

Report for:	Cabinet 20 January 2015	Item Number:	
Title:	The Council's Performance Assessment - Quarter Two, 2014/15		
Report Authorised by:	Zina Etheridge, Deputy Chief Executive		
Lead Officer:	Charlotte Pomery, Assistant Director of Commissioning		
Ward(s) affected: All	Report for Non Key Decisions: Information		

1. Describe the issue under consideration

- 1.1. To inform Cabinet of progress against the Council's outcomes and strategic priorities during the second quarter of 2014/15.

2. Cabinet Member introduction – Cllr Kober, Leader of the Council

- 2.1. The council is currently consulting on proposals for a new three year budget and corporate plan. Although central government cuts to the council's overall budget creates very difficult challenges, these proposals will look to deliver services with better outcomes for our residents, and improve council performance in key areas. This report sets out progress against the existing corporate plan and priorities for 2013/14 and 2014/15.
- 2.2. The Council continues to make excellent progress in educational attainment and I am pleased to note that Haringey's improvement in our schools acknowledged in a recent Ofsted report in a number of areas. This progress reflects our commitment to work with families, schools and early years providers to deliver high quality education and continues to demonstrate that we are maintaining a high level of provision for all our children including those from disadvantaged and low income families, to enable them to fulfil their potential and succeed.
- 2.3. Providing the best start in life for young people is a key priority in the new corporate plan, so it is encouraging to see youth reoffending levels have fallen further too. This will continue to require a multi-agency response, and the work the council is undertaking with partners will further contribute to better outcomes in later years.
- 2.4. Homelessness acceptances and numbers of residents in temporary accommodation however, continue to rise. Although this is common across many other boroughs in

London, I hope to see these figures reduce as the council works towards developing a new housing strategy for Haringey this year.

- 2.5. Regarding the environment, I am pleased to note the improvement in cleanliness and reduction of litter on Haringey streets and that a programme of more intensified enforcement activity has been agreed to address the increase in fly tips. I welcome the engagement with members of the community on this issue and the focus and targeting of known hotspot locations. I hope this focus will lead to reduced overall levels of fly tipping in the next quarter.

3. Recommendations

- 3.1. Cabinet is asked to note:

3.1.1 progress against the Council's Corporate Plan priorities in Q2 2014/15.

3.1.2 areas for focus going forward.

4 Alternative options considered

N/A

5 Background information

- 5.1 This report is a self assessment of the Council's performance in Quarter Two 2014/15 against the Council's outcomes and strategic priorities as set out in the [Corporate Plan](#) agreed at Cabinet on 9th July 2013.

5.2 The main body of this report begins on page 4.

6 Comments of the Chief Finance Officer and financial implications

- 6.1 There are no financial implications arising directly out of this report. Any new actions taken to improve performance must be funded out of existing council budgets.

7 Assistant Director of Corporate Governance Comments and legal implications

- 7.1 The Assistant Director of Corporate Governance has been consulted in the preparation this report and confirms that that there are no specific legal implications.

8 Equalities and Community Cohesion Comments

- 8.1 Progress against equalities objectives is measured as part of the corporate basket of performance indicators and these are included within this report. In addition to information on these objectives, we will continue to publish equality impact assessments and the annual employment profile, and promote equality through our procurement and commissioning processes.

9 Head of Procurement Comments

N/A

10 Policy Implications

- 10.1 Haringey's quarterly performance assessment links to the following documents / strategies:
- The [Corporate Plan](#) 2013-15

- [Key strategies](#)

11 **Reasons for Decision**

N/A

12 **Use of Appendices**

- Appendix 1: Performance Tables Quarter 2, 2014/15

13 **Local Government (Access to Information) Act 1985**

- Service performance indicator returns
- Corporate Plan



Haringey Council

The Council's Performance Assessment Quarter 2, 2014/15

**Produced by
Performance and Business Intelligence Teams
November 2014**

1. Introduction

2. The Council's Corporate Plan 2013-15 was agreed at Cabinet on 9th July 2013. The Plan identifies four key outcomes for the borough, these are:
 - **Outstanding for all:** Enabling all Haringey children to thrive
 - **Safety and wellbeing for all:** A place where everyone feels safe and has a good quality of life
 - **Opportunities for all:** A successful place for everyone
 - **A better council:** Delivering responsive, high quality services and encouraging residents who are able to help themselves to do so.
3. A basket of indicators has been identified which will enable the Council to measure progress against each of the outcomes and their strategic priorities. This report looks at the performance against each of these indicators in the second quarter of 2014/15 to assess the progress that has been made against each outcome. It highlights where we are performing well and where further focus is required.
4. The report is organised by Outcome and priorities, with highlights of both strong and poor performance being provided in a summary at the head of each outcome. The report highlights the key actions being taken by officers and partners to address poor performance or downward trends. Further detail can also be found in the performance scorecard which is set out in appendix 1.

Outcome 1: Outstanding for all

Overall Assessment

There is significant transformational work underway across this Outcome, with service redesign at a strategic and operational level. This work is targeted on improving outcomes for local residents and improving performance across the raft of Corporate Plan indicators. There are a number of areas performing well across the outcome, focusing in this summary on:

- **Primary schools:** Coldfall Primary School retained its Outstanding status following a recent Ofsted inspection ; 86% of Haringey's primaries are judged as Good or Outstanding.
- **Haringey's Families First Programme**– to date 488 (57%) of families receiving support through the programme achieved an improvement in one or more outcome area: crime/anti-social behaviour, education, employment

Targeted improvement work is underway in the following areas:

- **Number of 16-18 year olds not in education, employment or training** - The level of NEETs and those whose status is not known has experienced its seasonal spike at a higher level than previous years and the London average. The Post-16 Review is nearing an end and this will lead to a new strategy and approach for this area.
- Progress continues to be made on the **timeliness of children being placed for adoption**. A programme of work around permanency is due to begin in November 2014 which will aim to improve systems and processes and enhance efficiency

Priority 1: Work with schools, early years and post 16 providers, to deliver high quality education for all Haringey children and young people

The Council is working with schools to raise standards and educational attainment, maximise the range of post 16 training and education opportunities and ensure that such opportunities are being taken up by young people.

Key performance indicators and targets for this priority

- Reduce the gap between the lowest achieving children at the Early Years Foundation Stage and the rest
- Increase the percentage of children achieving level 4 or above in combined reading, writing and maths at Key Stage 2 to 78%
- Increase the percentage of pupils achieving 5 or more A*- C grades at GCSE including English and Maths (Key stage 4) to 63%
- Increase the proportion of 19 year olds achieving Level 2 (GCSE A*-C) to 86%
- Increase the proportion of 19 year olds achieving Level 3 (A level) to 61%
- Reduce the percentage of 18 year olds not in education, employment or training to 3.6%
- Reduce the percentage of 18 year olds for whom their education, employment or training status is not known to 9.5%
- Increase the proportion of schools and children's centres rated as good/outstanding to 100% by 2016

Ofsted ratings of children's centres and schools

1. The Education Standards watchdog carries out inspections of childcare providers and schools on a rolling basis. As at October 2014 the Ofsted ratings for Haringey were as follows:

Children's centres: There have been no further inspections this quarter. Of those that have received an inspection nine centres (64%) are judged **Good** (64%) and five (36%) **Require Improvement**. Good progress is being made in driving up improvement across Haringey's Children's Centres through the introduction of a performance management framework, and service improvement workshops. Local data based on the new inspection framework indicates that nine centres would now be assessed as Good or Outstanding and 81% are likely to be judged as having Good or Outstanding access to services by local families. Workshops focusing on quality and impact of the centres will be run in the New Year with each centre requiring improvement.

Primary schools: 55 of Haringey's 64 (86%) of primaries are judged as **Good or Outstanding**. Haringey compares favourably to London and England, 82% and 78% respectively. Coldfall Primary School retained its Outstanding status following a recent inspection from Ofsted inspectors.

Secondary schools: all eleven schools (excluding Haringey 6th Form Centre) continue to be rated **Good or Outstanding** (100%).

A report of Her Majesty's Chief Inspector of Education, Children's Services and Skills recently published highlighted Haringey as one of only six local education authorities with 100% of pupils attending good or outstanding secondary schools in 2014, a 2 percentage point improvement from 2013. This is against a backdrop of Ofsted findings that improvement in secondary schools nationally has stalled.

National figures indicate that children from poor socioeconomic backgrounds, particularly those from White British backgrounds, are still most likely to be failed by the system. The gap in attainment at GCSE between pupils from poorer backgrounds and their more affluent peers is not closing quickly enough.

Against this background Haringey was acknowledged as a top ten local authority (3rd in the country) for achievement of White British pupils eligible for free school meal (FSM). Haringey's FSM cohort achieved 51.9% 5 A*-C including English and mathematics in 2013 compared with less than half of this achieved in some parts of the country.

2. Educational attainment – Update on results 2014

Summary Table	Haringey 2012	Haringey 2014	England 2014
Pupils achieving a Good Level of Development at Early Years Foundation Stage	50% (2013)	61%	60%
Pupils achieving level 2B+ at Key Stage 1 - Reading	72%	81%	81%
Pupils achieving level 2B+ at Key Stage 1 - Writing	59%	71%	70%
Pupils achieving level 2B+ at Key Stage 1 - Maths	71%	80%	80%
Pupils achieving level 3 at Key Stage 1 - Reading	22%	29%	31%
Pupils achieving level 3 at Key Stage 1 - Writing	11%	17%	16%
Pupils achieving level 3 at Key Stage 1 - Maths	19%	25%	24%
Pupils achieving level 4+ at Key Stage 2 - Reading, Writing and Maths	74%	77%*	79%
Pupils achieving level 5 at Key Stage 2 - Reading, Writing and Maths	21%	25%	24%
Pupils achieving 5+ A*-C (incl English and Maths) at GCSE	63.5% (2013)	57.8%*	52.6%*
Average point score per student**		672.5	698.5
Average point score per entry**		214.2	213.4
% of students achieving at least 2 substantial level 3 qualifications**		92.8	88.6
% of students achieving grades AAB or better**		17.7	19.0

*Revisions since Quarter 1 Performance Assessment

** Additions received since Quarter 1 Performance Assessment

GCSE

Provisional results for the percentage of pupils achieving **5+ A* - C (including English and maths)** have been revised following changes to DfE policy. Haringey's result has decreased to 57.8%. Results in England and London have also decreased, from 59.2% to 52.6% and from 65.1% to 60.6%, respectively.

Young people not in employment, education, or training (NEET)

- There are two indicators that measure progress in this area:
 - the percentage of young people who are not in education, employment or training
 - the percentage of young people for whom it is not known whether they are in employment, education or training
- Over the year there are seasonal variations in the numbers, linked to the academic year. The service monitors the number weekly and takes action where there is any unusual variation in the levels.

	Haringey	London average	Statistical Neighbours
NEETs	11.5%	6.3%	8.5%

'Not Knowns'	81.6%	63.7%	72.4%
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- Figures for Quarter 2 are inflated due to a national, seasonal spike where young people are offloaded from the system and their current destinations reloaded on to system. Nevertheless, Haringey's NEETs and Not Knowns are significantly above the average for London and Statistical neighbours.
- The Post-16 Review is in its final stages; this will make recommendations for a new robust mechanism to track unknowns, systematically plan for the August/September spike, and support NEETs to become EETs.

Priority 2: Enable every child and young person to thrive and achieve their potential

Research shows that good maternal health, support for families and parents and sufficient and high quality early help are key to achieving this aim.

Key performance indicators and targets for this priority

- Increase the percentage of women with access to maternity services in 12 weeks to 75% by 2013/14 and to 80% by March 2015
- Support 850 families through the Families First programme
- Ensure that 80% of vulnerable 2 year olds in the borough take up their free early years place
- Ensure that 90% of vulnerable 3 and 4 year olds in the borough take up their free early years place
- Increase the percentage of children achieving at least 78 points across the Early Years Foundation Stage (at age five)
- Complete 20 adoptions and 25 special guardianship orders by March 2014
- Reduce time between a child entering care to moving in with prospective adopters to less than an average for 2013-16 of 426 days
- Stabilise the number of children on child protection plans

Early support and help for families

- A number of initiatives are taking place to increase **early access to maternity services**. The North Middlesex Hospital has introduced a texting service encouraging women to attend appointments, and ongoing training amongst staff to ensure that early booking remains a high priority. The hospital is working to improve booking by 10 weeks of pregnancy to meet screening targets which will influence the 12 weeks + 6 day target. A health bus visits key sites within the community which also promotes the importance of early booking. Existing community links established in Tottenham will continue to be utilised to reduce late booking among target groups. Current data is for 2013/14 and this showed an increase from 67% to 77%; 2014/15 data is currently available.
- The **Haringey Families First** (HFF) Programme - an initiative seeking to work with Haringey's most troubled families – has now allocated a lead worker to 98% (831) of families eligible for phase one of the Initiative. In Quarter 2 Haringey increased the number of families it has turned around through improvements across the three Outcomes Areas (Crime/Anti Social Behaviour,

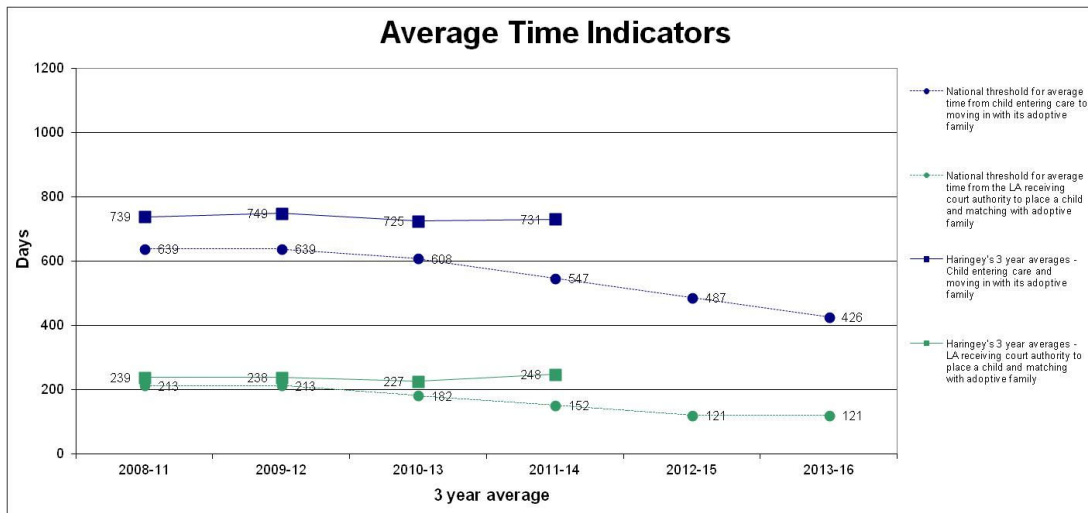
School Attendance, and Employment) from 430 to 488 – equating to 57% of eligible families. Haringey is forecasting turning around the lives of 80% of eligible families by March 2015.

Outcome Area(s) Achieved	No. of families achieving the Outcome(s)
Crime/Anti social behaviour & Education & Employment	70
Crime/Anti-social behaviour & Education	391
Employment only	27
Total	488

Adoption and special guardianship

9. There was a drop in the number of **adoptions and special guardianship** orders to 6 in quarter 2, taking the year to date performance to 17 which is below the target of 22 for this point in the year and almost half the number at the same point last year. As at the end of September there are 19 adoption orders in the pipeline and anticipated to be achieved within 3 months. Of those children that have ceased to be looked after in the year to date, 16.5% have achieved a legal permanency arrangement 8% of whom were adopted compared to 15% in 2013/14 and the England average of 17%.
10. The number of **days taken for looked after children to be placed for adoption for those children adopted in the period** increased in quarter two from an average of 541 days to 620 days. This takes the year to date average to 522 days against the national threshold (426 day average for 2013-16). This compares favourably with the latest available comparator data for England of 628 days for the three year rolling average (2010-13).
11. Where times for children who are adopted by their foster family are stopped at the date the child moved in with the foster family, the average wait has reduced to 151 days at the end of quarter 2, albeit this is based on a small number of adoption in year and is therefore subject to volatility. This compares favourably with Haringey's three year average (2011-14) on this indicator at 502 days, is better than the England position of 525 days and is an improvement on the previous period (556 days).
12. Nationally, recent changes to case law has impacted on both the number of children placed for adoption and also the timeliness with which they are placed. There has been a sudden and significant fall off in the number of children being put forward for adoption as illustrated by the substantial reduction in placement orders over the last nine months both locally and nationally.
13. The latest published Adoption Scorecard (figure 1) shows that Haringey's three year average to 2013/14 for timeliness of being placed for adoption has remained unchanged and the gap between Haringey and the national threshold has increased from 117 days based on the previous threshold to 184 days based on the revised threshold. Haringey's 2013/14 data in particular included a large proportion of 'hard to place' children who were placed significantly outside of the national threshold, current performance demonstrates improvement in this area.

Figure 1: 2014 Adoption Scorecard for Haringey

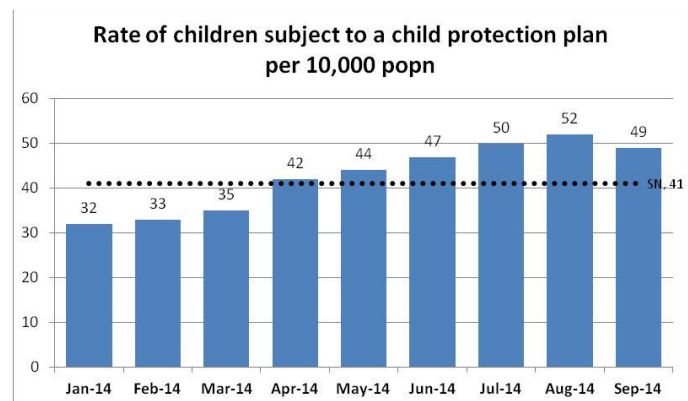


14. A programme of work around permanency is due to begin in November 2014 which will aim to improve systems and processes, enhance efficiency and ensure that edge of care services are optimised to prevent children becoming looked after where appropriate. There is focus on reviewing children who may be suitable for a special guardianship and improving our approach to placements, looking to achieve permanence more quickly for our looked after children.

Child Protection Plans

15. The number of children subject to a child protection plan increased for the fourth successive quarter, to 285 or a rate of 49 children per 10,000 children aged 0-17. Monthly data shows the rate peaking in August. The increase follows a number of service changes including ongoing quicker transfer of cases into Safeguarding and Support and the introduction of more robust screening processes which affects the number of children referred into children's social care and those who become looked after.

Figure 2: Rate of children subject to a Child Protection Plan in Haringey



16. The robust and consistent application of thresholds for commencing child protection plans has been substantiated by the recent Ofsted Inspection of children's services and our own auditing practise (July 2014 audits).

Outcome 2: Safety and wellbeing for all

Overall Assessment

There is significant work in the Council and with partners to improve outcomes across this area of activity which cover safety, safeguarding and improving health and wellbeing. There are a number of areas performing well across the outcome, focusing in this summary on:

- Sustained reduction in the proportion of **youths who re-offend**, narrowing the gap in

performance with London and comparable neighbours. This follows an analysis of the needs of the cohort and changes to casework practice and workgroup programmes.

- Sustained improvement in the timely completion of **Child and Family Assessments** (within 45 days).

Targeted improvement work is underway in the following areas:

- Proportion of **looked after children placed 20 miles or more** from Haringey increased in Quarter 2. This area of activity is part of the Haringey 54K Programme and work is underway to expand in-house fostering and increase recruitment of new foster carers.
- The continued increase in the number of **fly-tips reported by residents and Members**. A project to focus on known hotspot locations has been successful in reducing flytipping levels in those locations and work on a strategy to reduce flytipping and intensify enforcement activity is planned.

Priority 3: Make Haringey one of the safest boroughs in London

The focus of this priority is reducing crime, improving coordination to tackle domestic violence and increase community confidence.

Key performance indicators and targets for this priority

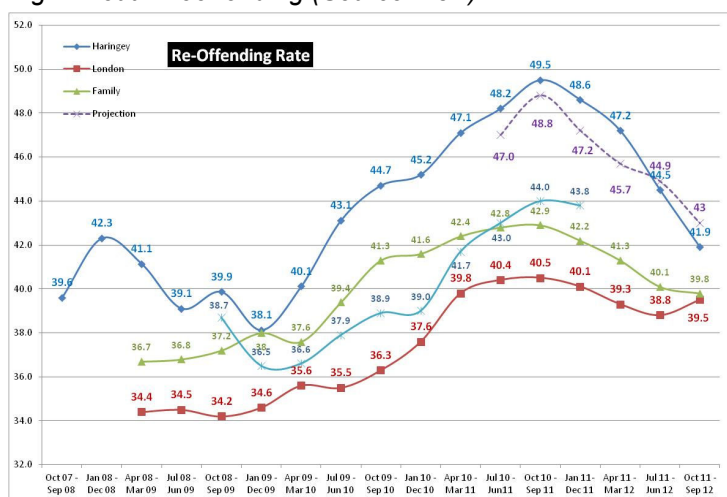
- Work with 72 young people involved in gangs
- Ensure that the Gang Unit works with 80% of the people on the gang caseload and keeps them engaged
- Increase the number of cases dealt with through Integrated Offender Management¹ from 70 to 310 cases over 4 years (95 in 2013/14, 250 2014/15, 280 2015/16, and 310 2016/17)
- Reduce re-offending amongst 0-19 year olds to no more than 40%
- Increase the percentage of residents who feel the council and police are dealing with crime and anti-social behaviour effectively to 59%

Reducing crime

17. The most recent available data for the **youth re-offending rate** is two years old and should be considered alongside local information.

18. Published data for Haringey shows the re-offending rate has reduced for the fourth successive quarter: 44.5% of 15-17 year old offenders in the Oct 11 – Sep 12 cohort reoffended within one year. Although the rate remains above the target of 40% it has reduced by 15% since its peak a year ago and the rate of reduction continues to be

Fig. 4 Youth Reoffending (Source: YJB)



¹ Integrated Offender Management (IOM) is delivered through a co-located multi agency team consisting of Police, Probation, Council and other Pathway Partners linked to the Drug Intervention Programme, Integrated Gangs Unit, Youth Offending Services, the Secure Estate, Domestic Violence, Mental Health, Housing, Job Centre plus and voluntary sector providers focussing partnership resources on the most prolific and problematic offenders.

greater than that seen across London and our Statistical Neighbours thereby narrowing the gap in performance.

19. The service is working with a smaller and more challenging group of young offenders whose likelihood of re-offending is high, hence the higher rate of re-offending. The Youth Offending Services has undertaken analysis to better understand the needs of this cohort and has identified those at higher risk of re-offending. Changes have been made to process and initiatives, such as better monitoring of cases and interview observations to ensure that best practice is being followed and a significant increase in workgroup programmes.
20. At Quarter 2, the multi agency **Offender Management Unit** dealt with 231 cases (equating to 128 individuals) against a target of 125, putting it on track to deal with 250 cases by the end of the year. The Unit has demonstrated a 52% reduction in convictions since joining the scheme and a 45% reduction in arrests.
21. In Quarter 2, the **Gang Unit Project** worked with 27 cases, taking the total number of cases worked with during the year 46, putting it on track to work with its target 72 cases by the end of the year. The project has demonstrated a 56% reduction in reoffending against a target of 20%. 94% of cases have a plan completed and a forward plan developed or they have been referred for longer term support.

Priority 4: Safeguard children and adults from abuse and neglect wherever possible, and deal with it appropriately and effectively if it does occur

Key to safeguarding children and adults is embedding effective safeguarding practice, ensuring that there are robust and efficient processes in place to keep vulnerable children and adults as safe and secure as possible.

Key performance indicators and targets for this priority

- Ensure that 85% of assessments are completed within 45 working days
- Reduce the proportion of looked after children placed more than 20 miles from Haringey to 16%
- Ensure that no more than 7% of children subject to a child protection plan have a child protection plan lasting 2 years or more
- Ensure that no more than 10% of looked after children have three or more placements in the year
- Increase the proportion of adult social care users who state that the services they use make them feel safe and secure to 85%

Feeling safe and secure

22. A 'Getting to Good' Board was established in Quarter 2 to take forward the recommendations from the recent Ofsted report on its inspection of Haringey's services for children in need of help and protection, children looked after and care leavers. The Getting to Good Plan has been approved by Ofsted and work is underway to develop and implement the key actions by June 2015.
23. Improvements in the proportion of **Child and Family Assessments completed within 45 working days** have been sustained and performance is now exceeding the 85% target - 98% in Quarter 2 and 91% in the year to date. This improvement follows a focus on assessment work around 20 and 30 days and changes to services including the introduction of daily reporting to

service managers which has enabled better performance management at team and individual level.

24. At the end of Quarter 2, there were 1.4% of **child protection plans lasting over two years** (2 cases). This reduction has been sustained since the start of the financial year following a focus on reviewing children on plans for longer than 18 months. It is important to measure length of time on Child Protection Plans because the idea of the Plan is to co-ordinate a range of services to support a child to be safe from harm, dealing with risks in a timely way. It is not designed to be a Plan which stays with a child until they reach adulthood.
25. Indicators of **stability of placements for looked after children** remain in line with statistical neighbours and targets. The proportion of children with **3 or more placements** was 10.1% against a target of 10%. Haringey ranks 15th in the country. The target is set at 10% as some movement in placements may be necessary, for example to meet the changing needs of the child or where a placement breaks down. Too many placement moves, however, could indicate that the placement was not selected appropriately or that placements are not of adequate quality. Focus on this area will continue as part of the Getting to Good Plan.
26. The proportion of **looked after children placed 20 miles or more from Haringey** increased in Quarter 2 to 20.5% and therefore remains above the target of 16% and above the national average of 12%. Work continues, as part of the Haringey 54K Programme, to drive improvements to place children nearer to Haringey wherever appropriate, this include the expansion of Haringey's in-house fostering provision and recruitment of new foster carers.

Priority 5: Provide a cleaner, greener environment and safer streets

The key measures for this priority are maintaining clean streets and high quality parks and open spaces.

Key performance indicators and targets for this priority

- Maintain green flag status for 18 Haringey parks
- Ensure that 65% of all parks inspected are graded to a high standard (A or B)
- Ensure that the proportion of land with unacceptable level of litter does not exceed 7%
- Ensure that the proportion of land with unacceptable level of detritus does not exceed 11%
- Reduce the number of fly tips reported by residents to 480 per month in 2013/14
- Reduce the number of people killed or seriously injured on Haringey roads to 85 in 2013 and 80 in 2014 (based on a 3 year rolling average)

Clean streets

27. The second phase of the **Street Cleanliness** survey for 2014/15 indicates that levels of litter and detritus across the borough have improved since Quarter 1, and are better than target. The service is working with the contractor to redesign the street cleaning service to aid improvements in levels of cleanliness across the borough.
28. The increased number of **flytips** reported by residents and Members has been sustained in Quarter 2, particularly in the Wood Green, Tottenham Hale and Seven Sisters areas. Analysis undertaken to date has not yet led to a clear rationale for this increase, further analysis will now be carried out to explain the spike. Work on a fly tipping strategy is due to begin in November to identify how to reduce the number of fly-tips that occur and to intensify enforcement activity. A project focused on reducing fly-tipping at known hotspot locations is continuing and officers have undertaken a programme of increased engagement with residents both to report fly-tipping more

quickly and to reduce levels overall. Since February 2014, 26 sites have been targeted and ten of those sites are no longer hotspots.

High quality parks and open spaces

29. Across all inspections undertaken in the Quarter, the proportion of parks with acceptable levels of litter (graded A or B standard) increased to 71% which is above the 70% target. The full year target is expected to be achieved.

Priority 6: Reduce health inequalities and improve wellbeing for all

To achieve this priority services are focusing on encouraging healthy lifestyles for children and adults and promoting independence and delivering high quality support and care for those in the greatest need.

Key performance indicators and targets for this priority

- Reduce Haringey's under 18 conception rate to 32.7 in 2013/14 and to the rate for London by 2015 (London rate 28.7 per 1,000 in 2011)
- Halt the rise in childhood obesity amongst 4-5 year olds (11.8%)
- Halt the rise in childhood obesity amongst 10-11 years olds (23.8%)
- Reduce cardiovascular mortality to 77.7 per 100,000 by 2013/14 and to 76 per 100,000 by 2014/15
- Ensure that alcohol-related hospital admissions do not increase by more than 6%
- Increase the proportion of adult social care users in receipt of a Personal Budget to 70%
- Increase the percentage of adult social care users reporting that they have control over their daily life to 72%
- Increase the proportion of adults with learning disabilities living in settled accommodation to 70%
- Increase the proportion of clients aged 65 and over above achieving independence through rehabilitation to 90%
- Increase the proportion of adults in contact with mental health services living independently to 80%

Please note that for a number of the above indicators there is a time lag in the publication of data, in this report the latest available data is shown.

Healthy lifestyle

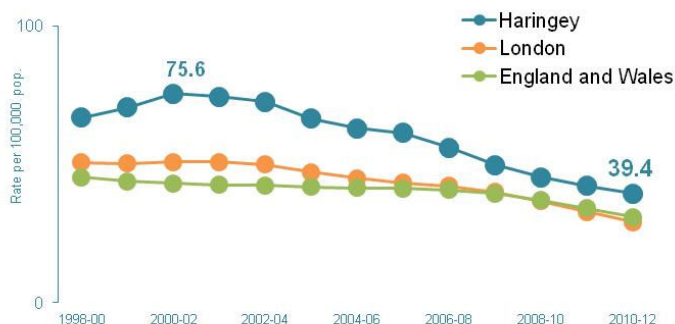
Childhood obesity	2012/13	2013/14
% of 4-5 year olds who are overweight or obese	22.7%	20.8%
% of 10-11 year olds who are overweight or obese	39.4%	38.6%

30. Data remains provisional for **childhood obesity**. In Quarter 2, the recommendations from the City University London report on the impact of fast food outlets on the choices of secondary school pupils in Haringey have been taken forward jointly by council colleagues, local businesses and schools, including work on the Healthier Catering Commitment. To help formalise roles and

responsibilities we have recently developed a child obesity pathway and provide professionals with Brief Intervention Training to support this pathway and our overall prevention strategy.

31. No new annual data is available for the **teenage conception rate in Haringey**. Quarterly data indicates a continued downward trend in 2013. New initiatives include SafeTalk who are outreach sexual health school nurses providing advice and contraception and sexual health services to young people aged under 19 in schools and post 16 settings. Other continuing interventions include increased access to Sex and Relationship Education programmes in schools and contraception and sexual health services in community pharmacies, GPs and clinics. To date, 4,508 Haringey young people aged under-25 have registered on to the C-Card condom distribution scheme.

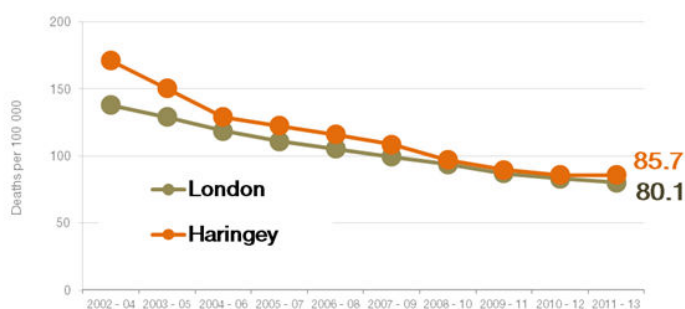
per 100,000 popn.



32. No new information or data is available for **alcohol-related hospital admissions**.

33. No new data is available for **Early mortality from cardiovascular disease (CVD)**. Existing data for Haringey shows that it is reducing at a similar rate to London, however, at 85.7 deaths per 100,000 in 2013 it is not forecast to reach the 2015 target of 76 deaths per 100,000.

per from CVD



PHOF 4.04ii : Under 75 mortality rate from cardiovascular diseases (All persons), Haringey and London 2002/4-2011/13 (three year average)
Source: Public Health England (source ONS data), 2014

The current prevention programmes centre on the vascular risk assessment, namely the NHS health checks. The results from a recent audit of NHS health checks will be used to inform improvements in the programme of lifestyle management initiatives which currently include stop smoking support, physical activity programme, community health trainers & champions and weight management. Work is also underway to integrate health behaviour programmes with the aim of improving access and outcomes from prevention programmes.

Choice, control and independence

34. In Quarter 2, the proportion of social care clients and carers receiving long term support services **in receipt of self-directed support** remained comfortably above target. Personalisation through self-directed support, where service users are in control of their own care and support making more choices which are important to them, is a key focus for Adult Social Care.

Support for vulnerable adults

35. The percentage of **adults in contact with secondary mental health services living independently** remained almost unchanged from in quarter 2 at 73%, and therefore continues to be below the average of 78.8% for similar local authorities. A joint Mental Health Accommodation Strategy Commissioner has been appointed by the Council and the Clinical Commissioning

Group to draw up an accommodation pathway for people with mental health needs which ensures the effective use of accommodation, care and support resources to better meet need.

24. In Quarter 2 the proportion of **adults with learning disabilities identified as living in their own home or with their family** at the time of their 2014/15 assessment or review increased significantly to 43%, against a year to date target of 35% putting the service on track to achieve the end of year target of 70%.

Outcome 3: Opportunities for all

Overall Assessment

As with each of the outcomes, good performance in this area cannot be delivered by the Council alone but requires strong partnership working. There is an increasingly strong prevention and early intervention approach being adopted across this outcome. There are a number of areas performing well across the outcome, focusing in this summary on:

- Sustained **reduction in levels of unemployment**, including narrowing the gap in the level of Job Seekers Allowance claimants between the least and most affluent areas of the borough.
- The number of people supported into work through a Council-run employment programme.
- **Progress on delivering changes in Tottenham** – the University Technical college opened to students between 14 and 18 years old, and completion of regeneration works to Tottenham Green public space

Focused improvement work is underway in the following areas:

- The increased rate of **homelessness approaches and acceptances** and the increased **use of temporary accommodation** – officers are working up a new more proactive approach which focuses on prevention and early intervention and changes to processes and procedures for discharging the homelessness duty.

Priority 7: Drive economic growth in which everyone can participate

A key part of delivering this priority is supporting jobless residents into employment.

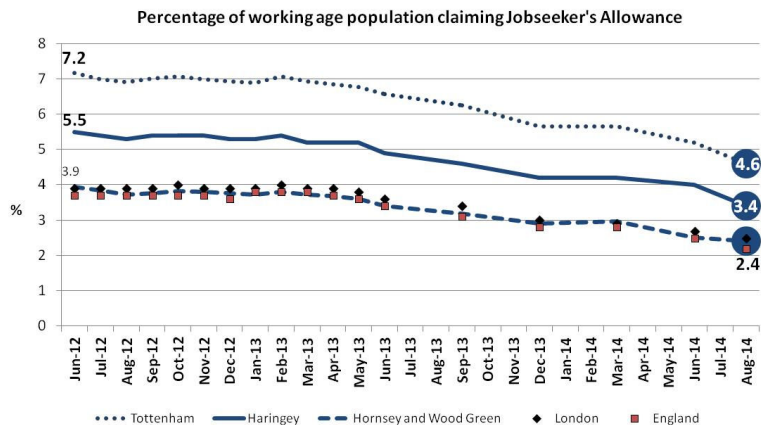
Key performance indicators and targets for this priority

- Reduce the proportion of working population claiming job seekers allowance by 10%
- Support 300 people into work through Jobs for Haringey programme, 30% of whom will be young people

Figure 5: Percentage of working age population claiming Jobseeker's Allowance

Unemployment

25. At August 2014, 3.4% of Haringey's working age population were claiming Jobseekers' Allowance (JSA), maintaining a reducing trend. However, Haringey's trajectory remains consistently above that of London (2.5%) and England (2.2%). Geographic variations remain, although the gaps are narrowing; Northumberland Park ward, which has the second highest claim rate in London at 8.2%, has reduced at the same rate as Haringey-wide reduction thereby reducing the gap with Haringey.



26. Unemployment rates are driven by a range of local, regional and national factors and require both a change in the economic circumstances and interventions at various levels from a range of agencies to bring about a significant reduction. Council-run initiatives are currently targeted on those with longer periods of unemployment but because of the comparatively small numbers involved this work cannot have a significant effect on the overall rate of unemployment. Up until the end of Quarter 2 2014/15 the **Jobs for Haringey Programme** supported a confirmed 43 people into employment with a further 36 people having been helped into employment that supporting evidence is being collected for. This will take the total number of people supported into employment to 79 against an annual target of 100.
27. The Council is currently reviewing its approach to employment initiatives and is working with the Greater London Authority to launch a series of employment, training and careers advice projects from March 2015, using funding from the Council and the Mayor's Regeneration Fund for Tottenham.

Priority 8: Deliver regeneration at priority locations across the Borough

This priority focuses on delivering a cohesive programme of physical, social and economic renewal for Tottenham and key regeneration sites across the borough. The Council and the local community are working together in a number of areas and a range of partners is involved in planning and delivering the changes being proposed and delivered across the Borough.

28. Milestones already reached in delivering a programme of renewal for Tottenham and other key regenerations sites in the borough include:
- The Strategic Regeneration Framework (SRF) Delivery Plan was approved by the Cabinet on 15 July 2014 and launched at a community event at Tottenham Town Hall on 30 July 2014.
 - The works at Tottenham Green have been completed, and a winter festival will be held on 6 December 2014..
 - Two-way traffic has been restored to Tottenham High Road, Monument Way and Broad Lane, and the bus interchange works are complete with the station re-opening in November 2014.
 - The University Technical College (a partnership between Spurs, Middlesex University and private sector partners that will focus on science, sports and health) opened to students between 14 and 18 years old in September 2014
 - The High Road West Masterplan Framework and White Hart Lane station consultation was held from September to October 2014. For secure Council tenants on the Love Lane

Estate, this formed the statutory consultation meeting the Council's consultation duty under s105 of the Housing Act 1985.

- The Council has appointed Fletcher Priest Architects to work with residents and local stakeholders to develop a strategic framework for the Northumberland Park area, consultation work has been ongoing in the period.
- The Love Lane Residents Association and supported by the independent tenant and leaseholder advisor for the Estate have led the first iteration of the Love Lane Resident Charter, detailing what residents want from the proposed regeneration and how it should be undertaken. Officers are now working closely with Love Lane residents to further develop the document and agree what principles can and should be taken forward. This will be considered along with the masterplan consultation responses at Cabinet in December 2014.
- Tottenham Housing Zone – The Council is a front runner in the Mayor's new Housing Zone initiative. An 'in principle' decision from the GLA is anticipated by early 2015.

29. Future Milestones to deliver a programme of renewal for Tottenham and other key regenerations sites in the borough include:

- All stakeholders in Northumberland Park will participate in drawing up key 'Principles of Change' to guide improvement in their neighbourhood. This work will inform the Regulation 19 Tottenham Area Action Plan scheduled for consultation in Spring 2015.
- Cycle Superhighway – delivery of a five mile cycling route between Tottenham and Liverpool Street, due for completion in 2016
- Implementation of major station improvements at Tottenham Hale – conclusion 2017, intermediate milestones to be determined
- Delivery of £85m upgrade of local rail links to bring four trains per hour between Angel Road, Northumberland Park, Tottenham Hale and Stratford on the West Anglia Main Line, conclusion 2018, intermediate milestones to be determined
- Harringay Green Lanes - the Green Lanes Town Centre Improvements scheme, funded by the Mayor's Outer London Fund (OLF) and the Green Lanes Corridor scheme, funded by Transport for London (TfL) which aim to make highways infrastructure and public realm improvements along the Green Lanes Corridor will be completed
- Haringey Heartlands - The Council, GLA & National Grid Properties are working together to progress the planning application for outline consent for the site. A new planning application is anticipated that will facilitate the demolition of onsite structure and decontamination prior to marketing of the site to developers in 2014.

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

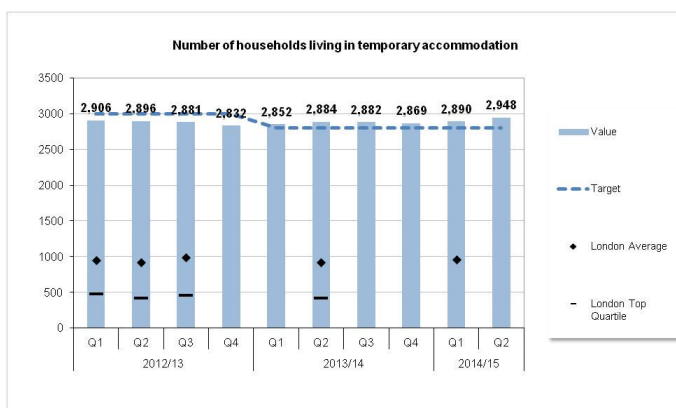
A key challenge for Haringey is to tackle high levels of homelessness in the borough and ensure that housing is of a good quality and well managed.

Key performance indicators and targets for this priority

- Deliver 820 housing units annually, 50% of which should be affordable housing.
- Provide more homes by building or converting 300 - 600 new homes
- Re-license 90% of mandatory HMO's where licenses have expired within year
- License an additional 100 Properties within the 'Additional HMO Licensing Scheme' in Harringay ward
- Prevent homelessness - reduce homeless acceptances to 2.1 per 1,000 population
- Reduce the number of households in temporary accommodation to 2,800

30. In Quarter 2, the number of **homelessness acceptances** reduced to 146, equating to 0.57 acceptances per 1,000 population. This is better than performance for this time last year, however it brings the year to date performance of 336 significantly above the year to date target of 273.
31. The number of homeless approaches is being affected by a high rate of landlords evicting clients housed in the private rented sector (PRS). Compounding this, the buoyancy of the PRS is making it difficult to source PRS properties as alternatives to accepting homeless applications. Officers are focusing on early intervention to reduce homelessness approaches through better information and advice and to encourage residents to take a more proactive approach to the risk of homelessness.
32. The number of **households living in temporary accommodation** has continued to increase steadily, following the London and National trend, taking the total to 2,948 households, an increase of 58 since Quarter 1. Revisions to processes and procedures for discharging the homelessness duty are being made, and an officer group is currently taking forward a series of actions.

Fig. 6 Households living in temporary accommodation
(Source: Haringey Council)



Outcome 4: A better council

Overall Assessment

The Council's Customer Services Transformation Programme is setting out an ambitious change agenda in this area and all services in the Council are seeking to improve efficiency and to address customer service standards. There are a number of areas performing well across the outcome, focusing in this summary on:

- Timely **processing of planning applications** – targets continue to be exceeded across major, minor and other applications.

Focused improvement work is underway in the following areas:

- Increase in **delayed transfers from a hospital to a community setting** – this is an area of focus for the Better Care Fund Plan and whilst Adult Social Care is responsible for a low share of delays, a programme of more integrated activity will lead to improvement in this area
- Decline in number of **library visits**. The recommendations of a review of the service are being implemented.

Priority 10: Ensure the whole council works in a customer focused way

As a Council we want to ensure that our residents and customers are satisfied with the customer service they receive.

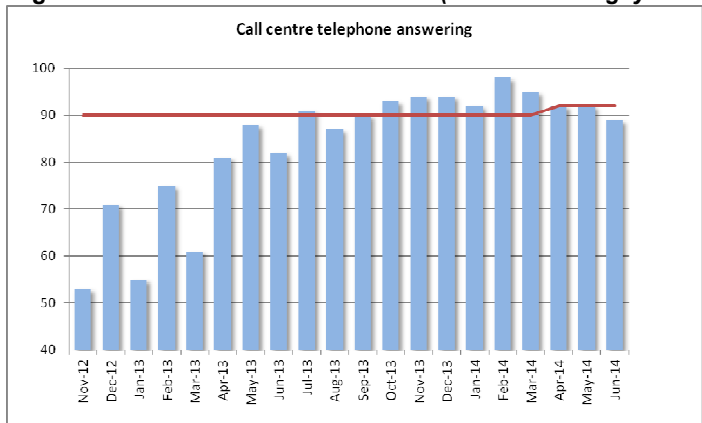
Key performance indicators and targets for this priority

- Increase the proportion of calls answered to 90% (call centre)
- Increase the proportion of calls dealt with first time to 82% (call centre)
- Reduce the proportion of complaints upheld following detailed investigation by the Ombudsman to 50%
- Reduce waiting times at Customer Services Centres so that 75% of personal callers are seen in 20 mins
- Increase visits to Haringey libraries by 10% by 2015/16

33. Performance for the **customer service** indicators are close to but below target for call centre answering and customer service centre waiting times. The proportion of first time contact to the Call Centre dealt with first time has dipped in July and August, but improved in September. A new performance management approach will be introduced which will enable the service to actively manage performance in these key areas.

- 89% of **calls to the call centre were answered**, against a target of 92%

Fig. 7 % of call centre calls answered (Source: Haringey)



- 76% of **callers to the Customer Service Centres were seen within 20 minutes**, against a target of 78%.
- 75% of **call centre calls were resolved first time**, against a target of 85%.

34. The proportion of **complaints upheld following investigation by the Ombudsman** is comfortably below target – 29% against a target of 45% (16 out of 56 cases).

Priority 11: Get the basics right for everyone; Priority 12: Strive for excellent value for money

Key performance indicators and targets for this priority

- Reduce the percentage of Principal roads where maintenance should be considered to 7%
- Increase the percentage of minor planning applications processed within 8 weeks to 65%
- Increase the percentage of other planning applications processed within 8 weeks to 80%
- Increase the percentage of major planning applications processed within 13 weeks to 65%
- Increase the proportion of residents returning completed electoral registration forms to 90%
- Increase the percentage of staff receiving performance appraisals to 95%
- Ensure that 94% of council tax is collected in year
- Increase the proportion of household waste recycled to 37%
- Reduce the rate of delayed transfers of care to 8.6 per 100,000 population

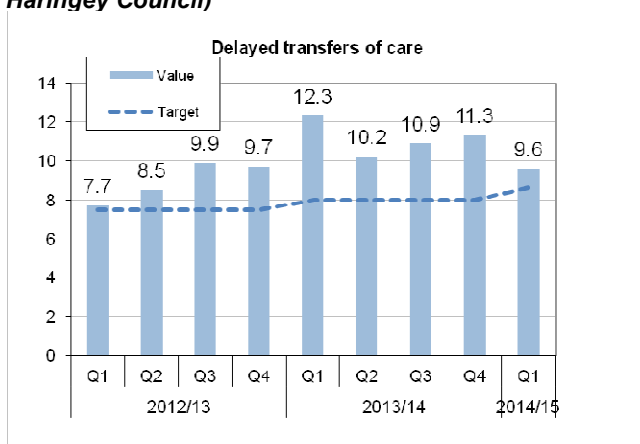
35. Targets for **planning applications processed within timescale** have consistently been met across major, minor and other applications. This follows the introduction of revised performance monitoring to identify possible slippage and future pipeline. Performance measures are being reviewed to ensure that further areas for service improvement are identified.

36. The proportion of **Council tax collected** as at quarter 2 was slightly below target – 55.59% against 56%.

37. **Delayed transfers of care from hospital** continued to increase from 9.6 per 100,000 adult population in quarter 1 to 10.8 in quarter 2, outside the target of 8.6. Those delays attributable to Social Care services only also increased in the period from 2.16 to 4.86.

In Haringey, around 80% of delays continue to be attributable to NHS and 20% to Social Care, in comparison to the national position where 60% of delayed transfers are attributable to the NHS and 33% to Social Care, with the remaining 7% being attributable to both. Adult Social Care have implemented a number of measures to reduce delays including: teleconferencing, basing social workers at the hospital, and step down placements.

Fig. 8 Delayed transfers of care (Source: Frameworki, Haringey Council)



The service continues to work in collaboration with the Clinical Commissioning Group (both operationally and strategically) to reduce delays. The **Better Care Fund Programme** is focused both on avoiding admissions and improving discharge. The programme enables better integration between the NHS and Social Care to improve the user experience, simplify the user journey, reduce duplication of assessments and minimise inefficiency. The focus on the first year of the

Better Care Fund Plan is on older people with people with mental health needs the focus in year 2.

We are already seeing a marked improvement in October, particularly in Mental Health Services with a steep drop to two delays for the month.

38. In Quarter 2 there was an unexpected fall in **recycling levels** to 36.7% which is below the target level. This was due to lower than expected volumes of mixed recycling in August which subsequently returned to expected levels in September. The end of year target of 37% is still expected to be achieved. The service continues to work on the ongoing development and implementation of the Recycling Plan to ensure the targets set out in the contract over the next five years are achieved.
39. In Quarter 2 there was a decline in library visitor numbers to 6,623 **library visits per 1,000 population**, which is a 6% reduction on the same period last year. This decline reflects the national trend. Work has begun on the implementation of the recommendations of the Libraries Review.