



Key Priority	Ref.	2007/08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	YTD 08/09	Target 08/09
Make Haringey one of London's greenest boroughs																
Urban Environment																
Make Haringey one of London's greenest boroughs	LAA, NI 192	% of household waste recycled or composted														London top quartile 2006/07 26.05%
		Provisional score as tonnage information for May still being received. Methodology for calculating recycling subject to recalculation in relation to how flytip and non-household waste is calculated. Waste Management will bring forward a detailed paper on these changes before they are applied to														Green
		Green 26.0%	Green 27.0%	Green 27.0%												Green 27.0%
Make Haringey one of London's greenest boroughs	NI 191	Residual household waste per household (kg)_ annual Equivalent - actuals in brackets														
		New indicator, if applied to 07/08 waste disposal figures would give a figure of 629kg 129kg represents over 2/12 of the target for the year. April and May are traditionally high waste months. Monthly figure is expected to reduce through the year.														Red
		629	Red 804 (67)	Red 744 (62)												Red 774 (129)
Create a better Haringey: cleaner, greener and safer																
Policy, Performance, Partnerships & Communication																
Create a better Haringey: Cleaner, Greener, and Safer		Domestic burglaries (Total)														
		Year to date and outturn shown as monthly equivalent														Red
		240	Amber 258	Red 239												Red 249
Create a better Haringey: Cleaner, Greener, and Safer		Robberies (Total)														
		Year to date and outturn shown as monthly equivalent														Green
		113	Green 91	Green 83												Green 87

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Create a better Haringey: Cleaner, Greener, and		Theft of Motor Vehicle (Total) <i>Year to date and outturn shown as monthly equivalent</i>																
			Green	Green													Green	-2.7%
		103	90	83													87	100 per month
Create a better Haringey: Cleaner,		Theft from Motor Vehicle (Total) <i>Year to date and outturn shown as monthly equivalent</i>																
			Red	Green													Amber	-6.1%
		280	321	214													268	
Create a better Haringey: Cleaner,		Serious Youth Violence (Total) <i>April & May 2008 compared to April & May 2007</i>																
				Red													Amber	128 (-5%)
		135		131													131	
Create a better Haringey: Cleaner,	NI 15 LAA	Serious violent crime rate per 1000 population <i>New indicator reporting still being finalised by Police</i>																
Create a better Haringey: Cleaner,	NI 16 LAA	Serious acquisitive crime rate per 1000 population <i>Shown as percentage reduction</i> <i>April & May 2008 compared to April & May 2007</i>																
				Green													Green	-5.5%
		6.8%		6.3%													-7.0%	
Create a better Haringey: Cleaner,	NI 20 LAA	Assault with injury crime rate per 1000 population <i>New indicator reporting still being finalised by Police</i>																




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Create a better Haringey: Cleaner,	NI 28 LAA	Serious knife crime rate per 1000 population <i>Shown as percentage reduction</i> April & May 2008 compared to April & May 2007															
					Green											Green	
		-5.50%			0.3%											-8.0%	-5.5%
Create a better Haringey: Cleaner,	NI 33 LAA	Arson incidents (number of deliberate fires per 10000 population) New indicator Fire Service have not yet provided data, expected for next month															
																	-4%
Urban Environment																	
Create a better Haringey: Cleaner, Greener, and Safer	NI 47	Number of casualties - People killed or seriously injured (KSI) <i>Target set by TfL and through the Mayor of London's Road Safety Plan. Awaiting January and February figures from Police and TfL (figures are reported three months in arrears). TfL have received January's data from the police but need to check before sending it to us</i> Jan-08 Feb-08															
		Green															
		78															113
Create a better Haringey: Cleaner, Greener, and Safer	NI 48	Number of casualties - Children killed or seriously injured (KSI) <i>Target set by TfL and through the Mayor of London's Road Safety Plan. Awaiting January and February figures from Police and TfL (figures are reported three months in arrears).</i>															
		Green															
		8															12
Create a better Haringey: Cleaner, Greener, and Safer	(LAA, NI 195a) <i>In house monitoring</i>	Local street and environment cleanliness - Litter & detritus, graffiti & flyposting <i>low score is good</i>															
			Green	Green												Green	
		21%	8%	8%												8%	12%
Create a better Haringey: Cleaner, Greener, and Safer	(LAA, NI 195b) <i>In house monitoring</i>	Local street and environment cleanliness - Litter & detritus, graffiti & flyposting <i>low score is good</i>															
			Green	Green												Green	
		34%	27%	22%												24%	24%

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Create a better Haringey: Cleaner, Greener, and Safer	(LAA, NI 195c) In house monitoring	Local street and environment cleanliness - Litter & detritus, graffiti & flyposting <i>low score is good</i>														
	Amber 6%	Red 7%	Green 2%												Amber 5%	3%
Create a better Haringey: Cleaner, Greener, and Safer	(LAA, NI 195d) In house monitoring	Local street and environment cleanliness - Litter & detritus, graffiti & flyposting <i>low score is good</i>														
	Red 3%	Red 5%	Amber 3%												Red 4%	2%
Adults Culture & Community																
Create a better Haringey: Cleaner,	CPPI LAA	Local Street and environment cleanliness (litter & detritus) Parks and open spaces <i>Low Figure is good</i>														
	Green 19%	Green 16.0%	Green 11.0%												Green 14%	25%
Encourage lifetime well-being																
Children's and Young Peoples Service																
Encourage lifetime well being	NI 67 2006/07	Child protection cases which were reviewed within required timescales														2006/07 Statistical neighbours top Quartile 99.8%
	Top Quartile	Green 100.0%	Green 100.0%	Green 100.0%											Green 100.0%	100%
Encourage Lifetime well being	NI 66 2006/07	Looked after children cases which were reviewed within required timescales														2006/07 Statistical neighbours top quartile 91%
	Top Quartile	Green 97.0%	Green 97.0%	Green 98.8%											Green 98.8%	97%
Encourage Lifetime well being	NI 62	Stability of placements of looked after children: % with 3 or more placements														2006/07 Statistical neighbours top quartile 12%
		Red 14.8%	Amber 13.8%	Amber 13.4%											Amber 13.4%	12%

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Encourage Lifetime well being	NI 117	Percentage of 16-18 year olds not in education, employment or training (NEETS)														National Target 11%
		End of year return based on Average of November to January The actual number of NEETS this month was 232. This represents a drop of 72 (24.2%) compared with last month and a drop of 335 (59%) compared to last May														
		Green	Green	Green												
		10.4%	9.2%	8.4%											8.4%	10.4% stretch 11%
Encourage Lifetime well being	LAA Local	Number of schools achieving Healthy School Status														75%
		Culmative indicator. Target for December 2008														
		Green	Amber	Amber												
		66.0%	68.0%	68.0%											68.0%	
Adults Culture & Community																
Encourage Lifetime well being	(NI 9 CPPI)	Use of public libraries														9000
		Total number of visits														
		Green	Green	Green												
		9138	841.6	853.6											10171	
Encourage Lifetime well being	NI 10 CPPI	Visits to museums and galleries														16.2
		Total number of visits per 1000 population. YTD, outturn and target shown as monthly equivalent Projected YTD														
		Green	Amber	Amber												
		16.1	15.3	16.2											15.7	
Promote independent living																
Children and Young People's Service																
Promote independent living	NI 148	Care leavers in employment, education or training (cumulative - May 7/9 young people turning 19 were in ETE)														London top quartile 72% 2005/06
		Amber	Red	Green												
		68.0%	63.0%	77.8%											70.6%	75%

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Promote independent living	NI 111	First time entrants to the Youth Justice System aged 10-17 (COUNCIL TOP 35)															
		373															Target to be set in Dec 08
Promote independent living	LAA CPPI	Number of older people permanently admitted into residential and nursing care (2007-2010 stretch target) <i>Low figure is good.</i> Cumulative - will be scaled up in future months															
		Green 137	Green 7	Green 16												Green 16	135
Promote independent living	NI 130	Self Directed Support (Direct Payments) Monthly profiled targets will be added (165 for May)															London top quartile 122 2005/06
		152	Green 163	Green 186												Green 186	213
Promote independent living	LAA CPPI	Number of adults permanently admitted into residential and nursing care (2007-2010 stretch target) <i>Low is good</i> So far this year we have administered a high level of scrutiny at panel and creative care packages have allowed us to help meet clients needs by allowing them to remain in their own homes.															
		18	Green 0	Green 0												Green 0	28
Promote independent living	NI 135 LAA	Carers receiving needs assessment or review and a specific carer's service, or advice and information.															London top quartile 18.9% 2005/06
		n/a	Green 26%	Green 28%												Green 28%	16.2%

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Promote independent living	NI 132	Timeliness of social assessments (all adults)													Green ↑	London top quartile 73.2% 2005/06			
			Green	Green														Green	
		78%	86.7%	82.8%														83%	80%
Promote independent living	NI 133	Timeliness of social care packages 65+.													Green ↑	London top quartile 91.66% 2005/06			
		Green	Green	Green														Green	
		93%	95.0%	96.0%														96%	93%
Deliver excellent services																			
People and OD																			
Deliver excellent services	BV 12 2006/07	The no. of working days/shifts lost due to sickness absence per FTE employee. <i>Rolling Year</i> 6.5 in year to date. Actions to address sickness in main report.													Red ↓	2006/07 Top Quartile 8.1%			
		2nd Best Quartile	Red	Red	Red													Red	
		9.67	9.5	9.4														9.53	8.8
Policy, Performance, Partnerships & Communication																			
Deliver excellent services	Local	Stage 1 public complaints dealt within target (10 day) timescale													Red ↓				
		<i>07/08 Target was 80%</i>																	
		Green	Amber	Amber															Amber
		88%	86.0%	85.0%												86%	90%		
Deliver excellent services	Local	Stage 2 public complaints dealt within target (20 day) timescale													Yellow →				
		<i>07/08 Target was 80%</i>																	
		Green	Green	Red															Amber
		84%	90.0%	78.0%												84%	85%		

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Deliver excellent services	Local	Members' Enquiries. Percentage of replies sent in 10 days															
		Amber	Red	Red												Red	
		88%	83.0%	82.0%												83%	90%
Deliver excellent services	Local	Media relations. Items of proactive coverage <i>Shown as annual equivalent - actual in brackets</i>															
															Amber		
					72 (6)											1396 (216)	1440
Deliver excellent services	Local	Media relations. Items of proactive coverage in trade/professional media <i>Shown as annual equivalent - actual in brackets</i>															
															Red		
					72 (6)											66 (11)	172
Deliver excellent services	Local	Media relations. Items of proactive coverage in Ethnic media <i>Shown as annual equivalent - actual in brackets</i>															
															Red		
					72 (6)											36 (6)	72
Children and Young People's Service																	
Deliver excellent services	NI 59	Initial assessments for children's social care carried out within 7 working days of referral														2006/07 SN Top Quartile 59%	
		Green	Amber	Amber												Amber	
		88.0%	87.3%	86.5%												86.9%	88%
Deliver excellent services	NI 60	Core assessments for children's social care that were carried out within 35 working days of their commencement														2006/07 SN Top Quartile 79%	
		Green	Green	Green												Green	
		84.0%	88.1%	89.7%												88.8%	86%

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Deliver excellent services	Local	Number of Children in Care															
			Green	Green												Green	
		427	428	426												426	427
Deliver excellent services	Local	Adoptions/special guardianship orders (cumulative - actual numbers shown)															
			Green	Green	Amber											Amber	
		8.8% (28)	3	1												4	28
Deliver excellent services	NI 103 a	Special Educational Needs – statements issued within 26 weeks - excluding exemptions															
				Red												Red	
				75%												60%	82%
Deliver excellent services	NI 103 b	Special Educational Needs – statements issued within 26 weeks - including exemptions															
				Amber												Red	
				67%												50%	70%
Deliver excellent services		Unit cost Independent Schools SEN Placements - Residential															
			Amber	Green												Amber	
			£2,665	£0												£2,665	£69,325
Deliver excellent services		Unit cost Independent Schs SEN Placements - Day															
			Green	Green												Green	
			£381	£0												£381	£38,454
Deliver excellent services		Cost of service per looked after child <i>Shown as annual equivalent</i>															
			Green	Amber												Amber	
			£758	£792												£792	£777

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Corporate Resources																
Deliver excellent services	NI 14	Reducing avoidable contact: minimising the proportion of customer contact that is of low or no value to the customer <i>Reported from October</i>														
Deliver excellent services	NI 180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year														
		new														40,000
Deliver excellent services	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events <i>see BV78a and b below</i>														
		new														18
Deliver excellent services	NI 195a	Local street and environment cleanliness - (Litter) - Industrial land - property services														
		n/a	Green 8%	Green 8%											Green 8%	22%
Create a better Haringey: Cleaner, Greener, and Safer	NI 195b	Local street and environment cleanliness - (detritus) Industrial land - Property services														
		n/a	Green 27%	Green 22%											Green 25%	35%
Deliver excellent services	BV 8	%age of Invoices for commercial goods and services that were paid by the authority within 30 days paid on time														
		Amber 87%	Amber 89.35%	Amber 91.88%											Amber 90.44%	91.00%
Deliver excellent services	BV78a	Speed of processing: a) Average time for processing new benefit claims (calendar days) <i>Monthly until NI180/181 ready than delete</i>														
		Red 36	Red 34.18	Red 35.22											Red 35.22	32

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Deliver excellent services	BV78b	TEMP MEASURE a) Average time taken to processing benefit changes in circumstances <i>Monthly until NI180/181 ready than delete</i>														
		Green	Green	Green											Green	
		13	9.65	9.80											9.73	13.00
Deliver excellent services	BV 9	% of council taxes due for the financial year which were received in year by the authority														2006/07 Top Quartile 98.5%
	2006/07															
	Worst Quartile	Green	Amber	Amber											Amber	93.92%
		93.9%	93.01%	93.44%											93.4%	
Deliver excellent services	BV 10	% of non-domestic rates due for the financial year which were received in year by the authority.														2006/07 Top Quartile 99.3%
		Green	Red	Amber											Amber	
		99%	94.1%	98.4%											98.4%	99%
Deliver excellent services	Local	Customer Service Centres - Waiting times - personal callers seen in 15 mins														
		Green	Green	Green											Green	
		71%	75.0%	78.0%											77%	70%
Deliver excellent services	Local	Contact Centre - Telephone answering in 30 seconds - of all calls presented														
		Red	Green	Green											Green	
		57.0%	82.0%	87.0%											84.0%	70%
Deliver excellent services		Council-Wide Debt recovery - Overall Sundry debt.														
		Aged debt fell to its lowest level recored, £0.5m or 10.3% reduction compared to opening £4.33m. Main areas of reduction were Adults & UE.														
		Profiled Target	£4.67m	£4.59m	£4.51m	£4.43m	£4.35m	£4.26m	£4.18m	£4.10m	£4.02m	£3.94m	£3.86m			
		Green		Green											Green	
		£4.16m		£4.33m											£3.86m	

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Urban Environment																
Deliver excellent services	NI 157	Processing of planning applications as measured against targets for 'major' application types														England Top quartile 2006/07 80.65%
		Amber	Green												Green	
		79%	100%	None											100%	82%
Deliver excellent services	NI 157	Processing of planning applications as measured against targets for 'minor' application types														England Top quartile 2006/07 83%
		35 out of 44 decided on target in May														
		Red	Green	Red											Amber	
	78%	83%	78%											81%	85%	
Deliver excellent services	NI 157	Processing of planning applications as measured against targets for 'other' application types														England Top quartile 2006/07
		113 out of 119 decided on target in May. April figure amended following data check to 91% (126 out of 139)														
		Amber	Green	Green											Green	
	88%	91%	95%											93%	90%	
Deliver excellent services	Local	Net surplus per PCN issued														
															Red	
			2	3												-15
Deliver excellent services	Local	Average cost per Assured Shorthold Tenancy														
															Red	
			0	0												2000

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Deliver excellent services	Local xBV66a	Rent collection														<i>England Top quartile 2006/07 99%</i>	
		The early trend for this indicator over a number of years is for performance to be erratic and not indicative of the overall long-term trend, whereby the indicator exceeds the target. Target and definition to be reviewed and confirmed.															
		Green	Red	Red												Red	
		98%	94.62%	94.62%											94.62%	100.5%	
Deliver excellent services	Local	Average relet time															
		Average turnaround times have increased over the last few months as a result of the Voids Group's success in bringing a lot of long-term voids (especially in sheltered housing) back into use.															
		Red	Red	Red												Red	
		50.3 days	60.9 days	63.91 days											62 days	31 days	
Deliver excellent services	LAA, NI 156	Number of households living in Temporary Accommodation															
		The 2008/9 target has been revised. This month's reduction in the use of TA has been due, in the main, to a fall in the number of TA placements and a higher than anticipated level of abandonments.															
		<i>Target</i>	<i>5336</i>	<i>5271</i>	<i>5207</i>	<i>5017</i>	<i>4866</i>	<i>4726</i>	<i>4603</i>	<i>4489</i>	<i>4372</i>	<i>4231</i>	<i>4089</i>	<i>3948</i>			
		Green	Green												Green		
		5389	5275	5224												4000	