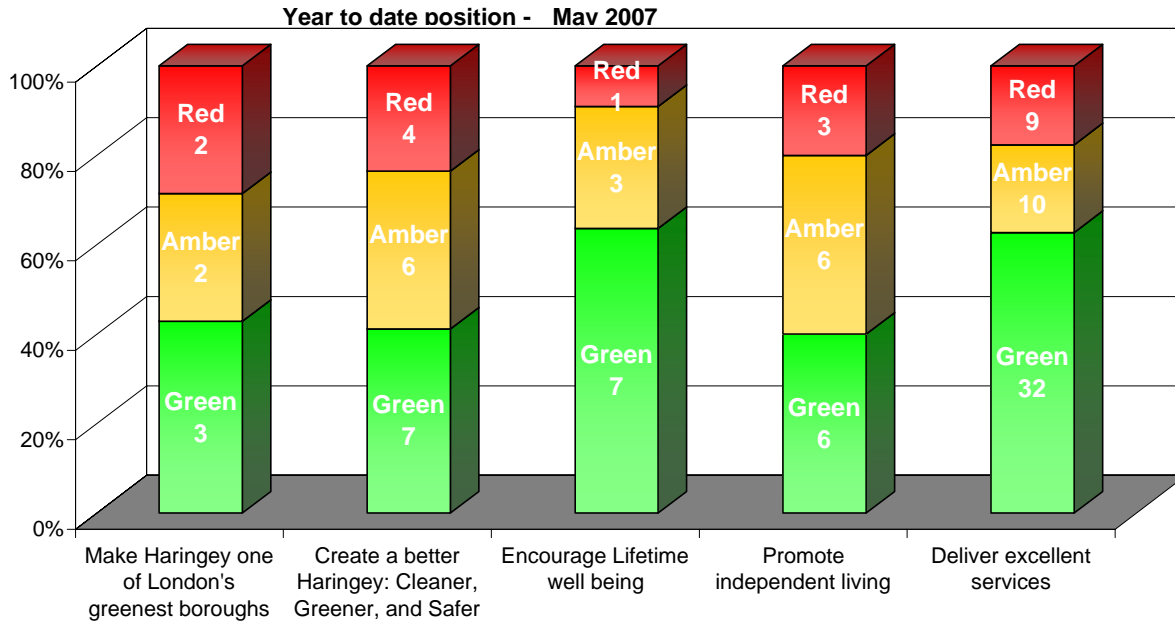


May 2007

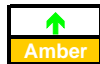
How we perform against the Council Priorities



Performance is reviewed against a representative basket of 104 indicators at least 55 of which are updated monthly. Comparative performance for most BVPIs is shown against provisional 2006/07 all England quartiles from the Audit Commission. Progress is tracked on a monthly and year to date position against the target using traffic lights and arrows showing change from last year where:



Same as last year
Red Performance missing target



Better than last year
Amber Performance close to target

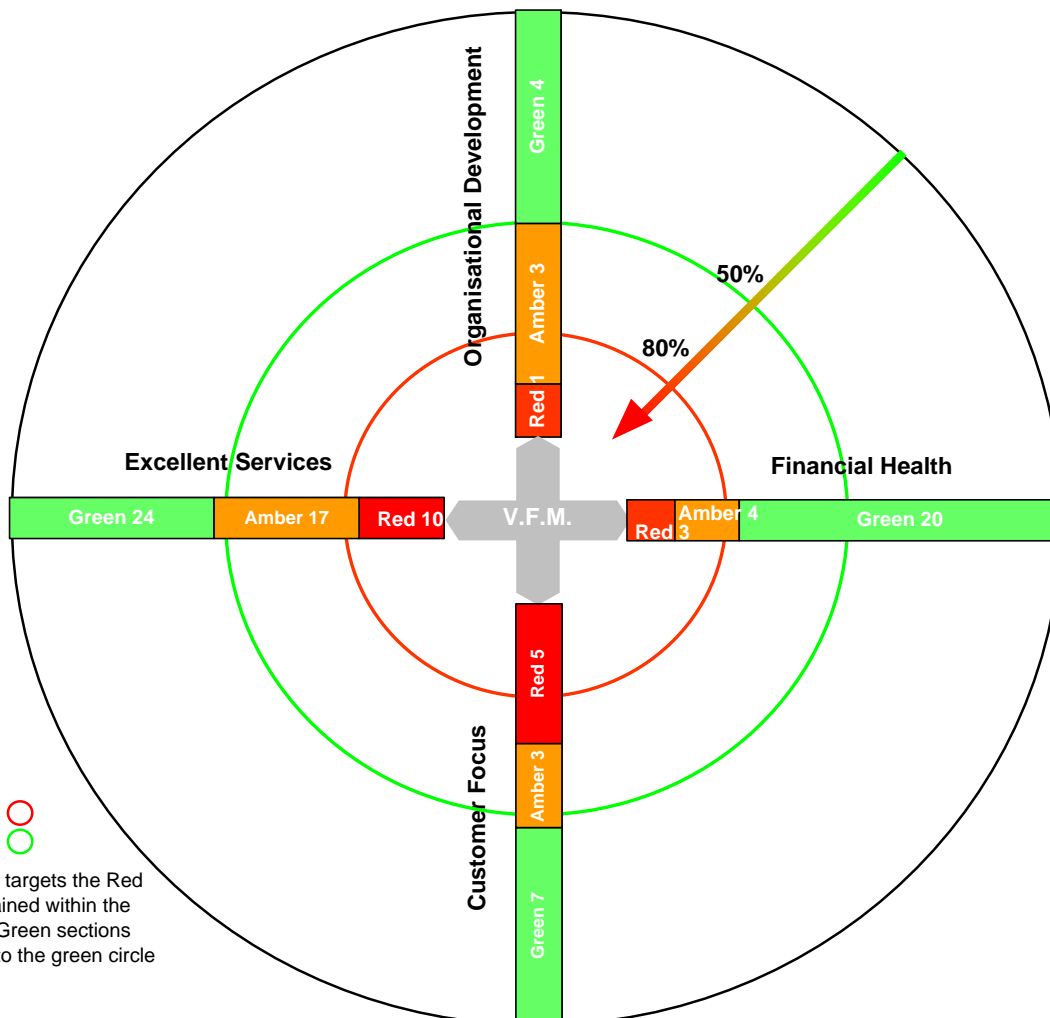


Worse than last year
Green Performance on target



Each of the 104 indicators' year to date position is counted in the appropriate Council Priority.

Haringey's balanced scorecard


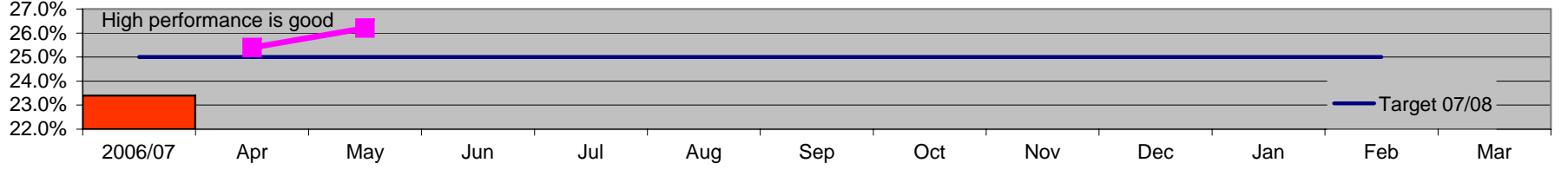

The balanced scorecard looks at performance across four dimensions: service excellence, financial health, customer focus and organisational development with each indicator's year to date position against target scored in the appropriate dimension. The balance between cost and service delivery represents Value for Money (V.F.M.)







Targets

Less than 20% Red 
 At least 50% Green 

If we are meeting the targets the Red sections will be contained within the inner circle, with the Green sections extending inwards into the green circle

Monthly Performance Review - 2007/08														May 2007		
Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Make Haringey one of London's greenest boroughs																
Urban Environment																
Make Haringey one of London's greenest boroughs	BV 82ai+bi	% of household waste which has been recycled or composted <i>Figures are subject to minor change due to reporting deadlines</i>														
	Recycling performance was strong in May, exceeding the target. Additional information received for April means the target was beaten then, too. Performance is expected to continue to improve, with further roll-out of mixed recycling services planned for the autumn.															
	Green	Green	Green													Green
23.4%	25.4%	26.2%													25.8%	25%
																
Make Haringey one of London's greenest boroughs	BV 84a	Kg of household waste collected per head (seasonally adjusted annual equivalent - actual in brackets) <i>London top quartile 2005/06 less than 378kg</i>														
	The target for May was missed. Historically April and May kgs per head have been relatively high compared to other months in the year so it is expected that monthly performance will improve. Performance against this indicator will be influenced by how successful the Council is in promoting waste minimisation/reduction initiatives and communications campaigns. A Waste Minimisation Plan is currently being devised.															
	Amber	Amber	Red													Red
360	372 (actual 31)	408 (actual 34)													390 (actual 65)	370

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Create a better Haringey: Cleaner, Greener, and Safer																	
PPP&C																	
Create a better Haringey: Cleaner, Greener, and Safer	LAAx	Reduction on British crime survey comparator with reported crime													↓	Red	17,211
	This is the final year for BCS crimes and a challenging 7.5% reduction (1395 fewer offences) is required to meet the 2008 target. Over the last two years Haringey's BCS trend would have been broadly in line with its 2008 target had it not been for the performance of personal robbery (40% increase last year), BCS wounding (30% last year) and theft from MVs (6% increase last year).																
	Amber	Red	Red														19,560
	18606	19,152	19,968														
Urban Environment																	
Create a better Haringey: Cleaner.	BV 215a	Average days to repair street lighting faults (except faults relating to power supply in control of the DNO)													↓	2006/07 Top Quartile	3.25
	2006/07	The monthly and YTD target has been met.															
	Top Quartile	Green	Green	Green													Green
	1.88	2.33	2.49														2.42
Create a better Haringey: Cleaner, Greener, and Safer	BV 99ai	Number of casualties - People killed or seriously injured. Seasonally adjusted annual equivalent (actuals in brackets)													↑	2005 Top Quartile	77
	2005	The figures shown are the latest received from TfL and are provisional.															
	2nd Best Quartile	Green	Green	Green													Green
	117	72 (6)	53 (4)														63 (10)
<p>Low performance is good</p>																	
Create a better Haringey: Cleaner, Greener, and Safer	BV 199a	Local street and environment cleanliness - Litter & detritus													↑	2006/07 Top Quartile	7.0%
	2006/07	May's in-house score of 17% was good and exceeds the overall target of 29% set for this year. We have received an early indicative score of 26% for tranche 1 from Capital Standards as the survey has already been completed. The CS score of 26% is within the target for the year and mirrors some of the improvement that has already been identified through in-house monitoring.															
	Worst Quartile	Red	Green	Green													Green
	40%	26%	17%														

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Create a better Haringey: Cleaner, Greener, and Safer	BV 199b	Local street and environment cleanliness - Graffiti														2006/07
	2nd Worst Quartile	Red 5%	Red 12%	Red 13%												Red
Create a better Haringey: Cleaner, Greener, and Safer	BV 199c	Local street and environment cleanliness - Fly posting														2006/07
	Worst Quartile	Amber 5%	Red 8%	Green 5%												Amber
Adults Culture & Community																
Create a better Haringey: Cleaner, Greener,	BV 199a Parks	Local street and environment cleanliness (litter & detritus) - Parks and Open spaces														
		Red 40%	Amber 33%													Amber
Corporate Resources																
Create a better Haringey: Cleaner, Greener, and Safer	BV 199a Industrial	Local street and environment cleanliness (litter & detritus) - Industrial land - Property services														
		Red 66.0%	Red 50%													Red

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08												
Encourage Lifetime well being																												
Children's and Young Peoples Service																												
Encourage Lifetime well being	SD44	Percentage of 16-18 year olds not in education, employment or training (NEETS)													↓	National Target 11%												
	This is a key priority. Connexions have commissioned a range of reports to better understand the young people who make up the Haringey NEET group. This has included analysis of young people who move from EET to NEET (March 2007), teenage pregnancy and NEET (May 2007) and a detailed review of the NEET strategies currently in place. This analysis is being used to better inform the strategies to address NEET. Connexions through the review has identified a range of approaches to get young people back into education, employment or training, which includes better and earlier identification of the young people needing intensive support and an increased focus on new entrants to NEET. Further details are in the evaluation of Changing Lives 2007. Actual NEETs Figure for is May 567																											
	Amber 13.2%	Red 14.30%	Red 14.8%													Red 14.8%	12.30%											
Adults Culture & Community																												
Encourage Lifetime well being	Local	Sports & Leisure usage (seasonally adjusted annual equivalent)													→													
	Resolving some problems with lost data following implementation of "Fast track" access system																											
	Green 1,142,017	Green 1,207,514	Red 1,061,474													Amber 1,129,824	1,184,000											
Promote independent living																												
Children's and Young Peoples Service																												
Promote independent living	BV 161 PAF A4	Employment, education and training for care leavers: % of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19													↑													
	Excellent performance has been sustained in this area and care leavers are achivieving above that of the local population of 19 year olds in education, training or employment.																											
	Amber 68.0%	Green 80.0%	Green 88.0%													Green 84.0%	72%											
<p>High performance is good</p> <table border="1"> <caption>Performance Data for Care Leavers</caption> <thead> <tr> <th>Period</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>68.0%</td> <td>72%</td> </tr> <tr> <td>Apr</td> <td>80.0%</td> <td>72%</td> </tr> <tr> <td>May</td> <td>88.0%</td> <td>72%</td> </tr> </tbody> </table>																	Period	Performance (%)	Target (%)	2006/07	68.0%	72%	Apr	80.0%	72%	May	88.0%	72%
Period	Performance (%)	Target (%)																										
2006/07	68.0%	72%																										
Apr	80.0%	72%																										
May	88.0%	72%																										

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Promote independent living	BV 163 PAF C23	Adoptions of children looked after: The no. of looked after children adopted during the year as a % of the no. of children looked after at 31 March who had been looked after for 6 months or more at that date <i>This is a cumulative indicator which looks at the percentage of adoptions and special guardianship orders granted in the year as a proportion of all children looked after for 6 months or more.</i> No adoptions in April or May															
		Green	Amber	Amber												Amber	
		7.0%	0%	0%												0%	8%
Adults Culture & Community																	
Promote independent living	BV 54 PAF C32	Older people helped to live at home per 1000 population aged 65 or over Due to extensive data cleansing 06/07, this indicator has slightly dropped. CSCI were consulted on the closures and we have factored for this level of performance. We are working closely with the service to meet our new target by the end of the year.															
		Green	Red	Red												Red	
		93.57	88.3	89.24												89.24	101
Promote independent living	BV 56 PAF D54	Percentage of items of equipment and adaptations delivered within 7 working days.															
		Green	Green	Green												Green	
		97.0%	94.60%	98.0%												96.3%	90%
Promote independent living	BV201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised) The number has decreased from 06/07 due to a high number of clients on direct payments becoming deceased. The performance team are investigating current processes															
		Red	Red	Red												Red	
		138	131	130.8												131	150
Promote independent living	195 PAF 55	Acceptable waiting time for assessment- average of (i) % where time from first contact to beginning of assessment is less than 48 hours & (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks															
		Green	Green	Green												Green	
		80.95%	95%	94.5%												94.5%	90%



Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Promote independent living	196 PAF 56	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks. This item has been added to performance callover and the performance team are investigating it													↓		
		Green	Red	Amber												Amber	
		90.18%	82%	86.0%												86.0%	96%
Corporate Resources																	
Promote independent living	78a	Average time for processing new claims <i>Low is good</i>													↑	2006/07 Top Quartile	
	2006/07	Performance on Target														24.5%	
	Worst Quartile	Red	Green	Green												Green	
		40	32	32											32	32	
Urban Environment																	
Promote independent living	183b	The average length of stay in hostel accommodation (weeks) of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.													↓	2006/07 Top Quartile	
	2006/07															0	
	Worst Quartile	Red	Red	Green												Red	
		62.73	73.50	0.00											73.50	60	
Deliver Excellent services																	
People and OD																	
Deliver excellent services	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee.													↑	2006/07 Top Quartile	
	2006/07															8.1%	
	2nd Best Quartile	Red	Green	Red												Amber	
		9.14	7.65	9.6											9.02	8.8	



Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Adults Culture & Community																	
Deliver excellent services	Local	NHS & Community Care Act Complaints - Stage 1 responded to within 10 day timescale															
		3 out 4 in April															
		Red	Green	Green												Green	
		64.0%	75%	88.0%											81.5%	80%	
PPP&C																	
Deliver excellent services	Local	Number of calendar days taken to respond to Ombudsman enquiries															
		Amber	Green	Red												Amber	
		18.4	16.5	19.3												18.5	18.0
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale															
		125 out of 142 in April 139 from 170 in May															
		Amber	Green	Green												Green	
		77.0%	87%	82%											85%	80%	
Deliver excellent services	Local	Stage 2 public complaints dealt within target (25 day) timescale															
		5 out 13 on time in May															
		Amber	Green	Red												Red	
		77.0%	93%	38%											66.7%	80%	
Deliver excellent services	Local	Stage 3 public complaints dealt within target (20 day) timescale															
		10 out 10 in the year to date															
		Green	Green	Green												Green	
		92.0%	100%	100.0%											100.0%	90%	
Deliver excellent services	Local	Members' Enquiries. Percentage of replies sent in 10 days															
		527 enquiries, 360 of hich were in Urban Environment															
		Red	Green	Green												Green	
		84.0%	92%	96%											94%	90%	

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08		
Children's and Young Peoples Service																		
Deliver excellent services	Local	Children's act complaints - Stage 1 responded to in 10 day timescale																
		2 out of 3 in April, one out of one in May																
		Red 63.0%	Red 67%	Green 100%														Amber 75%
Deliver excellent services	Unit Cost	Cost of service per child (Play)																
		New unit costs are being developed in this area and will be included in the June report																
		Red £877.0																
Deliver excellent services	Unit Cost	Cost of service per child (early years)																
		New unit costs are being developed in this area and will be included in the June report																
Deliver excellent services	Unit Cost	Cost of service per looked after child																
		Red £877.0	Amber £735.00	Amber £732.00													Amber £732.0	£880
Corporate Resources																		
Deliver excellent services	BV 8 2006/07 Worst Quartile	Percentage of invoices paid within terms or 30 days														2006/07 Top Quartile 97.0%		
		Red 87.0%	Green 92%	Amber 90.4%													Amber 91.0%	92%
Deliver excellent services	Local	Call Centre – Calls answered in 30 seconds as a percentage of all calls presented																
		Amber 39%	Red 66%	Red 60%													Red 63%	70%

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Deliver excellent services	Local	Customers Service Centres – Customers waiting time less than 15 minutes														
		Red	Red	Amber											Red	
		48.00%	58.00%	69.00%											63.00%	70%
Deliver excellent services	Local	Council Wide- Directly dialled Telephone calls answered in 15 seconds as a % of total calls														
		Amber	Amber	Amber											Amber	
		77.4%	77%	78.6%											78.0%	80%
Deliver excellent services	BV 9	Council tax collection percentage collected of total due														2006/07 Top Quartile
	2006/07	Performance for May is only slightly off the target.														98.5%
	Worst Quartile	Green	Amber	Amber											Amber	93.85%
		93.8%	93.86%	93.18%										93.64%		
Deliver excellent services	Unit Cost	Cost of office accommodation per sq metre (corporate property)														
			Green	Green											Green	
		£359.58	£296.12	£296.12											£296.12	£300
Deliver excellent services	Fin 1	Overall revenue budget monitoring <i>Net overspend variance under 0.5% green, 0.5% to 1.0% amber, over 1.0% red</i> <i>Net underspend variance under 0.75% green, 0.75% to 1.25% amber, over 1.25% red</i>														
		Green	Green	Green											Green	
		0.00%	0.00%	0.00%												0.5%
Deliver excellent services	Fin 2	Overall capital budget monitoring <i>Net overspend variance under 0.5% green, 0.5% to 1.0% amber, over 1.0% red</i> <i>Net underspend variance under 0.75% green, 0.75% to 1.25% amber, over 1.25% red</i>														
		Green	Green	Green											Green	
		0.00%	0.00%	0.00%												0.5%

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08		
Deliver excellent services	Fin 3	Projected general fund reserves – projected unplanned use of balances <i>Under 20% green, 20% to 40% amber, over 40% red</i>																
		Green	Green	Green														Green
		12.0%	0.0%	0.0%														
Deliver excellent services	Fin 4a	Treasury management- Exposure to Variable interest rates <i>Under £175M Green, £175 to £190 million amber, over £190 million red</i>																
			Green	Green														Green
			£0M	£0M														
Deliver excellent services	Fin 4b	Treasury management - Authorised Limit for external debt <i>remain within 97% green, 97% to 100% amber, over 100% red</i>																
			Green	Green														Green
			95.6%	95.6%														
Deliver excellent services	Fin 4c	Treasury management - The Council's operational boundary for external debt. <i>remain within 99.5% green, 99.5% to 100% amber, over 100% = red</i>																
			Green	Green														Green
			99.3%	99.3%														
Deliver excellent services	Fin 5	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt from £6.68m @ 2006/07 year end to £4.19m by end of 2007/08. Reduction required = £207k per month																
		Target £m	N/A	N/A	£6.06	£5.85	£5.65	£5.44	£5.23	£5.02	£4.82	£4.61	£4.40	£4.20				
		Actual	Red		Red													Red
Urban Environment																		
Deliver excellent services	BV 66a	Rent collection															2006/07 Top Quartile 99%	
		Worst Quartile	Amber	Green	Green													Green
			96.5%	97.59%	97.5%													97.5%

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Deliver excellent services	BV 66b	Percentage of tenants with more than 7 weeks rent arrears														2006/07	2006/07 Top Quartile
	Worst Quartile	Red	Red	Red												Red	4%
		14.7%	15.52%	16.17%											16.2%	10%	
Deliver excellent services	Unit Cost	Projected residual waste collection costs per tonne <i>Should be read in conjunction with the indicator for recycling collection costs per tonne. Most of the cost of waste collection is fixed.</i>															
		This is a new indicator that has been created to track value for money for residual waste collection costs per tonne and should be read in conjunction with the above indicator for recycling collection costs per tonne. Recycling tonnages are expected to rise as new services are rolled out and efforts to increase participation and capture rates become effective. In addition the amount of waste produced overall should fall as efforts to minimise waste take effect. These two factors in combination should lead to a fall in the tonnage of residual waste for disposal and if this does happen the cost of residual waste collection per tonne will rise due to the cost of the service provided by being fixed. The cost of residual waste collection per tonne increased in May compared to April as the amount of residual waste increased. This goes against the expectation of rising costs per tonne expected because traditionally the total waste generated in May each year tends to be relatively high.															
		Green	Green	Green											Green		
		£71	£89	£83											£86	£89	
Deliver excellent services	Unit Cost	Projected net cost of service per parking ticket issued (surplus)															
		The level of performance remains on target.															
		Green	Green	Green											Green		
		£14.38	£14.00	£13.20											£13.80	£14.00	
Deliver excellent services	Unit Cost	Projected recycling costs per tonne															
		This is a new indicator that has been created to track value for money for recycling collection costs per tonne and should be read in conjunction with the following indicator for residual waste collection costs per tonne. Recycling tonnages are expected to rise as new services are rolled out and efforts to increase participation and capture rates become effective. As recycling tonnages rise, it is anticipated that collection costs per tonne should fall provided that costs remain the same. Higher recycling tonnage in May led to a fall in cost of collection cost per tonne compared to April.															
		Green	Green												Green		
		£125.00	£144.00	£127.00											£135.00	£144	

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Deliver excellent services	Unit Cost	Cost per Private Sector Lease															
		Red	Green	Green												Green	
		£886.00	£889.43	£889.98												£889.90	£907
Deliver excellent services	Unit Cost	Cost per Nightly Rated Accommodation															
		Amber	Green	Green												Green	
		£41.23	£41.05	£41.22													£42.20
Adults Culture & Community																	
Deliver excellent services	Unit Cost PAF B17	Cost of home care per client															
		Red	Amber	Amber												Amber	
		£18.00	£18.00	£18.00												£18.00	£17
Deliver excellent services	Unit Cost PAF B12	Cost of intensive social care per client															
		Green	Red	Red												Red	
		£689.20	£764.54	£777.56												£771.05	£680.00
Deliver excellent services	Unit Cost	Cost per visit/interaction (libraries)															
		Green		Green												Green	
		£2.40	n/a	£2.50													£2.50

Appendix 2 - List of PIs

Directorate	Frequency	Perspective	Ref.	Description
Make Haringey one of London's greenest boroughs				
Urban Environment	Monthly	Excellent services	BV 82	% of household waste which has been recycled or composted
Urban Environment	Monthly	Excellent services	BV 84a	Kg of household waste collected per head (seasonally adjusted annual equivalent - actual in brackets)
Urban Environment	Annually	Excellent services	BV 63	Energy Efficiency - the average SAP rating of local authority owned dwellings.
Urban Environment	Quarterly	Excellent services	LAAX	% of schools with travel plans (including non LA schools)
Urban Environment	Annually	Customer Focus	91b	Percentage of households served by kerbside collection of recyclables
Urban Environment	Annually	Customer Focus	90b	Satisfaction with recycling facilities
Urban Environment	Annually	Customer Focus	90c	Satisfaction with civic amenity sites
Create a better Haringey: Cleaner, Greener, and Safer				
Urban Environment	Monthly	Customer Focus	BV 215a	Average days to repair street lighting faults (except faults relating to power supply in control of the DNO)
Urban Environment	Monthly	Excellent services	BV 99ai	Number of casualties - People killed or seriously injured (KSI). Seasonally adjusted annual equivalent.
Urban Environment	Monthly	Excellent services	BV 199a	Local street and environment cleanliness - Litter & detritus
Urban Environment	Monthly	Excellent services	BV 199b	Local street and environment cleanliness - Graffiti
Urban Environment	Monthly	Excellent services	BV 199c	Local street and environment cleanliness - Fly posting
Urban Environment	Annually	Excellent services	BV 89	% of people expressing satisfaction with Cleanliness
Urban Environment	Annually	Excellent services	90a	% of people expressing satisfaction with household waste collections
Urban Environment	Annually	Excellent services	187	Condition of footways
Urban Environment	Annually	Excellent services	223	Condition of principal classified roads - percentage needing repair
Urban Environment	Annually	Excellent services	224a	Condition of non-principal classified roads - percentage needing repair
PPP&C	Annually	Excellent services	LAAX	Reduction on British crime survey comparator with reported crime
PPP&C	Annually	Excellent services	LAAX	Proportion of adults saying that adults saying that they are fear of being a victim of crime
PPP&C	Quarterly	Excellent services	LAAX	Increase the proportion of incidents of domestic violence which result in sanction detections
Adults Culture & Community	Annually	Excellent services	119e	The overall % satisfied with parks/open spaces
Adults Culture & Community	Quarterly	Excellent services	LAAX	Quality of surroundings – increase in number of green flag and pennant award parks
Adults Culture & Community	Monthly	Excellent services	BV 199a	Local street and environment cleanliness (litter & detritus) - Parks and Open spaces
Corporate Resources	Monthly	Excellent services	BV 199a	Local street and environment cleanliness (litter & detritus) - Industrial land - Property services
Encourage Lifetime well being				
Children's and Young Peoples Service	Annually	Excellent services	BV 38	% of 15 year old pupils in schools maintained by the local education authority achieving five or more GCSEs at grades A* - C or equivalent.
Children's and Young Peoples Service	Annually	Excellent services	BV 46	% of half days missed due to absence in primary schools maintained by the local education authority.
Children's and Young Peoples Service	Annually	Excellent services	BV 45	% of half days missed due to absence in secondary schools maintained by the local education authority.
Children's and Young Peoples Service	Quarterly	Excellent services	BV 221a	Participation in and outcomes from youth work: Recorded Outcomes
Children's and Young Peoples Service	Quarterly	Excellent services	BV 221b	Participation in and outcomes from youth work: Accredited Outcomes
Children's and Young Peoples Service	Monthly	Excellent services	SD44	Percentage of 16-18 year olds not in education, employment or training (NEETS)

Appendix 2 - List of PIs

Directorate	Frequency	Perspective	Ref.	Description
Urban Environment	Annually	Excellent services	184a	The proportion of local authority homes which were non 'decent' at 1st April
Children's and Young Peoples Service	Annually	Excellent services	LAAX	Percentage of 19 year olds with level 2 qualifications
Children's and Young Peoples Service	Annually	Excellent services	LAAX	Number of schools achieving Healthy School Status
Adults Culture & Community	Quarterly	Excellent services	PLSS 6	Library Visits per 1000 population
Adults Culture & Community	Monthly	Excellent services	Local	Sports & Leisure usage (seasonally adjusted annual equivalent)
Promote independent living				
Children's and Young Peoples Service	Annually	Excellent services	BV 50	Educational qualifications of children looked after by reference to the % of young people leaving care aged 16 or over with at least 1 GCSE at grades A*- G, or GNVQ.
Children's and Young Peoples Service	Monthly	Excellent services	161	Employment, education and training for care leavers: % of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the age of 19
Children's and Young Peoples Service	Monthly	Excellent services	163	Adoptions of children looked after: The no. of looked after children adopted during the year as a % of the no. of children looked after at 31 March who had been looked after for 6 months or more at that date
Adults Culture & Community	Monthly	Excellent services	BV 54	Older people helped to live at home per 1000 population aged 65 or over
Adults Culture & Community	Monthly	Excellent services	BV 56	Percentage of items of equipment and adaptations delivered within 7 working days.
Adults Culture & Community	Monthly	Excellent services	BV201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)
Adults Culture & Community	Monthly	Excellent services	195	Acceptable waiting time for assessment- average of (i) % where time from first contact to beginning of assessment is less than 48 hours & (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks
Adults Culture & Community	Monthly	Excellent services	196	For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.
Adults Culture & Community	Quarterly	Excellent services	PAF C62	Carers' Breaks
Adults Culture & Community	Quarterly	Excellent services	LAAX	Number of people from priority neighbourhoods helped into sustained work.
Adults Culture & Community	Quarterly	Excellent services	LAAX	Number of residents on Incapacity benefit for 6 months or more helped into work of 16 hours per week or more for at least 13 weeks
Adults Culture & Community	Quarterly	Excellent services	SP KPI 1	The number of service users who have established or are maintaining independent living (existing service users and those who have departed) as a percentage of the total number of service users in the period.
Adults Culture & Community	Quarterly	Excellent services	SP KPI 2	The number of service users who have moved on in a planned way as a percentage of service users who have left the service.
Corporate Resources	Monthly	Excellent services	78a	Average time for processing new claims
Urban Environment	Monthly	Excellent services	183b	The average length of stay in hostel accommodation (weeks) of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.
Deliver Excellent services				
PPP&C	Quarterly	Customer Focus	Satisfaction	% residents satisfied with the way the council runs the borough (tracker / residents' survey)
PPP&C	Annually	Customer Focus	Satisfaction	% residents saying the council makes the borough a better place to live (residents' survey)
PPP&C	Quarterly	Customer Focus	Satisfaction	% residents saying the borough is a place where people from different backgrounds get on well (residents' survey)
People and OD	Quarterly	OD	BV 16a	% of staff declaring they meet the Disability Discrimination Act disability criteria
People and OD	Quarterly	OD	BV 17a	% of staff from minority ethnic communities
People and OD	Quarterly	OD	BV 11a	% of top 5% of earners that are women
People and OD	Quarterly	OD	BV 11b	% of top 5% of earners from ethnic minority communities

Appendix 2 - List of PIs

Directorate	Frequency	Perspective	Ref.	Description
People and OD	Quarterly	OD	BV 11c	% of top 5% of earners declaring they meet the Disability Discrimination Act disability definition
People and OD	Monthly	OD	BV 12	The no. of working days/shifts lost due to sickness absence per FTE emp
People and OD	Annually	OD	Local	Percentage of staff who understand Haringey's aims and objectives
People and OD	Annually	OD	Local	Percentage of staff who say in Haringey we can be proud of what we do
Adults Culture & Community	Monthly	Customer Focus	Local	NHS & Community Care Act Complaints - Stage 1 responded to within 10 day timescale
Adults Culture & Community	Quarterly	Customer Focus	Local	NHS & Community Care Act Complaints - Stage 2 responded to within 25 days
PPP&C	Monthly	Customer Focus	Local	Number of calendar days taken to respond to Ombudsman enquiries
PPP&C	Monthly	Customer Focus	Local	Stage 1 public complaints dealt within target (10 day) timescale
PPP&C	Monthly	Customer Focus	Local	Stage 2 public complaints dealt within target (25 day) timescale
PPP&C	Monthly	Customer Focus	Local	Stage 3 public complaints dealt within target (20 day) timescale
PPP&C	Monthly	Customer Focus	Local	Members' Enquiries
Children's and Young Peoples Service	Monthly	Excellent services	Local	Children's act complaints - Stage 1 responded to in 10 day timescale
Children's and Young Peoples Service	Quarterly	Excellent services	Local	Children's act complaints - Stage 2 responded to in 25 day timescale
Children's and Young Peoples Service	Monthly	Financial Health	Unit Cost	Cost of service per child (Play)
Children's and Young Peoples Service	Monthly	Financial Health	Unit Cost	Cost of service per child (early years)
Children's and Young Peoples Service	Monthly	Financial Health	Unit Cost	Cost of service per looked after child
Corporate Resources	Monthly	Financial Health	BV 8	Percentage of invoices paid on time
Corporate Resources	Monthly	Customer Focus	Local	Call Centre – Calls answered in 30 seconds as a percentage of all calls presented
Corporate Resources	Monthly	Customer Focus	Local	Customers Service Centres – Customers waiting time less than 15 minutes
Corporate Resources	Monthly	Customer Focus	Local	Council Wide- Directly dialled Telephone calls answered in 15 seconds as a % of total calls
Corporate Resources	Quarterly	Customer Focus	Local	Freedom of information responses
Corporate Resources	Monthly	Financial Health	BV 9	Council tax collection
Corporate Resources	Monthly	Financial Health	Fin 5b	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt
Corporate Resources	Quarterly	Financial Health	BV 156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people
Corporate Resources	Monthly	Financial Health	Unit Cost	Cost of office accommodation per sq metre (corporate property)
Corporate Resources	Monthly	Financial Health	Fin 1	Overall revenue budget monitoring
Corporate Resources	Monthly	Financial Health	Fin 2	Overall capital budget monitoring
Corporate Resources	Monthly	Financial Health	Fin 3	Projected general fund reserves – projected unplanned use of balances
Corporate Resources	Monthly	Financial Health	Fin 4a	Treasury management- Exposure to Variable interest rates
Corporate Resources	Monthly	Financial Health	Fin 4b	Treasury management - Authorised Limit for external debt
Corporate Resources	Monthly	Financial Health	Fin 4c	Treasury management - The Council's operational boundary for external debt.
Corporate Resources	Annually	Financial Health	UOR CPA	Financial reporting
Corporate Resources	Annually	Financial Health	UOR CPA	Financial Management

Appendix 2 - List of PIs

Directorate	Frequency	Perspective	Ref.	Description
Corporate Resources	Annually	Financial Health	UOR CPA	Financial Standing
Corporate Resources	Annually	Financial Health	UOR CPA	Internal control
Corporate Resources	Annually	Financial Health	UOR CPA	Value for Money
Urban Environment	Monthly	Financial Health	BV 66a	Rent collection
Urban Environment	Monthly	Financial Health	BV 66b	Percentage of tenants with more than 7 weeks rent arrears
Urban Environment	Monthly	Financial Health	Unit Cost	Projected residual waste collection costs per tonne
Urban Environment	Monthly	Financial Health	Unit Cost	Projected net cost of service per parking ticket issued (surplus)
Urban Environment	Monthly	Financial Health	Unit Cost	Waste disposal costs per tonne
Urban Environment	Monthly	Financial Health	Unit Cost	Cost per Private Sector Lease
Urban Environment	Monthly	Financial Health	Unit Cost	Cost per Nightly Rated Accommodation
Adults Culture & Community	Monthly	Financial Health	Unit Cost	Cost of home care per client
Adults Culture & Community	Monthly	Financial Health	Unit Cost	Cost of intensive social care per client
Adults Culture & Community	Monthly	Financial Health	Unit Cost	Cost per visit/interaction (libraries)