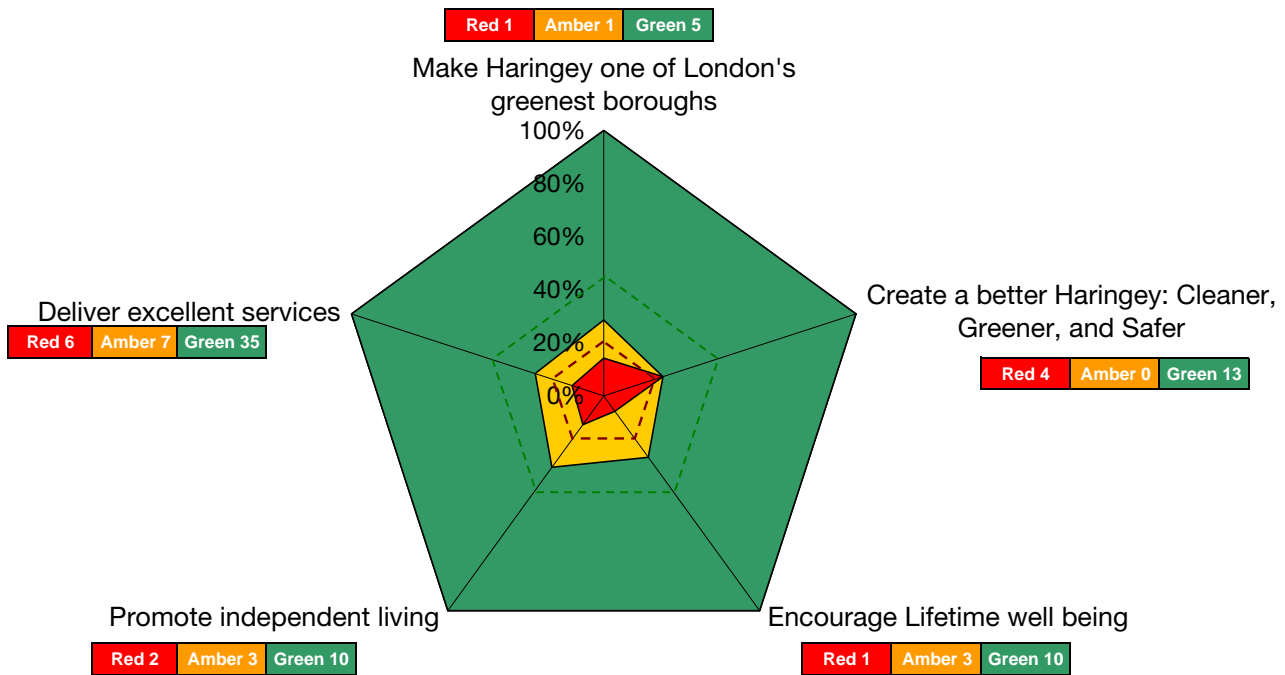
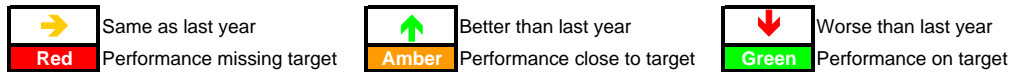


How we perform against the Council Priorities



Performance is reviewed against a representative basket of 104 indicators at least 56 of which are updated monthly. Comparative performance for most BVPIs is shown against provisional 2006/07 all England quartiles from the Audit Commission.

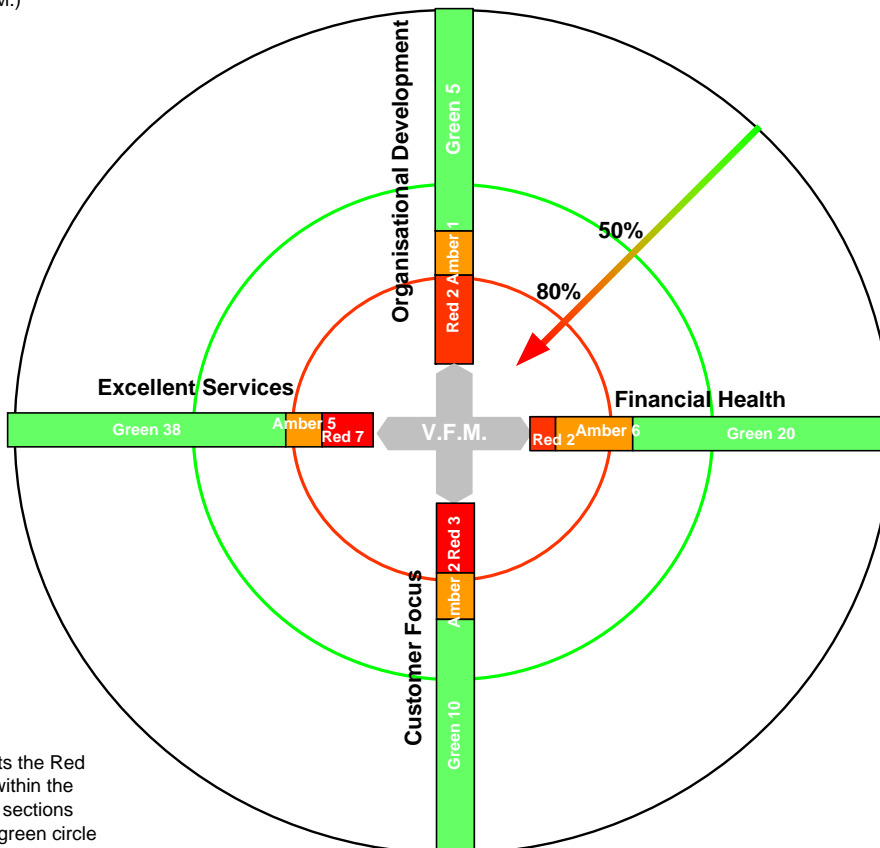
Monthly and year to date position progress are tracked against the target using traffic lights and arrows showing change from last year where:



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

March 2008

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 2005/06	% of household waste which has been recycled or composted <i>Latest figures are subject to minor change due to reporting deadlines</i> The amount of household waste recycled or composted exceeded the 25% target during 2007/8.														2005/06 Top Quartile 31.4
	Bottom Quartile	Green 24.7%	Green 26.6%	Green 27.2%	Green 26.8%	Amber 24.7%	Amber 24.8%	Green 25.4%	Green 25.2%	Green 26.8%	Green 25.1%	Amber 24.2%	Amber 24.2%	Green 25.6%	Green 25.5%	25%
Make Haringey one of London's greenest boroughs	BV 84a 2006/07	Kg of household waste collected per head (seasonally adjusted annual equivalent - actual in brackets) <i>London top quartile 2005/06 less than 378kg. Latest figures are subject to minor change due to reporting deadlines</i> The household waste performance was good in March, and the annual target of 370Kg has been met.														2006/07 Top Quartile 396
	Top Quartile	Amber 342	Green 366 (actual 30)	Red 387 (actual 33)	Amber 380 (actual 31)	Red 391 (actual 33)	Green 366 (actual 31)	Green 352 (actual 29)	Red 378 (actual 32)	Green 367 (actual 30)	Green 303 (actual 26)	Amber 377 (actual 32)	Green 336 (actual 27)	Green 332 (actual 28)	Green 362	370
Make Haringey one of London's greenest boroughs	BV 63 2006/07	Energy Efficiency - the average SAP rating of local authority owned dwellings.														2006/07 Top Quartile 72
	2nd Worst Quartile	Amber 66													Amber	69
Make Haringey one of London's greenest boroughs	LAAX	% of schools with travel plans (including non LA schools) All 98 schools in Haringey now have an approved STP. The final 15 school travel plans have been submitted to TfL in March 2008 and confirmation of approval will be received in June 2008. We have exceeded local and national targets and are 1 of 3 boroughs to obtain 100%.														2006/07 Top Quartile 3.25
		Green 86%			Amber 86.3%			Amber 86.3%			Amber 86.3%			Green 100%	Green 100%	90%

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	91b	Percentage of households served by kerbside collection of recyclables															
	All households in the borough are served by a kerbside collection of recyclables, or a nearby collection from shared facilities such as bring banks. An exercise is underway to introduce a new method of measuring this performance more accurately, using the national Waste Data Flow system. This may result in a decrease in performance against this indicator in future months as this system classifies properties covered by a 'kerbside' recycling service in a different way to the system historically used in Haringey.																
	Green																Green
		100.0%													100.0%	100%	
Make Haringey one of London's greenest	90b	Satisfaction with recycling facilities															
	<i>tracker survey to be reported 3 times a year.</i> Latest figures are taken from the annual Resident's survey although baseline is from the BVPI survey carried out in 2006.																
	Worst Quartile	Amber		Green									Green				Green
		57.0%		61.0%								65%		65%	60%		
Make Haringey one of London's greenest	90c	Satisfaction with civic amenity sites															
	<i>tracker survey to be reported 3 times a year.</i>																
	Worst Quartile	Red		Red													Red
		67.0%		57.0%										57.0%	71%		
Create a better Haringey: cleaner, greener and safer																	
Policy, Performance, Partnerships & Communication																	
Create a better Haringey: Cleaner, Greener, and Safer	LAAX	Reduction in reported crime - British Crime Survey comparator															
	2007/08 is the final year for this 2008 target and a challenging 7.5% reduction (1395 fewer offences) is required to meet it. The number of offences reported in March increased slightly. Performance in the year with 18,374 crimes in the period April to March 2008 is a 1.2% decrease on the same period last year but remains short of the challenging target set for 2007/08. The main areas for focus are criminal damage, theft from a motor vehicle and domestic burglary although significant progress was made with reductions in personal robbery, theft of motor vehicles and wounding.																
	Amber	Red	Red	Red	Red	Red	Amber	Green	Red	Red	Red	Red	Amber	Amber			Red
		18,606	1,596	1,664	1,593	1,511	1,456	1,376	1,576	1,524	1,534	1,583	1,464	1,497	18,374	17,211	
Create a better Haringey: Cleaner,	LAAX	Proportion of adults citing crime as an area of personal concern															
	Amber																Green
		54.0%												46.0%	52%		
Low performance is good																	

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	LAAx	Increase the number of incidents of domestic violence that result in sanction detections <i>The year to date figure is a straight line projection of the numbers of SDs to give us an annual equivalent</i> This is an LAA stretch target with an agreed stretch to increase the number of sanctioned detections for domestic violence incidents by 129 by 31st March 2010. There have been 635 sanctioned detections (51.8%) in the year to December '07 which scaled up equates to 847 exceeding target and putting us on track to achieve the agreed stretch.													↑		
		Green			Green			Green			Green				Green		
		652 or 36.2%			788 (197)	69	69	952 (238)			800 (200)				847 (635)	770	
Urban Environment																	
Create a better Haringey:	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	Stable performance levels which continue to exceed the target level.															
	Top Quartile	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	2.01
Create a better Haringey: Cleaner, Greener, and Safer	BV 99ai	Number of people killed or seriously injured. Seasonally adjusted annual equivalent (actuals in brackets). Calendar year 2007 The level of performance to the end of January 2008 is very good. However, it should be noted that the data as provided by TfL is provisional and could change until the year is completely closed off. TfL yet to provide relevant data for February and March.													↑	2005 Top Quartile	
	2005	2006	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		77	
	2nd Worst Quartile	Green	Green	Green	Green	Green	Green	Green	Red	Green	Green	Green	Green	Green	Green	78	113 in 2007

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 199a	Local street and environment cleanliness - Litter & detritus Low performance is good These results are from the in house monitoring programme. The official return from Encams is 27.5% and means that CPA middle threshold has been achieved.														2006/07 Top Quartile 7.0%	
	2006/07	Worst Quartile	Red 40%	Green 26%	Green 17%	Green 18%	Green 17%	Green 24%	Green 18%	Green 20%	Green 19%	Green 24%	Green 19%	Green 24%			Green 25%
Create a better Haringey: Cleaner, Greener, and Safer	BV 199b	Local street and environment cleanliness - Graffiti Low is good. Average score for London in 05/06 was 11% The score for March based on in-house surveys was above the target where a low score is better. Resources for graffiti removal have been focused on land uses with the worst problems. Whilst some improvements have been achieved, further work is required to fully understand and maximise the impact of this work. The official return for Haringey from Encams is better at 6%														2006/07 Top Quartile 1%	
	2006/07	2nd Worst Quartile	Red 5%	Red 12%	Red 13%	Red 7%	Red 11%	Red 11%	Amber 6%	Green 5%	Red 8%	Red 8%	Red 10%	Red 11%			Red 11%
Create a better Haringey: Cleaner, Greener, and Safer	BV 199c	Local street and environment cleanliness - Fly posting Average score for London in 05/06 was 3%. Low score is good. The score for March based on in-house surveys was above the target where a low score is better. Resources for graffiti removal have been focused on land uses with the worst problems. Whilst some improvements have been achieved, further work is required to fully understand and maximise the impact of this work. T The official scores from Encams for 2007/08 is better at 3%														2006/07 Top Quartile 0%	
	2006/07	Worst Quartile	Amber 5%	Red 8%	Red 5%	Red 5%	Red 4%	Red 5%	Red 5%	Red 5%	Amber 2%	Red 8%	Red 6%	Red 7%			Red 6%
Create a better Haringey: Cleaner, Greener, and Safer	BV 89	% of people expressing satisfaction with Cleanliness Tracker survey 3 times a year Latest figures are taken from the annual Resident's survey although baseline is from the BVPI survey carried out in 2006. Performance is on target. Improvements to street cleansing perception are being addressed through the BV 199 action plan.															
		Worst Quartile	Amber 49.0%		Green 58.0%									Green 56%			
Create a better Haringey:	90a	% of people expressing satisfaction with household waste collections Tracker survey 3 times a year															
		Worst Quartile	Amber 64.0%		Green 71.0%									Green 71%			

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	187	Condition of footways <i>This indicator measures the percentage length of carriageways that have exceeded the point where structural maintenance should be considered (Low percentage is good performance)</i>														2006/07 Top Quartile	
	2006/07															17%	
	Worst Quartile	Amber													Green	Green	29%
		35.0%													25%	25.0%	29%
		Low performance is good															
Create a better Haringey: Cleaner, Greener, and Safer	223	Condition of principal classified roads - percentage needing repair <i>This indicator measures the percentage length of carriageways that have exceeded the point where structural maintenance should be considered (Low percentage is good performance)</i>														2006/07 Top Quartile	
	2006/07															6%	
	Worst Quartile	Red													Green	Green	13%
		21.0%													9%	9%	13%
Create a better Haringey: Cleaner, Greener, and Safer	224a	Condition of non-principal classified roads - percentage needing repair <i>This indicator measures the percentage length of carriageways that have exceeded the point where structural maintenance should be considered (Low percentage is good performance)</i>														2006/07 Top Quartile	
	2006/07															9%	
	2nd Worst Quartile	Green													Green	Green	15%
		18.0%													8%	8%	15%
Adults Culture & Community																	
Create a better Haringey:	BV 199a Parks	Local street and environment cleanliness (litter & detritus) - Parks and Open spaces <i>Low performance is good</i>															
		Red	Amber	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	29%
		40%	33%	0%	20%	9%	27%	10%	24%	16%	15%	25%	18%	23%	19%	29%	
Create a better Haringey: Cleaner, Greener, and Safer	119e	The overall % satisfied with parks/open spaces <i>Latest figures are taken from the annual Resident's survey although baseline is from the BVPI survey carried out in 2006. Recent results exceed the target set and show an 8% improvement. The KMC Parks User Survey also shows improvement up 11% since 2003/4 to 70%.</i>															
	2nd Worst Quartile	Green													Green		
		72.0%														65.0%	
Create a better Haringey: Cleaner,	LAAx	Quality of surroundings – increase in number of green flag and pennant award parks <i>Annual</i>															
		Green			Green			Green				Green			Green	Green	8 Flags
		7 Flags			8 Flags			8 Flags				8 Flags			8 Flags	8 Flags	2 Pennants
		2 Pennants															

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Corporate Resources																
Create a better Haringey:	BV 199a Industrial	Local street and environment cleanliness (litter & detritus) - Industrial land · Mostly Property services														
		Red	Red	Green	Green	Green	Red	Amber	Red	Red	Red	Red	Green	Green	Red	
		66.0%	50%	26%	26%	25%	34%	32%	75%	44%	38%	35%	24%	25%	36%	29%
Encourage lifetime well-being																
Children's and Young Peoples Service																
Encourage lifetime well being	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.														2006/07
	2006/07	Provisional results for 2007														Top Quartile 61.9%
	Worst Quartile	Green				Amber									Amber	57%
		51.7%				56.2%									56.2%	
Encourage Lifetime well being	BV 46	% of half days missed due to absence in primary schools maintained by the local education authority														2006/07
	2006/07															Top Quartile 5.3%
	Worst Quartile	Green													Red	5%
		6.6%													5.7%	
Encourage Lifetime well being	BV 45	% of half days missed due to absence in secondary schools maintained by the local education authority														2006/07
	2006/07															Top Quartile 7.4%
	2nd Worst Quartile	Green													Green	8%
		8.2%													7.7%	
Encourage Lifetime well being	BV 221a	Participation in and outcomes from youth work: Recorded Outcomes <i>These two PIs do not show the extent of participation in youth work amongst 13-19s, and there is some trade-off between participation and recorded / accredited outcomes.</i> The figures reported for the 4th quarter are made up of 633 young people achieving a recorded outcome out of a total participation rate of 869 young people. Significant progress has been made in this area over the year with 1902 young people achieving recorded outcomes in 2007/08 out of 2,976 participants.														2006/07
	2006/07															Top Quartile 63%
	2nd Worst Quartile	Green			Red			Green			Green			Green	Green	50%
		48.0%			31.9%		66.1%			54%			73%	64.0%		



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	BV 221b	Participation in and outcomes from youth work: Accredited Outcomes See PI comment under 221a. See performance comment under 221a. The figures reported for the 4th quarter are made up of 92 young people achieving an accredited outcome out of a total participation rate of 869 young people. For the complete year this equates to 31% - made up of 929 young people achieving an accreditation out of 2,976 participants.														2006/07 Top Quartile 30%
	2006/07 Top Quartile	Green 33.0%			Red 19.9%			Green 60%				Green 37%			Red 11%	Green 31.0%
Encourage Lifetime well being	SD44	Percentage of 16-18 year olds not in education, employment or training (NEETS) The adjusted percentage of NEETs decreased to 9.1% in March exceeding the 12.3% target. This equates to 319 young people not in education, employment or training. At this time last year it was 13.2% so there has been considerable improvement. The proportion of 'Not Knowns' (9.6%) This represents an increase on last month (8.9%) but is slightly below last March (9.7%) and the rolling target of 9.9%..														National Target 11%
		Amber 13.2%	Red 14.30%	Red 14.8%	Amber 12.8%	Red 13.2%	Red 13.9%	Red 14.1%	Green 10.8%	Green 10.4%	Green 10.9%	Green 9.8%	Green 9.7%	Green 9.1%	Green 9.1%	12.30%
Encourage lifetime well-being	184a	The proportion of local authority homes which were non 'decent' at 1st April 42.58 1st April 2007														2006/07 Top Quartile 13%
	2006/07 Worst Quartile	Amber 44.7%			Green 42.0%							Green 42%			Green 42.0%	42%
Encourage Lifetime well being	LAAx	Percentage of 19 year olds with level 2 qualifications														
		Green 58.0%													Green 66.0%	59%
Encourage Lifetime well being	LAAx	Number of schools achieving Healthy School Status														
		Green 13.0%													Green 66.0%	53%
Adults Culture & Community																
Encourage Lifetime well being	PLSS 6	Library Visits per 1000 population Annual Equivalents shown														
		Green 9,582			Green 9,057			Green 8,733				Green 9,171			Green 9,535	Green 9,138

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	Unit Cost PAF B17	Cost of home care per client													↑	Top Paf Banding £11.63<£15.51			
		Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber			Amber		
		£18.00	£18.00	£18.00	£18.00	£18.00	£18.00	£18.00	£18.00	£17.34	£17.36	£17.36	£17.52	£17.52			£17.52	£17.52	£17
Encourage Lifetime well being	Local	Cost per visit to a Leisure Centre													↑				
		July Figure includes NNDR payments. Still performing above target																	
		Amber	Green	Green	Red	Green	Green	Green	Green	Green	Red	Green	Green	Green			Green	Green	£2.03
	£2.02	£2.12	£1.04	£0.95	£4.74	£1.18	£1.42	£1.46	£1.78	£2.49	£1.26	£0.79	£0.08						
Encourage Lifetime well being	Local	Sports & Leisure usage seasonally adjusted annual equivalent, (actuals in brackets)													↑				
		Change to January's figure due to late receipt of information from Tottenham Hotspur																	
		Green	Green	Green	Green	Red	Green	Red	Green	Green	Green	Green	Green	Green			Green	Green	Green
	1,142,017	1,363,306 (105,789)	1,257,274 (110,894)	1,290,819 (130,646)	979,974 (105,130)	1,197,203 (93,561)	1,122,945 (94,220)	1,231,998 (93,530)	1,217,707 (91,725)	1,356,549 (76,382)	1,227,803 (103,305)	1,267,787 (105,717)	1,154,343 (102,254)	1,218,869 (1,230,569)		1,184,000			
Promote independent living																			
Children and Young People's Service																			
Promote independent living	BV 50 PAF A2	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.													↑	Top Paf Banding 70<=100			
		Green																Green	
		50.0%																58.0%	55%

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 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														
	74 care leavers turned 19 in the year, 50 were in education, employment or training on or around their 19th birthday. We remain in the top performance banding and above the statistical neighbour average for this indicator															
	Amber	Green	Green	Red	Red	Red	Amber	Green	Amber	Green	Green	Amber	Amber	Amber	Amber	72%
	68.0%	80%	88%	57%	43%	25%	50%	89%	50%	86%	83%	50%	50%	68%		
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														Top Paf Banding 8<25
	<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>															
	28 children have been adopted or granted a special guardianship in the year to date. The target of 24 (7%) has been exceeded and we now fall into the top performance banding for this indicator													Green	7%	
	Green	Amber	Amber	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
	7.0%	0%	0%	3.4%	4%	5%	6%	6%	6.6%	7.6%	7.9%	8.9%	8.9%	8.9%		
Adult, Culture & Community																
Promote independent living	Unit Cost PAF B12	Cost of intensive social care per client														Top Paf Banding £452< £601
	Target revised from £680															
	Green	Red	Red	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	
	£652.00	£764.54	£777.56	£829.29	£712.59	£653.10	£653.98	£654.03	£659.84	£667.08	£691.12	£684.05	£701.21	£701.21	£640	
Promote independent living	BV 54 PAF C32	Older people helped to live at home per 1000 population aged 65 or over														Top Paf Banding 100+
	Green	Red	Red	Red	Amber	Green	Green	Green	Green	Green	Green	Amber	Amber	Green	Green	
	93.57	88.3	89.24	88.44	88.3	97	97	104.6	103.3	101.56	96	96	101	101	101	
Promote independent living	BV 56 PAF D54	Percentage of items of equipment and adaptations delivered within 7 working days.														Top Paf Banding 85<=100
	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
	88.0%	94.60%	98.0%	93.0%	95.7%	96.3%	99%	99%	100%	100%	100%	99.8%	98.7%	97.8%	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	BV201 PAF C51	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)													↑	Top Paf banding 150+
	Monthly Targets					136	137	139	141	143	145	147	149	150		
	Red	Red	Red	Amber	Green	Green	Amber	Amber	Green	Green	Green	Green	Green	Green	Green	
	138	131	130.8	136.12	136.57	140.2	137.2	136.2	148.5	153.2	151.3	152.9	154	154	150	
Promote independent living	195 PAF D55	Acceptable waiting time for assessment- average of (I) % where time from first contact to beginning of assessment is less than 48													↑	Top Paf Banding 90<=100
	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green		
	80.95%	95%	94.5%	95.8%	96.2%	96.2%	96.2%	96.5%	96.2%	96.5%	95.6%	95.4%	95.4%	95.4%	95.4%	93%
Promote independent living	196 PAF D56	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.													↑	Top Paf Banding 90<=100
	Green	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Green	Green	Green		
	90.18%	82%	86%	85%	86%	91%	91%	91%	90%	90%	90%	93%	93%	93%	93%	93%
Promote independent living	PAF C62	Carers' Services The number of carers receiving a "carers break" or a specific carers service as a percentage of clients receiving community based services Performance is currently above target													↑	Top Paf Banding 12+
	Red			Amber			Green			Green			Green	Amber		
	6.8%			8.8%			10.0%			11%			9.3%	9.3%	10%	
Promote independent living	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.													↑	
	Green			Green			Green			Green			Green	Green		
	97.9%			98.6%			98.0%			99%			99%	99.0%	98%	
Promote independent living	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.													↑	
	Green			Green			Green			Green			Green	Green		
	66.7%			87.1%			88.7%			73%			85.9%	85%	70%	

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Corporate Resources																
Promote independent living	78a	Average time for processing new HB/CTB claims <i>Low is good</i> A good performance for the month of March, achieving 29 days which is below the target of 32 days. The overall year end performance was 35 days. The year end target of 32 days would have been achieved but for the introduction of a new document management system in the middle of the year, which set us back slightly. Nonetheless, we have shaved 5 days from our 2006/2007 performance and will continue to make														2006/07 Top Quartile 24.5 London 27.5
	2006/07	Worst Quartile	Red 40	Green 32	Green 32	Amber 34	Red 38	Red 40	Red 38	Red 44	Amber 36	Red 39	Amber 33	Green 29	Green 29	Amber 35
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. <i>'Nil' means that no applicable household left TA in the month in question</i>														2006/07 Top Quartile Zero weeks
	2006/07	Worst Quartile	Red 64.59	Green 36.90	Red 105.00	Nil	Red 75.86	Green 38.14	Nil	Red 79.00	Red 64.00	Red 95.00	Red 122.86	Green 57.57	nil	Red 75.81
Promote independent living	LAAx	Number of people from priority neighbourhoods helped into sustained work. a) JCA into sustained work and b) lone parents into sustained work The year 1 targets of 30 job seekers allowance claimants and 30 lone parents in the 12 worst wards into sustained work have been exceeded														
		Amber 0						Green 32				Green 47				Green 88
Promote independent living	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														
		Amber 0						Red 0				Red 0			Red 9	Red 9
Deliver excellent services																
People and OD																
Deliver excellent services	BV 16a	% of staff declaring they meet the Disability Discrimination Act disability definition														2006/07 Top Quartile 4.4%
	2006/07	2nd Best Quartile	Amber 3.56%													Green 6.58%

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 17a	Percentage of staff from minority ethnic communities													 2006/07 Top Quartile 5.1%	2006/07
	2006/07															
	Top Quartile	Green 44.9%			Green 45.1%			Green 45.6%			Green 45.5%			Green 45.7%		
Deliver excellent services	BV 11a	% of top 5% of earners that are women													 2006/07 Top Quartile 43.5%	2006/07
	2006/07	This represents 106 women														
	Top Quartile	Green 54.2%			Green 51.7%			Green 54.0%			Green 52.6%			Green 53.1%		
Deliver excellent services	BV 11b	% of top 5% of earners from ethnic minority communities													 2006/07 Top Quartile 4.5%	2006/07
	2006/07	This represents 38 of 200 staff in Q4														
	Top Quartile	Red 18.2%			Red 20.6%			Red 20.0%			Red 20.1%			Red 19.0%		
Deliver excellent services	BV 11c	% of top 5% of earners declaring they meet the Disability Discrimination Act disability definition													 2006/07 Top Quartile 5.5%	2006/07
	2006/07	This represents 4 staff members in Q4														
	2nd Worst Quartile	Amber 2.2%			Amber 2.95%			Amber 2.1%			Amber 2.9%			Amber 2.8%		
Deliver excellent services	BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee.													 2006/07 Top Quartile 8.1%	2006/07
	2006/07															
	2nd Best Quartile	Red 9.14	Green 7.71	Red 9.63	Red 9.64	Red 9.61	Green 6.81	Green 7.82	Red 9.84	Red 10.16	Green 7.93	Amber 8.89	Green 7.00	Green 7.6		
																

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	Percentage of staff who understand Haringey's aims and objectives														
		Green													Green	
		90.0%														
Deliver excellent services	Local	Percentage of staff who say that we can be proud of what we do in Haringey Council														
		82% is taken from development work around the People Strategy but does give an update on progress in this area whilst we await an update from the staff survey.													Green	
		73.0%													82.0%	
Adults Culture & Community																
Deliver excellent services	Unit Cost	Net surplus per cremation														
		<i>High is good. A net cost would be shown as a minus value. PI previously presented as a cost.</i>														
		Monthly targ	209.77	133.23	313.69	78.01	159.98	224.44	62.67	-71.16	150.46	398.34	300.59	266.49		
	Green	Red	Green	Red	Red	Green	Green	Green	Green	Red	Red	Red	Green			
	£174.22	£233.85	£111.65	£364.90	£57.68	£113.29	£322.72	£117.69	£127.04	£177.04	£196.74	£264.42	£199.02	£192.02	£190	
Deliver excellent services	Unit Cost	Projected cost per visit/interaction (libraries)														
		<i>The monthly figure we are reporting here is the full year projected cost included in Budget Monitoring, not the YTD Actual.</i>														
		<i>Projected overspend has fallen, our visitor numbers in February were higher than predicted and service has removed some spend on culture from the calculation</i>														
	Green		Green	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber		
	£2.40	n/a	£2.50	£2.57	£2.55	£2.55	£2.56	£2.56	£2.60	£2.63	£2.63	£2.55	£2.55	£2.55	£2.50	
Deliver excellent services	Local	NHS & Community Care Act Complaints - Stage 1 responded to within 10 days														
		In March they were 13 Stage 1s, 85% answered in time, there was also 0 handled under extended deadline.														
		Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	64.0%	75%	86%	92%	100%	89%	100%	92%	100%	100%	100%	100%	85%	93%	80%	
Deliver excellent services	Local	NHS & Community Care Act Complaints - Stage 2 responded to within 25 days														
		Two cases this year. Both on time In addition Eleven cases were handled in the extended timescale 73%.														
		Red		Green											Green	Green
	0.0%		100%										100%	100.0%	40%	

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Policy, Performance, Partnerships & Communication																	
Deliver excellent services	Satisfaction	% residents saying the council makes the borough a better place to live (residents' survey)													↑	Top Quartile	
		Amber													Green		
		66.0%													70.0%		
Deliver excellent services	Satisfaction	% residents saying the borough is a place where people from different backgrounds get on well (residents' survey)													↑	Top Quartile 81%	
		Latest figure is taken from the annual Resident's survey although baseline is from the BVPI survey carried out in 2006.													Green		
		Green													Green		
		78.0%												80.0%			
Deliver excellent services	Local	Number of calendar days taken to respond to Ombudsman enquiries													↑		
		Amber	Green	Red	Amber	Green	Green	Green	Green	Green	Green	Red	Green	Red	Amber	Amber	
		18.4	16.5	19.3	19.0	14.0	18.0	19.7	16.3	17.1	20.9	16.8	22.0	19.0	18.3	18	
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale													↑		
		1,894 cases in the year.													Green		
		Amber	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
		77.0%	87%	82%	88%	95%	92%	89%	95%	85%	89%	82%	85%	88%	88%	80%	
Deliver excellent services	Local	Stage 2 public complaints dealt within target (25 day) timescale													↑		
		168 cases in the year.													Green		
		Amber	Green	Red	Amber	Green	Green	Green	Green	Amber	Green	Green	Green	Green	Green	Green	
		77.0%	92%	40%	79%	94%	100%	80.0%	83%	75%	83%	87%	91%	93%	83%	80%	
Deliver excellent services	Local	Stage 3 public complaints dealt within target (20 day) timescale													↓		
		4 out of 5 on time in March. 61 cases in the year.													Green		
		Green	Green	Green	Amber	Green	Amber	Green	Amber	Amber	Amber	Green	Green	Amber	Red		
		92.0%	100%	100%	67%	100%	83%	100%	80%	75%	71%	100%	100%	80%	85%	95%	




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	Members' Enquiries. Percentage of replies sent in 10 days													↑	90%	
	297 in the month of March, 3,193 in the year to date.																
	Red	Green	Green	Green	Green	Green	Green	Amber	Amber	Amber	Amber	Red	Amber	Red			Amber
		84.0%	92%	96%	95%	93%	90%	86%	86%	87%	85%	75%	85%	80%	88%	90%	
<p>Number of replies (bars) and % in 10 days (line) from 2006/07 to Mar 2008. Target 07/08 is 90%.</p>																	
Children and Young People's Service																	
Deliver excellent services	Local	Children's act complaints - Stage 1 responded to in 10 day timescale													↑	80%	
	48 complaints have been received in the year. In addition 4 complaints have been handled on time under the extended timescale.																
	Red	Green	Green	Amber	Green	Red	Green	Green	Green	Green	Green	Green	Amber	Amber			Green
		63.0%	100%	100%	67%	86%	50%	100%	80%	100%	100%	100%	75%	75%	83%	80%	
Deliver excellent services	Local	Children's act complaints - Stage 2 responded to in 25 day timescale														40%	
	No stage two complaints closed using 25 day timescale, one out of four closed late outside the extended timescale.																
	Red																None
		0.0%	none	none	none	none	none	none	none	none	none	none	none	none	None	40%	
Deliver excellent services	Unit Cost	Independent Schools SEN Placements - Residential														£64,677	
	Green	Green	Green	Green	Green	Green	Green	Amber	Amber	Amber	Amber	Amber	Amber	Amber			Amber
		£63,483	£63,483	£63,483	£63,483	£63,483	£64,556	£65,094	£65,845	£65,265	£67,561	£67,442	£67,766		£64,677		
Deliver excellent services	Unit Cost	Independent Schs SEN Placements - Day														£40,197	
	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		£37,931	£37,931	£37,931	£37,931	£37,931	£38,457	£37,864	£37,948	£38,088	£38,419	£38,467	£38,236		£40,197		
Deliver excellent services	Unit Cost	Cost of service per looked after child													↑	£760	
	Target revised from £880 in September.																
	Red	Green	Green	Red	Red	Red	Amber	Amber	Amber	Amber	Amber	Amber	Amber	Amber			Amber
		£877.0	£735	£732	£796	£797	£811	£792	£769	£781	£778	£773	£776	£771	£760		

Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08
Corporate Resources																
Deliver excellent services	BV 8	Percentage of invoices paid within terms or 30 days													↑	2006/07 Top Quartile 97.0%
	2006/07 Worst Quartile	Red 87.0%	Green 92%	Amber 90.4%	Amber 90.7%	Green 92.1%	Amber 89.1%	Green 92.2%	Amber 91.0%	Amber 90.7%	Amber 90.7%	Red 83.1%	Amber 91.4%	Amber 89.4%	Amber 90.1%	92%
Deliver excellent services	Local	Call Centre – Calls answered in 30 seconds as a percentage of all calls presented													↑	
		39%	Amber 66%	Red 60%	Red 46%	Red 64%	Red 48%	Red 40%	Red 37%	Green 76%	Green 80%	Red 64%	Green 73%	Red 47%	Red 57%	70%
Deliver excellent services	Local	Customer Service Centres – % Customers waiting less than 15 minutes													↑	
		Red 48%	Red 58%	Amber 69%	Red 63%	Green 72%	Green 70%	Green 73%	Amber 68%	Green 75%	Green 84%	Green 75%	Green 83%	Green 71%	Green 71%	70%
Deliver excellent services	Local	Council Wide- Directly dialled Telephone calls answered in 15 seconds as a % of total calls													↑	
		Amber 77.4%	Amber 77.0%	Amber 78.6%	Amber 77.3%	Amber 76.9%	Amber 77.8%	Green 81.0%	Green 82.6%	Green 81.6%	Green 80.6%	Green 82.0%	Green 81.8%	Green 81.2%	Green 80.0%	80%
Deliver excellent services	Local	Freedom of information responses responded to in 20 days													↑	
		Green 73.0%			Green 82%			Green 88%				Green 79%			Green 80%	Green 83%
Deliver excellent services	BV 9	Council tax collection - percentage of total due collected													↑	2006/07 Top Quartile 98.5%
	2006/07 Worst Quartile	Green 93.8%	Amber 93.86%	Amber 93.18%	Green 94.17%	Amber 93.78%	Amber 93.62%	Amber 93.38%	Amber 93.38%	Amber 93.37%	Amber 93.35%	Amber 93.34%	Amber 93.54%	Green 93.90%	Green 93.90%	93.85%

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 156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people													↑	2006/07 Top Quartile 87.2%	
	2006/07	Green			Green			Green			Green			Green			Green
	Worst Quartile	35.4%			36%			37%			39%			40%		40%	
Deliver excellent services	Unit Cost	Cost of office accommodation per sq metre (corporate property)													↑		
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		£359.58	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£296.12	£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>													→		
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		0.00%	0.00%	0.00%	0.00%	0.10%	0.23%	0.03%	0.03%	0.03%	0.00%	0.00%	0.00%	0.00%			
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>													→		
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
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	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		12.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.0%	12.0%	12.0%	12.0%			
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	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		£0M	£0M	£0M	£0M	£0M	£0M	£0M	£0M	£0M	£0M	£0M	£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	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green			Green
		95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%	95.6%			

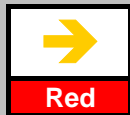
Key Priority	Ref.	06/07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar-08	YTD Progress	Target 07/08	
Deliver excellent services	Fin 4c	Treasury management - The Council's operational boundary for external debt remain within 99.5% green, 99.5% to 100% amber, over 100% = red															
		Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	99.5%
Deliver excellent services	Fin 5	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt from £6.68m @ 2006/7 year end to £4.16m by end of 2007/8. <i>Reduction required = £180k per month</i> Aged Debt fell to its lowest recorded level at the end of 2007/8, £4.83m which is a £1.85m or 28% reduction compared to the opening £6.68. Given the historical nature of this debt this represents a significant achievement, however the closing position was £0.67m short of target. Main areas of shortfall against target were: § Adults who were £62k down against target, however £100k of aged debt was paid by Haringey PCT on 7th April which if paid a week earlier would have enabled them to achieve target. § UE missed target by £642k, £525k of this related to HFH leasehold accounts whose aged debt finished 2007/8 on £2.02m and accounts for 42% of the total aged debt outstanding.													↑		
		Target £m	N/A	N/A	£6.05m	£5.84m	£5.44m	£5.26m	£5.07m	£4.89m	£4.71m	£4.53m	£4.34m	£4.16m			
		Actual	Red		Red	Red	Amber	Amber	Amber	Red	Red	Red	Red	Red	Red	Red	£4.16m
			£6.68m	N/A	N/A	£6.43m	£6.67m	£5.58m	£5.37m	£5.10m	£6.27m	£5.75m	£5.40m	£5.10m	£4.83m		
Deliver excellent services	UOR CPA Score	Financial reporting CPA UOR score: 3 or 4 = Green 2 = Amber 1 = Red													↓		
		Green													Green	2	3
Deliver excellent services	UOR CPA Score	Financial Management score: 3 or 4 = Green 2 = Amber 1 = Red													→		
		Green													Green	3	3

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	UOR CPA Score	Financial Standing score:3 or 4 = Green 2 = Amber 1 = Red													→	
		Green													Green	
		3													3	3
Deliver excellent services	UOR CPA Score	Internal control score:3 or 4 = Green 2 = Amber 1 = Red													→	
		Green													Green	
		3													3	3
Deliver excellent services	UOR CPA Score	Value for Money Score used in CPA assesemnt score:3 or 4 = Green 2 = Amber 1 = Red													→	
		Green													Green	
		3													3	3
Urban Environment																
Deliver excellent services	BV 66a	Rent collection - % of rent due collected													↑	2006/07 Top Quartile 99%
	2006/07															
	Worst Quartile	Amber 96.5%	Green 97.59%	Green 97.5%	Amber 96.5%	Amber 96.6%	Amber 97.3%	Amber 97.05%	Amber 97.01%	Amber 97.24%	Green 97.51%	Green 97.91%	Green 97.8%	Green 98.2%	Green 98.20%	97.5%
Deliver excellent services	BV 66b	Percentage of tenants with more than 7 weeks rent arrears													↑	2006/07 Top Quartile 4%
	2006/07															
	Worst Quartile	Red 14.7%	Red 15.52%	Red 16.17%	Red 15.8%	Red 15.9%	Red 15.9%	Red 15.9%	Red 15.97%	Red 15.63%	Red 15.71%	Red 15.41%	Red 13.8%	Red 13.2%	Red 13.2%	10%
<p>Low performance is good</p> <p>Legend: 2006/07 (Red bar), Target 07/08 (Blue line)</p>																

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	Net surplus, cost of service per parking ticket issued <i>High is good</i> The monthly target for February has been met. The monthly rate of achievement is subject to seasonal variation and will even out towards the end of the year. Accordingly, it is anticipated that the annual target will be met by the end of this year.															
		Green	Green	Red	Red	Red	Amber	Green	Green	Green	Green	Green	Green	Green	Green	Green	
		£14.38	£14.30	£12.30	£12.70	£12.40	£13.76	£14.17	£14.27	£14.00	£14.24	£14.92	£15.09	£14.48	£14.00	£14.00	£14.00
Deliver excellent services	Unit Cost HS1a	Cost per Private Sector Lease															
		Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
		£886.00	£889.43	£889.98	£890.98	£891.40	£893.39	£893.37	£894.79	£899.00	£899.00	£897.64	£897.64				£907
Deliver excellent services	Unit Cost HS1b	Cost per Nightly Rated Accommodation															
		Amber	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
		£41.23	£41.05	£41.22	£41.07	£41.11	£41.11	£41.11	£41.23	£41.23	£41.12	£41.04	£40.94				£42.20

Quarterly Equalities Performance Review - 2007/08

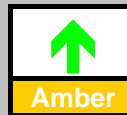
Key:



Same as last year

Red

Performance missing target



Better than last year

Amber

Performance close to target



Green

Key Priorities	Perspective	Ref.	06/07	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Progress	Target 07/08
Urban Environment & Housing									
Encourage lifetime well-being	Excellent services		The percentage difference between Housing Applications and Lettings for BME applicants This PI examines the percentage of BME applicants on the Housing Register, and compares the figure with the percentage of lets given to BME applicants. If BME applicants are receiving a proportional share of lets, there should be no variation between the two figures, +/- 5%. This PI has been expanded for 2007/08, and the Housing Service now examines individual ethnicities and communities and looks at possible factors affecting discrepancies, such as bed size and area required, in order to gain a better understanding of housing need. Choice Based Lettings began operating in January 2007 under Home Connections.						
			Green -3.72%	Green -4.91%	Red -9.01%	Green 4.29%	Green -3.90%		
Deliver excellent services	Excellent services		The percentage of lets made through Choice Based Lettings The percentage of lets made through our Choice Based Lettings system counting only those lets which are eligible for choice has risen again as Home Connections ends its first year.						
			Red 68.45%				Green 80.0%		
Encourage lifetime well-being	Excellent services	Local	Achievement at GCSE % at 5+ A*-C By Ethnicity: B&ME Provisional 2007 results The gap between White UK pupils and All other ethnic groups has closed by 6% this year. The attainment of All Other ethnic groups is now 3% below the Haringey average of 57%						
			Green 48%		Green 54.0%				

Key Priorities	Perspective	Ref.	06/07	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Progress	Target 07/08	
Encourage lifetime well-being	Excellent services	Local	Achievement at GCSE % at 5+ A*-C By Ethnicity:							
			WB Provisional 2007 results Reported Yearly							
			Green 65%		Green 65.0%			Green 65.0%		
Urban Environment Equalities indicators										
Deliver excellent services	Excellent services	BVPI 90a	% of people expressing satisfaction with waste collection monitored by ethnicity, gender and disability							
			Reported Yearly							
			Amber 64%					Green 71%	69%	
Create a better Haringey: cleaner, greener	Excellent services	BVPI 90b	% of people expressing satisfaction with recycling facilities monitored by ethnicity, gender and disability							
			Reported Yearly							
			Amber 57%					Green 65%	60%	
Create a better Haringey:	Excellent services	BVPI 165	% of pedestrian crossings with facilities for disabled people							
			Reported Yearly							
			Green 80.00%					Green 80.30%	80%	
Adult Services Equalities indicators										
Deliver excellent services	Excellent services	Paf E47	Ethnicity of older people receiving an assessment							Paf Top Banding 1<2
			<i>the percentage of older service users receiving an assessment that are from minority ethnic groups with the percentage of older people in the local population that are from minority ethnic groups. Good performance is generally one or greater. This indicator determines the need for Social Services of people from minority ethnic groups to see if it is at least as great as for the general population</i>							
			Green 1.23	Amber 1.56	Amber 1.49	Amber 1.46	Amber 1.45	Amber 1.45	1	

Key Priorities	Perspective	Ref.	06/07	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD Progress	Target 07/08	
Deliver excellent services	Excellent services	Paf E48	Ethnicity of older people with services following an assessment <i>The percentage of older service users receiving services following an assessment that are from a minority ethnic group, divided by the percentage of older service users assessed that are not from a minority ethnic group. Good performance is around 1, assuming no difference between the proportions of those assessed that require services for minority ethnic communities and the general population. 0.7 to 1.3 is regarded as 'acceptable' and 0.9 to 1.1 as 'good'.</i>							Paf Top Banding 0.9 < 1.1
		Green 1.03	Amber 0.94	Green 0.99	Green 1.01	Green 1.00	Green 1	1		
Deliver excellent services	Excellent services	Paf C51	The clients receiving direct payments by physical disabilities							
		Green 103	Green 124	Green 151	Green 160	Green 175	Green 160			
Deliver excellent services	Excellent services	Paf C51	The proportion of clients receiving direct payments by mental disabilities							
		Green 3	Green 3	Green 3	Green 3	Green 4	Green 4			
Corporate Resources Equalities indicators										
Deliver excellent services	Financial Health	BVPI 156	% of buildings open to the public in which all public areas are suitable for and accessible to disabled people							2005/06 Est Top Quartile 75%
		Green 35.40%	Green 36%	Green 37%	Green 39.0%	Green 40.0%	Green 40.0%	40.0%		
Chief Executive's Equalities indicators										
Deliver excellent services	Customer Focus	BVPI 11a	The percentage of the top paid 5% of local authority staff who are women This represents 106 women up from 103 in Q1							
		Green 54.2%	Green 51.7%	Green 54.0%	Green 52.6%	Green 53.7%	Green 50.00%	50.00%		

