

References in **bold** indicate PI used in Comprehensive Performance Assessment for service blocks.














Ref.	Description	On target, Steady 			Near target, Improving 			Missing target, Declining 						
		England 2006/07			London 2006/07			Haringey	Targets:					
	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BVPI Targets not required after 2007/08														
Adults, Culture & Community														
Adult Learning, Libraries & Culture														
BV 170a	The no. of visits to/usages of museums per 1,000 population	1,067	180	1,844	452	103	9,896	176	193		180	194	195	195
BV 170b	The no. of those visits that were in person per 1,000 population	620	104	656	175	90	2,154	163	179		166			
BV 170c	The no. of pupils visiting museums and galleries in organised school groups	8,866	831	7,202	5,623	1,310	5,458	4,300	3,997		4,400			
BV 220	Compliance with the public library service standards							3	3		4	3	4	4
CPA C2a	PLSS1 Proportion of households living near Library							100%	100%		100%	100%	100%	100%
CPA C2b	PLSS 2 Aggregate opening hours per 1000 population							136	137		128	137		
CPA C2c	PLSS 6 Library Visits per 1000 population							9,583	9,136		9000	9000	9000	
CPA C3a	PLSS 3. % of static libraries (as defined by CIPFA) providing access to electronic information resources connected to the Internet.							100%	100%		100%	100%	100%	100%
CPA C3b	PLSS 4 Total number of electronic workstations with access to the internet and the libraries catalogue (available for public use per 10,000 pop)							8	8		6	8	8	8
CPA C4	Active borrowers as a percentage of population							23.2%	22.1%		Not Required			

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
CPA C11ai	PLSS 5 - request supply on time 50% on 7 days							67%	66%	→	50%	50%	50%	50%
CPA C11aii	PLSS 5 70% in 15 days							76%	76%	→	70%	70%	70%	70%
CPA C11aiii	PLSS 5 85% in 30 days							85%	84%	→	85%	85%	85%	85%
CPA C11b	PLSS 9 - Items added through purchase per 1000 population							282	278	→	216	216	216	216
CPA C11c	PLSS 10 - time taken to replenish stock							5.94	6.1	→	6.7	6.7	6.7	6.7
CPA C12a	Issues per 1000 population/books per 1000 population							3.43	3.18	↓				
CPA C12b	Stock level per 1000 population: Books available for loan							1,340	1,410	↑				
CPA C13 £	Cost per visit - Libraries							£2.40	£2.54	↓	£2.50	£2.78	£2.58	£2.62
CPA C15	Museum accreditation							2	Full (2)	→	Full (2)	Full (2)	Full (2)	Full (2)
Adults & Older People														
	NHS & Community Care Act Complaints - Stage 1 responded to within timescale							64%	91%	↑	80.00%	92.00%	95.00%	97%
	NHS & Community Care Act Complaints - Stage 2 responded in 25 day timescale							0.0%	83%	↑	40%	100%	100%	100%
PAF B11	The number of households receiving intensive home help/care as a percentage of all adults and older people in residential and nursing care and households receiving intensive home help/care.							30%	31.7%	↑	32%	32%	32%	

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	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
PAF B12	Average gross weekly expenditure per person on supporting adults and older people in residential and nursing care and providing intensive home care							689	701	→	640	680	Nor Required	
PAF B17	Average gross hourly cost for home help/care.							18	17.52	↑	17.00	17.51		
PAF C29	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.							4.83	5.19	↑	5	Will Merge to form NI 136		
PAF C30	Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.							1.61	2.3	↑	1.8	Will Merge to form NI 136		
PAF C31	Adults with mental health problems helped to live at home per 1,000 population aged 18-64.							2.84	4.24	↑	2.8	Will Merge to form NI 136		
PAF C62	The number of carers receiving a specific carers' service as a percentage of clients receiving community based services.							6.80%	9.90%	↑	10%	To be replaced by NI 135		
PAF C72 LSO 14	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care							70.62	65	↑	73	65	64	
PAF C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care per 10,000 population aged 18-64.							1.94	1.10	↓	1.00	1.00	1.00	
PAF D37	The percentage of single adults and older people going into permanent residential and nursing care who were allocated single rooms.							100%	100%	→	100%	100%	100%	
PAF D39	The percentage of adults and older people receiving a statement of their needs and how they will be met.							89.00%	98.00%	↑	98%	98%	98%	
PAF D40	Adult and older clients receiving a review as a percentage of those receiving a service.							63%	80%	↑	80%	82%	83%	
PAF D41	The number of delayed transfers of care per 100,000 population aged 65 or over.							63.98	38.5	↑	39.78	To be replaced by NI 131		

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PAF D54	Percentage of items of equipment and adaptations delivered within 7 working days.							88%	98%	↑	98%	98%	98%	
PAF E47	Percentage of older service users receiving an assessment that are from minority ethnic groups, divided by the percentage of older people in the local population that are from minority ethnic groups							1.29	1.40	↑	1	1	1	
PAF E48	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 from a minority ethnic group.							1.03	0.99	→	1.0	1.0	1.0	
PAF E82	The percentage of assessments which lead to service being provided.							67.00%	77.00%	↑	70.0%	77%	77%	
BV 195 PAF D55	Acceptable waiting time for assessment-average of (i) % where time from first contact to beginning of assessment is less than 48 hours & (ii) % where time from first contact to completion of assessment is less than or equal to 4 weeks							80.95%	96.0%	↑	91.0%	Replaced By NI 132		
BV 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.							90%	93.0%	↑	93.0%	Replaced By NI 133		
BV 201 PAF C51	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised)							138	153	↑	150	Replaced By NI 130		
BV 53 PAF C28	Intensive home care per 1,000 population aged 65 or over							20.57	19.20	↓	21.00			
BV 54 PAF C32	Older people helped to live at home per 1000 population aged 65 or over							93.57	101.90	↑	101.00	Merged to become part of NI 136		
CPA C18	% population volunteering one hour a week active recreation							2.73%	TBA Active People Survey		3%	4%	5%	6%

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CPA C19	% of population within 20 min walk of a range of 3 different sports facility types of which one has a Quality Standard							69%	72%	↑	70%	73%	75%	75%
Children & Young People														
Children & Families														
BV 43a	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks excluding those affected by "exceptions to the rule" under the SEN Code of Practice.	100.0%	97.5%	97.5%	100.0%	98.3%	98.6%	100%	100.0%	→	99.0%			
BV 43b	% of statements of special educational need issued by the authority in a financial year and prepared within 18 weeks including those affected by "exceptions to the rule" under the SEN Code of Practice.	98.5%	80.5%	86.5%	99.2%	77.6%	85.4%	80%	82.0%	↑	90.0%			
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.			55.10%	51.3% Statistical neighbours			50%	58%	↑	55%	58%	60%	65%
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.			8.30%	7.8% Statistical neighbours			6.8% 23	8.8%	↑	7.0%	8.9% 28	9.% 29	9% 29
BV 197	% Change in the no. of conceptions to females aged under 18, resident in an area, per thousand females aged 15-17 resident in the area, compared with the baseline year of 1998	-18.73	-4.30	-11.21	-22.18	-0.30	-11.62	+0.3	+2.2% 63.7 per 1000	↓	41.6 per 1000			
School Standards & Inclusion														
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.	61.9%	52.2%	57.0%	63.2%	51.8%	58.3%	51.4%	56.2%	↑	57.0%			
BV 40	% of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 Mathematics test.	78.0%	73.0%	75.5%	78.4%	72.0%	75.0%	70%	74.0%	↑	71.0%			
BV 41	% of pupils in schools maintained by the local education authority achieving Level 4 or above in the Key Stage 2 English test.	81.3%	76.0%	79.0%	83.5%	75.8%	79.2%	75%	76.0%	↑	75.0%			

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BV 181a	% of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: English,	76.6%	68.0%	72.1%	79.8%	67.3%	73.0%	61%	68.00%	↑	67.00%			
BV 181b	% of 14 year old pupils in schools maintained by the LEA achieving Level 5 or above in the Key Stage 3 test in: Maths	80.0%	72.3%	76.1%	80.5%	69.2%	74.5%	64%	66.00%	↑	63% stretch 68%			
BV 181c	Science	77.0%	66.7%	71.1%	74.0%	61.5%	68.1%	56.00%	61.00%	↑	57% stretch 64%			
BV 181d	ICT assessment	75.0%	65.0%	69.9%	72.5%	61.3%	65.2%	68.00%	The data for this PI has not been submitted by enough schools to be able to provide a accurate figure		66%			
BV 194a	% of pupils achieving level 5 or above in KS2 in English	35.0%	27.0%	31.4%	35.5%	27.0%	32.3%	30%	29%	→	31%			
BV 194b	% of pupils achieving level 5 or above in KS2 in Maths	35.0%	29.0%	32.3%	36.0%	28.0%	32.3%	28%	29%	↑	31%			
BV 221a	Participation in and outcomes from youth work: Recorded Outcomes	63.0%	38.0%	51.1%	62.5%	40.0%	51.8%	48%	64%	↑	50%			
BV 221b	Participation in and outcomes from youth work: Accredited Outcomes	29.5%	12.0%	21.7%	30.0%	12.5%	22.3%	33%	31%	↓	27%			
BV 222a	Quality of early years & childcare leadership - leaders	42.3%	25.0%	34.8%	45.0%	27.5%	36.3%	34%	TBA		47%			
BV 222b	Quality of early years & childcare leadership - postgraduate input	100.0%	30.0%	63.6%	100.0%	28.5%	63.7%	34%	TBA		44%			
BV 39	% of 15 year old pupils in schools maintained by the local education authority achieving 5 or more GCSEs at grades A*-G or equivalent. inc. English & Maths	91.5%	86.4%	88.7%	92.0%	87.1%	89.3%	79.3%	84.4%	↑	82.0%			

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BV 45	% of half days missed due to absence in secondary schools maintained by the local education authority.	7.4%	8.4%	8.0%	7.0%	8.4%	7.8%	8.24%	7.70%	↑	8.20%			
BV 46	% of half days missed due to absence in primary schools maintained by the local education authority.	5.3%	6.2%	5.8%	5.9%	6.6%	6.3%	6.63%	5.70%	↑	5.40%			
Corporate Resources														
Benefits and Local Taxation														
BV 9	% of council taxes due for the financial year which were received in year by the authority	98.48%	96.49%	97.22%	96.10%	93.60%	94.94%	93.79%	93.85%	→	93.85%	93.90%	94.0%	94.15%
BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.	99.30%	98.43%	98.78%	99.19%	98.15%	98.62%	98.46%	98.69%	→	99.00%	99.00%	99.00%	99.00%
BV 76a	no. of claimants visited per 1,000 caseload							190	150	↓	215			
BV 76b	no. of fraud investigators per 1,000 caseload							0.19	0.19	→	0.19			
BV 76c	no. of fraud investigations per 1,000 caseload							8.42	8.00	→	10.00			
BV 76d	no. of prosecutions & sanctions per 1,000 caseload							3.14	3.40	↑	3.40	3.40	3.40	3.80
BV 78a PM1	Speed of processing: a) Average time for processing new benefit claims (calendar days)	24.5	33.8	30.8	27.5	36.4	33.9	39.4	36.0	↑	32.0	32.0	30.0	27.0
BV 78b PM5	Speed of processing; b) Average time for processing notifications of changes of circumstance (calendar days)	7.8	15.6	12.6	12.0	18.6	16.2	18.2	13.0	↑	17.0			
BV 79a	Accuracy of processing: a) % of cases for which the calculation of the amount of benefit due was correct on the basis of the information available to the determination, for a sample of cases checked post-determination.	99.20%	97.00%	97.73%	99.30%	96.30%	97.55%	96.8%	98.00%	↑	99.00%	99.00%	99.00%	99.00%

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BV 79b i PM7	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayments identified during the period.	80.61%	63.01%	72.89%	70.37%	57.19%	64.13%	59.66%	68.00%	↑	62.00%	68.00%	69.00%	70.00%
BV 79b ii PM8	Amount of HB overpayments recovered during the period as a % of total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.	38.38%	26.80%	33.21%	28.35%	20.05%	24.62%	23.57%	23.00%	→	24.00%			
BV 79b iii PM9	Amount of HB overpayments written off during the period as a % of total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.							3.80%	1.12%	↓	5.00%			
Local	Percentage of Council Tax Arrears collected - net of bad debt provision											20%	20%	20%
Finance														
Fin 1	Overall revenue budget monitoring <i>Net overspend variance</i>							0%	0%	→	0.50%	0.50%	0.50%	0.50%
Fin 2	Overall capital budget monitoring <i>Net overspend variance</i>							0%	0%	→	1.00%	1.00%	1.00%	1.00%
Fin 3	Projected general fund reserves – projected unplanned use of balances (£M)							12%	12%	→	20%	20%	20%	20%
Fin 5b	Debt recovery - Overall Sundry debt. Reduction of Over 211 day debt							£6.86M	£4.16M	↑	£4.16M	£3.86M	£3.09M	£2.47M
Fin 10a	Treasury Management - average interest rate return on investments (above bank base rate)											0.50%	0.50%	0.50%
Fin 10b	Treasury Management - average interest paid on borrowings (above bank base rate)											0.30%	0.30%	0.30%
Fin 10c	Pension Fund - performance for the whole fund compared to benchmark. Target is to achieve (composite) benchmark returns.											Bench- mark	Bench- mark	Bench- mark
Fin 11	Haringey Payments Service - processing cost per transaction										£3.10	£2.68	£2.55	£2.42

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Fin 12	Insurance (Woolf protocol). Target is to ensure 90% of personal injury claims are dealt with within the statutory 9 week timescale										90%	90%	90%	90%
Fin 13	Internal audit. Target is to complete 95% of the planned audit programme of work to final report stage within the financial year										95%	95%	95%	95%
Fin 14	Internal audit. Target is to ensure that 95% of Priority 1 recommendations are addressed by management at the time of the follow up audit.										95%	95%	95%	95%
Procurement														
BV 8	% of invoices for commercial goods and services that were paid by the authority within 30 days	96.98%	91.00%	93.06%	93.27%	85.85%	88.77%	86.98%	90.50%	↑	92.00%	91.00%	91.00%	91.00%
Property Services														
BV 156	% of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people							35.42%	40.00%	↑	40.00%			
People & Organisational Development														
Human Resources														
BV 11a	% of top 5% of earners that are women	44%	24%	33%	48%	37%	43%	54.20%	53.06%	→	50.00%	50.00%	50.00%	50.00%
BV 11b	% of top 5% of earners from ethnic minority communities	45%	0%	3%	18%	6%	13%	18.16%	19.02%	↑	26.00%	22.00%	25.00%	26.00%
BV 11c	% of top 5% of earners declaring they meet the Disability Discrimination Act disability definition	5%	0%	4%	5%	2%	4%	2.18%	2.83%	↑	4.90%	3.50%	3.80%	3.90%
BV 12	The no. of working days/shifts lost due to sickness absence per FTE employee.	8.09	10.73	9.44	7.59	9.53	8.68	9.14	9.67	↓	8.8	8.8 (8.5 stretch target)	8.8 (8.5 stretch target)	8.8 (8.5 stretch target)

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BV 14	The no. of employees retiring early (excluding ill-health retirements) as a % of the total work force	0.18%	0.97%	0.74%	0.30%	0.60%	0.89%	0.14%	0.35%	↓	0.20%	BVPI no longer required		
BV 15	The no. of employees retiring on grounds of ill health as a % of the total workforce	0.00%	0.32%	0.23%	0.13%	0.18%	0.22%	0.16%	0.08%	↑	0.20%	BVPI no longer required		
BV 16a	% of staff declaring they meet the Disability Discrimination Act disability definition	4.4%	1.9%	3.6%	4.3%	2.4%	3.6%	3.56%	6.58%	↑	4.89%	6.60%	6.60%	6.60%
BV 16b	% of economically active disabled people in the borough							13.71%						
BV 17a	% of staff from minority ethnic communities	5.20%	1.00%	5.17%	37.80%	16.25%	26.91%	44.94%	45.7%	↑	39.9%	39.9%	39.9%	39.9%
BV 17b	% of economically active minority ethnic people in the borough							31.35%						
Policy, Performance, Partnerships and Communications														
Community Safety														
BV 126	Domestic burglaries per 1,000 households	5.8	13.2	10.4	14.1	21.8	18.1	26.9	29.4	↓	23.8 (2,394 offences)	To be agreed with Police	To be agreed with Police	
BV 127a	Violent offences committed by a stranger per 1,000 population	13.1	22.9	19.2	22.0	41.8	33.1	35.2	To be agreed with Police		Not Set	Not Set	Not Set	
BV 127b	Robberies per 1,000 population	0.3	1.3	1.2	3.7	8.1	5.9	8.7	6.7	↑	Not Set	Not Set	Not Set	
BV 128	Vehicle crimes per 1,000 population	7.0	13.9	11.0	14.0	20.0	17.3	19.9	20.3	→	Not Set	Not Set	Not Set	
BV 174	The no. of racial incidents recorded by the authority per 100,000 population							52.57	61.59	↓	NA			
BV 175 CPA H19	% of racial incidents that resulted in further action	100%	100%	96.69%	100%	100%	99.54%	100%	100%	→	99%	99%	99%	
BV 198 PAF A60	The no. of drug misusers in treatment per thousand head of population aged 15-44							1300 (figures for all ages)	See NI 40		1475			
Policy and Performance														

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BV 2a	The level (if any) of the Equality Standard for local government to which the authority conforms							Level 4	Level 4	→	Level 4			
BV 2b	The duty to promote equality; Score against checklist for Genetic Equality Scheme including score for race equality and other equality strands	84.00%	58.00%	69.78%	89.00%	73.50%	82.33%	100%	100%	→	100%			
BV 225	Action against domestic violence							91%	100.0%	↑	91.0%			
Partnerships														
BV 226a	Advice and guidance services - Total (£000's)							769	TBA	↑	769			
BV 226b	Advice and guidance services - CLS quality mark							100%	100.00%	→	100.0%			
BV 226c	Advice and guidance services - direct provision							0	0	→	0			
Urban Environment														
Planning Policy & Development														
BV 106 CPA E23	% of new homes built on previously developed land	96.92%	65.93%	78.72%	100%	100%	98.52%	100%	100.00%	→	100.0%	100.0%	100.0%	100.0%
BV 109a CPA E2	60% of major applications in 13 weeks	80.65%	65.22%	71.54%	82.56%	65.58%	72.50%	75%	79.00%	↑	82.00%	See NI 157		
BV 109b CPA E2	65% of minor applications in 8 weeks	83.38%	71.40%	76.89%	85.15%	72.61%	79.46%	88%	78.00%	↓	85.00%	See NI 157		
BV 109c CPA E2	80% of other applications in 8 weeks Gov target 80%	92.46%	84.81%	88.15%	92.86%	85.14%	88.42%	91%	88.00%	→	90.00%	See NI 157		
BV 200a	Plan making LDS submitted							Yes	Yes		Yes			

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BV 200b CPA E44	Has the Authority met the milestones in the LDS?							Yes	Yes		Yes			
BV 204 CPA E42	% of appeals allowed against the authority's decision to refuse planning applications	25.6%	37.9%	32.0%	28.5%	39.6%	33.2%	36.7%	43.0%	↓	32.0%	30.0%	30.0%	35.0%
BV 205 CPA E43	Quality of service checklist	100.00%	88.90%	93.28%	100.00%	94.40%	96.16%	100%	100.0%	→	100.0%	100.0%	100.0%	100.0%
BV 219b	Conservation areas - Character appraisals	43.63%	5.00%	30.09%	65.00%	26.60%	45.33%	32.14%	TBA		50.00%			
Frontline Services														
BV 82ai CPA E6 Part	% of household waste that has been recycled.	22.88%	15.79%	19.59%	21.77%	14.67%	18.40%	19%	19.00%	→	19%	21%	24% LAA Stretch	24%
BV 82aii	Tonnes of household waste that has been recycled.	16862.25	6951.73	18865.37	21177.69	14082.03	17313.50	15,316	15,050.00	→	15,050	16,634	17,466	17,466
BV 82bi CPA E6 Part	% of household waste that has been composted.	15.53%	5.49%	10.91%	9.19%	2.08%	5.70%	5.4%	6.00%	↑	6%	7%	8% LAA Stretch	8%
BV 82bii	Tonnes of household waste that has been composted.	10795.86	2616.12	11072.42	8673.51	2219.87	5988.42	3,590	4,752.00	↑	4,752	5,544	6,098	6,098
BV 84a CPA E26	Kg of household waste collected per head.	395.0	480.1	441.3	390.6	428.7	473.5	360	367.0	→	370	370	370	370
BV 84b	% change in household waste collected	-1.78	2.51	0.33	-1.52	2.05	-0.04	+0.34%	+0.00%	↑	+0.00%	+0.00%	+0.00%	+0.00%

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BV 86	Cost of waste collection per household.	£42.04	£55.81	£50.89	£45.87	£68.56	£62.84	£78	£82.84	↓	£82.00			
BV 91a	% of households served by a kerbside collection of recyclables (one recyclable).	100.0	95.4	95.9	100.0	91.1	95.1	100%	100.0%	→	100.0%	100.0%	100.0%	100.0%
BV 91b	% of households served by a kerbside collection of recyclables (two recyclables).	100.0	93.5	93.3	100.0	91.1	94.8	100%	100.0%	→	100.0%	100.0%	100.0%	100.0%
	Calendar Year for BV 99	2005			2005			2005	2006		2006	2007	2008	2009
BV 99ai	No. of people killed or seriously injured (KSI)	77	248	209	85	127	112	94	117	↓	124	113 (77 prov outturn)	102	91
BV 99bi	No. of children killed or seriously injured (KSI)	10	24	22	7.5	15	11	15	12	↑	13	12	11	11
BV 99ci	No. of people slightly injured.	654	1793	1582	671	1019	843	712	528	↑	849	827	803	780
BV 100	no. of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority road works per km of traffic sensitive road	0.1	1.4	1.1	0.0	1.3	1.1	0.21	0.4	↓	0.1	0.1	0.1	0.1
BV 165 CPA E16	% of pedestrian crossings with facilities for disabled people	99.9%	71.1%	79.7%	100.0%	79.5%	83.9%	80%	80.3%	→	80.0%	83.0%	86.0%	89.0%
BV 178 CPA C1	% of the total length of footpaths and other rights of way that were easy to use by members of the public.	90.7%	66.8%	76.3%	100.0%	89.0%	92.0%	99%	99.0%	→	99.0%	99.0%	99.0%	99.0%
BV 187 CPA E18	Condition of surface footway categories 1,1a and 2	17.00%	31.00%	23.67%	16.00%	34.50%	23.33%	35%	25%	↑	29%			
BV 199a	Local street and environment cleanliness (litter& detritus)	7.00%	17.00%	12.97%	14.60%	33.50%	23.90%	40.1%	27.5%	↑	29.0%			

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BV 199b	Local street and environment cleanliness (graffiti)	1.00%	5.00%	4.07%	4.00%	16.00%	10.24%	5%	6%	↓	5%			
BV 199c	Local street and environment cleanliness (fly - posting)	0.00%	1.00%	0.78%	1.00%	3.00%	2.27%	5%	3%	↑	1%			
BV 199d	Local street and environment cleanliness (fly-tipping)	1	3	2	2	3	3	2	2	→	2			
BV 215a	Average time for rectification of streetlamp failures non DNO (days)	3.07	6.71	5.20	2.13	4.13	3.41	1.88	2.00	↓	2.50	2.40	2.30	2.30
BV 215b	Average time for rectification of streetlamp failures DNO (days)	14.83	34.82	26.96	15.21	29.81	24.15	14.82	14.71	→	19.00	18.00	18.00	18.00
BV 218a	Abandoned Vehicles - % investigated within 24 hours of notification	98.55	82.00	87.39	98.78	83.16	89.57	98.54%	99.82%	↑	90.00%	91.00%	92.00%	92.00%
BV 218b	Abandoned Vehicles - % removed within 24 hours of entitlement	97.87	75.50	82.93	97.30	85.83	87.14	98.84%	98.90%	→	90.00%	91.00%	92.00%	92.00%
BV 223	Condition of principal roads	6.00%	13.00%	10.07%	8.25%	20.75%	14.47%	21%	9%	↑	13%			
BV 224a	Condition of non-principal classified roads (new method)	9.00%	18.00%	14.39%	10.00%	21.75%	16.47%	18%	8%	↑	15%			
BV 224b CPA E11	Condition of unclassified roads	10.00%	19.00%	15.31%	9.00%	19.75%	16.25%	9%	21%	↓	9%			
BV 166a CPA E27	Score against a check-list of enforcement best practice for Environmental Health	100.00%	90.00%	93.83%	100.00%	99.50%	95.77%	100%	100.0%	→	100.0%			
BV 166b CPA E21	Score against a check-list of enforcement best practice for Trading Standards	100.00%	100.00%	97.93%	100.00%	100.00%	97.93%	100%	100.0%	→	100.0%			

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BV 216a	Contaminated land - no. of sites of potential concern							234	217	↑	217			
BV 216b	Contaminated land - no. of site with detailed information available as % of sites of potential concern	10.00%	2.00%	11.76%	39.00%	4.50%	25.64%	7%	10%	↑	10%			
BV 217	Pollution Control - % of improvements carried out (<i>100% less % not carried out</i>)	100.00%	93.00%	92.26%	100.00%	100.00%	98.63%	100%	100%	→	100%			
CPA E33	TS level of business compliance							98.50%	94.00%	→	99.00%			
Strategic & Community Housing														
BV 64 CPA H23	The no. of private sector dwellings that are returned to occupation or demolished during the year as a direct result of action by the local authority.	95	8	89	396	143	293	101	139	↑	100	100	100	100
BV 183a CPA H14	The average length of stay (weeks) in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	1.00	4.00	2.70	0.00	4.22	2.34	5.29	14.59	↓	1	5	5	5
BV 183b CPA H15	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.	0.00	14.11	9.93	0.00	18.97	17.05	64.59	76	↓	60	66	60	52
BV 202	The no. of people sleeping rough on a single night within the area of the authority	0	4	3	1	9	9	6	6	→	5	7	6	5
BV 203 CPA H22	% change in the average no. of families, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year	-26.12%	5.19%	-1.01%	-11.43%	4.39%	-0.15%	+5.66%	-5.51%	↑	-1.0%	-5.0%	-10.0%	-10.0%
BV 213	Households who considered themselves as homeless, who approached the local housing authority's housing advice service and for whom advice/intervention resolved their situation per 1,000 households	5	2	5	8	3	6	3.76	6	↑	5	6	6	6

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BV 214 CPA H25	Proportion of households accepted as homeless who have been previously accepted as homeless within last two years	0.00	2.97	1.89	0.00	0.67	1.05	2.56%	0.43%	↑	1.06%	0.50%	0.40%	0.30%
CPA H9	Average management cost							£20.44	£15.54	↑	£20.75	£18.40	£19.46	£20.42
Homes for Haringey														
BV 63 CPA H11	Energy Efficiency - the average SAP rating of local authority owned dwellings.	72	65	68	70	65	69	66	TBA		69	70	71	72
BV 66a CPA H6	Local authority rent collection and arrears: proportion of rent collected	99%	97%	98%	98%	97%	97%	96.53%	98.20%	↑	97.50%			
BV 66b	% of tenants with more than seven weeks rent arrears	4%	8%	6%	7%	11%	9%	14.74%	13.23%	↑	9.00%			
BV 66c	% of tenants in arrears who have had notices seeking possession served.	17%	33%	26%	17%	30%	25%	9.96%	20.04%	↓	15.00%			
BV 66d	% of tenants evicted as a result of rent arrears	20%	49%	45%	21%	46%	35%	0.51%	0.5%	↑	0.8%			
BV 74a CPA H12	Satisfaction of tenants of council housing with the overall service provided by their landlord							59%	No Survey					
BV 74b	Satisfaction of black & minority ethnic tenants with the overall service provided by their landlord.							56%	No Survey			61%	64%	67%
BV 74c	Satisfaction of non black-&-minority-ethnic tenants with the overall service provided by their landlord.							64%	No Survey			66%	68%	69%
BV 75a CPA H13	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.							55%	No Survey			60%	60%	60%

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
BV 75b	Satisfaction of black & minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.							56%	No Survey					
BV 75c	Satisfaction of non- black & minority ethnic tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.							55%	No Survey					
BV 164 CPA H10	Does the authority follow the Commission for Racial Equality's code of practice in rented housing?							Yes	Yes		Yes			
BV 184a CPA H1	The proportion of local authority homes which were non 'decent' at 1st April	13.00%	41.75%	28.97%	23.00%	49.50%	36.00%	44.71%	42%	↑	42%	42%	36%	30%
BV 184b CPA H2	The change in proportion of non 'decent' local authority homes which were not 'decent' at 1st April	31.45%	5.20%	16.74%	18.20%	6.75%	18.45%	5.16%	4.0%	↓	4.5%			
Ex BV 185	The % of responsive (but not emergency) repairs during the year, for which the authority both made and kept an appointment.							93.30%	90.5%	↑	97%	98%	99%	
BV 212 CPA H8	Average relet times for local authority dwellings let in the financial year (calendar days)	26	46	39	26	39	35	37	50	↓	27	31	29	27
CPA H18 HIP HSSA (A1 &A7)	% of private sector homes vacant for more than 6 months								1.48%	↑				
IC01	% of rent collected (of rent due excluding arrears)								99.3%		100.0%	100.5%	101.0%	101.5%

Table 1: Outturns

	Green font - New National Indicator	Top quartile	Bottom quartile	Average	Top quartile	Bottom quartile	Average	2006/07	2007/08		2007/8	2008/9	2009/10	2010/11
IC01.1	% of rent collected (of rent due excluding arrears) excluding hostels								99.4%		100.0%	96.7%	97.7%	97.8%
IC02	Arrears of current tenants as % of total debit								2.9%					
VO03	Average time to repair - VAV								27.8%		16.0%			
VO05	Average time to let properties - "ready to let" to "tenancy commencement date" (calendar days)								33.8%		17.0%			
GS01	% of properties with valid gas certificate								97%		100%	100%	100%	100%