	Green	165	236	197	598	408 (annual 544)	Red	↑	
HY4c	Homeless acceptances per 1,000 population	Low	2.35	Green	0.64	0.92	0.76	2.31	1.58 (annual 2.1)	Red	↑	
HY156	Number of households living in temporary accommodation	Low	2,832	Green	2,852	2,884	2,882	2,882	2,800	Amber	↓	
HY651a	Number of additional HMOs licensed within the Additional HMO Licensing Scheme in Haringey ward	High	New indicator		36	129	144	144	75	Green	-	
HY651b	Proportion of expired mandatory HMOs re-licensed	High	New indicator		0%	93.3%	80%	80%	90%	Red	↓	

How does Haringey compare against latest available data?	
Comparator Group	
23 London boroughs	3 rd Quartile
26 London boroughs	Bottom Quartile

A better Council: delivering responsive, high quality services; encouraging residents who are able to help themselves

Priorities 10-12: Customer focus, Getting the basics right, VfM

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY157a	Percentage of planning applications processed in 13 weeks or in agreed PPA / extension time agreement (Major)	High	63.16%	Green	50%	50%	100%	66.6	65%	Green	↑	17 London boroughs	2 nd Quartile
HY157b	Percentage of planning applications processed in 8 weeks or extension of time agreement (Minor)	High	56.63%	Red	77.8%	72.6%	76.5%	75.5	65.00%	Green	↑	26 London boroughs	Top Quartile
HY157c	Percentage of planning applications processed in 8 weeks or in extension of time agreement (Other)	High	67.58%	Red	86.7%	77.2%	86.7%	83.2	80.00%	Green	↑	27 London boroughs	2 nd Quartile
HY192	Recycling rate	High	32.11%	Green	34.52%	35.99%	34.05%	34.84%	35.4%	Amber	↑	26 London boroughs	3 rd Quartile
HY9	% of council taxes due for the financial year which were received in year	High	95.02%	Green	30.1%	55.6%	82.1%	82.1%	82%	Green	↓	26 London boroughs	2 nd Quartile

Ref:	Description	Good Performance is...	Last Year		This Year (2013/14)							How does Haringey compare against latest available data?	
			Outturn	How did we perform?	Q1	Q2	Q3	YTD	Target	Traffic light	Trend	Comparator Group	
HY131	Delayed transfers of care	Low	8.9	Red	12.3	10.2	10.3 (to Nov)	10.3 (to Nov)	8.0	Red	↓		
HY168	Principal roads where maintenance should be considered	Low	17%	Red	Annual				15%	-	-		
HY89	Customer Services Centres- Waiting times – personal callers seen in 20 mins	High	69%	Amber	73%	72%	77%	74%	75%	Amber	↑		
HY199	Call Centre calls answered as a % of calls presented	High	63%	Red	84%	89%	93%	89%	90%	Amber	↑	Local Indicator	
Op91	% of call centre calls resolved first time	High	New indicator			88%	90%	90%	82%	Green	↑		
HY85	Number of library visits per 1000 of the population	High	7,823	Red	8,081	7,081	7478	7533	8,214 (by 2015/16)	Red	↓		
HY406	Proportion of cases where no fault was found following investigation by the Ombudsman	High	48.1%	No target	67%	74%	75%	80%	70%	Green	↑		
HY656	Haringey Council appraisal completion rate	High	New indicator		-			97.9%	95%	Green	-	Local Indicator	
HY657	Residents returning completed electoral registration forms	High	New indicator		Annual			90%		-	-	Local Indicator	